A Comparative Study of Ethics and Communication Patterns in Online and Face-to-face Learning

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Abstract:

The development of communication technology has resulted in a new style of communication. Communication between educators and students is no longer done face-to-face in schools. The role of interpersonal communication between educators and students shifts to Smartphones. This study uses a qualitative method with a descriptive approach by analyzing the data in the form of a brief description and using a triangulation technique to check the validity of the data. In this study, the ethics possessed by students are influenced by their surroundings and themselves. Using social media and communication patterns, students can acquire new language styles. But few students also pay less attention to ethics when talking to teachers. Face-to-face learning is considered very effective compared to online learning.

Keywords: Ethics, Communication Patterns, Online Learning, Face-to-face Learning

INTRODUCTION

Study and learning are two crucial factors for the sustainability of education in Indonesia. Learning is an interaction carried out consciously between educators and students, indoors and outdoors, to improve students' abilities (Sari, F. B., & Amini, R., 2020). Learning according to interactional theory means that the learning process is an interaction between educators and students as well as learning resources carried out in a learning environment (Muljono 2016). In dealing with the COVID-19 outbreak situation, the Ministry of Education and Culture of the Republic of Indonesia issued Circular Letter No. 4 of 2020 regulating the implementation of education during the COVID-19 emergency (Suparman et al. 2022).

According to (Olaniran 2014) ethics is the study of moral nature and specific moral choices, rules, or standards that govern human behavior. Ethics can also be said as a concept or good value in relationships between people, such as truth, freedom, honesty, justice, love, and affection related to norms (Lubis, 2011). The essence of a good life in the management of education, especially in education units, is basically related to the norms and values of life that have become the role models of society, namely ethics, and morality (Karwati, 2011).

The development of communication technology has affected a new style of communication. Communication between educators and students is no longer done face-to-face in schools. The role of interpersonal communication between educators and students begins to shift towards the presence of smart devices that are created to be able to carry out various activities. In accordance with this research, it is understandable that long-distance communication can be done with the help of a smartphone (Aminah 2017). Communication patterns are defined as a form or pattern of correlation between two or more people in the process of sending and receiving in the right way so that the intended message is easy to understand. From the above understanding, a communication pattern is a form or pattern of correlation between two or more people in the process of sending and receiving messages that connect the two components, namely pictures or plans that contain the steps of an activity, using components that are an important part of communication between people (Djuwita, et.al;. 2019).

Online learning is carried out via the internet and using supporting tools such as smartphones (Fauziyyah 2019). Online learning does not have time and place limitations, which means the learning process can be done anywhere and anytime (Sari, F. B., & Amini, R., 2020). Online learning is a new thing carried out by educators and students where learning

is carried out remotely using supporting tools such as smartphones (Sukendro et al. 2020). Online learning is efficient and effective in using time and place, helping students learn to be more independent, thorough and careful in processing information online (Mulyono, Suryoputro, and Jamil 2021).

Minister of Education, Culture, Research, and Technology (Kemdikbud) Nadiem Makarim, said that the government is considering the possibility of implementing face-to-face learning (PTM) during the COVID-19 pandemic (Ihwan 2017). The government has issued a Joint Decree (SKB) of the Four Ministers regarding the implementation of Face-to-Face Learning (PTM) in the transition period of the COVID-19 pandemic. In the implementation of PTM, the government must pay attention to several things, such as facilities and infrastructure that support health services, the safety of school residents, and health protocols in the school environment (Mustafa, Sulihin 2021)

Based on the results of researchers' observations during online learning at SMK Negeri 4 Surabaya using applications to support learning, namely the *Whatsapp group* and *Google Classroom*. The teacher will carry out the opening stage, discuss material using the *Whatsapp group*, and the teacher will use *Google Classroom* in repeating the delivery of material and collect assignments that have been given. However, online learning that has been carried out has drawbacks and hinders the learning process (Jogezai et al. 2021). Obstacles that occur during online learning are: difficulties faced by educators in making learning strategies; low facilities that can support online learning activities owned by students; low internet connection; and conditions at home that are not as conducive to making it difficult for students to concentrate on doing online learning (Primasari & Zuela, 2021).

(Fauziyyah 2019) in his research stated that the formation of character in students is very dependent on ethics. Other research findings also state that communication ethics is very important to be understood by students so they can get used to using polite language when speaking (Afifah 2019). Students at SMK Negeri 4 Surabaya are still lacking in knowledge of ethics and how communication patterns should be applied between students and educators. Research conducted (Prabowo, Fajrie, and Setiawan 2021) stated that in the process of communication during online learning through the *WhatsApp* application, many students displayed impolite ethics when communicating with educators.

This has an impact on the acceptance of material that has been conveyed by educators that is continuous with student learning outcomes. Based on this, the importance of ethics and communication patterns in online learning. The objectives of this research are: (1) to find out

how the ethics and communication patterns of students are during online learning. (2) find out how the ethics and communication patterns of students during face-to-face learning. (3) knowing the differences in ethics and communication patterns of students in online and face-to-face learning.

METHOD

This research is descriptive in nature with the aim of gathering detailed actual information that describes symptoms, identifies problems, examines conditions and practices that have been opened, makes comparisons or evaluations, determines what others have done in facing the same problem, and learns from experience to determine future plans and decisions (Sugiyono 2019).

Researchers, apart from being a key instrument in collecting and interpreting data. Data is collected through direct observation and documentation. While the data analysis technique was carried out through three stages, namely: first, data reduction; in this case, the researcher analyzed the results of screenshot chat responses and student responses on *WhatsApp and Google Classroom* with the teacher. Second, data presentation, namely data presentation in the form of pictures and brief descriptions; and Third, drawing conclusions. The data validity technique used in this study is the triangulation technique. According to Moleong (2012), "triangulation is a technique of checking the validity of data that utilizes something other than the data for examination purposes or as a comparison to the data.". Triangulation with the method according to Patton (Moleong, 2012), namely checking the trust in the findings of research on several data collection techniques and observation results. Researchers checked the level of trust through triangulation techniques with methods, namely by examining the results of research with different data collection techniques, namely interviews, observation, and documentation so that the level of confidence in the data can be valid. The subjects of this study were students of SMK Negeri 4 Surabaya in grades X and XI of the Study Program of Office Management Automation regarding differences in student ethics and communication patterns.

RESULT AND DISCUSSION

Result

Online Learning

Students are the next generation of the nation to move in a more advanced direction, which is balanced with having ethics. Ethics is behavior that can be considered good or bad. Good ethics are important. Therefore, an understanding of ethics and ethics-related inculcation need to be inculcated in the school environment. A teacher will know whether a student's ethics are good or not based on their behavior, words, actions, and how they respond to the teacher.

In addition to ethics, the formation of a student's character is influenced by communication patterns. A communication pattern is a pattern of a relationship between two or more people to convey or listen properly so that the message conveyed can be understood. If communication takes place in two directions, such as with students and teachers involved in communication who are equally active in conveying opinions or ideas either orally or in writing, then the communication can be said to be good communication. However, if the communication between the teacher and the students is not active, then the communication is not good.

Educational institutions, or schools, are one of the factors in the formation of ethics and student communication patterns. The following is the data obtained by researchers related to the ethics and communication patterns of students in online learning, namely through *Google Classroom* and *WhatsApp Groups*, as well as offline or face-to-face learning at school.
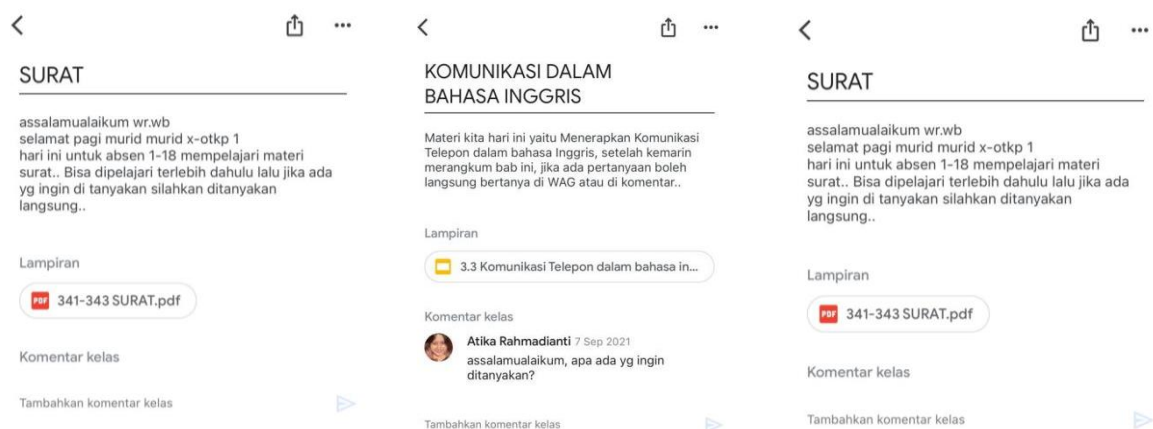
Picture 1. Screenshot via *Google Classroom* no feedback from students

Based on Figure 1, the information obtained indicates that there is no feedback or student response when the teacher conveys information related to learning material, meaning that the communication patterns that occur in offline learning are not going well. Based on research

conducted by researchers in learning media, when using *Google Classroom* online, students do not respond to or greet educators when learning begins. In addition, students do not say thank you after the teacher gives material, assigns assignments, or when learning is over. So it can be concluded that the ethics and communication patterns of students through *Google Classroom* are not good. This can be strengthened by the conditions in the field described by researchers for approximately 4 months of internship at SMKN 4 Surabaya majoring in Office Management Automation. Until the internship is over, there is no response from student communication in the classroom. The reason students don't respond during online learning is that they have a shy attitude, so they don't respond in class. In addition, the rest have understood the material provided by the teacher.
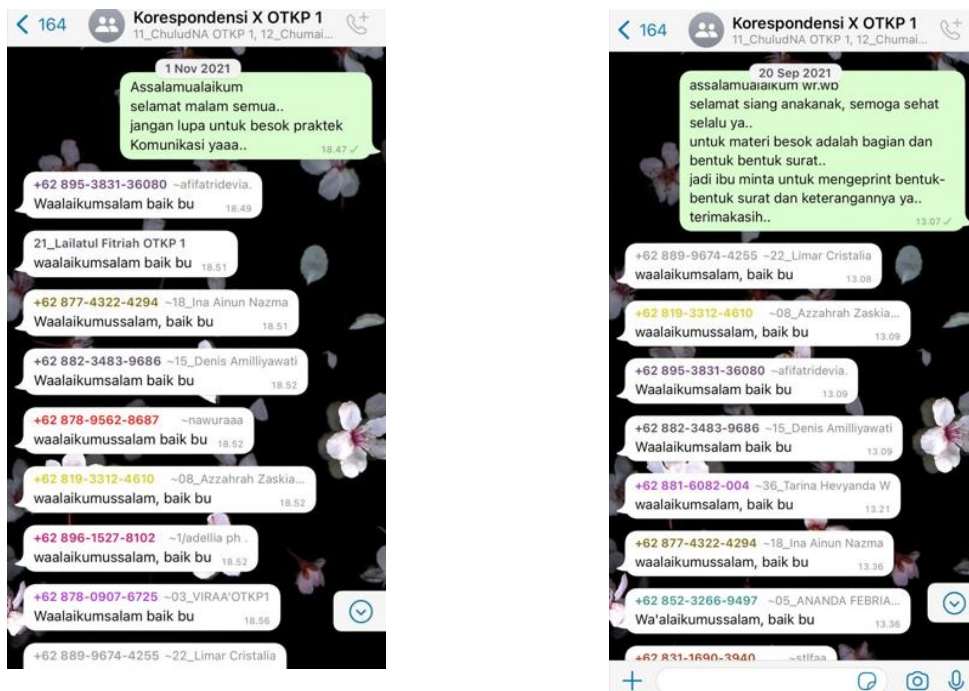
Picture 2. Screenshot of the *WhatsApp Group* chat with a response from students

In Figure 2, the information conveyed by educators in the *WhatsApp Group* is responded to by students. In the chat snippets obtained by the researcher, there were several times when students responded. However, when the teacher gave information to students, no one said thank you after the lesson was finished or when the teacher gave information. This is reinforced by the fact that when online learning takes place, students do not respond to the teacher when the teacher provokes communication so that students can be active. There are only one or two students who respond to the teacher when learning begins, so when learning seems monotonous. According to the researchers, it can be concluded that student responses to ethics

and communication patterns through *WhatsApp* online learning can be said to be quite better than communication in a classroom.

The ethics and communication patterns of students through *WhatsApp* and social media can be assessed by their way of writing without reducing or shortening words. Sentences used by students to respond to or communicate with the teacher, of course, must pay attention to proper punctuation, such as commas (,), periods (.), question marks (?), and so on. This is to avoid misunderstandings during communication so that the message to be conveyed can be received or easily understood by the recipient of the message. In addition to the appropriate placement of punctuation marks, the use of emoticons will represent or give meaning to the responses given by students to the teacher. In addition, the emoticons used will show the ethics that students have when communicating on *WhatsApp*.

Face-to-face Learning

Based on the results of observations made by researchers during face-to-face learning, students tend to respond to the teacher. For example, when the teacher starts learning with greetings, students respond by answering them. Then, during the student attendance process, not a few students talked to their colleagues. In addition, when delivering material, some students played on cellphones and did not listen to the teacher. So when educators give assignments and ask questions about the material, there are students who do not understand and tend to be silent. Several things have been done by the teacher so that students can pay attention to the teacher when delivering material, such as reprimanding students when someone is talking to their colleagues. However, some students paid attention to the teacher during the lesson. And some students are active when the teacher provokes communication with them related to the material that has been delivered and current issues to be discussed together.

At the time of practice, when a group of students was formed to present the results of the practice that had been carried out, it tended to be unclear. This is because students lack the confidence to speak in front of the class. In addition, the voice and language used during the presentation were not clear enough to affect the listeners. So that the message conveyed by the listener is less acceptable.

Discussion

With the results of the research that has been presented, it can be concluded that the ethics and communication patterns of students in the class are considered to be less good. While the

ethics and communication patterns of students through *WhatsApp* and social media are rated quite well compared to those in the classroom, This is because *WhatsApp* social media can be said to be used most often and is easy to reach when communicating. Even though the use of *WhatsApp* as social media is the most frequently used and the easiest, there are also many factors that hinder the online learning process. These factors include the absence of an internet network and students not having an internet quota. However, basically, the government has provided study quotas for students during online learning. However, students use quotas outside of the interests of online learning. In addition, quotas and internet networks are used as excuses for students not to participate in learning, such as falling asleep or doing activities at home (helping parents).

Based on the results of the research that has been explained previously, it can be concluded that the ethics and communication patterns of students through face-to-face learning can be said to be good. This is because face-to-face learning is carried out directly. So that educators can find expressions and student responses during face-to-face learning. Face-to-face learning is considered very effective compared to online learning.

The ethics possessed by students are influenced by their surroundings and themselves. Through the use of social media, students can learn a new style of language. But not a few students also pay less attention to ethics when talking to teachers. This is supported by opinion (Prabowo et al. 2021) that "the presence of technology such as television and the internet presents various facilities in its name so that it makes students less aware of which ethics are suitable for good communication".

This proves that communication patterns need to be taught to students so that good communication ethics will be created between fellow students and between students and teachers. Therefore, educators need to teach students how to engage in ethical communication through knowledge of communication patterns. This is supported by opinion (Prabowo et al. 2021) that, "ethics can be an illustration for students in doing good or bad things. Therefore, ethics must be understood more deeply and implemented in the environment of students.

The results of this study are supported by research conducted by (Undari, Muthali'in, and Prasetiyo 2022) that "the spoken language of students shows that students' communication ethics when participating in learning via video conferencing are to wear neat clothes, pay attention to teacher explanations, and provide responses when asked". Meanwhile, other studies have found that the communication patterns that occur between students and educators through

the *WhatsApp Group* media when delivering the material result in many students responding and creating chats in it (Sari 2021). This is different from other research, in which when communicating through WhatsApp as a learning medium during online learning, it is considered that the norms and ethics of communication are ineffective and tend to ignore aspects of values and norms (Ihwan 2017).

CONCLUSION

Ethics is behavior that can be considered good or bad. Good ethics are important. Therefore, an understanding of ethics and ethics-related inculcations need to be inculcated in the school environment. A teacher will know whether student ethics are good or not based on behavior, words, and actions, how to respond to the teacher, and how to respond to material or assignments given by educators.

In addition to ethics, communication patterns are important in building student character. Communication patterns are patterns of relationships between two or more people in conveying or listening appropriately, so messages are easily understood. If communication takes place in two directions, such as between students and teachers who are equally active, Face-to-face learning is considered very effective compared to online learning. The ethics possessed by students are influenced by their surroundings and themselves. Using social media, students can learn a new style of language. But few students also pay less attention to ethics when talking to teachers.

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