

## Online Teaching and Learning: A Study On Students' Perception On Interpersonal Communication Course

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Article Info	Abstract
<p><b>Article History</b></p> <p>Received: July 02, 2021</p> <p>Accepted: February 04, 2022</p> <hr/> <p><b>Keywords :</b> Interpersonal Communication, Online Learning, Perception</p> <p><b>DOI:</b> 10.5281/zenodo.5973043</p>	<p><i>The integration and implementation of technology in education and learning will move from classroom teaching to online learning that meets the skill needs of today's 21st century. Educators can help ensure that the content is fully interactive and useful in the learning process. A variety of tools are integrated to accelerate the teaching and learning method and immerse students in the world of virtual learning. This study aims to examine students' perceptions of online courses in interpersonal communication. The survey was conducted with the participation of respondents at the Faculty of Language and Communication, a public university based in Kota Samarahan, Sarawak, Malaysia (N = 60). In this survey, we used a quantitative analysis that participants had to fill out a questionnaire generated by a Google Form. Results are displayed in percentage format based on the answers to each cognitive question for students studying the PBK1013 Interpersonal Communication Course online. The results show that students are aware of online learning in terms of interpersonal communication skills.</i></p>

### Introduction

Over the years, the world of education has gradually changed from traditional education to digitized education. Face-to-face education has replaced online education, and chalk and felt-tip pens have been replaced by ebooks and printed matter (Di Vaio, Boccia, Landriani, and Palladino, 2020). These changes have made information and communication technology (ICT) an important aspect of the education sector. They changed the process of education and learning in many ways (Alom & Courtney, 2018). In addition, e-learning improves the effectiveness of HOTS skills, problem solving, education and learning (Abdelmalak, 2015). Recognition of online learning in interpersonal communication, especially in linguistic and nonverbal communication. (All Hassan & Shukri, 2017). In addition, literature that uses a computer-based learning unit called online learning can develop communication skills and create a positive learning environment (Danesh, Bailey & Whisenand, 2015).

Digitized online education is integrated into a strategic and innovative process that integrates various tools such as podcasts, learning management systems, and blogs to facilitate learning for students and teachers in a structured way. Allows students to create great creative content (Chiaha, Eze & Ezeudu, 2013). Several sectors, including education, have been hit hard by the COVID 19 pandemic. As an outcome of the surge in COVID19 positive cases across Malaysia, the Malaysian government has begun a complete blockade, suspending all public and private universities from teaching and classroom education from March 2020. Both educators and students were suddenly encouraged to switch to online teaching and learn from traditional face-to-face and physical teaching and learning methods. This transition from traditional educational environments to remote and virtual learning could not be achieved overnight (Adnan & Anwar, 2020). Online learning is not a new teaching method, but it does exist in the form of distance learning. One study has shown that the development of educational technology improves the transfer of knowledge in online learning (Govindaraju & Kunachagaran, 2021). Still, Malaysian universities strive to offer courses using a variety of technology platforms such as Zoom, WebEx, Google Class, and Microsoft Teams. This was important for continuing education and learning, even as the medium of communication and acceptance changed. Despite these efforts, students do not necessarily share the same thing about online learning.

These students preferred traditional face-to-face education and learning because of internet connectivity issues in their online lives. Another aspect of online learning is traditional classroom socialization. Students only communicate digitally with fellow students and never meet in person. Therefore, in the world of digital learning, ideas, knowledge and information cannot be exchanged in real time (Britt, 2006). Students are taught face-to-face and the transition to virtual learning significantly limits both students and teachers from gaining hands-on teaching and learning experience. Against this background, universities and their teachers continue to ensure that education and learning offerings are tailored to their needs. Literature students' grades depend on self-study,