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Exploring the Impacts of the COVID-19 Pandemic on Private Tutoring: Experiences from Indonesia

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Abstract

The COVID-19 has massively affected educational institutions around the world. Among these institutions are private educational institutions, including private tutoring institutes (PTIs). While there has been studies on the impacts of the COVID-19 pandemic on different educational institutions, research on that in the PTI sector remains scant. With this in mind, the current study investigates the impacts of the COVID-19 pandemic on the private tutoring sector. A local case in Indonesia was selected to explore the responses of private tutoring stakeholders and educators. Implications for curriculum development, workforce planning, and basic measures for private tutoring directors and educators are addressed. This study attempts to draw attention to the importance of private tutoring amid such emergencies.

Keywords:
Crisis management; COVID-19; private tutoring; tutor; shadow education.

Introduction

Three primary reasons as to why we conduct a research on private tutoring in Indonesia Context:

1. The number of Private Tutoring Institutions (PTIs) or Shadow Education (SE) in Indonesia holds the second largest in Asia, yet empirical studies pertaining to private tutoring remain uncharted;

2. The concurrent COVID-19 pandemic poses a great challenge for PTI to remain exist, from crisis management, technological capability, to the emergence of pedagogical challenges throughout;

3. Exploring the impacts and the measures taken by the Director and the Tutors in attempt to remain sustainable during this crisis time has a huge potential to become a preliminary study in Indonesian context for future research upon this growing topic both in Asia and Worldwide.

Literature Review

We present the reviews of the literature as the following:

- Private Tutoring in Indonesia: A brief History and Overviews

- Private Tutoring for English Language Learning

- English Language Tutoring during the COVID-19 Era

English	Dried Flowers and Artificial Flowers	Plumbing
Japanese for Hotel	Flower Arrangement and Floral Design	Heavy Equipment Mechanic
Pop Music		Web Design
Mandarin for Housekeepers	Acupuncture	Web Programming
Arabic for Housekeepers	Animation	Caregivers
Public Relations	Basic Electronics	Computer Office Applications
Traditional Herbal Medicine	Graphic Design	Indonesian Modern Dance
Gymnastics	Photography	Instructors
Sinshe		

Examples of subject offered by PTIs in Indonesia

PTI/LKP in Indonesia
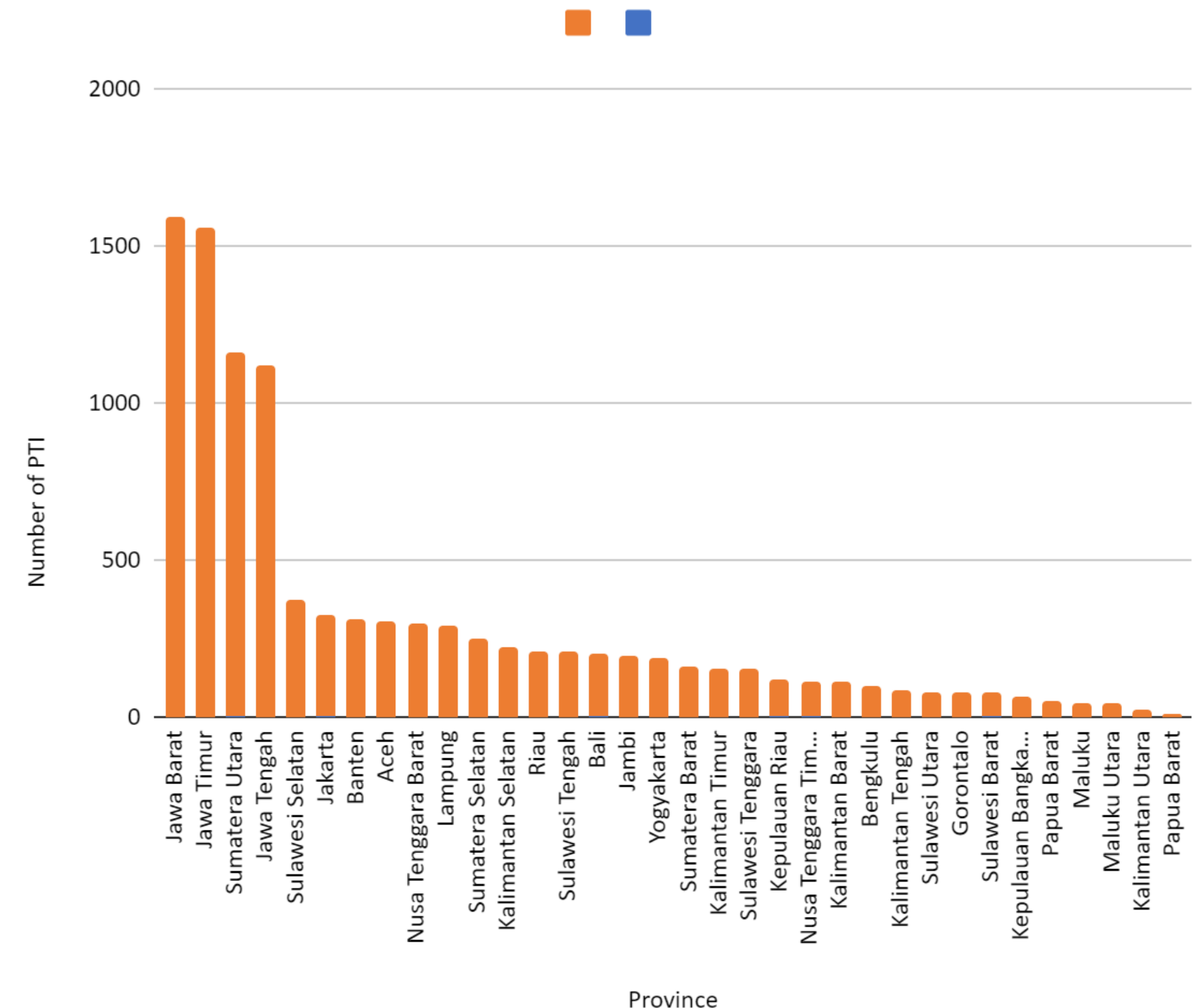
The spread of PTIs across provinces in Indonesia
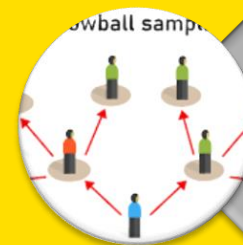
Method

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Research Design and Participants of the Study

Framed in a Narrative-Qualitative Study

Involving a Leading Private Tutoring Institution

Voices from the Director and two online tutors

Data Collection and Analysis

Employing Snowball Sampling Technique
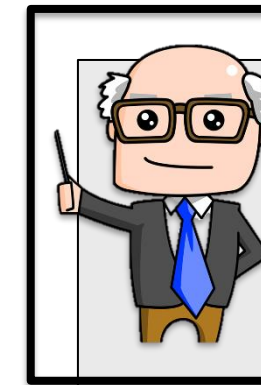
Conducting a semi-structured Interview

Analyzing the data through thematic analysis

Finding and Duscussion

Institutional Impact:
Director's Viewpoint

Pedagogical Impact:
Online Tutors' Voice

Moving Forward:
Measures towards Sustainability

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Finding and Duscussion

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Institutional Impact: Director's Viewpoint (1/2)

Key Findings from the Study:

> The Significant Decrease of Enrolled Students

> The Adjusted number of employees due to Financial Crisis

> The Imposed Emergency Policy for Sustainability

Finding and Duscussion

Institutional Impact: Director's Viewpoint (2/2)

Key Findings from the Study:

The Significant Decrease of Enrolled Students

Before pandemic: Up to 3,500 students; During pandemic: 1,500 students at top.

(A significant decrease of 57% within the first 2-3 months of the pandemic)

The Adjusted number of employees due to Financial Crisis

A total of 18 staff including tutors (37%) were laid off due to financial instability.

Following the government recommendations, all the tutors are working from home.

The Imposed Emergency Policy for Sustainability

At the institutional level, some emergency policies were applied including:

An adjustment to the tutoring format, Tutor's Supervision & Training, Marketing Strategy, etc.

Finding and Duscussion

Pedagogical Impact: Online Tutors' Voice (1/2)

Key Findings from the Study:

Transitioning to Online Language Learning and Teaching

Fulfilling the Student's and Parent's Expectations

Calling for Sufficient Supports for Learning and Teaching

Finding and Duscussion

Pedagogical Impact: Online Tutors' Voice (2/2)

Key Findings from the Study:

Transitioning to Online Language Learning and Teaching

At the initial migration to online learning, some issues emerged both from students and the tutors with the device and poor internet connection being the most significantly reported.

Fulfilling the Student's and Parent's Expectations

The students and their parents expect the online learning to be as effective and as interactive as direct face-to-face learning since they pay the same amount of money for each session.

Calling for Sufficient Supports for Learning and Teaching

In attempt to fulfil such expectations, the tutors call for supports from the institution including the adjusted lesson procedures, regular tutors trainings, and free top up for their internet bills.

Finding and Duscussion

Moving Forward: Measures towards Sustainability (1/2)

Measures taken by the Director:

Imposing Emergency Policies:

"Changing the Rules of the Game"

Massive Online Marketing:

A Strategy to recruit more new students

Trustworthiness:

Establishing Parents' Trust for Learning English Online

Moving Forward:

Planning for the Prolonged COVID-19 Pandemic Possibility

Finding and Duscussion

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Moving Forward: Measures towards Sustainability (2/2)

Measures taken by the Online Tutors:

Sense of Togetherness:

Assisting the Director to keep the Institution Sustainable

A chance for Discovery:

Exploring more creative and interactive lesson resources

Cutting-Edge Technology:

Employing Technology-enhanced Language Learning

Competency Beyond Limit:

Attending Supplementary Training for Online Teaching

Conclusion

This study has explored how COVID-19 Pandemic impacts a leading private English tutoring institution in Indonesia. This includes the direct impact to the institution which enforced the director to impose variety of institutional policies and measures to keep the business sustainable. Moreover, like many other pedagogical studies amidst the COVID-19 era, some experiences from the tutors have demonstrated how the pandemic inflicts pedagogical challenges throughout their teaching episodes. This study recommends directors/management of private tutoring institutions to have ability in crisis management as well as strong leadership skills that could trigger others to work in harmony to escape from the crisis and move forward.

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