
Communication Improvement Strategies Through Methods Online Learning “Asynchronous and Synchronous”

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Abstract

This study discusses the Strategy of Improving Communication Through Online Learning Methods “Asynchronous and Synchronous”. The purpose of this research is to describe the communication methods used in improving the quality of online learning and to explain the advantages and challenges of using online communication methods to the effectiveness of the learning process. This research is library research or library research. This research explores asynchronous learning methods and synchronous methods. Library research or library research is a series of activities related to methods of collecting library data, reading, and recording and managing library collection materials. The results of the study indicate that the Asynchronous learning method is a learning communication method where students can interact with each other with the material provided at the time they specify, while the synchronous method refers to a learning or teaching process that occurs simultaneously through an electronic mode.

Keywords: *Communication; Online learning; Asynchronous and synchronous.*

INTRODUCTION

Higher education is a system consisting of various kinds of elements / elements, one of the main milestones is the occurrence of interaction between lecturers and students. Based on the Learning model from Hilmi, (2015) namely learning, Active, Creative, Effective, Fun or abbreviated as PAKEM (Fatkhan, 2018) provides an overview learning from the formal side and the non-formal side. The formal side is occurs when the lecturer carries out his main function as a learner who must plan, implement and assess success students in order to gain knowledge, skills and Skills. The implementation of these activities occurs when the lecturer teaching, guiding thesis, academic guardianship/guidance and etc. While on the non-formal side, the lecturer's duties are: help students to get moral values and values social activities

outside the formal activities, such as instilling personality and identity students to implement the knowledge gained (Vera, 2020).

Communication style is closely related to the approach process that carried out by lecturers to students, each lecturer has certain strategies when communicating in lectures. each each lecturer has knowledge and experience in doing the lecture process, they also have indicators outside the guide that has been determined by the university, so that it will have an impact on differences and typical of lecturers in transferring knowledge. Results research shows that in overcoming learning saturation, lecturers develop an active communication style, but still prioritize assertiveness, take full social initiative so that students can imitating, able to integrate with their social environment, able to express his opinion emotionally but controlled, send information with care.(Vera, 2020)

Currently, as a result of technological developments, various methods learning that is formed as an effort to support the process learning. Communication as an educational medium is carried out by using communication media such as telephone, computer, internet, e-mail and so on. The interaction between lecturers and students is not only carried out through face-to-face relationships and also carried out with using these media, they can provide services without having to deal directly with students. Likewise the students can obtain information in a broad scope from various sources of cyber space media or virtual space by using computer or internet. Currently online learning is becoming a trend due to the impact of the global pandemic. So almost all face-to-face teaching is replaced through online teaching formats (Zawacki&Richter, 2020; Cicha et al., 2021; Goertz & Hense, 2021).

Online learning is a process class management online learning to reach a massive target group and wide. Through the network, learning can be held massively with unlimited participants. The online learning environment provides flexibility and offer students personalized learning opportunities (Lorenzo & Ittelson, 2005). Through online learning provides new skills in handling technology in interacting with each other others, resulting in newly formed roles. Learning experience online can be developed to provide educational opportunities advanced for individual student learning needs. Besides that online learning has the opportunity to express thoughts them without judgment or interruption (Mendzheritskaya & Stehle, 2021).

Communication in online learning is the main key in interactions between teachers and students as well as between fellow students to advance the learning process and to internalize learning (Perveen, 2016). However some research results shows that within the scope of the university high with system the online environment may be challenging due to the anxiety caused by a lack of contact with faculty and students. reality is, just because classes are

online doesn't mean there should be drawbacks communication. Therefore we need a communication method that supports online learning process in improving the quality of learning.

RESEARCH METHODS

This online learning is able to provide process services interesting and effective learning through communication methods. Therefore there needs to be a literature review on what communication methods are used in improving the quality of online learning?

This literature review describes the communication methods used in improving the quality of online learning as well as describe the advantages and challenges of using communication methods online on the effectiveness of the learning process. Use of online communication methods to provide services interesting and effective learning so that the process learning occurs in a collaborative, interactive and participatory manner and the use of online communication methods can achieve the goals of learning process through improving solving skills problems and critical thinking skills.

RESULTS AND DISCUSSION

Online Communication Method Theory Study

Learning strategies are plans and processes in carry out learning activities so that the basic principles of learning can be implemented and learning objectives can be achieved effectively (Murdiono, 2012). Currently the world of education, especially universities has carried out various learning innovations using technology information and communication. Online learning or known as E-learning learning is a learning model that includes a variety of media delivery of teaching materials or content through sites on the internet. According to Theory Bates suggests several benefits of online learning, namely, can increase the level of learning interaction between students with educator through increasing levels of learning interactions, allows learning interactions from anywhere and anytime (time and place flexibility), can reach students within the scope of wide area (potential to reach a global audience) making it possible there is flexibility of time and place and benefits and through learning online teaching team can easily develop study materials electronically periodically so as to allow materials or materials teaching can adapt to the times.

Learning on line or e-learning Keep going experience developments that have the potential to change the role of the internet In improving the learning system, currently various applications are available known as zoom, google meet and google classro allow interaction in the learning process is more effective. In addition, the effectiveness in delivery

of material in the e-learning learning process depends on the two-way communication method used. Use of communication two Directions are generally classified into two, namely asynchronous communication and in sync. Asynchronous communication or known as Asynchronous learning that is a method of communication where to learn students can interact with each other with the material that has been provided at their appointed time. Learning process with this method being the most common form of online teaching because of its flexible *modus operandi* (Hrastinski, 2008). Method asynchronous allows students to receive an overview of the material in in the form of audio/video lectures, handouts, articles and presentations or power points. Furthermore, this material can be accessed anytime anywhere via Learning Management System (LMS) or other similar channels. A number of the institution is known to have developed a learning management system from internal and some are still open source or buy special apps that technology system use its use as a learning management system.

Communication via asynchronous method allows student not time bound and able to respond at their leisure. Method this can further encourage learners to ask questions that requires long answers (Seileek & Qatawneh, 2013). There are traits written communication allows greater opportunities for reflect and express ideas more freely than in face-to-face communication. Students get enough time to reflect on other students' language expressions and be able to compose their own with careful design and refinement for precision. Exchange written communication can also be useful for non-participating participants active in written discussions and remain a passive reader. Forum discussion can assist in the development of discourse for participants who tend shy because anonymity identity (MacIntyre, et al., 1988). According to Fahmi (2020) the asynchronous method is independent where students can interact with each other with the material provided at their chosen time. Therefore, the method asynchronous leads to self-directed and learner-centred learning (Murphy et al., 2011) so that it leads students to be more self-disciplined and to remain active and interactive to track electronic activity. Results The research also explains that the asynchronous method can make it easier students access lecture materials and have proven effective because they can improve student learning outcomes through planning, processes, results and evaluation of student learning (Henra et al., 2021).

Communication method asynchronous has its own challenges. This method seeks to direct students to be actively and independently involved so that it can increase interest to the learning environment with this method so as to increase motivation, confidence, participation, problem solving, analytical and skills higher order thinking. Besides, because of the independence demands so that students must be self-disciplined to remain active and

interactive to track their electronic activity. While discussions on forums and blogs can keep them active or maybe they can out of the main topic because of a diversion. Feedback delays can be another frustrating factor (Huang & Hsiao, 2012). In addition, there are not enough opportunities for socializing and students must independently conduct networking in finding reference sources or information.

The second method of communication in the online learning process or E-learning is known as the synchronous method. Synchronous communication method or synchronous method refers to the learning process or teaching that occurs simultaneously via electronic mode. Room Synchronized voice or text chat provides interaction opportunities teachers and students or between students. Communication by method synchronous has its own advantages in the effectiveness of e-learning learning i.e. in addition to facilitating chat and video conferencing face-to-face communication, web conferencing via surveys, polls, and question and answer sessions can be more interactive. synchronous which means the same at the same time, allowing for a sense of togetherness through collaborative learning (Teng et al., 2012; Asoodar et al., 2014). Communication through the synchronous method is a forum for teachers and students to interact and collaborate in real time. Using webcams and class discussion features in process activities learning can be recorded and added to the electronic library thus enabling the learning process to be archived, students can access and replay the learning process so that allows mastery of learning materials. Communication through the synchronous method includes direct interaction so that almost the same as face-to-face classroom learning.

Communication method synchronous is also said to be better increase time effectiveness. This is possible because this method is more save time, no time wasted traveling, distance is no longer a barrier and through the internet connectivity process learning can be reached in real time. Communication method synchronous is more directed to the communicative design of teaching with form of chat (written), video chat or voice chat that provides direct feedback to assist participants in improving their language skills. Thus, being able to duplicate the class face to face in real time (Keegan et al., 2005). class model familiarity, direct feedback from teachers and participants create content quickly in class is a hallmark of a good language learning environment synchronous. Network-based discourse method synchronous can improve understanding of complex subject matter (Pfister, 2005) so that it can generate a high level of motivation to stay involved in electronic activities due to the presence of students or the presence of from the teaching team directly (Lynch et al 2014) and the process of feedback feedback and spontaneous answers can help students in solve problems in the learning process as well as facial expressions and facial expressions

tone of voice can also help them have feelings humane on a wider spectrum and leads to interaction globally at no cost.

Multiple challenges communication method synchronous i.e. demands the availability of student participants at a certain time and the availability of good Internet bandwidth. Participants can feel frustrated and thwarted due to technical problems. In addition, this learning design requires careful and extra careful design because it is based on research results from Murphy et al. (2011) consider the communication method synchronous more teacher-oriented so that the learning picture is more focus on the role of the teacher in directing the discussion forum.

CONCLUSION AND SUGGESTIONS

Along with advances in technology and informatics that have global impact on everything aspects of life including in the world of education. One form of development namely with the innovation of the learning system with the concept of cyber teaching or online teaching or better known as Elearning (Moorhouse and Kohnke, 2021). This online learning is a learning model using communication technology media and information. Interaction between teachers and students in the E-system learning using the internet and technology services such as smartphones computers and other media through a learning management system. Where the interaction is not only done through face-to-face relationships but also done using the media application without having to deal with it directly with students. Therefore, communication in the E-system learning is the main key in interaction between teacher and students and between students to advance the learning process (Lev & Bezale, 2018).

Communication in the E-learning system uses two-way communication direction which is generally classified into two, namely communication asynchronous and synchronous. Asynchronous learning is a method of communication learning where students can interact with each other with the material that has been provided at the time they specify (Hrastinski, 2008). Students can receive an overview of the material in in the form of audio/video lectures, handouts, articles and presentations or power points through a learning management system or other similar channels. Through this communication strategy directly increase motivation, confidence, participation, problem solving skills, analytical, and higher order thinking skills. In addition, due to the demands independence so that students are required to be self-disciplined, active and interactive. While the synchronous method refers to the learning process or teaching that occurs simultaneously through electronic models. Communication through this method has its own advantages in effectiveness e-learning

learning that is in addition to chat and video conferencing facilitate face-to-face communication, web conferencing through surveys, polls opinions, and question and answer sessions can be more interactive. Strategy This communication is a collaborative learning for teachers and students student to interact and collaborate in real time with using webcams and class discussion features in process activities learning that can be recorded and added to the library electronically so that it allows the learning process to be archived so that it can directly improve the ability to mastery of learning materials.

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