

## Description Of Student Satisfaction Of Level 3 Ners Producing During Online Learning In Santa Elisabeth Stikes Medan Year 2022

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### ABSTRACT

Student satisfaction, namely, ease of accessibility, suitability of schedules, suitability of material, ease of understanding, discussion rooms, lecturers' abilities, media used in the online learning process and timeliness. Online learning is a learning system that is carried out non-face-to-face and carried out remotely using zoom, google classroom, edmodo, whatsapp which can help the teaching and learning process. The online learning media used in this research are google meet, google classroom, zoom, edmodo, whatsapp and others. The purpose of this study was to see a description of the satisfaction of level 3 Nursing Study Program students during online learning at STIKes Santa Elisabeth Medan in 2022. The research design used by the researcher was a descriptive study. The sampling technique is Total Sampling with 85 students as respondents. The results of the study showed that the gender of the majority of the respondents was female, namely 76 respondents (89.4%) and the majority of the respondents were from Batak Toba, namely 58 people (68.2%). With the level of student satisfaction the majority were in the moderate category as many as 44 people (51.8%) from 85 respondents. The results of this study can be used as a source of additional information and data for students and future researchers.

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## 1. INTRODUCTION

Online learning is a learning system that is carried out indirectly face-to-face which is carried out remotely using zoom, google classroom, edmodo, whatsapp which can help the teaching and learning process. The aim of online learning is to provide a learning service in a quality, open and massive network to reach wider and more study enthusiasts (Sofyana, 2019).

The online learning media used in this research are Google Meet, Google Classroom, Zoom, Edmodo, WhatsApp and others. One of the respondents in this study also used the Google Classroom method. Online learning is able to provide a learning experience for students where each subject is formed in Google Classroom. Students can download material that has been uploaded by lecturers on Google Classroom at any time. Students also understand the material because they can meet lecturers online using Google Meet (Angraini, 2020).

The survey results regarding the types of applications used by FKIP Undhari students during online lectures were dominated by Google Classroom with a percentage (85.6%), while the next application that was frequently used was the WhatsApp group with a percentage (77.2%), then Edmodo (16, 4%), and video conferencing/google meet (8.7%). Online learning media that are often used are whatsapp and google classroom (Ningsih, 2020). In terms of using the application, the whatsapp group is easier to use with a percentage (86.2%), then google classroom (64.3%), and videos uploaded on You Tube (9.2%), the whatsapp group and google classroom are more popular during online learning (Ningsih, 2020).

The benefits of online learning are felt by both parties, both lecturers and students. For students, online learning appears as an alternative method of learning that does not require them to be present in class. Online learning is carried out by utilizing technology, especially the internet. Online learning is carried out using a distance learning system, where Learning and Teaching Activities (KBM) are not carried out face-to-face. Learning is carried out using media, both print media (modules) and non-print media (audio/video), computers/internet, radio and television broadcasts.

Benefits such as stimulating independent learning for students and students also have an impact on online learning because during the learning process students and students may not be directly accompanied by teachers and lecturers so that the process of obtaining information is more complex or their questions must be answered independently by trying to explore as well as gathering information and own knowledge both in materials and assignments. In the process of gathering information and exploring material students and students can obtain it through literacy activities in activities such as reading related books, articles, journals, or can also discuss with friends (Arnest, 2018).

The implementation of learning dares to be a challenge, so many obstacles are found in its implementation. Not all regions in Indonesia have adequate internet network conditions. Not infrequently students have difficulty accessing the lecture platform boldly due to the network conditions found. Network availability, ease of supporting facilities and quotas also affect courageous learning. These obstacles affect the learning process, namely the differences in conditions that affect students' ability to understand the material. This condition is still difficult to make students understand the material as a whole. The learning process is effective only in the assignment process (Arnest, 2018).

Survey results of student complaints from online system lectures namely difficulty asking for tolerance to lecturers on the grounds of bad network with a percentage of 52.4% or as many as 11 lecturers have difficulty in the online discussion process with a percentage of 14.3% or as many as 3 lecturers have difficulty following the online presentation process with a percentage of 9.5% or as many as 2 lecturers not mastering the use of online media 4.8% or as much as 1 person different types of lecture applications used by lecturers making it difficult for students and not mastering the use of online media with a percentage of 4.8% or as much as 1 person , while others with a percentage of 14.3% or as many as 3 lecturers (Annisa, 2021).

Students also understand the material because they can meet face-to-face with lecturers online using Google Meet. Students are satisfied because the material provided is clear, interesting, good signal and there is quota assistance from the government. A small number of students were very dissatisfied because of the intermittent signal interference because some students' houses were difficult to connect to the network. Students feel not burdened and can be more responsible for studying independently even with online learning because the Covid-19 pandemic is not to be feared so they don't do online learning (Hakim, 2020).

The results of this study revealed that out of 57 respondents, 25 (43.9%) studied online poorly and 32 (56.1%) studied well online. The majority of online learning for Bachelor of Nursing students is good, this is because only a portion of students complain about problems learning online 23 (40.4%). Students feel that when studying online there are more assignments than studying can. As many as 25 (43.9%) students often feel unfamiliar with online learning, 27 (47.4%) when studying online students often feel less direct contact, 21 (36.8%) and 30 (52.6%) %) Parents of students are always a motivation in learning online (Rachmawati, 2020).

Student satisfaction during the online learning process is an important input in the improvement process for the learning process in the future. The role of information and communication technology literacy is important in the online learning process during the Covid-19 pandemic (Latip in Napitupulu, 2020). Especially if the Covid-19 pandemic still occurs, the online learning process will continue to be chosen as the safest method wherever the tertiary institution is located. This research can contribute to providing input regarding the implementation of the current online learning process (Redaputri, 2021).

The level of student satisfaction is a person's feelings of pleasure or displeasure after comparing expectations with reality. Online learning or lectures should be presented almost the same as face-to-face learning so that students feel comfortable and happy. so that students are able to absorb lecture material delivered by lecturers, thus giving rise to feelings of student satisfaction in online learning. According to (Adrian, 2021) online learning greatly affects the level of learning satisfaction, especially their learning outcomes. In addition, online learning during the Covid-19 pandemic led students to be able to master technology to be able to access learning. This is in line with (Adrian, 2021)

The causes or factors that influence student satisfaction according to Widawati, (2021), namely reliability related to leadership policies, responsiveness related to student complaints, certainty that school institutions provide guarantees, empathy related to understanding of institution personnel towards student needs, and the last is tangible (Vika, 2021). Then in the research conducted (Budiarti, 2018) the causes that affect student satisfaction are found, namely environmental factors (atmospheric) which will have an indirect effect. This leads to giving good (positive) or bad (negative) recommendations between fellow students (Budiarti, 2018).

The results of the study show that the level of satisfaction with online learning methods is 18.2% for dissatisfied students and 47.3% for dissatisfied students. So, the majority of students are not satisfied with online learning methods. This is also in line with the results of data on the use of online learning media, that students who are not fasting are 12.7%, who are not satisfied are 43.6%. This condition means that the methods and use of online learning media have not provided satisfaction for students (Swasti, 2020).

Similar research says student satisfaction studied 4,305 students at open and distance learning institutions in Indonesia and found that the interactions between students and teachers, students and content, and students and students affect learning outcomes positively. According to Fitri, (2020) conducted an online learning satisfaction survey with 357 students at STKIP Singkawang, Indonesia, during Covid-19. Students feel satisfied with their interactions when the lecturer provides constructive input where they have more opportunities to discuss with classmates and course instructors. According to Fatani, (2020) said of 162 Saudi Arabian undergraduate medical students in Pediatrics to assess student satisfaction with the quality of teaching video conferencing during the Covid-19 pandemic. Based on a survey, 82% of respondents were very satisfied with the quality of studying 257 students at two private tertiary institutions in Bali, Indonesia, who were actively involved in e-learning during Covid-19. They found a significant positive relationship (Napitupulu, 2020).

The results of this study showed that the level of satisfaction with online learning methods for students who were dissatisfied was 18.2% and 47.3% were dissatisfied, so that the majority of students were not satisfied with online learning methods. This is also in line with the results of the data on the use of online learning media that students who are dissatisfied are 12.7%, who are not satisfied are 43.6%. This condition means that the methods and use of online learning media have not provided satisfaction for students. This is related to the level of readiness of lecturers and students in adapting online learning that is not optimal, including the use of online learning methods and media. Online learning means that the teaching and learning process is carried out online which is supported by online learning applications and social networks (Napitupulu, 2020).

The results of the survey for level II student satisfaction at the Jakarta Regional Nursing Academy were mostly respondents with satisfactory results, namely 36 students (57.1%) and 27 students (42.9%) with unsatisfactory results. Online learning at the Jakarta Regional Nursing Academy, most of the respondents with good online learning, namely as many as 42 students (66.7%) and 21 students (33.3%) with less online learning (Anggraini, 2020).

The results of the survey on the level of student learning satisfaction with online media PJOK learning subjects during the Covid-19 pandemic with a sample of 120 students participating in PJOK online media learning in the Indonesian region can be seen from the frequency with the very satisfied category of 10 or 8%, the frequency with the satisfied category of 22 or 18 %, the frequency with the dissatisfied category was 83 or 69%, and the frequency with the very dissatisfied category was 5 or 4%, the level of student learning satisfaction through online media PJOK learning subjects during the Covid-19 pandemic based on the table data above was overall in the unsatisfied category and can be seen at intervals of 72.46 to 100.48, so it can be concluded that the level of student learning satisfaction through online media PJOK learning during the Covid 19 pandemic at Man Tolitoli as a whole was not satisfied (Budiarti, 2018).

## 2. METHOD

The design of this study used descriptive research in which this study presented a description of Level 3 student satisfaction in the Nursing study program during online learning at STIKes Santa Elisabeth Medan in 2022. The population in this study was students of the Nurses Study Program

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Level 3 of 85 students because students of the Nurses Study Program Level 3 has now carried out online learning activities offline. The sampling technique used in this research is Total Sampling. The reason for using the Total Sampling technique is because this study does not use characteristic limitations and takes the entire population. The number of samples used in this study were 85 students.

The type of data collection used in this study is primary data, which is obtained by collecting student cellphone numbers by combining them in a WhatsApp group, introducing yourself, conveying your goals, conducting informed consent (willing or not to be a respondent), if you are willing, the researcher will send a questionnaire link. in the form of google form in the whatsapp group. at STIKes Santa Elisabeth Medan.

The data collection technique that will be used is to use a self-confidence questionnaire and a student satisfaction questionnaire which are distributed through each WhatsApp group that the researcher has created via the Google form link. After all statements were answered, the researcher collected the respondent's answer sheets again, checked if there were any blanks and thanked them for their willingness to be respondents. After all the data has been collected, the researcher checks whether all statements have been filled in. Then the researcher did: Editing, Coding, Scoring.

### 3. RESULTS AND DISCUSSION

The results of the research describe the satisfaction of level 3 students of the Academic Nursing Study Program during online learning at STIKes Santa Elisabeth Medan in 2022. This research began on April 29 - May 13 2022, the respondents in this study totaled 85 level 3 students of the Academic Nursing Study Program at Santa Santa STIKes Elisabeth Medan:

#### **Distribution of Level 3 Student Satisfaction Characteristics of Nursing Study Program based on Student Demographic Data at STIKes Santa Elisabeth Medan in 2022.**

Based on the results of research on the frequency distribution of demographic data on level 3 students of the Nursing study program as many as 85 respondents at the St Elisabeth Medan STIKes in 2022 will be explained in the following table:

Table 1. Distribution of Respondents' Presentation of Level 3 Student Satisfaction in the Nurses Study Program at STIKes Santa Elisabeth Medan in 2022 based on the demographic data of the respondents.

<b>Karakteristik</b>	<b>f</b>	<b>%</b>
<b>Jenis kelamin</b>		
Laki-laki	9	10,6
Perempuan	76	68,2
<b>Total</b>	<b>85</b>	<b>100</b>
<b>Suku</b>		
Nias	15	17,6
Batak Toba	58	68,2
Batak simalungun	6	7,1
Batak karo		7,1
<b>Total</b>	<b>85</b>	<b>100</b>
<b>Agama</b>		
Islam	1	1,2
Katolik	17	20,0
Kristen Protestan	67	78,8
<b>Total</b>	<b>85</b>	<b>100</b>

Based on table 1 above, it can be seen that there are 9 sex groups (10.6) and female sex as many as 76 people (89.4%) Toba Batak ethnicity 58 people (68.2) Simalungun Batak ethnicity 6 people (7.1%) and the Karo Batak ethnicity was 6 people (7.1%). It was found that out of the 85 respondents,

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the majority of the Toba Batak tribe were 58 people (68.2). Based on Ggama, it was found that 1 Muslim respondent (1, 2%) are Catholic as many as 17 people (20.0) and Protestant Christians as many as 67 people (78.8%).

### Results of an Overview of Level 3 Student Satisfaction in Nursing Study Program during Online Learning at STIKes Santa Elisabeth Medan in 2022

From the research conducted by the researchers, the results of research regarding the description of level 3 student satisfaction in study programs during online learning at STIKes Santa Elisabeth Medan in 2022 can be seen in the following table:

Table 2 Results of a Level 3 Student Satisfaction in Nursing Study Program during Online Learning at STIKes Santa Elisabeth Medan in 2022

No	Komponen	F	%
	KepuasanMahasiswa		
	Tidak Puas	41	48.2
	Puas	44	51.8
	<b>Total</b>	<b>85</b>	<b>100</b>
<b>2</b>	<i>Tangibel</i>		
	Tidak Puas	45	52.9
	Puas	40	47.1
	<b>Total</b>	<b>85</b>	<b>100</b>
<b>3</b>	<i>Reliability</i>		
	Tidak Puas	35	41.2
	Puas	50	58,8
	<b>Total</b>	<b>85</b>	<b>100</b>
<b>4</b>	<i>Responsiveness</i>		
	Tidak Puas	55	64.7
	Puas	30	35.3
	<b>Total</b>	<b>85</b>	<b>100</b>
<b>5</b>	<i>Emphaty</i>		
	Tidak Puas	40	47.1
	Puas	45	52.9
	<b>Total</b>	<b>85</b>	<b>100</b>

Based on table 2, the research results showed that 41 students (48.2%) were in the dissatisfied category and 44 students (51.8%) were satisfied. Based on the Student Satisfaction Indicator, the Tangible results were in the dissatisfied category of 45 people (52.9%) and 40 people (47.1%) satisfied, the Reliability results were in the dissatisfied category of 35 people (41.2%) and 50 people satisfied (58.8%) , Responsiveness results were in the dissatisfied category as many as 55 people (64.7%) and satisfied as many as 30 people (35.3%), and Emphaty results were in the dissatisfied category as many as 40 people (47.1%) and satisfied as many as 45 people (52.9%).

### Discussion

#### Distribution of respondents based on demographic data of level 3 students of the Nursing study program during online learning in 2022

From the research, it was found that the majority of the respondents were women, 76 people (89.4%). The author assumes that the majority of students at STIKes Santa Elisabeth Medan are women, where women are more interested in entering the world of nursing education than men. The results of the research conducted by Masnabilah, (2020) stated that there were 73% female sex and 27% male sex. Which means that the sexes are many, namely the female sex.

Based on the results of the research conducted by Ria, Masnabilah said that women have more satisfaction with online learning, it is necessary to pay attention to online learning, namely student



lecturers and technology in distance learning because the more lecturers make interesting teaching materials for students, the more satisfied and understand what is explained, while men do not have satisfaction, there is online learning that gets an understanding of the material from online learning

### **Indicators of Level 3 Student Satisfaction in Nursing Study Program during Online Learning in 2022**

Based on diagram 5.4, the results show that the level 3 student satisfaction of the Nursing Study Program at STIKes Santa Elisabeth Medan is in the satisfied category as many as 44 people (51.8%) and satisfied as many as 41 people (46.2%). Where the majority of student satisfaction results are in the satisfied category as many as 44 people (51.8%) because they are satisfied with the discussion questions at each meeting with online learning more because it is easy to overcome learning problems that students face:

Based on research results from the journal Wulandini (2021) it was found that 205 respondents (48%) stated they were satisfied with the online learning method, 167 respondents (39%) stated they were not satisfied with the online learning method, 34 respondents (8%) stated they were not satisfied with the learning method online, and 21 respondents (5%) stated that they were very satisfied with the online learning method. Student users can show that students enjoy a quality online learning process and will identify satisfaction from students in implementing online learning. And become input so that institutions can find other solutions related to the pandemic.

Based on the results of research from the journal Lilis (2021), this study found that most student satisfaction was satisfied with the online method, namely as many as 24 (61.5%) and 15 (38.5%) who were dissatisfied. providing good facilities for conducting online learning is an option because of its nature which allows students to access information and learning resources without space and time limits. computer-assisted training packages for learning can improve learning outcomes.

Based on Maria's journal research (2020), that 36.4% of students were dissatisfied, 41.8% were dissatisfied and only 21.8% were satisfied with the smooth running of the network during online lectures, while students who were dissatisfied with the lecturer's role in helping students during online lectures, most of 63.6% were satisfied and 29.1% were dissatisfied with the role of lecturers in helping students during online lectures. The problem for D3 Nursing students is that students have less internet quota and online lectures take quite a long time, especially for parents of low-income / underprivileged students. Online learning is very dependent on internet network connections and where the geographical location of student residences also influences access and smoothness of online learning as well as the role of lecturers in providing assistance to students during online lectures. A very important component that needs to be improved and improved in the online learning process is a stable internet network and a reliable computer. The results of this study indicate that D3 students are satisfied with the lecturer's role in providing assistance during online learning at STIKes St. Elisabeth in the guise of lecturers providing attention and motivation for students who have difficulty following online learning.

### **4. CONCLUSION**

Based on the results of the study with a sample of 85 respondents about the description of the level of student satisfaction following online learning for students of the Nursing Study Program Level 3 at STIKes Santa Elisabeth Medan in 2022, it can be concluded: The demographic data of the respondents was mostly female, 76 respondents (89.4%) and the Toba Batak tribe as many as 58 respondents (68.2%). Satisfaction of online learning students at level 3 of the Nursing study program while participating in online learning at STIKes Santa Elisabeth Medan in 2022, as many as 44 respondents (51.8%) from 85 respondents

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