The Use Of *Ruang Guru* Application As Online Teaching Communication Media In The New Normal Era

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A. Introduction

The development of science and technology has wide influence in various fields of life, including education. Education is not antipathy or allergic to the development of science and technology, but rather as a subject or a pioneer in its development. The use of technology in education, especially in classroom learning during the Covid-19 pandemic is still less than optimal. There are still a lot of conventional learning processes that areboring and less effective. This condition is very unfortunate because the use of technology should be done to improve the quality of education. In this new normal era with technological advances, the world of education, especially schools must be willing to hold positive innovations for the improvement of education. The expected innovation is a comprehensive innovation in every educational activity (Gunawan, 2017:16).

Related to the use of technology as an innovation in education, android technology has become one of the most rapidly developing communication technologies in

which all users, both young and old, are already using this technology. Android becomes the most popular technology because it is easy to use and it can access any information anywhere and anytime. From the results of a survey, android technology more widely used by young people in whichit is used as a lifestyle in the current era of globalization that supports the modern education system (Merliana, 2018:39).

E-learning is an important technological advance in the modern education system. Therefore, its methods and content create new changes and challenges in technical and social terms. With the development of e-learning, students no longer need to come to the tutoring center two or even three times a week. They can learn whenever they want by bringing a laptop or smartphone. This phenomenon is called online tutoring. Every lesson that students get at school can be learned through this online tutoring. The curriculum that has been prepared by the government which is usually applied in schools also exists in online tutoring (Shoumi, 2019).

Furthermore, with the phenomenon of online tutoring, *Ruang Guru* application can be said as a technology-based service provider and educational content by providing online tutoring. By being connected to the internet network on various gadgets or smartphones, this application can be used by people. *Ruang Guru* application can be used by the students from elementary to high school. There are several features provided in this application, such as *ruang belajar*, *ruang les*, *ruang les online*, *ruang tes*, and *ruang kelas*. Communication can take place from anywhere, both directly and indirectly, for example by using a cellphone or mobile phone. Nowadays smartphones are the most widely used communication media by the public (Timbowo, 2016). Many things can be done using a smartphone, such as

utilizing applications found on smartphones, like *Ruang Guru*.

Ruang Guru application contains various exercises that are arranged based on subject topics, such as being able to be conquered while catching monsters that are scattered on each subject topic. Interesting learning concepts and exercises are deliberately presented in this application to make learning activity more fun and increase learning interest. Private learning using *Ruang Guru* application can be done anytime and anywhere in a fairly easy way. Moreover, by screen shotting difficult questions, uploading and sending messages or calling the teacher online, the students will be able to utilize their smartphones and laptops (Rahmadani, 2019:241). It can be said that *Ruang Guru* application can be a medium of learning and also a medium of communication in online tutoring. This paper seeks to examine the use of this application as a medium of online guidance communication for students in new normal era.

B. Discussion
1. Utilization of *Ruang Guru* Application for Online Tutoring

The most common problem in education is about the learning process. The transfer of knowledge is carried out during the learning process that has not been maximized so that the level of the students' understanding is low. It is because most teachers or instructors do not want to use tools or practical materials in the learning process and they only explain the concept from textbooks and other references so that students are not too enthusiastic in understanding how to learn something (Merliana, 2018:43).

In teaching the students, most of the teachers usually explain the theory conceptually from the textbook. Every conventional tutoring also provides students with material and modules that are appropriate to the level of education of the student. The weakness of such a system is that students will indeed receive explanations from mentors in the class but students will not be able to repeat what the mentors convey unless the student records the explanation. Meanwhile, the online system of online tutoring allows students to be able to repeat the material provided (Gideon, 2018:176). In this new normal era, technological developments are increasingly fast and sophisticated that make someone easy to obtain or distribute information, discuss, and share ideas with other people. One of them is by utilizing a smartphone. In a smartphone, there is an application to make the students easier to find information and provide them with some exercises, like *Ruang Guru.*

Teaching and learning activities that are generally carried out in classrooms have limited time and space, require participants to be present in the classroom at designated periods to obtain information (Prawenda, 2018). This situation may make the learning process boring. Therefore, *Ruang Guru* application as one of learning application is necessary to make the atmosphere of learning process more fun with its interesting features.

Ruang Guru application provides a learning governance system that can be used to manage virtual learning activities in the classroom. With thousands of question banks in whichthe content is already adjusted to the curriculum in Indonesia, as well as test results analysis tools, the users can use them free of charge. The content of this application is specifically designed by the best and experienced teachers and it includes some materials from elementary to high school. By using online applications in

the world of education during new normal era, people will have to adapt to a new habit of learning that can be passed down from generation to generation through training or research. Moreover, this application is beneficial for the students to learn the materials and it will be done in interesting way.

The role of *Ruang Guru* during this pandemic is as a place or forum where everyone looks for some information, discusses and shares thoughts with the others by using a mobile device or technology connected to the internet. The existence of *Ruang Guru* application also makes the students easy to learn and add insight about various disciplines. Learning activity is now simple because it can be done wherever the students are, so they do not need to go to their school library or even public library to get information and spend much money for attending conventional tutoring class. By using their smartphones, the students get the information related to the subject matters they look for. This application is able to provide education to its members in the chat group forum and allow the members to communicate with other members. In this forum, the teachers also help the students to do their school work.

In *Ruang Guru* application, there is a variety of questions arranged based on the topic of the subject and they can be completed while capturing the monsters that are scattered in each topic of a subject. The most up-to-date concepts available in this online exercise are intentionally presented to make learning activities more interesting. Private learning using this application can also be done anytime and anywhere in a fairly easy way through capturing difficult questions, uploading and sending messages or even contacting the teacher online. It also makes students able to further utilize their smartphones. The learning management system of *Ruang Guru*

application provides a dashboard panel and insight data for governments to support data-based policy making in which that was not possible before. Through the use of content access via mobile devices, *Ruang Guru* application seeks to provide educational content through technology to students at a more affordable cost in the new normal era.

2. *Ruang Guru* Application as An Online Tutoring Communication Media

Current technology has made communication media possible to be reached by people. Communication media are tools that can be used to communicate (Prasanti, 2016:70). Information and communication technology have caused some changes in communication media that have the potential of how children in the millennium era have different characteristics from previous generations. Social life cannot be separated from the communication process. In addition to being able to provide information and data, internet services are currently used as a means of communicating media (Gantiano, 2017).

Communication using online media technically and physically is a new phenomenon in the communication process by humans at the end of the 20th century and has become an integral part of society, education, industry and government. Even though online communication activities and processes are exchanging data through devices, such as computers, gadgets, etc., they still involve humans as context or situation providers in those communication activities and processes, which include individual, group, organizational, mass and social contexts. The characteristics of the media in communication studies are all matters relating to the characteristics, abilities, strengths and weaknesses of a

communication media. The characteristics of a media can be considered as a means to match the message to be conveyed with the situation, condition and the target message. The characteristics of media also categorize the types of media in the application based ontheir use. Online communication media are not limited to geographical boundaries so that international contact can be achieved that enable intercultural communication and interaction. If the geographical barriers can be overcome, the time barriers by online communication media are relatively faster in their capacity to convey messages in the form of digital technology, liketext, graphics, audio or video. The speed of all forms of the message depends on the transmission route that must be traversed and it is also very dependent on the recipient's need to view the messages (Effendi, 2010:130).

Due to Covid-19 pandemic, learning process that is usually done in the classroom should be changed into a distance learning. This condition makes people use technology to maintain the quality of learning. Along with the development of technology, the stakeholders must be willing to hold positive innovations for the improvement of education. The expected innovation is a comprehensive innovation in every educational activity (Gunawan, 2020). This can be interpreted that after the Covid-19 pandemic, the use of online-based information technology is very important for the learning process to be carried out digitally using the smartphone or gadget in this new normal era.

Lately there are various issues that accompany human life and enter various systematic life. One of them is the issue of the industrial revolution 4.0. The issue require a digital-based human life, for instance, if someone wants something, he no longer needs to spend much time, thought and energy because it can easily be done by using

various applications via smartphone or gadget. These problems are certainly started from the most basic things, including education. However, it is unfortunate that not all children or young generation can get an education due to various factors. One effort that can be done is to use the smartphone or gadget as an educational tool in addition to entertainment facilities (Rahmadani, 2019:243).

Ruang Guru application provides several features that can help, such as *ruang belajar*, *ruang les online*, digital boot camps, *ruang uji*, *ruang les* and *ruang kelas*. The *ruang belajar* helps students realize exciting learning with videos and some exercises. The *ruang les online* helps the students to do the tasks given by the teacher that are not understood and can be directly asked via this feature. Additionally, digital boot camp provides an atmosphere of learning like being in a classroom because the students will learn online in groups with others all over Indonesia. *Ruang uji* can help students prepare for the semester exams, national exams and higher education entrance exam. The students can also see the results of the practice that they have done. *Ruang les* is used as a communication medium for finding and calling the best private teachers to come home and be ready to help with learning problems. *Ruang kelas*, as a communication medium provides management system services as a classroom tool for teachers and students. Therefore, *Ruang Guru* application is a medium of communication where everyone can search and provide information, discuss, and share thoughts about learning problems between one or more people just by using a smartphone and laptop connected to the internet. By using this application, it can add fascinating insight into various disciplines through interesting learning so as to increase learning interest of the students. The purpose of *Ruang Guru* application is to give a hope so that students can be enthusiastic in

learning or even improving achievement and it also provides a cool and creative way of learning (Langi, 2019).

Online tutoring application media is one alternative that can greatly help students in learning with visual media, interesting and understandable languages. By installing *Ruang Guru* application, in addition to being able to be opened by students, parents can also open this application so they can see the developments and materials provided by *Ruang Guru*. As a media of online tutoring, *Ruang Guru* can be accesed by parents who are unable to directly monitor the learning process in schools so that they can help their children to do the homework given by the teachers and give them much time to study together with their beloved children at home. Children can also learn various topics and discussions in the form of written theories or video (Amalliah, 2019:153).

C.   Conclusion

In the new normal era, technological developments, especially information technology, through the internet network brings many changes in people's lives. With various facilities, the internet as an online media can be categorized as one of the communication media. The presence of the internet has an impact on society, both positive and negative, in the social, cultural, economic, educational and other fields. There has been a major change in communication, both in terms of theoretical and applicable since the number of internet users is growing rapidly. The existence of an online media tutoring application is an alternative. *Ruang Guru* applicationis one of alternative media of online tutoring communication as part of educational progress. This application is used to help the students to get online

learning and it also introduces interactive and enjoyable learning activities so that the students improve their learning achievement.

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