UTILIZATION OF THE INTERNET AT THE PASTORAL INSTITUTE OF DIAN MANDALA IN GUNUNGSITOLI AS A SUPPORT OF LEARNING ACTIVITIES

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ABSTRACT

The role of the internet in school today is increasingly considered necessary. In the era of the rapid development of information technology, the internet has become one of the essential means of learning activities in the classroom. Learning that has been taking place in the physical classroom now is moving to virtual communications / Online. During and post-covid-19 has been an opportunity for the Pastoral High School of Dian Mandala in Gunungsitoli to implement the campus internet as an Online learning media. Using the descriptive research method, the researcher conducted a study on the use of internet facilities that support learning activities based on the students' views. This study focused on four variables which were then used as research instruments: user expectations, service quality, facilities quality, and perceived usefulness. Based on the results of research conducted, it is known that less than 50% of internet presence on campus has not met student expectations. Students also have not seen anything good regarding the quality of internet services and service facilities. However, the internet on campus has provided many benefits in helping students in various activities related to learning and lectures.

Keywords: internet, user expectations, service quality, facilities qualitiy and perceived usefullnes.

INTRODUCTION

The internet is one of the important aspects that supports learning activities in the digital era, and even becomes a learning resource where students can widely access various information related to learning materials.(1)

The world of education in Indonesia is currently showing very rapid development. Supported by the presence of technology and information through today's 4G and 5G networks, the world of education, especially in formal education institutions (elementary, secondary and higher) opens access to the use of internet networks (hotspots and wi-fi) which are one of the learning media. As Vivi Sahfitri said, the Internet as a medium capable of providing information quickly, easily and inexpensively is the main alternative for obtaining information related to subject matter provided by teaching staff.(2)

Pastoral High School of Dian Mandala (STP-DM) in Gunungsitoli is one of the Catholic Religious Colleges belonging to the Sibolga Diocese which prepares pastoral staff and Catholic Religious Teachers. In collaboration with the Director General of Catholic Community Guidance, STP-DM has started to improve various lecture and learning service facilities through e-learning and e-teaching (internet-based curriculum services). Since entering the middle of the Covid-19 pandemic, an internet-based lecture management system has become one of the mainstays in lecture practice. Internet facilities have also been present on campus since before the pandemic with the aim that all academic activities and campus curricula are integrated with the digital system. This can be realized by the activeness of students and lecturers in searching for information about articles, books, and other learning resources related to all courses provided by the campus.

The internet facility on the STP-DM campus is seen and felt to be very helpful to all campus residents who need various information related to the learning process such as doing study assignments, looking for other information to add insight and knowledge related to learning materials on campus. As far as can be observed since the time of the Covid-19 pandemic until now: many students and also lecturers use internet facilities on campus for learning activities, managing various campus administrations (KRS, KHS, and other secretariat information). This is a new phenomenon that has

become increasingly familiar to the STP-DM campus world since before entering the past Covid-19 pandemic.

Thus, this simple research was made for the purpose of conducting a descriptive study of the use of internet facilities on the STP-DM Campus, which will be seen based on the responses and assumptions of students in using these facilities. With that in mind, this study intends to describe, explain and validate various findings from this descriptive research activity.(3)

RESEARCH METHODS

There are several aspects contained in this research methodology. First, this research was made to obtain data with the aim of knowing how far internet facilities at STP-DM are really useful for all users. As for the research method is descriptive qualitative method. Marisi Butar-butar et al (3) said that descriptive research seeks to collect information to answer researchers' questions by paying attention to aspects obtained from a lot of research data, so that it can describe a condition, event, phenomenon, specific and sequential. In line with that, Hidayat Syah also said that research is used to find the widest possible knowledge of the object of research at a certain time.(4)

Second, the descriptive analysis sampling method of this research is purposive random sampling method (consideration sampling), which is a side technique used by researchers if researchers have special considerations. This means that this research is used by determining the research sample in which the researcher determines the informants based on the assumption that the informants can provide definite, complete and accurate data.(5)

Third, related to the source of the data used in this study consisting of primary data and secondary data. Primary data, is research data obtained directly from original sources or first parties (not through intermediary media).(6) Furthermore, related to the primary data collected is in the form of distributing questionnaires to students who are respondents who are the object of research that utilizes Internet facilities to support the learning process. All data obtained will be analyzed descriptively through the stages of verification, data organization, transformation, merging, sorting, calculation, data extraction to form information and knowledge formation.(7) Except for primary data, there is secondary data that must be included in this research study. This secondary data is needed to describe the results of the analysis of the primary data obtained, which the researcher obtained indirectly through intermediary media (which were recorded by other parties). Secondary data was obtained through literature review studies from various sources related to the research being conducted.(3)

Fourth, the samples taken in this study were 63 STP-DM students through the questionnaires given and filled in according to the existing instructions.(8)

Fifth, the research instrument, is a tool used to measure observed natural and social phenomena, in the form of a questionnaire. Questionnaire (questionnaire) is a data collection technique that is carried out by giving a number of written statements or questions to respondents to answer. The type of question in the questionnaire is a closed type, meaning that it does not answer for several answer choices.

Sixth, the variables used in this study adopt several variables proposed by Vivi Sahfitri, namely user expectations, service quality, service facilities, and perceived benefits. (2)

Seventh, the data analysis technique used in this study uses qualitative data analysis techniques which consist of three streams of activities that occur simultaneously, namely: data reduction, data presentation, and drawing conclusions or verification. Data reduction is defined as the selection process, focusing on simplification and transformation of the "rough" data that emerges from the records and is made during the research. Data and information that has been obtained in the field is entered into a matrix. Data presentation can include various types of matrices, graphs, networks, and charts. A collection of structured information allows for drawing conclusions and taking action. Drawing conclusions is only part of an activity. Conclusions were also verified during the written research in the field.(2)

RESULTS AND DISCUSSION

1.1 Respondent's Description

The total number of students who were determined to be respondents was 63 people and came from 6 (six) classes that were randomly selected. The distribution of respondents can be seen in table 1 below:

Table 1: Respondent's Description

Gender	Total	%
Man	16	25,4
Woman	47	74,6
Total	63	100

From a total of 63 students who were respondents, there were 16 mans or around 25.4% and 47 woman or 74.6% who were spread over 6 (six) classes or at 3 (three) levels: level 2, level 3 and level 5. The majority of respondents are women because more than 60% of students at STP-DM are women.

1.2 Variable Description

The descriptions in this study are grouped into 4 variables: user expectations, service quality, service facilities and perceived benefits.

1) Expectations of Users [Students] regarding the Internet on the STP-DM Campus

In tables 2,3 and 4, you can see the results of users' expectations for internet services on the STP-DM Campus.

Tabel 2: Manfaat Internet di Kampus

Statement	Total	%
Beneficial	21	33,3
Helpful enough	16	25,4
Very helpful	12	19,0
Useless	14	22,2

Based on table 2, data is obtained that 33.3% of students benefit from the campus internet, 25.4% feel that the internet on campus is quite useful, 19.0% find it very useful and 22.2% feel it is not useful. So, the benefits of the internet on the STP campus only reached 52.3% for the useful and very useful categories

Table 3: Ease of internet searching for teaching materials

Statement	Total	%
Easy	23	36,5
Quite easy	20	31,7
Not easy	14	22,2
Very easy	6	9,5

Based on table 3, the data obtained shows that the ease of finding teaching materials via the internet at STP Dian Mandala by students is 36.5% find it easy, 31.7% find it quite easy, 22.2% find it not easy and 9.5% find it very easy . So, the ease of finding teaching materials is still low, because only 46.0% for the total category is easy and very easy.

Table 4: The Good Effect of the Internet on Learning Outcomes

Statement	F	%
Good Influence	22	34,9
Good Enough	21	33,3
No Good Effect	12	19,0

Very Influential	8	12,7

Based on table 4, it was obtained data that students who experienced a good effect of the internet on learning outcomes were 34.9% had a good effect, 33.3% felt it had a good effect, 19.0% had a bad effect and 12.7 felt it had a very good effect . So, the influence of the internet on learning outcomes is still low because it is only 47.6% for the category of good and very good influence

2) *Quality of Internet Service on the STP-DM Campus*

With regard to the results of a questionnaire regarding the quality of internet service at the STP Dian Mandala Gunungsitoli campus (access speed, access efficiency, connection stability and signal coverage), it can be seen in tables 5, 6, 7 and 8 below:.

Table 5: access speed

Pernyataan	F	%
Slow	38	60,3
Fast Enough	17	27,0
Fast	7	11,1
Very fast	1	1,6

Based on table 5, data was obtained that the internet access speed at STP Dian Mandala by students was: 60.3% said it was slow, 27.0% said it was fast enough, 11% fast and only 2% said it was very fast. So, the access speed is still low because it only reaches 12.7% for the fast and very fast categories.

Table 6: Access efficiency

Statement	F	%
Quite Efficient and Effective	26	41,3
Not Efficient and Effective	22	34,9
Efficient and Effective	12	19,0
Very Efficient and Effective	3	4,8

Based on table 6, it is found that the effectiveness and efficiency of internet access at STP-DM are: 41.3% quite efficient and effective, 34.9% ineffective and efficient, 19.0% effective and efficient, and 4.8% very inadequate effective and efficient. So, access efficiency is still low because it only reaches 23.8% for the efficient and effective category.

Table 7: Connection stability

Statement	F	%
Unstable	31	49,2
Pretty Stable	18	28,6
Stable	13	20,6
Very Stable	1	1,6

Based on table 7, it was found that the stability of the internet connection at STP-DM was: 49.2% experienced an unstable connection, 28.6% experienced a fairly stable connection, 20.6% experienced a stable connection, and only 1.6% experienced very stable connection. So, internet stability is still low because it only reaches 22.2% for the stable and very stable categories.

Table 8: signal coverage

Statement	F	%
Enough	28	44,4
Not good	22	34,9
Good	12	19,0
Very Good	1	1,6

Based on table 8, it is found that internet signal coverage at STP-DM is 44.4% quite good, 34.9% not good, 19.0 good and 1.6% very good. So, signal coverage is still low because it only reaches 20.6% for the good and very good categories.

3) Service Facility

In connection with the results of a questionnaire regarding internet service facilities on the STP-DM campus (the most frequent activities, social media activities for learning, e-mail and chat activities for learning, web searching activities for learning, e-learning activities for learning, the search for the most often,), can be seen in the following tables 9,10,11,12 and 13:

Table 9: most frequent activities

Statement	F	%
E-learning	28	44,4
Searching	22	34,9
Sosial media	12	19,0
Email dan chat	1	1,6

Based on table 9, it is known from the results of the research through the tabulation of answers from the questionnaire that 44.4% of students stated that the activities carried out when the internet network connection was e-learning. While other activities were 34.9% searching, 19.0% were social media, and 1.6% were email and chat. So, the most frequent activity is e-learning, because it seeks 44.4% even though it is still in the low category.

Table 10: social media activities for learning?

Statement	F	%
Helpful enough	26	41,3
Help	18	28,6
Very helpful	16	25,4
Not helpful	3	4,8

Based on table 10, it is known that the results of the study through the tabulation of answers show that social activities related to learning that 41.3% of students say are quite helpful. There were 28.6% said it helped, 25.4% said it was very helpful and 4.8% did not help. So, social media activities for learning are not helpful enough because they only reach 54% for the helpful and very helpful categories.

Table 11: Email and chat activity for learning

Statement	F	%
Helpful	31	49,2
Helpful enough	20	31,7
Very helpful	8	12,7
Not helpful	4	6,3

Based on table 11, it is known that from the research results through tabulation of answers that student activities using email and chat related to learning reach: 49.2% help, 31.7% quite help, 12.7% very help and 6.3% not helpful. So, email and chat activity is quite helpful because it only reaches 61.9% for the helpful and very helpful category.

Table 12, Web searching activity

Statement	F	%
Helpful	27	42,9
Helpful enough	20	31,7
Very helpful	13	20,6
Not helpful	3	4,8

Based on table 12, it is known from the research results through tabulation of answers, that web searching activities help students in terms of learning reach 42.9%. While 31.7% quite helpful, 20.6%

very helpful and 4.8% not helpful. So, for web searching activities it is quite helpful because it reaches 62.9% for the category of helping and very helpful

Table 13, e-learning activities

Statement	F	%
Helpful	32	50,8
Helpful enough	17	27,0
Very helpful	10	15,9
Not helpful	4	6,3

Based on table 13, from the research results through the tabulation of answers, it is known that the e-learning activities carried out by students help them in learning and this can be seen from the presentation which reached 50.8%, while 27.0% said it was quite helpful, 15.9% really helpful and 6.3% said it was not helpful. So e-learning activities are quite helpful because they reach 66.7% for the helpful and very helpful categories.

Table 14, The most frequently performed searches

Statement	F	%
Blog/wordpress/website	32	50,8
E-book/google book	17	27,0
Facebook/instragram/tiktok	10	15,9
Paper	4	6,3

Based on table 14, from the results of the research through the tabulation of answers, it is known that the most frequent search activities on the internet in relation to learning are blogs / wordpress and websites. While the lower e-book / google book is 27.0%, facenook. Instragram and tiktok 15.9%, and 6.3% for paper searches. So, for searches that are often done are blogs/wordpress/websites.

Table 15, what is the process of obtaining teaching materials?

Statement	F	%
Quite easy	21	33,3
Easy	20	31,7
Not easy	16	25,4
Very easy	6	9,5

Based on table 15 from the results of the research through tabulation of answers, it is known that students who say that the process of obtaining material is quite easy to reach 33.3%. While those that are easy reach 31.7%, 25.4% are not easy while those that are 9.5% are very easy. So, the process of obtaining material is experienced not too easy because it only reaches 41.2% for the easy and very easy categories.

4) ***The benefits that can be felt from the presence of the Internet on campus***

Regarding the benefits that students can experience with the presence of the internet on the STP-DM Campus, it can be seen in tables 16 and 17 below.

Table 16, reasons for using the Internet:

Statement	F	%
Looking for various information	53	84,1
Just for fun/free time	8	12,7
Looking for friends to vent / story on social media	1	1,6
Looking for entertainment	1	1,6

Based on table 16, from the research results through tabulation of answers, it can be seen that the main reason is that the largest number of students using the Internet on the STP-DM campus is to search for various information, reaching 84.1%. Meanwhile, other motives are just to fill leisure time/free time by 12.7%, looking for friends/stories on social media by 1.6% and looking for entertainment is 1.6%.

Table 17, Internet connection capabilities to learning resources

Quite capable	53	84,1
Capable	8	12,7
Very capable	1	1,6
Not capable	1	1,6

Based on table 17, from the results of the research through tabulation of answers, it is known that the student's experience that the ability to connect to the Internet to learning resources is quite capable, because it reaches 84.1%. While some other students answered with varied answers: 12.7% said they were able, 1.6% said they were very capable and 1.6% also said they were unable.

1.3 Discussion

This section will describe the discussion based on the results of the research above. This discussion will be broken down into the following research variables:

1.3.1   User Expectations

This variable relates to user expectations for the use of Internet facilities on the STP-DM Campus. The research results of this variable indicate that the results of measuring the three indicators used (the benefits of the Internet in learning, the ease of the Internet in finding teaching materials, and the effect of the Internet on learning outcomes) show quite positive results because there are still more than 14% of the total students who difficulty utilizing Internet access on campus.

From the three existing indicators, the distribution of respondents' answers is almost balanced, in the sense that the expectations of users (students) for the benefits of the Internet on the STP-DM campus are not good enough, and therefore the STP-DM campus must pay more attention to students' expectations for the presence of the internet and the internet. in STP-DM can be even better.

1.3.2   Service Quality

The second variable is about the quality of Internet service at STP-DM, which consists of 4 (four) indicators: Internet access speed, Internet network connection efficiency, Internet network connection stability and Internet signal coverage.

From the indicators on the service quality variable, the responses of the respondents were quite varied. Regarding the indicator of whether the Internet has a good effect on learning outcomes, there are still many respondents who see that the Internet on campus has not had a really positive influence on learning outcomes. The indicator regarding the speed of the Internet connection to learning resources (during peak hours: 08.00 to 12.00) is so slow. Regarding the indicators regarding whether it is effective and efficient regarding the use of the Internet on the STP-DM Campus, the majority think it is not effective and efficient. As for the indicators of Internet connection stability, the majority of respondents also thought that the stability of the Internet for connecting to learning resources was not very good.

Based on the results of research on this second variable, STP Dian Mandala needs to improve Internet service facilities so that complaints from students can be overcome, and help students to obtain positive learning outcomes.

1.3.3   Service Facility

To be able to see how Internet device service facilities are at STP-DM, this study uses 6 (six) indicators: activity when using the Internet, social media as learning tools, email and chat as learning tools, web searching as learning tools, e-learning as accessible learning and information retrieval tools.

Opinions given by respondents varied greatly in response to the indicators given. In the first indicator, it was found that only email and chat activities were not carried out by respondents during the learning process. In the second indicator, it was found that most respondents felt helped, quite helped and greatly helped by the existence of social media which can assist in learning activities. In the third indicator, it was found that in general respondents answered e-mail and chats could help in learning activities. The fourth indicator, it was found that web searching is also a service facility that can assist students in learning activities. The fifth indicator, it was found that e-learning activities also helped students in learning activities, and the sixth indicator, it was found that all available media could help respondents to find information provided by Internet services.

It should be noted that not all indicators give a positive value. It is understandable that the digital information facilities on the STP-DM campus have not been managed properly, given that the bandwidth is still relatively low. In the future, STP-DM can try to fix it so that the facility services for all students can be maximized.

1.3.4   Perceived Benefits

In this fourth point, it consists of 3 (three) indicators that determine the research variable in question. The indicators are: the ease of searching using the Internet, the reasons for using the Internet and the capabilities of the Internet. In general, respondents' responses to the 3 (three) indicators were very positive. Even so, there are some negative aspects of the three indicators that have been mentioned.

Respondents think that searching for information using the Internet is quite easy and easy to do, which means that respondents do not have a bad opinion about the ease of searching for information using the Internet. In general, the motive used by respondents to use Internet facilities at school is to seek information related to learning. While the third indicator is related to connection capabilities?

From all the answers of the respondents studied, there were still a number of respondents who had difficulty connecting the network from the Internet to other digital learning devices/media.

CONCLUSION

Based on the results and discussion that has been carried out in the study, several conclusions were obtained as will be explained below: first, on the variable user expectations, the fact was obtained that as many as 33.3% of students stated that the presence of the internet on campus was useful in finding information related to learning. The second indicator in the variable user expectations, the fact was obtained that as many as 36.5 students stated the ease of accessing the internet on campus to find learning materials. As for the third indicator in the user expectation variable, it was found that as many as 34.9 students had internet presence on campus which had a good influence on learning outcomes. It should also be noted that the fact obtained from all the indicators that have been set is lower than 50%, it means that students' expectations with the presence of the internet on campus have not really met the expectations that students want. Thus, the campus must maximize internet improvements on campus so that the presence of the internet affects student learning outcomes.

Second, on the Internet service quality variable, the fact can be obtained that as much as 60.3% of internet access on campus is slow, but quite efficient and effective in terms of access. While related to the stability of the connection, it was found that as many as 49.2 were unstable, even though in terms of signal coverage it was said to be quite good. In general, the quality of internet services on this campus has not had a positive effect considering that it is still not up to 50% of each of the indicators studied.

Third, on the variable internet service facilities, it was found that the activity most often carried out by respondents when connected to the internet was e-learning, which was 44.4%. Apart from that, the students also explored by searching, social media, email and chat, but with not too high intensity.

In general, they saw that all student activities, be it social media, email and chat, had a pretty good influence on the success of learning.

Fourth, on the variable regarding the benefits felt from the presence of the internet on the Dian Mandala STP campus, that fact reached 84.1% of students who stated that each of them needed a motive.

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