

CHAPTER I

INTRODUCTION

A. Research Background

The COVID-19 pandemic was identified in December 2019 (Huang et al., 2020) and designated a pandemic in the middle of March 2020 as the virus spread quickly over the world (Sohrabi et al. 2020). Organizations of all kinds are forced to switch to an online mode of operation due to the effects of such rapid spread. Universities and other institutions of higher education are not exempt from this exceptional circumstance. Many governments now forbid on-campus, face-to-face instruction in favour of just online instruction. According to Huang et al. (2020), it is also mentioned that such closure would have a negative effect on students' learning. This issue might be solved by offering courses online via the Internet using an e-learning system.

As long as their users are linked to the system via the Internet, e-learning systems, such as a type of LMS (Learning Management System), provide a learning platform that can enable interactive learning anytime and anywhere. In most cases, a well-designed e-learning system facilitates additional activities like quizzes, written exams, and discussion forums in addition to providing learning materials. It is usual to imply that correctly designed e-learning resources could prove to be a useful and efficient substitute for resources that are offered offline. The strong reliance on the usage of e-learning, which is becoming more and more important as the pandemic progresses, presents difficulties for everyone involved, including teachers, students, and parents of students.

By using learning strategies and methods that are appropriate for the environment and the subject matter, teachers may make sure that students have a meaningful learning experience when learning online. The website encourages students to think about how they may better fulfill the

assignments given to them by their teachers as well as their grades. Teachers demonstrating through the platform using either video or material alone will make learning easier to understand. There are also instances where students must switch phones with their parents because they don't have smartphones.

This topic focuses on how students use learning management systems, a platform for taking part in e-learning activities that each teacher or subject employs a distinct platform for, to solve problems. Despite teachers' best efforts to make learning enjoyable, some students may not be aware of how to use the platform, which causes them to pay less attention to the lessons they are being taught.

According to the researcher's observations and problems, it is clear that there are still certain challenges and inefficiencies in the online teaching and learning process. With this study, the researcher hopes to shed some light on the issues that still arise during the teaching and learning process and provide an explanation for them.

B. Research Question

Based on the research, the researcher focused on the following problem:

1. What is the level of difficulty the students' problem in using learning management system?
2. What is the most common problem faced by students when using a learning management system?

C. Research Objectives

Based on the research question above, the research objectives are as follows:

1. To find out the level of students' problem in using the learning management system.
2. To find out the highest problem faced by the students in using the learning management system.

D. Contribution of The Research

1. Theoretical

Students will be questioned about the difficulties they have utilizing the learning management system as part of an investigation into these issues during the COVID-19 pandemic. Teachers can assess each learning process to offer fresh ideas for the application of learning management systems. Additionally, this study is anticipated to be a helpful resource for researchers in the future, particularly with regard to the effectiveness of pupils.

2. Practical

a. Teacher

This study will provide information about students' problems in using the learning management system during the covid-19 pandemic. If the teacher knows which students have the problem, they can help solve the problem. Teachers can also give directions on the use of a learning management system commonly used in learning. Additionally, teachers can also use learning management system to make learning fun.