

## The Problems of Health Personnel of Karang Joang Balikpapan Health Center in Assistance for English Online Learning of School Age

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**Abstract** - Main Concerns this research was conducted to find out the obstacles faced by health workers in assisting their sons and daughters in the online learning process, especially in learning English. This study used a descriptive qualitative method with data processing using observations, interviews, previous research and reference books, related to the problem under analysis. This study took the research subject of all health workers in the UPTD Karang Joang Health Center as many as 64 people. From the results of data collection and processing that was carried out for approximately 3 months, it was found that health workers had difficulties in accompanying their sons and daughters to study online, especially learning English due to very busy working hours during this pandemic, the increase in patients was very high.

**Keywords:** online, reference, pandemic, health.

### 1. Introduction

The Covid-19 pandemic period has not yet passed, at the beginning of 2021 people are still faced with a situation where they must be vigilant and always comply with health protocols, the transmission rate of Covid-19 is still relatively high, Based on the records of the Covid-19 Task Force seen from <https://covid19.go.id/peta-spread>, Indonesia's active Covid-19 cases recorded in central government data as of March 27, 2021 are 111,005 (14.8 percent). Based on data distributed by the Covid-19 Handling Task Force on Saturday afternoon, there were 4,461 new cases of confirmed positive Covid-19 patients. The data is calculated from 12.00 WIB on Friday (26/3/2021) until 12.00 WIB on Saturday. The addition of this data, of course, includes data from the city of Balikpapan, the records of the Balikpapan Covid-19 task force until February 15, 2021, a total of 11,805 patients, 9,769 recovered and 432 people died. This situation affects almost all lines of life, including the world of health and education. Health workers such as doctors and nurses who are the most important supporters in this situation, of course, cannot quit or work from home like other professions. Nursing personnel is one of the health workers who play an important role in improving health status and the central of service facilities because they are more numerous than other health workers. Nurses have a role as a caregiver which is the main role where nurses will be actively involved for 24 hours in providing nursing care to patients. In addition, nurses also act as educators in charge of providing health education to patients undergoing isolation, families, and the general public. (Wahyu Jati Friandani, 2021).

All nurses during the pandemic who took care of Covid-19 and Non-Covid 19 patients had sacrificed their personal and family interests. Nurses have sacrificed safety and face the threat of contracting a virus that could end in death. As part of the front line in dealing with Covid-19 cases, not a few have experienced exhaustion both physically and mentally. The high workload in handling Covid-19 cases and the use of level 3 (three) personal protective equipment (PPE) greatly affect the decline in body immunity, so the risk of contracting the virus increases.

Those who work in this field, they have families need attention, especially if they are housewives who already have school-age children. As we all know that the teaching and learning process has been carried out online for approximately a year during this pandemic. How to learn online, like it or not, it must be done to protect the public, especially children, from contracting the Covid-19 virus. However, to continue working from home (WFH) not all professions can follow the recommendation fully from home, this is also what happened to the health workers, who still have to be present directly in serving the community despite the pandemic situation, on the other hand, the profession as housewives cannot be left alone. It becomes very interesting to learn how these health workers can assist their children's online teaching and learning activities. So this is the author's attention to raise problems that may arise.

## **2. Method**

This research was conducted using a descriptive qualitative method, where this method was taken because there was a curiosity from the author about all the problems that might arise for health workers in assisting in learning English for their sons and daughters, while qualitative research itself is an inquiry strategy that emphasizes the search for meaning, understanding, concepts, characteristics, symptoms, symbols and descriptions of a phenomenon, focused and multi-method, natural and holistic, prioritizing quality, using several methods, and presented narrative. In simple terms, it can be said that the purpose of qualitative research is to find answers to a phenomenon or question through the application of scientific procedures systematically using a qualitative approach. (Dewantara & E-mail, 2011).

The initial stage carried out in this research process was the initial observation by observing the work process of several sections at the Karang Joang Health Center. Agus Jiwani, and doctor Agus provided information related to the number of health workers who were there, working hours, and what activities took place there, in addition to observation, a data search was also carried out through the interview process and filling out several questions using the google form. There were 17 (seventeen) questions posed to the respondents, while the interview process was conducted with open-ended questions by the state of the answers received from the respondents.

Direct interviews were conducted with the head of the puskesmas and the google link form was distributed to all health workers at the Karang joang health center and who filled out completely as many as 15 (fifteen) people because most of them did not have school-age children anymore or some had already taken College. In simple terms, it can be said that the interview (interview) is an event or a process of interaction between the interviewer (interviewer) and the source of information or the person being interviewed (interviewee) through direct communication. The questions asked to the respondents include:

1. Does online learning interfere with your work process?
2. Are you able to assist your children in learning to the fullest during this pandemic?
3. Do you face any problems in the process of mentoring online English learning?
4. Does the process of saturation occur in the online learning process?
5. What are the obstacles encountered during online learning, especially English subjects?

## **3. Results and Discussion**

The online learning process is quite disturbing the work of health workers, because they have to spend more time and energy on community services, especially those experiencing Corona Virus infection, patients also continue to experience an increase so that they sometimes have to increase working hours so that all patients can be handled properly, this situation results in parents who work as health workers unable to assist in learning, especially language and mathematics learning, while mentoring for children in learning is needed to get maximum results. Home requires assistance, either from parents or other learning mentors. The intensity of this mentoring can significantly affect student learning outcomes (Retno Ambaryanti, 2013).

The data generated and processed reveal that during the pandemic, so it is very important for parents to be able to accompany their children in learning both online and offline because the involvement of parents in assisting children's English learning, especially during the pandemic when children have to study at home is very crucial. (Handayani et al., 2020).

Children and parents also experience boredom in the online learning process due to the many disturbances that occur in the process, in the field of foreign language learning it is increasingly difficult for them to understand faster due to several things such as an unsupported network, concentration is easily disturbed both from inside and outside the home. from self-study friends. If asked to choose a learning process, most respondents choose to do a hybrid learning process (a combination of online and offline), good communication between parents and teachers at school is also very necessary in this online learning period so that if there is confusion for parents in the learning process children at home can be addressed immediately because all subjects must be fully supervised by parents at home while sometimes not all parents master the subjects at school optimally. Constraints encountered in learning foreign languages for children of health workers are generally the same as for other children, such as pronunciation and grammar in online learning, sometimes it is quite difficult to understand, such as the lack of clarity of voice due to fluctuating networks, while pronunciation and grammar are the most important things for language learners. Pronunciation is very important in vocabulary development because it involves distinguishing between sounds that combine to form words. If a student is used to mispronouncing a word, there is a tendency for him to not be able to give clear information. (Sofiyanti, 2014).

## **4. Conclusion**

Assistance in the language learning process is very important, especially online learning, misunderstandings often occur in online learning because the communication process is disrupted due to the network and the teacher is not ready to carry out the online teaching and learning process. The increasing number of patients affects the working hours of health workers, making it difficult to provide assistance for their children in learning and causing boredom in the online learning process.

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