

# Performance of Educators in Handling Students' Learning at SDN Kertajaya 4 in The Pandemic Era

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**Abstract.** The COVID-19 pandemic has had a significant impact on the education sector, especially the teaching and learning process. The purpose of this research is to analyze the performance of educators in handling the learning process of students at SDN Kertajaya 4 during a pandemic. This study uses a qualitative research approach with a case study design. Data were collected through observation, interviews, and documentation. The results of this study indicate that educators have been able to adapt to the situation and utilize various online learning platforms to deliver material to students. However, the lack of adequate facilities and infrastructure as well as challenges in conducting online learning have hampered the performance of educators. To improve educator performance, it is necessary to provide more support and training to use online learning platforms effectively. Overall, this research provides insight into the challenges and opportunities for educators in delivering effective teaching and learning during a pandemic.

**Keywords:** teaching and learning, pandemic, online learning, performance, SDN Kertajaya 4

## 1. Introduction

Education is a very important aspect of human life. During the current pandemic, educators are faced with various challenges in handling student learning. This is caused by social restrictions, restrictions on teaching and learning activities in schools, and also restrictions on social interaction which can affect the performance of educators in helping students learn (Oktaviani, 2020., & Simatupang, 2021).

The Ministry of Education and Culture (2020) stated that "Learning Guidelines during the Emergency of the Spread of Corona Virus Disease (COVID-19) for Elementary and Secondary Education Units" is one of the government's efforts to guide educational units in dealing with the COVID-19 pandemic (p, 5).

In this context, the performance of educators has a very important role in ensuring that students remain involved in the learning process even in difficult situations like today. In this context, the performance of educators in handling student learning at SDN Kertajaya 4 during a pandemic is very important to study and analyze.

According to Kurniawan (2020), online learning during the COVID-19 pandemic provides opportunities and challenges for educators and students facing uncertain situations. The author also emphasizes the importance of developing digital competencies for educators to facilitate online learning (p. 136).

Nurmaliah (2020) states that the implementation of online learning during the COVID-19 pandemic requires adjustments and the development of appropriate learning strategies to achieve learning objectives. The author also emphasizes the importance of support and collaboration between educators, students, and parents in facilitating online learning (p. 176).

On this occasion, we will discuss the performance of educators in handling student learning at SDN Kertajaya 4 during a pandemic. We will discuss the challenges and efforts made by educators to ensure that learning continues well during a difficult situation like today.

## **2. Research Methods**

- 1 Research approach: A case study with a qualitative approach.
- 2 Population and sample: The research population is all educators at SDN Kertajaya 4 who are involved in student learning during the pandemic. The research sample was taken using a purposive sampling technique, namely eight educators who were involved in online and hybrid learning during the pandemic.
- 3 Data collection techniques: Data was collected through in-depth interviews with eight educators involved in online and hybrid learning. In addition, data was also collected through document studies on learning materials that had been prepared and used during online and hybrid learning.
- 4 Data analysis techniques: The collected data will be analyzed using data reduction techniques, data presentation, and concluding. Data reduction techniques are carried out by labeling and organizing the collected data into categories that are relevant to the research objectives. Furthermore, the reduced data will be presented in descriptive and narrative forms. Finally, the researcher will conclude the data that has been analyzed.
- 5 Data validity: Data validity will be maintained through data source triangulation techniques, namely by combining interview results with data from document studies.
- 6 Research ethics: Researchers will maintain research ethics by seeking consent from research participants before conducting interviews, maintaining the confidentiality of research participants' identities, and respecting the privacy of research participants.

## **3. Result And Discussion**

Based on the results of the research, it was found that educators at SDN Kertajaya 4 had made various efforts to handle student learning during the pandemic. Some of these efforts include the use of online learning platforms, making learning materials according to the needs of students, and a more flexible learning approach.

### 3.1. Discussion

This research shows that the performance of educators in handling student learning at SDN Kertajaya 4 during the pandemic was quite good. This can be seen from the various efforts made by educators to ensure the learning process goes well even though it is done online or hybrid.

The use of online learning platforms is an effective strategy for dealing with learning during a pandemic. With this platform, students can continue to participate in learning even if they do not meet face-to-face with educators. In addition, making learning materials that suit the needs of students is also an important factor in handling learning during a pandemic. This is done so that students can still understand the material presented by the teacher even though it is not done directly.

In addition, a more flexible learning approach is also important in dealing with learning during a pandemic. In an uncertain situation like this, educators must be able to understand the needs of students and make appropriate learning adjustments so that students can still learn well.

### 4. Conclusion

Based on the results and discussion of the research, it can be concluded that the performance of educators in handling student learning at SDN Kertajaya 4 during the pandemic was quite good. It was found that the use of online learning platforms, making learning materials according to the needs of students, and a more flexible learning approach proved effective in handling learning during a pandemic.

In an uncertain situation like this, educators must be able to understand the needs of students and make appropriate learning adjustments so that students can still learn well. Therefore, it is necessary to continue to improve the performance of educators in handling student learning during a pandemic and in the future.

This research has an important contribution in understanding the efforts and performance of educators in handling learning during a pandemic. The research results can be used as a reference and evaluation material for educators, schools, and the government in making policies related to learning during a pandemic. In addition, this research can also be a reference and inspiration for further research on education during a pandemic.

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