

CHAPTER I
INTRODUCTION

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1.1 Introduction

Education has been known as the most powerful weapon in life that can change the society and the world. In India, various steps were taken by the government after independence to make education available to all. Educational institutions in India are trying their level best to improve the quality of teaching and learning. Education sector in India has been an ever-growing entity. India has been one of the largest sectors in the world when it comes to education. However the period started from the year 2020 which becomes a start of COVID-19 pandemic, has totally change the education system whereby educational institutions have to close due to pandemic situation. The coronavirus (COVID-19) was declared as a global pandemic on 12 March 2020 and social distancing was adopted in many places to contain the problem. Indeed, numerous countries around the world decided to close schools nationwide to prevent or contain the spread of the virus, significantly affecting the learning of millions of children and adolescents. Therefore in the wake of current COVID-19 pandemic situation conduction of online teaching and learning has been made mandatory by the educational boards. Covid-19 has brought out a drastic change in the educational system not only in India but rather the entire world. Educational institutions across India as well as around the globe have moved to the virtual classes suspending physical classrooms. Online education in India is at an early stage of development. Though online and distance courses have been there from a long time, introduction of the online learning have been considered only in the last few years in India. When it comes to the Indian educational system, face to face classroom approach has always been the most prominently used. Familiarity and ease of using offline methods and lack of requirement for online methods of teaching has been the major barriers for adoption of online teaching and learning.

Meanwhile, face-to-face classroom setting can provide immediate feedback for the teachers and students about the quality of lesson, delivery, and experience. In a classroom setup a teacher can observe student's body language and these non-verbal cues helps the teacher to immediately make adjustment in their teaching approach to best suit the needs of the students. Additional questioning and individualized attention

in classroom environment to gain a more detailed idea about the student's clarity with concepts being taught is a major advantage which is totally different when compared to online mode. The teaching and learning process has a big revolution since Corona Virus Disease 19 (COVID19) has spread out to the world. The teaching and learning process which do face to face must be changed to an online system. (Lapada et al., 2020) stated that COVID-19 not only causes health crises around the world, but it also affects all aspects of life, including education. This condition has an impact directly in the world of education. Institution formal, informal and education non-formal closed face-to-face learning advance and move on with learning online. Transition learning from face to face to be online learning spawns a lot barriers for teachers, given this happened suddenly without being prior preparation. Teachers have to used various online platforms to reach out to students, parents have been asked to monitor home, and students have been deprived of social interaction between peers. In face-to-face learning activities and learning media can be people, objects around, environment and everything that can be used by teacher as an intermediary convey subject matter. It was totally different when learning implemented online. All media or tools that can be presented by new real, turned into a visual medium due to distance limitations. Online learning can be done by combining several types learning resources such as documents, pictures, video, audio in learning. This learning can be used by students by viewing or reading. Online learning is an education system that uses electronic applications to support teaching and learning using the internet, computer networks, and standalone computers. An e-learning is a type of teaching and learning that allows teaching materials to be delivered to students using the Internet, Intranet or other computer network media. The rapid development of technology has influenced all aspects, one of which is the education aspect. Developments in science and technology really help the world of education at this time because online learning is a new learning method that does not require students and teachers to be in the same class but in online learning teachers and students can study anywhere and anytime but at a distance so that distance is no longer a barrier for teachers and students from being able to carry out learning. However, this task is not easy, especially for teachers they have to face assorted barriers and challenges when education have to be implemented online.

In a pandemic situation, almost all work sectors are carried out from home including in the education sector, this requires teachers and students to carry out

learning and teaching from home, this makes teachers have to explore new learning methods implemented with technology and online learning. Research by Jena (2020) in India suggested that online class could be as effective as face-to-face if it is used with all necessary tools; moreover, online learning is essential to alleviate mental stress that could arise due to the COVID-19 lockdown. Covid-19 has brought new changes in the field of education, it has change the teaching methodology of the teachers and it totally change the teaching and learning process. The classroom teaching methodology has been completely changed from face to face to online learning. Online teaching is a medium of teaching where the educators deliver their instruction via internet with electronic gadgets from anywhere and anytime (synchronous and asynchronous mode). In traditional classroom no single smartphone was allowed due to fright of disturbance in class but online teaching is totally based on the electronic gadgets like a smartphone which helps the teachers in taking online classes. In online teaching, there have been massive changes in teachers, content, and students. It is good that teachers teach students online as their capability allows, but it is challenging to manage the online classes. In this current situation; most of the teachers all over the world are struggling for conducting their teaching and learning because online learning takes place over the access of internet and modern gadgets. Some of the teachers were not comfortable in handling modern gadgets and technological devices but to meet the changing classroom atmosphere. teachers need a great deal of skills, understanding and updating new pedagogy of teaching and learning processes. Therefore the researcher felt that there's a need to identify the strengths, weaknesses, opportunities and threats/challenges of online teaching learning through SWOT Analysis based on teachers' perceptions during this pandemic.

1.2 Online Learning

Online learning refers to an education which is led by teacher by using Internet and web-based educational delivery system where teacher and students separated physically and geographically by also using software in proving a learning with structure learning. Popularly there are synchronous (participants involved are in real time communication for example online mode by using zoom, google meet and many others) and asynchronous (participants involved are in not real time communication for example interaction in chat room in social media or learning discussion forum).

Learning in a manner online is a new way of learning teaching that makes use of the device electronics especially the deep internet delivery of learning. Online learning, entirely dependent on access Internet Network. According to Imania (2019), online learning is a form in the delivery of conventional learning which is reflected on digital format through the internet. Online learning is considered to be the medium for delivering material between teachers and students during a pandemic emergency moment. Online learning is a situation of emergency is different from those in normal condition.

According to Khan (1997), "Online learning represents a paradigm shift not only for learners, but also for instructors, trainers, administrators, technical and other support services staff, and the institution. Online learning, on the other hand, is an innovative way of providing instruction to diverse learners in an environment where students, instructors, and support staff do not see each other in physical form. The format of such a learning environment is different from traditional classroom instruction. Traditional classroom based instruction takes place in a closed system (i.e., within the confines of a given classroom, school, textbook, or field trip) whereas online learning takes place in an open system i.e., it extends the boundaries of learning to an open and flexible space where learners decide where and when they want to learn." More specifically, online learning can be defined as "the use of the Internet to access learning materials; to interact with the content, instructor, and other learners; and to obtain support during the learning process, in order to acquire knowledge, to construct personal meaning, and to grow from the learning experience" (Ally, 2008). Online learning is defined as content presented via a computer, over the internet or an intranet i.e. an online system accessible only by those within the facility or organization (Benson, 2004). "Online learning is education in which instruction and content are delivered primarily over the internet" (Watson & Kalmon, 2005).

There are several online learning apps, including Google Classroom, Google Classmeet, Zoom, Whatsapp, and others, that can support online learning. Teachers are supposed to be more innovative and understand more about learning materials while using online learning applications. Teachers and students are encouraged to remain linked to the internet via online learning because the contact between students and teachers is through internet intermediaries. According to Himawan (2015) Online learning is a learning model that uses internet media online via the web, so that the learning process is carried out indirectly or without face to face between teachers and

students. Students and teachers does engage directly in online learning, teachers and students interact with media applications in online learning, In the teaching and learning system, all the materials and exercises certainly carried out are carried out by applications and teachers are encouraged to be more creative in the design of materials and exercises. Basilaia & Kvavadze (2020), stated that online learning is the experience of knowledge transfer using video, audio, images, text communication, and software supported by internet networks.

1.3 Definitions of online teaching

Salma (2013) defines online teaching as the delivery of learning programs, training, or education using electronic suggestions such as computers or other electronic devices in various ways to provide training, education, or teaching materials.

Yadzi (2013) stated online teaching as any teaching and learning that uses electronic networks (LAN, WAN, or internet) to deliver learning content, interaction, or guidance. There are also those who interpret e-learning as a form of distance education conducted through the internet media.

Ratnasari (2012) defined online teaching is an education system that uses electronic applications to support teaching and learning using the internet, computer networks, and standalone computers. And e-learning is a type of teaching and learning that allows teaching materials to be delivered to students using the Internet, Intranet or other computer network media.

According to **Himawan (2011)**, Online teaching is a learning model that uses internet media online via the web, so that the learning process is carried out indirectly or without face to face between educators and students. Online learning is a distance learning that utilizes the internet and applications as a medium to interact between teacher and students so that the teaching and learning process remains implemented properly even if separated by distance.

In addition, **Prasetyaningtyas (2020)** defined online teaching is usually called e-learning, derived from the words electronic and learning which means teaching using electronic equipment.

According to **Setiawan (2014)** many terms are related to e-learning, including software learning, multimedia learning, computer based learning, online learning, distance learning, and e-learning itself.

Excerpt from research results **Ahmad (2020)** stated online teaching is an online learning method or is done via the internet network. Prerequisites related to online teaching are content, channels and infrastructure technology information.

Huang (2020) stated that in online teaching, learners can interact directly with the learning content that they find in multiple formats (e.g., video, audio, document, etc.). Additionally, they can also choose to have their own learning sequenced, directed, and evaluated with the assistance of a teacher.

The last, **Arriany (2020)** Online teaching or known as electronic learning, or e-learning is teaching that is delivered using electronics such as computers. Generally, to access online learning material through networks, websites, internet, intranet, CD and DVD.

Online teaching and online learning are teaching methods carried out through electronic media, generally online teaching uses an internet network to access learning materials. Many applications that can support online teaching such as Whatsapp, zoom, Google classroom, google meet etc.

Mohammed, Khidhir, Nazeer and Vijayan (2020), contended that online teaching is the most suitable approach to teaching and learning when students are forced to stay at home to study due to the pandemic.

1.4 Problems Associated With Online Teaching Learning

In developed countries where most of the schools are already using online modes for teaching shifting to online mode of teaching has not been very difficult, but in emerging countries like India where use of online modes for teaching is not much prevalent this shift has posed many challenges. The first and foremost challenge is availability of digital devices and high speed internet connections in students to participate in online learning ventures. Other challenges include like the reliability of electricity supply, and ownership of digital devices. The most important factor affecting online teaching is digital skills of teachers and students. Most of the teachers are seen struggling to teach online and some of them are using easy but not very versatile tools to stay connected with students. Teachers are facing technical issues in creating e-content and in online delivery of instruction. Many teachers feel that learners are less interested during online sessions and don't respond to them or try to avoid communication. Some experts believe that this crisis will cause paradigm shift

in education and will result in development of new technology integrated pedagogy as teachers and students are getting accustomed to use of technology in teaching learning process. While others take this online teaching process as a temporary alternative until classroom teaching is restored properly. However online learning has its own challenges and limitations, the main challenges for country like India is the availability of digital infrastructure in remote and rural areas and lack of experience in teachers to use technology based platforms for teaching. There are number of technologies available for online education but sometimes they create a lot of difficulties. These difficulties and problems associated with modern technology range from downloading errors, issues with installation, login problems, problems with audio and video, and so on. Sometimes student finds online teaching to be boring and unengaging. Sometimes, online content is all theoretical and does not let students practice and learn effectively. Online synchronous instruction in a virtual classroom is problematic. Time zones, Internet access and bandwidth, technological breakdowns, individual student schedules (work vs. study), are all real problems facing online teachers and learners. Even if an instructor manages to get all students to come to virtual classrooms at the same moment, basic things like lack of lip coordination and verbal clues, time lags, bad sound and pictures, turn-around, etc., become major challenges (Coverdale-Jones, 2000; Hampel & Stickler, 2005; Wang, 2004).

Arizona et al. (2020) stated that the major problem faced when doing online teaching is Internet access (data package) or limitations of internet access by teachers and students, as well as lack of understanding of online learning. Many locations have problems with the internet network which causes many students and teachers not to have internet access to implement online teaching. Some teachers and students do not really understand online teaching and this makes online teaching very disturbed because the basis of learning to use the online teaching method is that teachers and students must understand online teaching.

Though technology makes things accessible and easier, it can also be limiting, especially in India, where many students are living in rural areas and so face a challenge in terms of access to the internet and hence makes the teachers difficult to reach out to them. However, despite many problems and challenges associated with online teaching learning as a result of nationwide lockdown, teachers began to teach virtually as they had no other option. They confronted obstacles like lack of basic infrastructure at home, technological problems, etc. Though teachers have to face

many challenges as they confronted obstacles in e-learning due to the lack of online teaching experiences (Bao, 2020), dearth of technical infrastructure in a home as well as lack of interaction, inadequate and costly Internet connection. Nonetheless, online education has led to flexibility in time and space, easy and rapid share of study material, quick feedbacks, more freedom to connect with faculty (Khan et al., 2020), transportation and financial cost reduction, improvement in the technological skills of teachers and students (Kim, 2020) and increase in the convenience and comfort of learners (Aithal and Shubrajyotsna, 2016). Online teaching has both pros and cons for both teachers and students during this pandemic.

1.5 SWOT Analysis:

SWOT analysis is a strategic planning and strategic management technique used to help a person or organization identify Strengths, Weaknesses, Opportunities, and Threats.

SWOT (Strengths, Weaknesses, Opportunities and Threads) is a powerful and most often a highly successful technique with respect to organizations, and can also be valuable when applied to individuals and their careers (David, 1997). Strengths stand for the characteristic of the individual that give him or her an advantage over others. That is positive tangible and intangible attributes, internal to an individual. With respect to weaknesses, they are characteristics that place an individual at a disadvantage relative to others. For opportunities, we see them as external attractive factors that represent reasons why you are likely to grow. Finally, the threats which are external elements in the environment that could cause trouble for an individual are external factors beyond an individual's control. Kamelia Gulam, (2015), says the SWOT analyses is a technique that enables an individual to move from everyday problems and traditional strategies to a fresh prospective. SWOT analyses are aimed at helping an individual to understand their strengths and weaknesses and to promote strategic thinking. SWOT analyses help the teacher plan their short- and long-term goals, develop action plans to meet those goals, and identify any obstacles and opportunities that might be associated with them.

According to Drucker (2005), a teacher needs to put him or herself where their strengths can produce results. Strengths identify what one does better than others in the. These strengths could include one's work experience, academic background,

specific technical competencies, personal characteristics and one's language skills. Once a person has identified these key attributes, they should figure out how these attributes will help them to make a success of this specific position.

Rand (1957), says that once a person has a picture of their weaknesses, they can start working on ways to improve on them.

Collins (2001) also points out that opportunities are the possibilities that an individual might take advantage of and pertains to forces in a person's operating environment that might increase demand for what the person can provide or allows the individual to provide more effectively.

Collins (2001) continues that threats are the conditions, barriers, or constraints that limit or those that are harmful to achieving a person's goals or objective.

The purpose of SWOT analysis is to gather, analyse, and evaluate information and identify strategic options facing a community, organization, or individual at a given time.

SWOT Analysis is a very effective way of identifying strengths and weaknesses, and of examining the opportunities and threats one tends to face. Carrying out an analysis using the SWOT framework helps to focus activities into areas where one is strong and where the greatest opportunities lie. This knowledge is then used to develop a plan of action. Done properly, SWOT will give the big picture of the most important factors that influence survival and prosperity as well as a plan to act on. Strengths and weaknesses are internal while opportunities and threats are external. Strengths and weaknesses have to be matched with the opportunities in the external environment and also to counter any threats that might pose a danger to plans. SWOT Analysis is a tool which guides one to see where one stand in terms of job prospects and career growth.

SWOC Analysis of online learning will help to strengthen the communication between teachers and students. Through this analysis it will help to improve the quality of education through online learning, it will help to identified the areas where it needs to be developed, it will also helps to build on what teachers are doing well, address where teachers are lacking behind and be improved.

1.6 Significance of the study

During Covid-19 though we are at home, yet our learning could not stop due to online teaching. Online teaching has supported us a lot in this pandemic situation. It is a new

way of learning which has its own limitations too. The need of the hour is to understand this new way of teaching and learning to get maximum output out of this. Online teaching learning has dramatically changed the way people learn. Online learning not only changes the teacher's way to teach but also changes the student's way of learning. Online teaching and learning has been the need of the hour during this pandemic situation. When COVID-19 forced people to remain indoors, online learning played a significant role in helping students continue their studies using virtual classes, which allowed them to attend classes from anywhere in the world. Online learning is no more an option, it is a necessity. Teachers constitute one of the most important pillars in an education system. Teachers play a major role in the teaching learning process, they are at the core of the learning experience in the way they design lessons, tailor the learning environment, direct students' learning, and influence students in unlimited ways inside and outside the classroom borders. Suddenly with the COVID-19 outbreak, teachers found themselves in a situation where they lose contact with students face to face, cannot fully play the role as they did in traditional classroom and face many difficulties and challenges to accomplish the objective of teaching and learning. However teachers tried their level best through online teaching learning. The present study was an attempt to understand the perception of teachers and also to identify the strengths, weaknesses, opportunities and threats of online teaching and learning through SWOT analysis.

1.7 Statement of the problem

In view of the above discussion, the problem under study is stated as "**Strengths, Weaknesses, Opportunities and Threats (SWOT) Analysis of Online Teaching Learning: Teachers' Perspective**".

1.8 Operational definitions of the key terms

- **Online teaching learning:** Online teaching learning refers to an education which is led by teacher by using Internet and web-based educational delivery system where teacher and students separated physically and geographically by also using software in proving a learning with structure learning.

- **SWOT Analysis:** SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis is a technique that enables the teachers to know the strengths, weakness, opportunities and threats towards online teaching and learning.
- **Teachers' perceptive:** The perspective and point of view of teachers on online teaching and learning.

1.9 Objectives of the study

1. To determine the various online platforms and method used by teacher in online teaching and learning.
2. To determine the perception of teachers towards online teaching and learning.
3. To do SWOT Analysis of online teaching and learning.

1.10 Delimitation of the study

1. This study will confined only to East Khasi Hills District, Meghalaya.
2. This study will delimited only to 60 teachers from both private and government school.
4. This study will delimited only to upper primary and secondary teachers as the target of the sample.

1.11 Justification of the study

- There is no single study conducted in Meghalaya about SWOT analysis of online teaching learning for teachers.
- Though there are several study conducted on challenges/issues and teachers perception about online teaching learning during Covid-19 pandemic however there is no single study conducted for teachers on SWOT analysis of online teaching learning for teachers.

1.12 Conclusion

Online teaching learning has become an important part in the field of education during this Covid-19 pandemic. Although this Covid-19 pandemic has not given much time to prepare for it but teachers are ready to carry out their teaching learning process through online teaching learning despite of many difficulties and challenges they are facing. Due to this Covid-19 teachers have to change their methodology from