

## Using Facebook as a Digital Platform During the Covid 19 Pandemic to Support Online Learning

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### ABSTRACT

**Background.** Covid-19 has become a pandemic declared by WHO (World Health Organization) since March 2020. This pandemic has rocked the whole world, including Indonesia. Covid-19 not only has an impact on the economic sector, but also has an impact on several aspects of society, especially in the educational environment.

**Purpose.** The aim of this research is to discuss one familiar social media platform, namely Facebook, as a solution to overcome the dampening impact of Covid-19 on the learning environment.

**Method.** This research uses quantitative methods using survey capital and in-depth surveys. The survey used in this research is online based.

**Results.** The results of this research are how Facebook can be useful as a solution during the pandemic to help smooth online learning.

**Conclusion.** The conclusion of this research explains that Facebook as a digital platform can be used to support online learning in the Covid-19 era, because it contains various features that can help students continue to carry out learning effectively even when online.

### KEYWORDS

Covid, Facebook, Learning

### INTRODUCTION

The Covid-19 (Corona Virus Disease) pandemic is a disease outbreak where the virus spreads very quickly and the level of ability to spread is still reaching the entire population of the world, including Indonesia. (Jolly & Scaria, 2022). This virus occurred in December 2019, 188 countries were affected by this outbreak (CSSE, 2020). This requires people to quarantine at home to break the chain of spread of Covid-19. This situation causes all activities in various sectors to be hampered, one of which is the education sector. Based on data obtained from UNESCO, currently there are 39 countries implementing school closures. Meanwhile, as of March, there were 61 countries in Asia, Africa, the Middle East, Europe, North America and South America that had implemented learning activities at schools and universities, namely by conducting online learning. (Bao, 2020; Q. Wang et al., 2018). The Covid-19 pandemic has changed human life, one of which is in the field of education, requiring all levels of education

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to adapt and be able to continue the semester face to face. social distancing, and physical distancing has had a significant impact, especially on educational levels, The implementation of large-scale social restrictions (PSBB), this is in accordance with the decision of the Minister of Education and Culture of the Republic of Indonesia, namely Nadiem Anwar Makarim, providing the policy points stated in circular letter NO. 4 of 2020 regarding education policies during the emergency period for the spread of Covid-19, one of which is the order to carry out the learning process(Chen et al., 2019; Dai et al., 2019; Poortinga et al., 2021). Efforts to prevent the transmission of the Corona virus are carried out with policies limiting interactions and crowds and maintaining physical distance or other policies. These policies have an impact on all aspects of life, for example the learning process of students at school.(Bailey et al., 2021; Dai et al., 2019; Poortinga et al., 2021). The learning process is the process of achieving learning goals carried out by students through a series of activities under the direction, guidance and motivation of the teacher.

The current pandemic conditions require teachers or lecturers as educators to be creative in changing direct learning patterns into indirect or non-face-to-face learning patterns.(Fadare & Okoffo, 2020; Lyu & Wehby, 2020). As we all know, there is a learning method that educators can use as a non-face-to-face learning medium to transfer knowledge, namely online learning. This learning method does not require students to be in the classroom, but students can access learning via the internet(Golinelli et al., 2020; Guess et al., 2020; Nauman et al., 2020). Online learning requires many facilities that must be used during learning, one of which is a cellphone and computer, there are also applications that support the learning process as well as quotas or internet access that must be sufficient to carry out the online learning process. Education is a system that develops a fairly broad mission related to physical development, skills, thoughts, feelings, abilities, social, up to issues of belief or faith.

Isman explained that online learning is a learning process that uses the internet network in the learning process. This online learning provides students with the opportunity to learn with less time(Langer et al., 2018; Tysiąc-Miśta & Dziedzic, 2020; S. Zhang & Liu, 2018). The increasing use of internet networks, apart from being a challenge, can also open up opportunities for education staff to improve the quality of learning via the internet. The challenge of using the internet as part of learning is in line with the demands of education itself.(Clement et al., 2018). This online-based learning cannot be separated from the use of various platforms used, including Facebook, Google Classroom, WhatsApp, Zoom, YouTube, and others. The platform is used in the online learning process, of course it must use hardware that is used to support the implementation of online learning.

The use of Facebook has many features that can be used in the learning process and is also a networking site that is loved by everyone at all levels, from children to adults who have become Facebook users.(Mena, 2020; Montag et al., 2019). As a means of supporting the implementation of learning, networking is the main thing to support the achievement of expected results through online learning.(Jain et al., 2020; Parisi et al., 2019; Q. Wang et al., 2018). In this case, as a means of utilizing the Facebook platform in the Covid era at the educational level, gadgets have a big contribution to educational institutions and this also includes achieving online learning goals.(Conti-Ramsden et al., 2018; Harmon et al., 2021). An online learning system is a learning system without direct face-to-face activities between teachers and students but is carried out using technology, telecommunications and information via the internet.(Angelidaki et al., 2018; Bataille et al., 2018; Du et al., 2019). Facebook provides to interact with knowledge. This application also has group facilities for students to join and discuss various topics, collaborate and use educator applications to manage the learning process.

Rossi and Breidle in Wina Sanjaya (2008: 163) state that "learning media are all tools and materials that can be used to achieve educational goals such as radio, television, books, newspapers and television, if they are programmed for education then they are learning media". Related to the defense above, cellphones can also act as a learning tool, a means of using the Facebook network, in this case they can be used as an interactive learning medium outside of school.(Fidan & Tuncel, 2019; Molinillo et al., 2018; Yang et al., 2018). Teachers can creatively create hyperlinks to web blogs or other sites on Facebook, in this case teachers can indirectly convey material to their students. Regarding this, Facebook can be accessed directly via cellphone(Kang, 2020; Maldonado et al., 2019; Song et al., 2018). This potential is what every teacher must think about in order to utilize Facebook as an interactive learning medium that is fun and can also activate students.(Stewart & Dake, 2019; Warren & Marciano, 2018). Apart from that, the social networking site Facebook can also enable students to interact socially and academically. Facebook allows students to have close contact with educators and other students.

In reality, online learning still cannot be implemented well due to various obstacles such as inadequate facilities, low economic conditions so that people cannot afford quotas. geographical conditions that result in less stable internet networks(Ammar et al., 2018; Contreras-Castillo et al., 2018). The community's lack of digital literacy means that online learning does not run optimally(Jünger & Mietzner, 2020; List, 2019; Mihailidis, 2018). The success of online learning is greatly influenced by the teacher's ability to use technology when delivering learning material, but there are also those who say that the obstacles that will affect the success of online learning include the lack of teachers in interacting, delivery of material that is less understandable to students, parental unpreparedness. guiding their children to study and the ability of parents to pay for their children to study as well as the ability of parents to finance more spending on the internet as a means of learning(Baghdadi et al., 2018). Learning is basically a communication process that involves the teacher as a source of information, learning messages or what we know as learning materials and the recipients of the messages themselves, namely students.(Lefebvre et al., 2019)The old concept that many people hold is that people think that learning is a process of adding information.

In this case, researchers want to know how the use of social media is related to the student learning process compared to other content/purposes as a means of being exposed to the internet. Based on the results of previous research that the author has explored, there are several relevant studies, including research researched by Gunawan, Suranti, NMY, and Fathoroni (2020) which examined variations of models and learning platforms for prospective teachers during the Covid-19 pandemic period. . This research states that online learning is a very appropriate method to use in learning during the Covid-19 pandemic, which in the process utilizes several digital platforms. There are also various obstacles faced during the online learning process. Then Herliandry et al (2020) examined online learning in the process of providing convenience in transferring information in various situations and conditions.(Clerckx et al., 2019; S. Wang et al., 2018). Learning is supported by using various facilities and platforms that can support the learning process according to conditions.

The reasons are the basis for researchers to research the use of Facebook as a digital platform during the Covid 19 pandemic to support online learning. Namely to find out the impact of using Facebook as a learning media platform in the Covid era. Applications in learning certainly have positive and negative impacts. The positive thing that we can take from using Facebook in the Covid-19 era is that teachers can provide learning to students without meeting face to face, which means that face-to-face can cause an increase in the spread of Covid-19. , then students can find it

easy to study through photos, links, videos and etc. without having to use the old paper-based learning system.(Baburamani et al., 2019). This requires teachers and students to spend more money in accessing Facebook itself, and teachers as educators cannot educate students' morals and behavior directly due to online learning.(Losing et al., 2018). Based on these conditions, it is necessary to conduct a review regarding the use of knowledge and technology in delivering material, especially the use of digital platforms in online learning for elementary school students during the pandemic.

## RESEARCH METHODS

The method that researchers use is a quantitative method using survey capital(Marušić et al., 2011; You et al., 2019). This quantitative method means methods for testing certain theories by examining the relationship between variables. Researchers try to understand and describe the understanding gained from researchers. The instrument used is a survey method by distributing questionnaires online in Google Form format(Lososová et al., 2021). The samples taken were students affected by Covid-19 who were doing online learning. Questionnaires are written questions used to obtain information or data directly from the source.(Singh & Singh, 2020; Théry et al., 2018)A questionnaire can also be called a written interview because the contents of the questionnaire are a series of written questions addressed to the respondent and administered by the respondent himself. Based on this type of research, researchers examined the use of Facebook as a digital platform during the Covid-19 pandemic to support online learning during the pandemic.

The aim of this research is to research in depth and also find out the phenomenon of online learning during Covid-19. In this method, researchers use a questionnaire distributed in Google Form format and given to students, then the results of the distribution of the questionnaire are presented again. to research reports(J. Zhang et al., 2018). This technique was chosen because researchers are more accurate and more concrete about subjects who are experiencing more problems. The results of this quantitative method are carried out using a series of research instruments in the form of tests or questionnaires. The collected data is then converted using predetermined categories or criteria. The quality of quantitative research is determined by the many research respondents involved. In this research, researchers need to carry out observations to get an idea of the use of digital platforms during the pandemic(Xiong et al., 2020). Interviews in the research were carried out as a data collection technique during analysis to reveal the type of digital platform used in online learning during the pandemic.

The results of the data that have been collected in the form of questionnaires and surveys will be explained in the discussion, researchers hope that respondents will understandUsing Facebook as a digital platform during the Covid 19 pandemic. Before the researcher filled out the questionnaire, this researcher had asked several questions and then was guided by a lecturer or teacher or media literacy expert. Suggestions and criticism from validators are used as a basis, reference and basis for improving the descriptions of questions in the questionnaires that researchers distribute, in order to get good respondents at the research site. The question the researcher asked was related to the use of the Facebook platform during the Covid-19 period to support online learning. Here the researcher hopes to get a good response from respondents so that it can be easier to carry out research on the use of Facebook as a digital platform during the Covid-19 pandemic to support online learning. .

The data that has been collected will be analyzed using quantitative methods so that you can clearly see the percentage of the questions in the questionnaire that has been distributed online via Google from, then the percentage or number of people who chose the option that has been obtained

will be explained through discussion with expert opinions. and corrected with relevant and correct research that can be used as a reference and guide. In the discussion, the results of this research will be described and explained how the responses from respondents are in the form of diagrams and the researchers' existing conclusions. The main aim of this research is to determine utilization Facebook as a digital platform during the Covid 19 pandemic to support online learning in improving online learning by developing applications as learning media throughout schools or educational levels

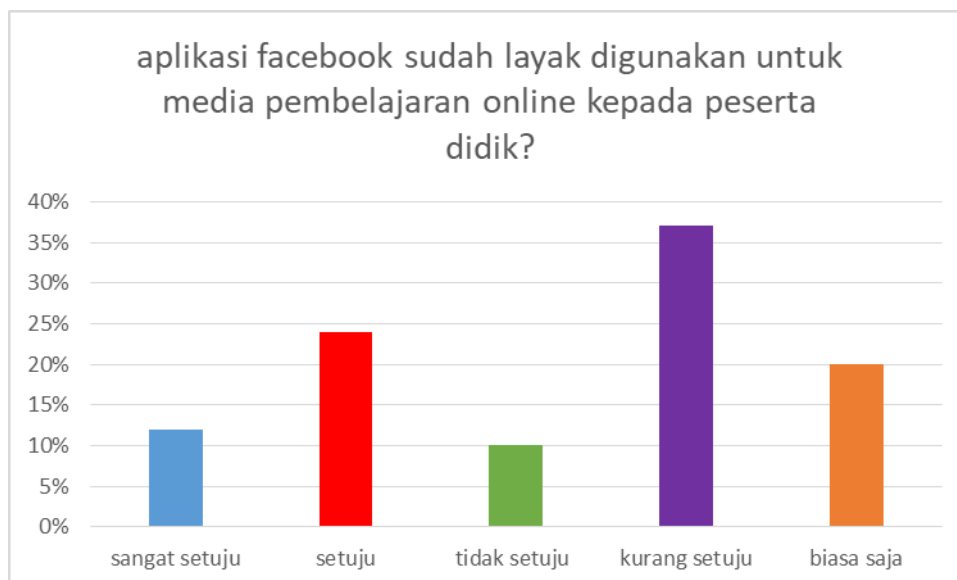
## RESULTS AND DISCUSSION

The research results show that the learning process at the educational level has a dominant interaction pattern using indirect online learning or not in a video conference. Teachers usually provide learning materials via the social media platform Facebook with various specific site sources such as websites or webpages. In the process, the teacher only provides material and directions to students through viewing videos on Facebook. Then the results of the student's work are sent back in the form of photos, videos, voice notes and documents. This condition is in accordance with the statement put forward by Belawati regarding indirect or asynchronous online learning where the interaction pattern is not designed in real time, where the learning process is carried out not simultaneously between the teacher and the learner. Interaction is carried out with the help of indirect communication media such as e-mail, discussion boards, message boards, or other online forums, including through social media. Distance learning is a learning process which in its implementation uses a medium as a means of interaction between the teacher and the learner. Resources and a variety of platforms can support the online learning process.

Based on the description above, there are many conveniences provided by the Facebook platform to support distance learning, so this application is naturally used by many people, especially at the educational level in the online learning process. The success of the one-way or two-way online learning process is determined by the use of technology to provide interaction services between teachers and students. Facilities that support this interaction in online learning are provided by many digital platforms with various different equipment according to the interaction goals to be achieved. The use of the Facebook platform during Covid-19 really supports students in the learning process while at home. Researchers here have conducted a survey by distributing online-based questionnaires via Google form to find out the extent Using Facebook as a digital platform during the Covid 19 pandemic to support online learning, the following questionnaire research data will be attached as follows:

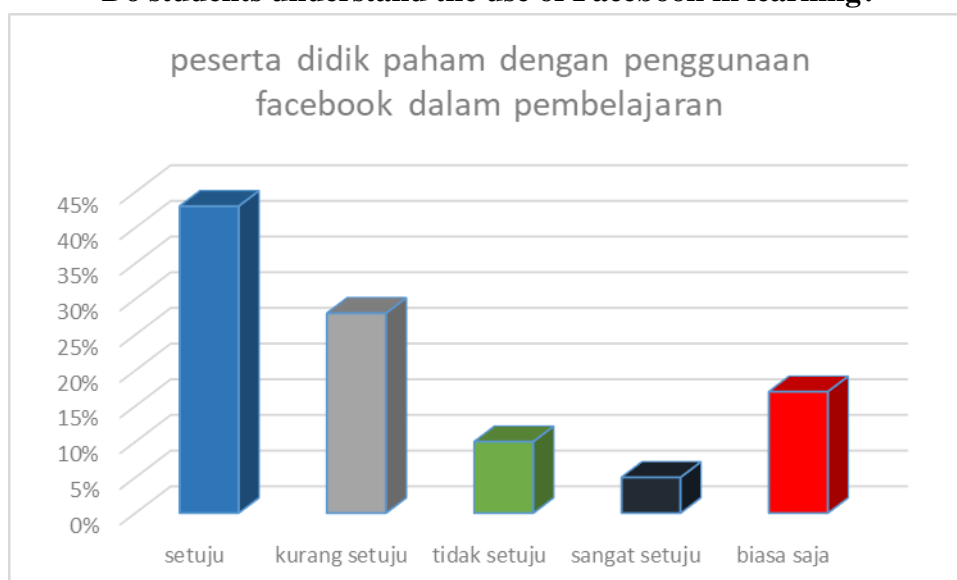
**Is the Facebook application suitable for use as an online learning medium for students?**





From the distribution of questionnaires that researchers have conducted with educators and students at schools, the results and responses from the survey were 6 out of 50 who strongly agreed that the Facebook application may still be unstable in using Facebook for online learning. 22 out of 50 who voted agreed that the Facebook platform helps in providing lessons to students for the distance learning process in the Covid-19 era. 6 out of 50 who chose not to agree because maybe using the Facebook application does not help in the learning process and maybe some of these students have network problems. 38 out of 50 disagree because perhaps this application is not efficient in providing online lessons and it could also be that the delivery of material from educators is not good. 20 out of 50 is normal because some people might use the Facebook platform for other things such as promoting goods, but because of the Covid outbreak, face-to-face learning has changed to online learning by using the Facebook platform as a means of teaching and learning for students.

#### Do students understand the use of Facebook in learning?



Based on the questionnaire above, it can be seen that respondents chose different answers, some chose agree, disagree, strongly agree, disagree, strongly agree, neither. Most students and educators understand more about the use of the Facebook platform as a distance learning assistant in providing lessons to students. The results of the survey obtained were 24 out of 50 who chose to agree, 16 out of 50 who chose to disagree, 1 out of 50 who chose to strongly agree, 2 out of 50

people who chose to disagree, 10 out of 50 who chose as normal, the possibility of people who thought less agree, agree, disagree, perhaps the respondents experienced very few problems in using the Facebook platform and in using, applying and accessing learning media. People who voted strongly agree, maybe they have used this Facebook application as a learning medium and maybe the way it is used is effective.

### Is the Facebook platform effective in the process of using the learning process?



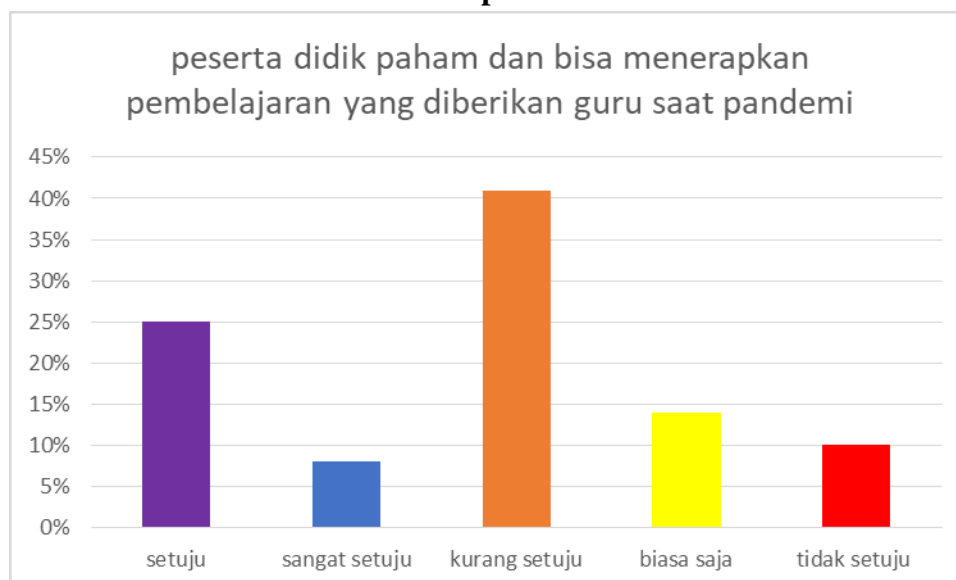
Regarding the results of the diagram above obtained from 50 people who filled out the questionnaire. 13 out of 50 who voted agree, 4 out of 50 who voted strongly agree, 23 out of 50 who disagreed, 4 out of 50 who voted disagree, 13 out of 50 who voted neither. It can be concluded that most people choose to disagree, perhaps the use of the Facebook platform is still less effective in using learning media, and it is also possible that teachers in providing material are less effective which makes students less understanding of what is explained by the teacher via video or voice notes. For respondents who choose agree, strongly agree, it is normal that this Facebook platform can be useful for respondents in distance learning, and giving assignments via the Facebook platform is good for educators to use to provide lessons to students. Teacher service: When the teacher does not understand what he is explaining, he can repeat it again so that the students understand.

**Teachers can easily give assignments to students when using this Facebook application**



From the diagram above, it was obtained from 50 people who filled out the questionnaire. 15 out of 50 who voted agree, 4 out of 50 who voted strongly agree, 19 out of 50 who voted less agree, 13 out of 50 who voted disagree, 6 out of 50 who voted neither. It can be concluded that many people disagree that because the Facebook platform does not make it easy for teachers to access material on the Facebook application, students do not get enough material from educators. But those who chose to agree were only slightly compared to those who chose to disagree. And those who chose strongly agree, disagree, and indifferent, there is a possibility that respondents who during distance learning received effective material from a teacher and there is also a possibility that respondents had difficulty understanding the material that the teacher conveyed to students which made students less understand and cannot apply it in life.

#### **Do students understand and can apply the learning given by the teacher during the pandemic?**



From the distribution of the questionnaire carried out, we obtained data in the form of the diagram above, where 14 out of 50 people chose to agree, 4 out of 50 people who chose to strongly agree, 23 out of 50 people who chose to disagree, 9 out of 50 people who chose to disagree, 5 of 50 ordinary people. If you look at the data obtained above, most of them disagree because the pandemic has changed the face-to-face learning process to online learning. During the pandemic, students also don't understand the material provided by the teacher by watching videos on Facebook



or watching them on YouTube. This method makes students experience difficulties in understanding the lesson. Those who choose to agree are likely to be able to understand the material presented by the teacher in this way, those who choose to disagree, it is normal that the respondent's method of capturing students is different, some can understand by watching, listening to audio-visuals and There are also those who understand better the direct delivery method.

**Are the network sites that are accessed during learning time affordabl**



From the distribution of the questionnaire carried out, the data obtained in the form of the diagram above were 16 out of 50 people who chose to agree, 1 out of 50 people who chose to strongly agree, 20 out of 50 people who chose to disagree, 11 out of 50 people who chose to disagree, 10 people out of 50 who voted were average. If you look at the data above, those who choose to agree are likely to have good access to the network for distance learning, without any problems at all, and the place for distance learning is also optimally implemented. And for those who choose not to agree, not agree, it's possible that the respondent is hampered by network problems in implementing distance learning and also technological developments in the respondent's place are still hampered by technology. Every application for learning media definitely has certain obstacles, for example when using the cellphone application is slow or the network has problems, that's where educators try to contribute to the school so that the Facebook platform can be used optimally.

### Has the Facebook application become a technological development?



From the distribution of the feared questionnaire, we obtained data in the form of the diagram above, where 37 out of 50 people chose to agree, 1 out of 50 people who chose to disagree, 6 out of 50 who chose to disagree, 12 out of 50 who chose as normal. If you look at the data obtained above, most people choose to agree because Facebook has become a technological development and can also be a support and learning medium, and technological developments are also very important for students and educators. And those who voted strongly agreed because in their souls educators must also recognize what is called technology. And those who choose not to agree, disagree, it is possible that there are problems in the respondent's place, and it is also possible that it is due to network factors in a place which makes it difficult to develop technology, especially in the distance learning process.

**With this Facebook application, teaching staff explain the material more quickly and it doesn't take time**



From the results of this questionnaire survey, data was obtained from 50 people, of which 22 out of 50 chose to agree. 1 out of 50 people who chose strongly agree, 12 out of 50 people who chose to disagree, 10 out of 50 people who chose to disagree, 13 out of 50 people who chose neither. Based on the results of the data obtained above, it can be seen that many people choose to

agree because the teaching staff are quicker to provide material to students and in delivering the material they can do this by making videos and sending them to class groups so that it doesn't take a long time to explain the lesson. Judging from the perspective of those who choose not to agree, not to agree, it is possible that they will not be able to divide their time in delivering material online so that the material delivered by educators is less effective for students. Even though there are obstacles and shortcomings in using the Facebook application as a good learning resource, the Facebook platform has many advantages which can be seen from the data obtained above.

#### Can the Facebook application broaden students' insight?



Based on the diagram above, it can be seen how many people agree and disagree with the use of the Facebook platform to increase insight into all aspects of learning. From the survey results above, it can be seen that the data obtained is that 32 out of 50 people who chose agree, 1 out of 50 people who chose strongly agree, 13 out of 50 people who chose to disagree, 7 out of 50 people who chose normal. It can be concluded from the data obtained above that the Facebook application is useful for broadening insight from all aspects and is very useful for educators and students because more than  $\frac{1}{2}$  of 50 agree with the Facebook application being useful for broadening insight from all aspects. People who choose to disagree, disagree, or even be normal are people who do not consider an application important even though the application can be used as well as possible in learning and can even open up insights from all aspects.

**Teachers can use the Facebook application in online learning**



From the results of this questionnaire survey, data was obtained from 50 people, of which 28 out of 50 voted agree, 1 out of 50 voted strongly agree, 18 out of 50 voted disagree, 5 out of 50 voted disagree, 6 out of 50 voted just choose normal. Based on the data above, it can be seen that many people choose to agree because teachers can use this application to support online learning by providing an effective learning atmosphere even though it is held online and also making it easier for teachers to provide material through links, videos and photos. Judging from the session, those who choose not to agree, not to agree, or not, maybe they don't understand and are skilled in using the Facebook platform as a learning resource. And there are also shortcomings in using this Facebook application to access material for students.

So from the 10 surveys that have been described by researchers, it can be concluded that the use of the Facebook platform as a medium in the learning process is able to develop students' abilities during ongoing learning. Including learning during the pandemic by using applications to communicate with teachers and students. This platform really helps teachers to provide lessons to students as optimally as possible by utilizing what is in the Facebook platform application, because most people choose to agree with the diagram above. As an aid in understanding subject matter, as a means of making lessons interesting, creative, and can even support learning during this Covid-19 period and support the creation of better and more effective learning. Regarding the use of the Facebook platform, educators cannot stand alone because learning will not be optimal, therefore they need support from the school and the students.

The results of the survey carried out were indeed many who chose or answered in the affirmative, however, of the 50 people surveyed there were some who answered that they disagreed and were indifferent, perhaps because in using Facebook the respondents were still unable to develop this application for the teaching and learning process, it can be seen From the results of the survey above, the researcher said that many respondents also had network problems, this was because there were problems or obstacles that students felt might not understand or understand the application of the application, and in presenting the material the teacher had not been able to provide as much as possible to the students. Here the researcher hopes that future researchers will be able to maximize the use of the Facebook platform to support learning during the pandemic.

## CONCLUSION

The Covid-19 pandemic has an impact on all aspects of life, including educational aspects. The government's policy to reduce the spread of Covid-19 through efforts to limit interactions and

crowds has had a big impact on the learning process. Education is a child's right in pandemic conditions, it must still be implemented in accordance with recommended health protocols to prevent the spread of Covid-19. This condition causes teachers and students to have to implement an online learning pattern, where learning is carried out in a virtual space (teachers and students do not meet in person) by utilizing facilities that support long-distance interaction. Utilization of online learning facilities is carried out by using several digital platforms which are widely available with various equipment. The method used is quantitative, because this method makes it easier for researchers to conclude the questionnaire that has been distributed. Therefore, researchers hope for a good response from respondents because it is very helpful in research on the use of the Facebook platform to support online learning. By utilizing this digital platform, it can be used as a support in the learning process. The conclusion that can be drawn from researchers is that they utilize various applications that can be used as a means of learning.

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