THE UTILIZATION OF ZOOM CLOUD MEETING AS A LEARNING MEDIA: STUDENTS' PERCEPTION ANALYSIS AT PARAHIKMA INSTITUTE OF INDONESIA

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ABSTRACT

This study aimed to find out students' perception on the utilization of Zoom Cloud Meeting as a learning media at Institut Parahikma Indonesia in English Education Department. The research methodology was descriptive qualitative with the sample were 17 students on the fifth semester of the 2020/2021 academic year who were taken by using a purposive sampling technique. The data were collected by using interviews and qualitative questionnaires. The results showed that students had positive perception of the use of Zoom Cloud Meeting as a learning media. They argued that Zoom was an effective video conferencing tool, specifically for distance education. Zoom was the right solution to become a tool in meeting or discussion for both inside or outside the classroom because its features such as share screen, microphone, and chat room make it easy to help students interact with colleagues and lecturers at the same time. On the other hand, the researcher figured out the disadvantages of using Zoom Cloud Meeting as a learning media, such as unstable connections, lagging and other technical issues with devices such as media restrictions, free media which was limited, students easily got bored, less effective in helping students in memorizing and understanding the subject. Therefore, Zoom Cloud Meeting could be the best option for conducting synchronous teaching and learning process and the teachers should combine with other asynchronous media to adjust with students' situation and condition, so that the learning process could ran well and effective.

Keywords: Students' Perception, Zoom Cloud Meeting, Learning Media

1) INTRODUCTION

Improving the quality of education cannot be separated from the process of improving the quality of human resources. By realizing the importance of the process of increasing human resources, the government and schools continue to strive to realize this mandate. Many efforts have been done to improve the quality of higher education including

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curriculum development and evaluation system, educational facilities advancement, and procurement of teaching materials, as well as training for teachers and other education staff (Setiawati, 2021). However, some Indonesian students still find difficulties in their studies. The English teachers should create a better medium in teaching English subjects. Moreover, the Teachers of English should develop a more effective medium for teaching English subjects. As a result, an online learning system could become an ideal source for learning a foreign language in order to assist students in succeeding in their studies. In addition, Harmer (2021) claims that in the process of teaching and learning "A teacher's roles are controller, organizer, assessor, facilitator, prompter, participant, resource, tutor, and observer,". Based on the following statement the teachers should solve their students' problems. The researcher suggests that in order for students to achieve all capabilities, the English teacher must act as a facilitator. Teachers must try to give a good model and encourage them to practice the English language. The English teacher can include media and other sources into instructional activities to make learning interactive and entertaining.

Based on that situation, the researcher want to know how are students' perceptions on the utilization of Zoom Cloud Meeting as A Learning Media at Parahikma Institute of Indonesia in the English Education Department. Zoom Cloud Meeting will be a smart solution to solve current educational problems. Since the utilization of Zoom Cloud Meeting as a learning media is something new, many scientists have conducted some studies on the using of Zoom as learning media. Based on its effectiveness, According to Guzacheva (2020); Anggraini (2020), Mustofa and Yasin (2021) using Zoom cloud meeting as a technology was an effective tool for distance learning because Zoom technology was a great tool for collaboration and it could facilitate learning or even provide more effective solutions. Hyder (2007) also states that utilization of video conferences had a good role, especially if we did it properly. The other research Ismawati (2020) stated that video conferencing learning was effective, interactive, and could facilitate distance learning by making it easier for students to integrate learning information presented by educators because it was more real time.

Moreover, Khasanah and Syarifah (2021) Stated that (1) the used of zoom application provides new experiences in online learning activities, (2) students could easily operate some of the zoom application features, (3) the learning process expected students to use the zoom application, (4) the zoom application was one of the e-learning tools that can support online

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learning activities continuously, (5) the used of zoom application because the classmates agree to use the zoom application, and (6) students could use the zoom application easily in carrying out of online learning activities.

Based on the research above, it could be concluded that most research on utilization of zoom cloud meeting as learning media or E-learning media was an effective tool for distance learning and It was easier for students to assimilate educational material when it was provided by teachers moreover using of zoom application provided new experiences in online learning activities.

However, some studies also found that the using of Zoom Cloud Meeting as a learnng media is not effective for English teaching for some reasons. Mustofa and Yasin (2021) found that the use of Zoom Cloud Meeting as a learning media is not effective for teaching speaking, The reasons that the use of zoom in speaking class ineffectively to be used in speaking class, the used of zoom in speaking class could not give the students real social interaction and made the students to be a silent learner in speaking without having adequate feedback and special opportunity in conducting the discussion in speaking class.

2) METHODS

The research design in this research was a qualitative method and this research was conducted in Paccinongan, Somba Opu District, Gowa Regency in South Sulawesi. The name of the campus is the Parahikma Institute of Indonesia. The population of the research was the 5th semester students at Parahikma Institute of Indonesia particularly in the English Education Department, which was only one classroom with a total of 19 students.

In collecting the data, the researcher used qualitative data, the qualitative data would be obtained from interviews, and questionnaires. In this research, the researcher shared questionnaires to students in the form of Google forms aims to know their response toward the process of teaching-learning by using Zoom Cloud meetings as their learning media and also about their trouble in learning by this media. Second, researcher interviewed four students using audio recordings. To carry out this activity, the researcher would take several steps, namely: First, the researcher conducted interviews with the students starting from the beginning to the end of the session where each session the researcher recorded or provided a small note to record the students' answers.

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Then, the researcher would collect recordings or small notes to analyse the data and students' perception of the utilization of zoom cloud meeting as a learning media. In the final step, the researcher would provide data analysis in a data display table related to the students' perception.

3) RESULTS

For the research findings, data presentation, and discussion to answer the research question discussed below.

The Advantages Toward the Utilization of Zoom Cloud Meeting as a Learning Media

In this research, the researcher also tried to figure out the advantages as the significant effect toward the utilization of zoom cloud meeting as a learning media. Several factors were classified as the advantages of video conferencing system including time flexibility, flexibility of place, low cost, useful features that increase student interest, and intense interaction (Gray et al., 2020; Kasman et al., 2021).

Time Flexibility

The questionnaire results showed the correspondents responded on the first statement about time flexibility that students got by using Zoom Cloud Meeting as a learning media. There were 18,8% correspondents strongly agree that Zoom Cloud Meeting gave them time flexibility and 31,3% of them stated agree. Over 12,5% of correspondents disagree and 0% strongly disagree. The rest of them (37,5%) were being neutral.

According to the statements above, the researcher tried to figure out students' perception toward the flexibility of time they acquired during the distance learning. Most of the correspondents agreed with the flexibility of time they got when using Zoom Cloud Meeting as a learning media for video conferencing during distance learning. F1, F2, F3, and F4 said thesame context about it.

> *"Yes, I have flexible time, especially if there is previous information from the lecturer to take the class, so I have made preparations before taking the class, so I am ready to take online classes using zoom". (Translated)*
> *"Yes, because at the time of the learning schedule through Zoom, it was already informed in the group, so I have prepared myself to take part in learning through the Zoom meeting". (Translated)*

Flexibility of Place

The second statement was about benefit that student got in form of flexibility of place.

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Regarding to this statement, (52,9%) correspondents were chose strongly agree and 35,3% chose agree with this statement. While 5,9% chose disagree and no one stated strongly disagree. And the rest of the correspondents 5,9% were being neutral.

According to the statements above, the researcher tried to figure out students' perception toward the place flexibility acquired during the distance learning. Most of the correspondents agreed with the flexibility of place they got when using Zoom Cloud Meeting as a learning media for video conferencing during distance learning. F2, F3, and F4 said the same context about it.

Based on the statement above, the researcher was to determine the students' perception toward flexibility of place obtained during distance learning. most of the correspondents agree with the flexibility of place they get when using Zoom Cloud Meeting as learning media during distance learning and it could be a media for distributing information or messages where the message can be obtained through online classes and no longer need to go to calss. F2, F3, and F4 say the same context about it.

> *"I agree that with the existence of learning media using zoom, we can easily follow the learning process without having to go far to campus, thus saving costs and time". (Translated)*
> *"Yes, because we can use and activate the zoom application whenever and wherever it can be accessed as long as the network is good, but I prefer to study in a quiet and good situation". (Translated)*
> *"I agree that by using Zoom in the classroom, I don't need to go to campus to follow the learning process because we can access and follow the learning process anywhere and anytime when the lecturer has shared the online learning link via Zoom". (Translated)*

While, F1 provided a contrast statement about this, not all users were in their house when carrying out learning due to an unstable signal in there. Some of them had to find a higher place to get a better signal. So, it was not uncommon thing for them to travel to a certain place in order to get a stable signal.

> *"Yes, because not all of the students have a stable network based on their location and geographical conditions. Moreover, I am often late to attend classes due to loading the entry process due to network constraints in the learning process through zoom media". (Translated)*

Low Cost

In the next statement, the researcher asked the correspondents regarding their financial expenses with the use Zoom Cloud Meeting during their learning process. There were 29,4%

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correspondents strongly agree and same 29,4% correspondents agree that Zoom requires low cost. Moreover, there were 11,8% chose disagree and 5,9% chose strongly disagree. The rest of them 23,5% were being neutral. Regarding this statement, F1, F2, F3 and F4 has the same statement that using Zoom Cloud Meeting gave her the advantage of the minimum transportation costs and minimumcost to buy internet quota.

> *"yes with using this zoom media it is low-cost needed, specially it saves transportation costs and time". (Translated)*
> *"By using zoom media, we can be more efficient and moreover I can't ride a motorbike and usually I use a gojek service with learning to use zoom media at least it helps save college costs". (Translated)*
> *"Yes, we can save some transportation money because we don't need to go to campus to follow the learning process and the money we saving to buy internet quota". (Translated)*
> *"It's true that there is no longer need for transportation costs to campus and can be used to buy internet quota because following learning via Zoom, there must be internet data". (Translated).*

From the statement above, the researcher could conclude that using zoom as a learning medium could save transportation costs and it could be used to buy internet data.

Useful Features that Increase Student Interest

The fourth statement was about user interest in using Zoom as their learning media. Actually, this aspect influences the user's intense of use in using Zoom. Regarding to this statement, No one correspondents stated strongly agree and 29,4% were chose agree, then there are 5,8% of the correspondents disagree with the statement and 5,8% strongly disagree with that. More than half (58,8%) of the correspondents were being neutral. Regarding to this statement, F2 and F3 stated her ideas about elaborating Zoom with other learning apps using fun learning method and it could be an alternative media when the situation does not allow learning on the university.

> *"I feel interested because we can meet friends who are far away and share knowledge with each other only by using the Zoom media, but basically this zoom can be an alternative media when the situation does not allow learning on the University such as a pandemic". (Translated)*
> *"Yes, I am interested because there are variations of models in learning activities so that we do not get bored with the learning process and also It is possible to collaborate this application with other fun learning methods". (Translated)*

While, F3 provides a contrast statement about this, that the users or students used zoom as video conference was low interaction and if there were still problems, it turned out that the

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time was limited to only 40 minutes for zoom free users and it made you feel bored.

> *"Not too interested because the interaction is lacking, and if there are still problems, it turns out that the time is limited to only 40 minutes for zoom free users and it makes you feel bored in learning". (Translated)*

It was supported by F1 explanation related to the less effective of using zoom because when the students do the video conference sometimes there were materials that are not understood so that they become less effective.

> *"Basically interested because students can assess and meet face to face with lecturers and friends only by using notebooks or with smartphones, but sometimes there are materials that are not understood so that they become less effective". (Translated)*

Intense Interaction

The last statement discusses about user interaction while using Zoom Cloud Meeting. A clear and intense communication among Zoom users in distance learning was crucial. Over seventeen correspondents in this study, no one chose strongly disagree and 29,4% expressed agree, while 5,9% stated disagree and only 11,8% strongly disagree. The rest more than a half (52,9%) of the correspondents were being neutral. In the interview section, F1 stated his experiences when using Zoom Cloud meeting as his learning tool.

> *"It is easy to discuss, ask questions or get immediate feedback even though it is hindered by distance. that was the convenience that I got and felt during this learning". (Translated)*

Moreover, from F2, F3 and F4 had the same statement that the interaction between online and offline has a different approach to interaction because there were users who are constrained by the network and limited interaction time

> *"The interaction is not too intense compared to face-to-face learning (offline) because there are users who are constrained by the network and limited interaction time". (Translated)*

In Summary, Zoom Cloud Meeting offered the flexibility of time and place, allowingusers or students to conducted classes and communicated synchronously during distance learning using the video conferencing system. However, difficulties were still found related to signal stability due to the fact that the distribution of a stable signal in Indonesia was not evenly well-distributed depending on the geographical conditions of each area. some of the users had to go to a higher place to get a better signal. Zoom Cloud Meeting also provided the advantage in form of low internet quota needed during the meeting and transportation costs. This was an

advantage that should be maintained as a selling point of Zoom Cloud Meeting compared to other video conferencing applications.

As an implication, the used of Zoom Clod Meeting brings a lot of advantages into learning process. That could be the point solution to solving educational problems, especially in distance learning and it would be an alternative media for teachers to improve the skills of each student. Because if the teachers want to maximizing Zoom as media in learning was depend on the teachers' technique in teaching.

The Disadvantages Toward the Utilization of Zoom Cloud Meeting as a Learning Media

After conducting interviews with respondents which focused on students' perceptions about the utilization of Zoom Cloud Meeting as a learning media, the researcher got various opinions about the use of zoom as a learning media. Here respondents had many perceptions about online learning particularly the difficulties in using zoom in English learning media. On the other hand, respondents expressed their perceptions about inabilities to maximize online learning. These inequalities were firstly the difficulty of connecting in reaching online learning and require a strong signal, secondly, less focus when learning and thoughts often go everywhere and not focus on learning, and the third student must be more independent in developing their English.

Bad Internet Network

Regarding this statement, F1, F2, F3 and F4 had the same statement that using Zoom Cloud Meeting gave her the difficulties faced when using zoom as a learning medium: bad networks make students late for online classes, feeling sleepy and tired of paying attention to screens for a relatively long time and not understanding the material presented with a limited duration of learning time (Media Restrictions).

> *"Lack of understanding of the intense learning process, let alone a bad network. More laziness, and less focus on the learning process". (Translated)*
> *"The weakness of using zoom media can give the effect of getting tired quickly in studying in front of the screen and it is difficult to digest the material and the lecturer's explanation is often left behind if the network is not good". (Translated)*
> *"Too quickly feel tired with learning activities, It is difficult to digest the material and is often left behind when the network is not supportive". (Translated)*
> *"Sometimes you get tired, sleepy and even tired of waiting for the learning process to start because you are still waiting for other friends to join the online class". (Translated)*

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Related to the opinion above, regarding the shortcomings of using Zoom as a learning media had the same view as previous research conducted by Supriyanto (2020) said that An internet network that was not good has always been one of the obstacles that occur in the implementation of online lectures (online). Students who rely on the internet network on smartphones often experience obstacles such as sound and video that are out of sync or even the sound or video was lost so that the stories conveyed by students cannot be reached. However, this could still be overcome if the lecturer or one of the students used the record feature to record all lecture activities from beginning to end and distribute the recordings to all students.

Media Restrictions

Free media of course has some limitations in its use. When the lectures using the free Zoom Cloud Meeting media could only be held for 40 minutes. If it had reached 40 minutes, a notification would appear on all user screens and the Zoom Cloud Meeting screen would automatically stop (Supriyanto, 2020).

From the statement above, the researcher could conclude that the use of zoom as a learning media had benefits and also had disadvantages such as those described above, like bad internet network and media restrictions.

4) DISCUSSION

Advantages that Students Receive by Using Zoom Cloud Meeting

According to the findings of the research, Zoom Cloud Meeting successful and useful as a learning medium, particularly for distance learning. More than half of the correspondents agreed that Zoom could ease them to have a class, learn and also get direct interaction with their peers or lecturer. Clear and intense communication was really needed in distance learning, especially in understanding the material during the learning (Park & Bonk, 2007; Stewart et al., 2011). This was what greatly influences student learning outcomes.

Moreover, some of the correspondents wish to use Zoom in their future activities both in class and outside the classroom, as same as other video conferencing applications, such as webinars, meetings and group studies (Basko & Hartman, 2017). This was due to the time and place flexibility offered by Zoom as a video conferencing media that adopts synchronous system. Even if they live in a different place, province, or country, they may still attend lessons

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and connect with each other. Especially in learning, directcommunication and feedback is really important.

Furthermore, through interview section, the researcher found correspondents thought that Zoom was the right solution to become a medium in meetings or discussions in class or outside the classroom duringa distance learning. During the used of Zoom Cloud Meeting in their learning, students got the benefit of convenience due to the features available on the Zoom such as share screens, microphones, and chatrooms. It was discovered that students who were quiet and inactive when learning offline showed the opposite behavior when learning online. They got more engaged in class discussions.

Disadvantages that Students Receive by Using Zoom Cloud Meeting

According to the findings of the research, the researcher figures out the disadvantages of using Zoom Cloud Meeting as a learning media, such as unstable connections, lagging and other technical issues with devices because this platform involved the use of technology in the form of internet connections and devices, various issues were often encountered (Harsasi & Sutawijaya, 2018). Surprisingly, the researcher found that some students had to find higher place to get a better signal because the internet connection near their home was bad due to the geographical conditions.

For the second problem related to media restrictions, Free media of course has some limitations in its use. When the lectures using the free Zoom Cloud Meeting media can only be held for 40 minutes. If it has reached 40 minutes, a notification will appear on all user screens and the Zoom Cloud Meeting screen will automatically stop (Supriyanto, 2020).

Moreover, some of the correspondents stated that they would not have a problem if Zoom was used as a learning medium and was used more frequentlyboth in and outside the classroom. Actually, the effective classdepended on the methods and approach that use by the teacher to engage students' enthusiasm and met students need even in distance learning condition.

In the end, Zoom was part of video conference system that could be an option and alternative during the distance learning. What we needed to consider is Zoom merely a tool that could assist the learning process, its needed creative teacher roles to unlock its potential (Martin, 2005).

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5) CONCLUTION

According to the finding, students had positive perception of the use of Zoom Cloud Meeting as a learning media. They argued that Zoom was an effective video conferencing tool, specifically for distance education. Zoom was the right solution to become a tool in meeting or discussion for both inside or outside the classroom because its features such as share screen, microphone, and chatroom, make it easy to help students interact with colleagues and lecturers at the same time. Those factors were really helpful to prevent miscommunication. Another finding from implementing this tool was that some students who are inactive in offline classrooms express the opposite behavior in online classes.

Some students are interested in using Zoom in the future. This was due to the convenience provided, which includes the flexibility of time and place. Zoom also uses less internet quota, which allowed it to save more budget.

However, there are a number of things that need to be improved regarding the stability of the internet signal. Also, the tradition of new feature was really needed by students such as the recording feature, so that students could review the explanation of course material from the lecturer. Another thing that must be underlined in this study was media restrictions, the university should facilitate each lecturer using premium or paid zoom cloud meetings so that their use was not limited depending on the lecturer's own time.

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