



The Effect of Teacher Performance on Online Learning in Facing the COVID 19 Pandemic and the New Normal Era

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Abstract. Instructor execution is a technique that utilization to further develop the learning quality. Instructors' exhibitions ought to change in accordance with the alumni's necessities. The motivation behind this study is to figure out the impact of educator's presentation during Covid-19 Pandemics and the New Normal Eras. A school in West Sumatera had been examine with subjective contextual analysis approach. This concentrate likewise upheld by writing audits that connected with this exploration which talk about the impacts educator exhibitions in web based picking up during Covid-19 pandemic and the New Normal Eras. The aftereffects of this study had suggested that instructors should have some of methodologies to further develop the showing exhibitions of teachers during the new ordinary as beneath: (a) Teachers must have the ability to carry out online learning, (b) Educators should master in technology, (c) Improve the ability in filtering the information and analyze the changes and (d) Reduce the impact of students' experiences be social insensitivity (anti-social) since online communication is more often than physical communication.

Keywords: Performance · Teacher · New Normal Era

1 Introduction

The positive impact of the Covid 19 Pandemic is working through online media, no need to take a shower and get up early. This is also an appeal from the Government so that the virus does not spread. But this policy raises the pros and cons of the community and workers. Some fields cannot work from home and have to keep coming to the office. Besides that, the system has not been able to comply with the Work from Home (WFH) policy. In the implementation of WFH, the community uses several applications to help in order to achieve goals. As per the Minister of State Apparatus Empowerment and

Bureaucratic Reform through roundabout letter number 19 of 2020 concerning Adjustment of the Work System of State Civil Apparatus in Efforts to Prevent Covid-19 in Government Agencies, expressed that during the Covid-19 Pandemic, ASN worked not eye to eye however telecommuted, with the exception of the greatest primary authority. The hope of the company or agency is that even in the Covid-19 pandemic, the organization's goals will still be realized optimally.

In the field of education, teachers are instructed by the Ministry of Education to also work at home and use technology to carry out learning. After this policy is implemented, the WFH program by educators affects performance. The existence of this problem requires that human resources, whether in a company or education, must be able to master technology. Several phenomena occur that make various parties become stressed. Work stress will affect work productivity. According to Ratri Widya (2020) stress indicators are demands or pressure from superiors, tension and mistakes, an excessive amount of work, level of work difficulty, and availability of unprofessional time doing work. Judging from the learning problems during Covid 19, teacher performance has become less due to a lack of ability to do online learning.

Jamaluddin et al. (2020) stated that online learning is a process of transforming education from conventional forms to digital forms. Many researchers have conducted studies examining the theme of online learning in the midst of the Covid-19 pandemic. This helps relevant parties to obtain information and prepare appropriate policies. Purwanto et al. (2020) Obstacles experienced by students, teachers, and parents during the pandemic in learning are the cost of the internet, lack of mastery of technology, time-consuming parents, communication between students, teachers, and parents. In addition, the working hours of teachers are not limited because they adjust the time of different students and parents. Purpose of this study is to analyze the process of online learning during the covid-19 pandemic and to find appropriate strategies for the educators' improvement their performance to face the new normal as a manifestation to become qualified human and reach the organizations' goals.

2 Research Methodology

This examination is a contextual investigation in a school in West Sumatra which finished by a writing survey that significance to this exploration which examine about educators' exhibitions on web based picking up during the Covid-19 pandemic and New Normal Eras.

3 Results and Discussions

A. Web based Learning During the Covid-19 Pandemic

One of the media used by teachers to teach is to use WhatsApp Group. In fact, not all teachers can apply the WhatsApp application. This happens to teachers who are usually over 45 years old. Communication that occurs online is not effective. The message conveyed to students is not on target so that the learning objectives are not achieved properly.

As a good principal, you must be able to motivate and provide solutions to learning problems that occur. For example, teachers who cannot use technology are given training. In fact, there are still principals who also cannot apply technology well so they are not able to become role models for teachers. Ideally, school principals can communicate remotely with teachers using zoom as a meeting agenda during the Pandemic and learning effectiveness. But this is not done well.

The principal discusses with the teacher only through the Whatsapp group, a lot of information in the WhatsApp group is not read by the teacher because it is buried. There are still students who do not have smartphones as a result they are absent in online learning time. This means that suggestions and infrastructure are supporting factors in the success of online learning. Understudies trust that guardians will return home from work to see messages from educators or contact instructors in regards to learning, and, surprisingly, then, at that point, these understudies have high inspiration to learn. For understudies who need inspiration, don't contact the instructor by any means. The presence of hindrances in the growing experience can decrease understudy interest in learning. During the 19th Pandemic, parents acted as teachers at home. Many parents complain about this. For example, ability in limited knowledge and busywork.

Rusdiana and Nugroho (2020) confirmed that in higher education, lecturers are an important aspect of online learning. Teachers are not only required to be able to deliver the material face-to-face but also must be able to master the class online. Online learning can be applied with various applications such as google classroom, WhatsApp group, zoom, etc.

Then again, the Government dispenses the distance learning use spending plan through the Ministry of Education and Culture Regulation Number 19 of 2020 and Ministry of Religion Circular Number B-699/Dt.I.I/PP.03/03/2020 which permits BOS assets to be utilized for distance learning. In addition, the government also provides internet quota fees during the pandemic. The budget was increased by 96%, from Rp36 trillion to Rp70.7 trillion. Consequently, this is a supporting element in getting the hang of during the Covid-19 Pandemic. When seen from the impediments and government help, it just so happens, the expense of training during the pandemic is as yet not ideal.

- B. Strategies to Improve Educator Performance in Facing the New Normal Era
- Covid-19 has both positive and negative impacts, educators must be able to deal with and master online methods to equip them to do work at school. Furthermore, educators must understand the problems that arise due to a large amount of online learning time compared to face-to-face lectures.
- 1) Teachers must have the ability to apply learning by online. Distance learning has actually been prepared before the arrival of the Pandemic. But with this Pandemic, the policies that will be implemented will accelerate online adoption. For this reason, as qualified human resources, teachers must be able to teach remotely with certain methods, techniques, and strategies. To improve their abilities, teachers can conduct online learning to train. After the training, the teacher is able to deliver the material without face-to-face interaction.
 - 2) Educators must be able to master technology. Education in Indonesia requires major changes if it does not want to be left behind by other countries. This is really difficult

for HR to have the option to rival different nations. HR later on that are required are HR who can do numerous things and add to the organization. The question is no longer what is your business, but how is your digital business model.

- 3) Increment the capacity to hold how much data and changes investigation. In 2019, Indonesia uses the internet with a population of 355 million mobile unit users, 150 million internet users, and 150 million active social media users. Mobile phone users and internet and social media usage increased by around 10% to 15% from 2018. This shows that social media users are very large and get information that has not been filtered. This is bad for students. For this reason, educators must have new abilities how to understand future work in the new normal era. According to Sarah Brown of the Global Business Coalition for Education, flexibility is essential to understanding the work of the future. Jobs are constantly changing so they must be proficient in using digital media and have the ability to direct students from the PGPAUD to Higher Education levels on how to use technology properly and correctly.
- 4) Reduce the impact of students' social experiences be insensitivity (anti-social) since online communication is often than physical communication. In the new normal era, there are some changes in the skills that human resources must have, such as Work from Home and online learning that will not disappear even after Pandemic 19 ends. Working, Meeting, and Learning online will become a necessity for the community. Online learning has previously been used in several places, such as online-based lectures. Darmalaksana et al. (2020) said that web based getting the hang of during the Covid 19 Pandemic is really difficult for pioneers in the 21st hundred years. Furthermore, (Yanti & Suyatno, 2019) also confirmed that the learning house portal created by the Ministry of Education and Culture brings benefits as an online learning medium at school. The learning house portal provides facilities that support the interaction and communication of SD, SMP, AND SMA as learning innovations in the industrial era 4.0. It can be used by teachers and students anytime and anywhere for free.

Adi et al. (2019) said that the key to the use of information technology can be supported by the availability of human resources in terms of relatively good education and individual abilities in online utilization (e-commerce).

The generation born in 2010 is now Generation Z. Where they were born with technology, social media, and the internet that shape interaction and education not only with physical touch but also with online communication. Even in the new normal era, where the Alpha generation is studying, there will be more online communication than physical communication. The bad impact that will occur is that Generation Z will experience anti-social or insensitivity to the environment and other people. This is in accordance with Jean Twenge (2017) Generations born in the 90s, namely between millennials and alpha genes, spend more time online than joining social groups. Furthermore, according to Santos (2015) Alpha generations born after 2010, they are already using technology and physical contact will be highly appreciated because it rarely occurs. Holroyd (2011) Alpha generation is a generation that is formally educated and learns with the old online system.

According to the results of a McKinsey Global Institute study, Indonesia needs a skilled workforce to face the world in 2030. In fact, the number of skilled workers in Indonesia is still minimal. Therefore, educators must be able to provide education that can anticipate this problem where future students will tend to study online and really value physical encounters.

4 Conclusion

Schooling circumstance in this COVID-19 Pandemic and the New Normal Era should have HR who have abilities as per the necessities of the times. The digital era will grow and change people's mindsets for how to become human resources who must have the expertise and always add capabilities. In particular, educators who in reality are not evenly distributed to be able to operate technology well will face obstacles to online learning. Therefore, as qualified human resources, educators must have some strategies to improve their teaching performances to face the new normal as below: (a) teachers must have the ability to apply online learning, (b) educators must be able to operate the technology, (c) improve the ability to retain the amount of information and change analysis and (d) minimize the impact of students' experiences be social insensitivity (anti-social) since we often do an online communication than physical communication.

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