CHAPTER II
LITERATURE REVIEW

A. The Concept of Online Learning

Online learning or e-learning has been implemented since the 1970s. Online learning is the use of technology and internet devices for education. The concept of computer and network-based learning is a type of learning model that uses web and internet technology. The concept of learning and teaching is not new, but has been developing for decades. The development of e-learning concept is marked by the emergence of websites that serve the learning process. The following is an explanation of online learning, its characteristics, media in online learning, advantages, disadvantages in online learning.

1. Definition of Online Learning

Online learning is learning that enables or is supported using digital tools and content. According to Gilbert (2015:20), learning that is done online is usually embodied as the use of various information and communication technology facilities in the form of a computer network that is intentional and applied in various teaching and learning processes. Online learning can interpret as the application of various electronic systems such as the internet, computer networks, and various multimedia CDs that have the goal to reduce various amounts of expenses that must spend. Coman, Țîru, Meseșan-Schmitz, Stanciu, & Bularca (2020:15) stated that learning that is carried out with online principles can basically also be defined as a learning discipline without using printed teaching materials or commonly referred to as paper.

The learning process, which is principally carried out online, is by using various telecommunication technology assistance to provide a variety of useful information for various educational purposes and related to training. With the various advances in the development of information technology and matters closely related to communication, online learning has emerged as a view commonly referred to as an educational paradigm, which of course also has a very modern nature.

The benefits that are significant from the learning process which is done online include things related to interactions which can also usually free students and instructors from various things related to time and space limitations, namely through models that are also in the form of a network. On an asynchronous and synchronous learning process (Zboun & Farrah, 2021:18). Learning that is done online is usually referred to as the use of various tools called information technology and network communication which are essentially intentional in a process that is usually called teaching and in terms of learning. Related to several other terms, which can also essentially be used to describe the various modes of activity carried out by prioritizing this teaching and learning. They can be included in activities called online learning, virtual learning, learning with distributed activities, various networks, and learning that are web-based (Tsai & Machado, 2022:3).

Based on the explanation above, it can conclude that the online learning process refers to the learning process, which is essentially done by utilizing various technological facilities and is carried out in what is usually called virtual. Learning which is done online also leads to one form of various advances in the development of things that are usually mentioned with technology and various things related to communication, especially when it comes to conveying various things related to information related to education and processes. Learn how to teach. There are two kinds of online education, namely synchronous and asynchronous e-learning (Algahtani, 2011: 52).

a. Synchronous E-learning

Synchronous learning in this study refers to the fact that even though you will be studying remotely, you will be attending class sessions virtually every week, at the same time as your instructor and classmates. Perveen (2016:21) stated that synchronous learning refers to the place where teachers and students meet online on an online platform in the context of the learning and teaching process. As previously noted, the synchronous class means that the process takes place online, namely by using a video platform, where teachers and students meet in it to discuss

the learning they are doing.

Synchronous learning refers to instructors and students gathering at the same time and (virtual or physical) place and interacting in "real-time" (Fabriz et al., 2021). The class conducted on the platform is a class that should be centered on the student who is the object of the meeting, and the teacher only needs to provide direction after all students have listened carefully. Synchronous classes have a goal, namely a class that is fully centered on students as the learning target.

So based on the opinions of the experts above, it can be concluded that synchronous learning in this study refers to the fact that despite learning remotely, which is basically none other than attending learning and teaching activities every week, in terms or class conditions that are almost the same as the others.

b. **Asynchronous E-learning**

Learning that is carried out in an asynchronous online way is in principle defined by various things that are diverse due to several components, various properties, and things that are related to what is said with general facilities in certain characteristics (Perveen, 2016:25). On the other hand, one of the things that are a popular definition which basically must focus on the various components that are contained in asynchronous e-learning must and must introduce it as a "learning community which is interactive which is not limited by space and time, place or space boundaries that are in the classroom.

Asynchronous e-learning is very similar to what is known as synchronous e-learning which in principle is a student-centered process, in this case, they are who use online learning resources to facilitate the sharing of related information regardless of time and place constraints among various networks of people. Asynchronous e-learning is also a system that also utilizes communication mediated by a component known as a computer (CMC) to achieve the promise of learning "anytime or anywhere it can be done" through various things carried out in discussions.

Asynchronous online.

As stated by Puspitasari (2021:202) Asynchronous e-learning is also principally based on a theory called constructivism, an approach that is student-centered and this emphasizes the importance of an activity related to peer-peer interaction. This approach is an activity that combines independent learning with asynchronous interaction to promote the learning process, and can also actually be used to facilitate various learning processes on campus that are still traditional or education is carried out regularly, education is carried out with a distance system. Distance and continuing education. A combined network that is carried out by students and a network that is electronic where they can carry out activities called communication is also referred to as an asynchronous e-learning network (Perveen, 2016:35).

So based on the opinions of the experts above, it can be concluded that an asynchronous online way is in principle defined by various things that are diverse due to several components, various properties, and things that are related to what is said with general facilities in certain characteristics. Asynchronous e-learning is also principally based on a theory called constructivism, an approach that is student-centered and this emphasizes the importance of an activity related to peer-peer interaction. A combined network that is carried out by students and a network that is electronic where they can carry out activities called communication is also referred to as an asynchronous.

2. Characteristics of Online Learning

The following are the characteristics of the online learning process, as stated by Dabbagh (2012:220):

a. The acquisition of various materials in the learning process which is carried out by students does not depend on the teacher/lecture in this case, because students can essentially construct their knowledge, namely through various or commonly referred to as teaching materials which are delivered, namely by through an interface commonly known as a website.

b. Various sources of knowledge are already everywhere and can be accessed without making it difficult for people. This could be due to the nature of various media, which are also widely circulated on the internet, which in principle are also global and can be accessed by anyone who is connected to it on a system called the internet.

c. The role of teachers/institutions in an educational institution is that they must function as mediators/mentors for students in the institution concerned.

d. There must always be an activity called restructuring the system in the education unit, various curricula, and various matters related to management policies which can essentially support various processes of utilizing matters related to information and communication technology to improve an educational institution that is more comprehensive.

Therefore, the four points that have been described above are things that provide differences between the online learning process and various learning activities carried out in conventional ways. In learning done online, the receptivity possessed by students towards various materials related to the material rather than true learning no longer depends on those who provide the material or are usually known as teachers/instructors. Because students can build knowledge itself, namely through various, usually known as teaching materials, which are also usually delivered through online learning. In the learning process which is done online too, various sources of knowledge have been spread everywhere so that they are easy to access for everyone.

Online learning, in this case, is still in its early stages, which we have only recently discovered. According to Gilbert (2015:30), learning done online is still at a known early stage, with many problems that are in principle uncertain to be clarified and investigated further. Various factors have the potential to influence what is usually known as the effectiveness of online learning, this can see in the characteristics of the media, the context in terms of various learnings, matters related to technology, and

various things related to learning. Related to student characteristics. While relating to experiments we have shown various things that actual learning carried out online will be at least as active as learning that is in principle carried out in conventional classes in certain situations and circumstances. We are also not in a position to claim many things learning that are done online can replace various activities and learning processes that are done in traditional classrooms.

Learning is a thing that mostly refers to the activities mentioned with socio-cognitive (Tsai & Machado, 2022:4). In this case, not every student will be able to find various activities and learning processes that are carried out online which can match their learning style. Some students usually feel bored or even intimidated in front of the computer they are using. Another very important issue in learning done online is none other than it must be considered. Issues related to trust, as well as issues related to authorization, about various confidentiality, and issues related to various individual responsibilities actually must and must be resolved to be resolved. Based on Gilbert (2015:28) owners of property are intellectual and must be given appropriate and adequate compensation. Security, in the realm of the internet, actually leads to various challenges that are growing rapidly, this is none other than the open access by the public to this network, which in principle is universal. Apart from that, because various materials related to things that are usually known as multimedia are widely used in various online learning process systems, a network known as bandwidth with very high speed is a very important requirement to access the internet. A variety of information is very necessary to support the learning and teaching process.

However, learning which is principally carried out online is an alternative that is currently very promising for the learning process in the classroom which is still traditional, which is very useful in terms of the learning process and various pieces of training that are relevant to learning activities online. In various cases that have been, found, online learning is

possible and significant to complement the various learning activities carried out in the classroom (Nakayama, Mutsuura, & Yamamoto, 2014:400). The learning process that takes place online in principle will continue as a system that essentially cannot be separated from more professional education. Efforts should be made and continuously carried out to explore how and for what to create a learning environment in online learning that is more interesting and effective to carry out. One way of achieving the various things that have been stated in the previous discussion is to integrate various pedagogical methods which must also be appropriate, in terms of increasing various things related to interactivity and things related to system personalization, and to be able to involve students better (Churton, 2016:25).

So based on several opinions that were actually put forward by experts, in this case, it can be concluded that the characteristics of online learning are where the acquisition of various materials is in the learning process. Various sources of knowledge are everywhere and can be accessed without complicating the community. The role of the teacher/institution in an educational institution. There must always be an activity called system restructuring in the education unit.

3. **Media of Online Learning**

Online learning as an approach, with web media, which is used by lecturers to deliver teaching materials to remote students. Students, lecturer, references, and technology are the commponents that support the achievement of online learning success. Online learning can increase the role of students in the learning process. In general, there are several online learning media, such as WhatsApp, Google Classroom, and Zoom (Nurhana and Rusli, 2021: 513). Here is the explanation :

a. **WhatsApp**

A Whatsapp group is a virtual classroom that allows each member to communicate with other members in it only to invite kindness and related learning materials. This application provides support in the

implementation of online learning. WhatsApp groups allow users to make announcements, share ideas and learning resources, and support online discussions. Jumiatmoko, (2016: 54) explained the benefits of using WhatsApp group messages in learning, namely:

1) Whatsapp messenger group provides online collaborative learning facilities between teachers and students or fellow students at home and at school.
2) Whatsapp messenger group gives free app which is easy to use.
3) Whatsapp messenger group can share comments, posts, images, videos, sounds, and documents.
4) Whatsapp messenger group makes it easy to disseminate announcements or publish his work in the group.
5) Information and knowledge can be easily created and disseminated through various features of the WhatsApp messenger group.

b. Google Classroom

Google Classroom enables teaching and learning activities to more productive and meaningful by simplifying tasks, enhancing collaboration, and fostering communication. In Google Classroom, teachers can create assignments for students, and can also collect assignments from them. Both teachers and students can work without using paper in this application. Rini et al., (2021: 14) revealed that there are some of the things that can be done when learning online with Google Classroom:

1) Sharing course materials/syllabus
2) Giving/sending assignments
3) Holding interactive Q&A exams/quizzes
4) View upcoming assignments via Google Calendar.

In addition to the various benefits above, Google Classroom is suitable as an option for online learning because this platform is free, can be reached from any circle and from various levels of education, ranging from elementary, junior high, high school / vocational school, and university. Besides being easy to use, Google Classroom is also very

effective and not too complicated when we access and use it to conduct learning provided by teachers and trainers using this platform in the practical learning process during this pandemic.

c. Zoom

The Zoom application is a communication application using video so that when used for the learning process. Zoom meetings can be used as an alternative to meet the need to communicate with many people anytime, anywhere without having to meet in person. Zoom meeting is one of the online learning media designed so that students can understand learning that is done online (Muhammad,Aliman, and Deddy, 2023: 3). Therefore, zoom is one of the e-learning-based learning methods that is currently in great demand, because with the Zoom cloud, educators can provide material, share questions, and even ask questions to students online with the help of the internet.

Based on the explanation above, learning media is a messenger technology that can be used for learning purposes, and is also a physical and communication means to convey subject matter. In terms of online learning, some learning media are used as a means of facilitating teacher and student interactions, with the intention of helping students learn optimally. There are three types of technology tools commonly used in online learning, including WhatsApp, Google Classroom, and Zoom.

d. The advantages of Online Learning

The Internet is a versatile medium for communicating information to students around the world. Web pages on the Internet can contain many types of media, including text, sound, animated graphics, video and downloadable software. New information. Now, with the ability to connect to global communities and resources, students can access libraries and databases that are updated daily. Online learning increases opportunities for small schools as well as individuals to engage in homeschooling. Online learning has several advantages, including:

1) Navigation.

A major advantage of the internet is the ability to move easily within and between documents. With the press of a button or the click of a mouse, users can search for documents in various locations without having to leave their computers.

2) Exchange of ideas.

Students can have "conversations" with experts in a particular field.

3) Convenient communication.

E-mail allows students in different locations to exchange ideas. They can "talk" to each other at various times and respond at their own convenience. The exchange of ideas is confidential. And;

4) Low cost.

The cost of hardware, software, and internet services is very small and continues to decrease (Ivan et al., 2020: 14).

From the above explanation, it can be concluded that advantages of onlone learning is the Learner can connect to various virtual libraries around the world and use them as research media in improving understanding of teaching materials.

e. **The Disadvntages of Online Learning**

Contrary to the advantages of online learning, there are some disadvantages of online learning, among others:

1) Information search is estimated to be thousands of sites, several thousand new internet sites are added to the internet every day. This growth makes finding information more difficult. To help obtain information, some commercial companies and universities provide search engines that follow web links and display results according to your search and are too ripe for viewing. Hence, the demand to be controlled and monitored. No organization or institution monitors activity across multiple computer networks. Control on everything that is individualized. When the teacher's role is needed, the teacher should indicate which websites containing useful information for students

should be "visited".

2) Copyright, because information is so accessible, it is very easy for someone to download files quickly. So students can take tests or projects that violate someone's copyright that are not their work. And;

3) Lack of quality control, users should be critical thinkers and appreciative readers of information. Not everything sent over the Internet is "teaching". Anyone can post anything on the web, including trivial, misleading or inaccurate information (Sri, 2020: 23).

From the explanation above, it can be concluded that the disadvantage of online learning is the lack of interaction between teachers and students and even between students themselves. This lack of interaction can slow down the formation of values in the teaching and learning process. And educators cannot control what students explore in terms that are opposite to the good benefits of online learning itself.

B. Factors Affecting Students' in Learning

In online learning, students face various challenges. This has an influence on students' learning experience. Many factors influence student learning. Muhit (2016:17) classifies them into two groups, namely, internal factors and external factors, internal factors are factors that exist within the individual who is learning while external factors are factors that exist outside the individual. Furthermore, the internal and external factors are explained in the explanation below:

1. Internal Factor

Internal factors are factors that affect the fit from within. Leni and Saiful, (2017:155) stated that internal factors refer to things that have an impact and are influences that come from within a person. Furthermore, the things that affect a person's learning experience that comes from within or internally are interest, motivation, attention to learning, and readiness.

a. Interest

Interest is everything related to someone's interest in something. According to Puchades, Jiménez, Celma & Madrid (2021), interest is a

powerful motivational process that energizes learning, guides academic and career trajectories, and is essential to academic success. Interest is both a psychological state of attention and affection toward a particular object or topic and an enduring predisposition to reengage over time.

b. Motivation

Motivation in this case is none other than referring to the encouragement that exists within a person to do something. As stated by Vero & Puka (2017:60) motivation is basically nothing but acting as a driver and guide rather than everything that is done by individuals. Things like this really can and can make someone enthusiastic in carrying out and completing various activities. In short, motivation acts as a driving force that makes someone enthusiastic and excited in order to achieve a goal.

c. Attention

Attention is related to the concentration of certain psychic energy on an object. Al'omairi & al Balushi (2015) stated that attention is the ability to actively process specific information in the environment while tuning out other details. Attention is limited in terms of both capacity and duration, so it is important to have ways to effectively manage the attentional resources we have available to make sense of the world.

d. Readiness

Readiness is the overall condition of a person or individual to respond and practice an activity in which the attitude contains the mentality, skills, and attitudes that must be owned and prepared while carrying out certain activities. Based on Chorrojprasert (2020:270) this process is none other than involving various things that make one have to be prepared for everything that happens. The desire to be untrue can be something very good and appropriate for a person.

2. External Factor

This is an external influence. According to Ihssan & Hamid (2019:160), External factors are encouragements or motivations that essentially come from outside a person and are subject to change. In this case, the factors that

affect a person's learning experience that comes from outside or externally are the teacher's teaching methods, classrooms (facilities), and friends. To know more about the aspect of an external factor of the learning experience, the researcher explains as follows:

a. Teaching Methods

The teaching method is the entire series of presentations of teaching material which includes all aspects before and after the teacher's learning and all related facilities that are used directly or indirectly in the teaching and learning process. As explained by Al-Rawi (2013) the method that is actually applied in the teaching process is to use various things that can make the learning and teaching process more efficient. A good method actually does not and cannot help students master certain things and contexts.

b. Classrooms (facilities)

Class in education has several related meanings. Classes can mean a group of students who face certain lessons or lectures at colleges, schools, or educational institutions. According to Retnaningtyas (2011), class actually refers to various things related to facilities and space that are used in order to support the learning and teaching process.

c. Environment/People

A friend is a noun that can mean comrade; Friend; people who work together (do, walk); opponents (talking); and those that complement (a partner) or are used (eaten and so on) together. Dopplinger (2014) ddding that friends are basically those who have one goal in achieving dreams, which is obtained when an individual dares to get out of the home zone. Those who don't dare to leave their comfort zone tend to find it difficult to live life in the future. Which becomes a bridge for someone to make friends is to be able to connect with people with various backgrounds.

So, based on the explanation above, it can be concluded that the factors that influence student experience in learning can be divided into two, namely, factors originating from within or internal and factors

originating from outside or externally. In internal factors, interest, motivation, attention to learning, and readiness are everything that will be felt, while in external factors things that will be felt by someone include the teacher's teaching methods, classrooms (facilities), and environment/people.

C. Perception

The change from conventional learning to new learning called online learning must have left a significant impression. The meaningful impression is received by every student who undergoes the online learning process. The impression is how they perceive or assess something, it is called perception. According to Ghadirian, Ayub & Salehi (2017) explain perception as an action process to obtain information. Therefore, a perception can come from the environment in which students are exposed.

Perception is the process by which a person selects, organizes and interprets stimuli into a meaningful and coherent view of the environment. It differs from one person to another, depending on needs, values and expectations. People respond to situations based on their perception of reality, not reality itself (Ranjan, 2020: 1).

Perception is an individual's view of how other people play a role in their lives and can be one of the determinants of success, this also applies to students. It turns out that if the individual has a good view of something or someone else, it will also benefit him. Perception can also be considered as an individual's interpretation of something (Awal and Nurul, 2020: 196). This opinion agrees with Hadi et al., (2017) that perception is the process of creating meaning, interpreting stimuli and sensations received by individuals and is strongly influenced by the strength of individual internal and external factors.

Based on the explanation above, in can be concluded perception is the process of selecting, organizing and interpreting stimuli into a meaningful and coherent view of the environment. It is an individual's view of how other people play a role in their lives and can be one of the determinants of success. It is

strongly influenced by individual internal and external factors.

D. Learning Experience

A learning experience is all student activities in interacting with the environment. The learning experience is not the content or subject matter nor is the teacher's activity in providing learning. Costa (2015:35) giving opinions that are basically related to "Learning Experience" where this concept is actually not the same as what has been taught by teachers at school. The term "Learning Experience" basically refers to everything that is experienced by students in an environment that is literally external and also with what has been instilled in them. In principle, the experience that students get actually occurs when students are active in carrying out various activities and not what is taught by the teacher.

The curriculum in this case is nothing but consists of all the experiences that are essentially owned by students under the guidance of the teachers. According to Caswell, H.L. & Campbell, D.S. in Gravoso, Pasa, & Mori (2016:284), the curriculum is composed of all the experiences that students have had under the guidance of the teacher. Based on this opinion, it can be explained that:

1. Learning experience refers to the interaction of learners with their external conditions, not lesson content
2. Learning experience refers to the interaction of learners through the active behavior of students
3. The learning experience will be owned by the student after he/she participates in certain teaching and learning activities
4. The learning experience is the result obtained by students
5. There are efforts made by teachers in their efforts to guide students to have certain learning experiences

Learning experiences are student activities in interacting with the environment, and how students react to the environment. The learning experience is not identical to the content of the lesson, but internally this learning experience includes what subject matter students must learn. According to

Andresen, Boud, & Cohen (2012:230), four principles must be adhered to in determining this learning experience, namely:

1. Must be following the goals to be achieved

2. Every learning experience must satisfy students (happy) in doing so according to student development

3. Every learning experience design should involve students.

4. One learning experience can achieve more than one goal.

So based on the opinion of the quotation above, it can be concluded that the term which is basically related to "Learning Experience" in concept is not the same as the various things taught by the teacher in the learning and teaching process. The learning experience is not identical to the content of the lesson, but internally this learning experience includes what subject matter students must learn.

E. New Normal

New normal means a form of behavior change to continue to carry out various activities normally but by always adding to the various implementations of health protocols that are required to reduce the transmission of Covid-19. The new normal refers to various acceleration steps in carrying out various handling of Covid-19 in fields that are health, social and economic (Muhyiddin, 2020:250). Scenarios of activities that are said to be the new normal are carried out by paying attention to various regional readiness to apply to the new normal and the results of research conducted epidemiologically in related areas. The principle that is the most important of the new normal itself is none other than being able to adapt to a pattern of life. In the social case, this is a new form of normality or an adaptation process to be active, work, and of course must be continuous in terms of reducing physical contact with other people, avoiding activities that are crowded, as well as working, learning from home that is done from home (Asfiati, 2020:36).

F. Previous Related Studies

Previous related studies refer to researchers' efforts to seek comparisons and then to find new inspiration for further research. In addition, previous studies help research to position research and show the originality of research. Toffel (2016) assumed that related research is required to observe some previous research conducted by other researchers in which they are relevant to our research itself. The researcher needs to tin out and analyze the point that focused on, design, finding, and the conclusions of the previous researchers:

Research conducted by Almendingen et al. (2021) with the title "Student's experiences with online teaching following COVID-19 lockdown: A mixed methods explorative study". The result of this study showed that the sudden shift to digital teaching was challenging for students, but it appears that they adapted quickly to the new situation. Although the concerns described by students in this study may only be representative of the period right after a campus lockdown, the study provides the student perspective on a unique period in higher education.

Research conducted by Maulida & Rokhyati (2022) with the title "Students' Experiences during the Covid-19 Pandemic: A Blended Learning Class". The findings of this study showed that students' obstacles in blended learning related to time, the internet, adaptation of class schedule, and miscommunication. While their strategies to overcome these obstacles are balancing time division, preparation, and make a daily schedule, sending learning materials in class groups, moving to a place with a good internet connection, and having 2 different internet providers, the need for time for adapted of changing environment based on class schedule, and make confirmation with the lecturer.

Research conducted by Diciano et al. (2021) with the title "Students' experiences in learning physical education in an online environment". The results of this study revealed five major recurring themes, to wit: (1) Student-Teacher Interaction, (2) Technology-Related Experience, (3) Online Classroom Experience, (4) Pedagogical-Related Experience, and (5) Personal-Related Experiences. The study concluded that students have both desirable and undesirable experiences in learning online physical education amidst the

COVID-19 Pandemic. The informants' recommendations focused mainly on the teacher's regular monitoring of students, the use of effective online strategies in teaching physical education, and providing enough time for activities. In addition, implications and recommendations are also discussed.

The similarities between the three studies above and this research are that they both analyze students' experiences during the COVID-19 pandemic. While the differences in this research include the following: the first is that the sudden shift to digital teaching is challenging for students. Second, student constraints in blended-based online learning related to time, the internet, class schedule adjustments, and miscommunication. The third is the desired and unwanted experiences in physical education learning in online learning. While this research explores students' experiences in depth internally and internally, by finding the results of the influence of learning experiences from internal and external factors, we can understand students' needs and become the first step in designing appropriate learning for students.