

# AN ANALYSIS OF STUDENTS' PERCEPTIONS ABOUT THE EFFICIENCY OF USING OF *ZOOM CLOUD MEETING* FOR ONLINE LEARNING DURING PANDEMIC COVID 19

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## **Abstract**

The purpose of this study were to determine the efficiency of the zoom cloud meeting application in online learning as an alternative solution in the era of the Covid-19 pandemic. The subjects of this study were thirty of English students of the fourth, sixth, and eighth semester at University of Islam Malang. The research was qualitative research. The data collection technique was carried out by giving questionnaires through Google Form and interviews using WhatsApp to thirty students at the Islamic University of Malang. The data were analyzed and interpreted through qualitative procedure. The findings indicate that the students have positive perceptions about the efficiency of the use of Zoom Cloud Meeting Application as an alternative solution in online learning in the pandemic Covid-19. The results of this study indicate that the use of the Zoom Cloud Meeting application makes it easy for teachers and learners to be able to do face-to-face learning. although learning is done online and all users are in different places.

**Keywords:** Online learning, pandemic, Zoom Cloud Meeting

## **INTRODUCTION**

February 2020 is the beginning of positive cases of COVID-19 in Indonesia. Day by day the development of positive cases is increasingly widespread. So until recently the Indonesian government began implementing a policy of teaching and learning activities from distance or online lectures starting from the elementary level to the College. Everyone then took distance to break the chain of transmission of COVID-19. Agenda that created a large number of people were eliminated, because SARS-CoV-2 was also the term Work from Home '(WFH) is becoming popular. Not only that,

schools and colleges put it down. It's complete, the corona virus has an impact seriously in the education sector, both in Indonesia and globally.

This has made the government move quickly in dealing with this corona virus with a medical team as the frontline. With an appeal to the public to stay indoors, use masks, keep clean, and social distancing. Until the government also imposed large-scale social restrictions (PSBB) in the early of April. Of course, this virus has an impact on several existing systems in Indonesia such as the economic, political, religious, social and educational systems and changing educational policies, (Rahman F. a., 2020) stated that "one of which is through a circular letter from the Ministry of Education and Culture (Kemendikbud) of the Directorate of Higher Education No. 1 of 2020 concerning the prevention of Covid-19. The letter contains 10 points, one of which is an appeal to all levels of education to do distance learning (online) and study at home". This appeal was responded quickly by every educational institution to dismiss students or students from studying at home but were transferred to online learning at their respective homes.

Because of these conditions, the distance learning process is still an option for now. When face-to-face learning activities in class, the interaction between the learning community and the tutor is very difficult to avoid. This is one of the fast transfer media in the transmission of the covid-19 virus. As it is known, the spread of the Covid-19 virus is through splashes, droplets, or in medical terms known as droplets when someone coughs, sneezes or talks. So it is very necessary to maintain a distance (physical distancing), at least two meters from other people, this is in order to minimize being hit by droplet splashes. With the existence of a distance learning policy, it has indirectly changed the paradigm of the conventional learning system, which was originally face to face in class and then turned into virtual ones and did not meet in person in class. Online learning is a solution option in supporting distance learning policies.

Through online learning or distance learning, students can communicate with lecturers at any time. Likewise, vice versa. The nature of communication can be closed between one student and the lecturer or even together through a bulletin board. Communication can still be selected, whether simultaneously or not. Juridical, distance learning is a learning pattern that takes place as it is separation between

teachers and students. According to Law Number 20 of 2003 Article 1 Paragraph 15, distance education is education in which students are separated from educators and whose learning uses various learning sources through technology and communication and other media. Distance education is also known as E-learning.

Along with the development of globalization, the world is experiencing technological changes leading to the progress of the times in which they were created technology that facilitates human activities, especially in the field education is like making learning media more attractive according to the times. As Yazdi said in creating harmony and creative and interactive learning dynamics, so a role is needed Information and Communication Technology (ICT / ICT) as a technological instrument interactive learning. One of the ICT products for learning is E-Learning (Yazdi, 2012)

Online learning may not be new to students. advances in technology now allow students to study completely online while still socializing with classmates, learning during courses and participating in ongoing subject-specific discussions. by means of video conferencing, documents, digital, and others. That way lecture activities will continue, online or online lectures can be accessed anywhere and at a predetermined time together. The choice of internet-based technology learning media must be really considered because if it is not appropriate it can have a negative impact on the benefits of learning. Where an educator must be able to understand the principles and factors that can affect the effectiveness of digital technology in the learning process (Putrawangsa, 2018)

Electronic learning had started in the 1970's, however began to be commercial in nature and developed rapidly since the 1990's. Started to be known commercially in 1995 when Indo-internet opens its services as a service provider the first internet. E-learning consists of two parts "e" which is an abbreviation of "electronics" and means learning "Learning". So e-learning or virtual learning is learning by using services or device assistance electronics, especially computer equipment (Darmawan, 2014)

From the understanding according to the experts above, it can be concluded that in learning there is a communication process for convey messages from educators to students, inside conveying messages or learning remotely can done by

using internet facilities with the aim that messages can be received well and have an effect on understanding and behavior change. Therefore, the success of learning activities is very dependent on the process communication that occurs in the learning.

Talking about online media learning, makes children inseparable from their gadgets. Until part of their time is spent on their gadgets. And this online learning requires an application as a bridge between teachers / lecturers and students / students. One of the distance learning that can be implemented in students is by video conference. Learning with video conferencing can replace learning that is usually done face-to-face in class into virtual face-to-face activities through the help of applications connected to the internet network. The use of video conferencing in distance learning can help students and educators continue to have face-to-face interactions even though they are not close together. Learning that ideally has interactivity between educators and students even though it is not in the same place, the presence of video conferencing will help the learning process carried out, because educators will be directly involved with students (Sandiwarno, 2016)

The use of video conferencing in distance learning will greatly assist students in learning because educators can interact even in different places. To stimulate all aspects of development in students cannot be separated from learning media, this is because student learning is carried out using real learning media, and with this learning media students can run effectively.

One of the application that provides face-to-face interaction facilities for educators and students virtually via video conference with a PC or laptop or smartphone is Zoom Cloud Meeting, this application is an application that is used as a medium for remote communication by combining video conferencing, chat, online meetings and mobile collaboration. The use of meetings in this application can accommodate 1000 participants together in one meeting virtually. This application can be downloaded for free, but still functional, its features include telephone calls, webinars, presentations, and many others. This application is considered to have good quality; it can be proven by companies that have entered the Fortune 500 already using this service.

The delivery of a concept to students will be conveyed well if the concept requires students to be directly involved in it. Zoom can be categorized as an online learning media which can be interpreted as a type of teaching and learning that allows the delivery of teaching materials to students using Internet media. Online learning media as an alternative to learning based on electronics provide many benefits, especially for the education process carried out over a distance. In making online learning media, it is necessary to consider their hopes and goals in participating in online learning media, speed in accessing the internet or network, bandwidth limitations, costs for internet access, and background knowledge regarding readiness to take part in learning (Brahma, 2020).

Zoom Cloud Meetings application can be downloaded directly via Google Play store on the smartphone. Whereas if using a computer or laptop can be downloaded via <https://zoom.us/download>. This software supports networking 3G and 4G wireless. The use of the internet is also useful for support the improvement of the quality of learning that is carried out long distance. Distance learning is appropriate to the situation in Indonesia, an area scattered with thousands of islands. Therefore, its existence is accommodated in the National Education System passed in July 2003, specifically Article 31 of the Law number 20 of 2003 (Darmawan, 2014)

As explained by (Zulfikar, 2020) who stated that the use of the Zoom Cloud Meeting application at the 117 Leppangeng Bone Elementary School (SDN) is still "less effective". This is because online learning using the Zoom Cloud Meeting is influenced by several things including there are still some students who do not have smartphones and laptops, teachers and parents do not understand the use of the Zoom Cloud Meeting application properly, and low signal quality in the living environment. students and teachers. But behind the above constraints, through this research information was also found that some parents and teachers considered that the zoom meeting application was still the right choice of solution to replace the learning process in the classroom. The Zoom Cloud Meeting application offers more advantages compared to other similar learning applications because students and teachers can communicate verbally and face-to-face like learning in class.

Another thing has also been explained by (Elsunarti, 2020) that there is a relationship between student learning motivation and Indonesian learning outcomes

with online learning using zoom media. This can be seen from the results of the correlation coefficient of learning motivation with student learning outcomes of 0.675 which is positive.

This has inspired researchers to focus more on exploring more about the efficiency of using zoom as an alternative learning medium in the COVID-19 pandemic in University of Islam Malang. This is because some researchers conduct research in elementary schools where there is not much awareness about the use of technology and still need the help of parents. So this research inspires researchers to conduct research at a higher level of education where the awareness of using technology is also higher.

This study focuses on online learning that uses the zoom cloud meeting application which is more dominant in use by high-grade students / students in online learning and face-to-face even from a distance. The use of the Zoom video conference application is now very commonly used. This has been triggered by the spread of the COVID19 virus since the beginning of 2020. As a result of the spread of the virus, people need to be sent home to break the chain of spreading the virus.

The use of zoom as an alternative solution during the pandemic was also implemented at the University of Islam Malang. Learning carried out by students of the Islamic University of Malang uses a variety of learning applications, but the media that is more often used is Zoom Cloud Meetings. But besides the advantages that Zoom Cloud Meeting has, there could be obstacles faced by the Students of the Islamic University of Malang. The obstacles they face are of course different, this could be due to conditions and the environment. Maybe also from a financial perspective, because it requires internet packages to support learning, signaling, and difficulty understanding maximum expectation of any given assignment. The existence of these obstacles will undoubtedly lead to various perceptions from students of the University of Islam Malang for the 2017/2018, 2018/2019, and 2019/2020 academic years.

The purpose of this study were to determine the efficiency of the zoom cloud meeting application in online learning as an alternative solution in the era of the

Covid-19 pandemic. The subjects of this study were thirty of English students of the fourth, sixth, and eighth semester at University of Islam Malang.

The researcher summarizes several previous studies which can be the guidelines for the researcher in conducting the new one, and explaining the way this study is different from the previous ones. The following explanations are the highlights of some previous studies related of the using *Zoom Cloud Meeting* in online learning as a solution in the pandemic Covid-19 era.

First, the research study was written by (Rahman D. H., 2020) This research is aimed to find out how effective the Zoom Meeting application is for students in Jakarta and Depok during the COVID-19 pandemic. This research is qualitative in nature and uses grounded theory methods. The data collection technique was carried out by interviewing Google Form and WhatsApp to thirty-two university students in Jakarta and Depok. The results of this study indicate that the use of the Zoom Meeting application is not very effective for university students in Jakarta and Depok. However, the Zoom Meeting application is better because in the Zoom Meeting application communication between individuals is carried out orally compared to the use of learning applications that carry out communication activities in writing according to educational communication theory.

Of the thirty-two students who are currently studying at the University of the Jakarta and Depok areas, all of these students are using Zoom Meeting for the first time to conduct online-based lectures. Previously, students who were currently studying at the University of Jakarta and Depok used online-based learning media such as Google Classroom, university E-Learning, and Microsoft Teams. The phenomenon of using the Zoom Meeting application among students who are currently studying at the University of the Jakarta and Depok regions, started during the COVID-19 pandemic outbreak which required students to do distance learning. However, according to the research results obtained by researchers, the use of the Zoom Meeting application in distance learning media is considered not very effective for students who are currently studying at the University of Jakarta and Depok.

Based on the data, there are indeed many students who have never used Zoom Meeting for learning before, this is because the University has not used the e-learning

method as a learning medium. The university still prioritizes conventional methods compared to e-learning. Another reason is that there are still many lecturers who do not understand technology so that learning with the e-learning method has not been implemented. However, there are also students who have used Zoom Meeting for learning prior to social distancing. Based on student opinion, the reason they used Zoom Meeting before social distancing was because Zoom Meeting was considered efficient, so when lecturers were unable to attend in the class Zoom Meeting was an option used by students and lecturers to still be able to carry out learning especially this application was free and before social distancing existed, Zoom Meetings have indeed been widely used throughout the world as a medium for learning. So, when there was COVID19 which required learning activities at home, the Zoom Meeting media was chosen because many had used it and were considered efficient. Things that make it less effective in distance learning using Zoom Meeting are (1) there are frequent problems such as poor signals for students who don't use Wi-Fi, (2) there are 30% of students who have practical courses find it difficult because, the video quality at Zoom Meeting is not so good that 30% of these students find it difficult to observe the practicum, (3) There are often strange sound disturbances that interfere with learning activities while turning on the voice.

It can be concluded that the use of the Zoom Meeting application was only carried out during the Social Distancing period which required students to study online based. The lecture which was conducted with the Zoom Meeting was considered ineffective because what often happened was the problem with the network or internet signal for students who did not use wifi which would later have an impact on the quality of learning they received. However, the advantages of using Zoom Meeting are considered practical and efficient for students, because by using Zoom Meeting, communication between students and lecturers is easier than communicating in writing or via chat. Although the Zoom Meeting application is considered less effective, on the other hand, this application is considered more efficient and practical for students.

For that with it is the Zoom Meeting application is expected to help students in online-based learning and it is hoped that students can use this application as effectively as possible. Therefore, students and lecturers must understand each other



in distance learning during the COVID-19 pandemic. We must accept the phenomenon of the COVID-19 pandemic well. Because, this phenomenon is an encouraging step for every university in utilizing technology-based learning and is also a step towards the 4.0 industrial revolution.

Second, the research study was written by (Rahman M. A., 2020) Writing this study aims to describe the effectiveness of the Zoom application as a means of group communication to students of the UNISKA FISIP Communication Science. The background of this writing is because of the Covid-19 pandemic where the disease is very dangerous and contagious to humans which occurred in early 2020, which obliges people to carry out social distancing according to government policy. On the basis of this policy, UNISKA MAB Banjarmasin as a lecturing institution has also changed the lecture system in a new way, namely through online using the teleconference Zoom application media. The formulation of the research problem is how the effectiveness of the Zoom application as a means of group communication between FISIP UNISKA students. This research uses descriptive quantitative method. The data source used was the questionnaire filling of FISIP Communication Science UNISKA students in Banjarmasin and Banjarbaru from the 2016-2019 class. Data were analyzed using a Likert scale, cross tabulation and average score. Based on the data analysis, the results are the dimension of intensity with effective results, the dimension of communication with fairly effective results, the dimension of satisfaction with the results quite effective, and the dimension of group communication with effective results. Then the conclusion is that the effectiveness of the Zoom application as a means of group communication between students of the Faculty of Social and Political Sciences of Communication UNISKA in the online lecture process is effective.

## **POPULATION AND SAMPLE**

Population is all variables concerning the problem under study. This means that the population is all research subjects. This research population are students of University of Islam Malang the 2017/2018, 2018/2019, and 2019/2020 academic years who are categorized as students who are actively taking courses, while the sample of this study was 30 people who were willing to be interviewed via the WhatsApp's application.

## **METHOD**

This study uses a qualitative research approach. (Kriyantoro, 2008) said that, "qualitative research aims to explain phenomena by collecting data as deep as possible" Qualitative research emphasizes the depth of data obtained by researchers. Deeper and more detailing the data obtained, the better the quality of this qualitative research. Descriptive research is research that is conducted to describe a variable, one of them or more variables (independent) without making a comparison, or that variable linked to one other variable (Sugiyono, 2009) Research it belongs qualitative descriptive design because it is intended to determine the efficiency of using the zoom cloud meeting application in online learning during the Covid-19 pandemic.

This research was conducted in 2021. The data collection technique we did was that the researcher asked the respondent to fill out a questionnaire using google form. Researchers use the google form because the google form is faster and more extensive for distributing questionnaires to subjects, on the other hand, because of this social distancing policy, it is not possible if researchers provide questionnaires in paper form directly. In addition, researchers also conducted interviews with 30 students using WhatsApp video calls so that interviews could still be carried out face-to-face because they could not do interviews in person.

The subjects of this study were thirty of English students of the fourth, sixth, and eighth semester at University of Islam Malang. The research design was carried out in several stages, namely: (1) making a number of questions that will be made to a questionnaire to students via google form, (2) making a number of questions that will be asked to students through the WhatsApp video call application, (3) spreading questions online through social media in the form of WhatsApp, (3) conducting interviews using the WhatsApp video call application, (4) collecting and filtering data that had been filled in by students for later analysis.

In analyzing the data, researcher used the theory of (Miles, 2014) suggesting that the activity in data analysis consists of three procedures. They are Data Reduction, Data Display, and Conclusion/Verification

## **RESULTS AND DISCUSSION**

Prior to the existence of COVID-19 learning activities were running conventionally. However, since the implementation of social distancing, teaching and

learning activities can no longer be carried out as usual. They are now switching to online-based lectures or e-learning and most of them use the Zoom Cloud Meeting application as a medium for learning.

Of the thirty students who are currently studying at the Islamic University of Malang, all of these students download and use Zoom Cloud Meeting for the first time to conduct online-based lectures.

According to the research findings, it is resulted that students gave a positive response about using Zoom Cloud Meeting as an alternative solution in Pandemic Covid-19. Most of the students said that the Zoom Cloud Meeting application used in online learning is efficient to study during the Covid-19 pandemic. Based on the results of the questionnaire, the respondents stated that this is the best alternative way to do learning activities from home because pandemic.

Based on several student responses to the interview, it shows evidence that the use of the Zoom Cloud Meeting application during the Covid-19 Pandemic received a positive response from most students. The first respondent who has a positive perception is CHI. CHI believes that the use of the Zoom Cloud Meeting application in online learning during the COVID-19 pandemic it is efficient because the applications used in the online learning process during this pandemic help and create learning easier to communicate with lecturers. (CHI, Maret 2021). It was supported with the second participant who said that:

*"Kita bisa bertatap muka secara langsung meski online dibandingkan aplikasi lain yang hanya lewat teks saja, karena akan lebih mudah dipahami ketika menerangkan dengan melihat video orang yang sedang menerangkan materi dalam konteks ini pengajar"* (We can meet face to face even though online compared to other applications that only pass text, because it will be easier to understand when explaining by watching videos of people explaining material in this context, the teacher) (IUS, Maret 2021)

In addition, the third participants said that:

*"Keunggulannya yaitu kita bisa tatap muka dengan dosen dan teman-teman, daripada hanya di aplikasi chat room yang hanya menampilkan teks"* (The advantage is that we can meet face to face with lecturers and friends, rather than just in chat room applications that only display text) (HH, Maret 2021)

The efficiency of the Zoom Cloud Meeting application used in online learning is found in similar findings by (Zulfikar, 2020) who said that the use of Zoom Cloud Meeting media will greatly help teachers and students in the learning process because they can interact and communicate face-to-face even on the different places.

In addition to face-to-face learning even though they are in different places, many of the respondents stated that the images or videos displayed on the Zoom Cloud Meeting application look better than other applications. The first respondent who gave a positive response to the quality of images and videos from the Zoom Cloud Meeting Application Display was SAD. SAD said that using the Zoom Cloud Meeting Application, which has good video quality and does not break, makes it very easy when the lecturer is explaining using PowerPoint. (SAD, Maret 2021) It was supported with the second participant who said that:

*"Keunggulan dari Zoom Cloud Meeting adalah kualitas videonya bagus dan bisa direkam"* (The advantage of Zoom Cloud Meeting is that the video quality is good and can be recorded) (NJ, Maret 2021)

This was supported by (Pratama, 2020) who said that the Zoom Cloud Meeting Application also produces low latency so that it is relatively undisturbed by conversation breaks, and can maintain video and audio quality even though the internet connection is unstable. This is one of the main reasons why many choose and use the Zoom Cloud Meeting Application for online learning during the Covid-19 Pandemic.

## **CONCLUSION AND SUGGESTION**

After conducting research and analyzing the research about students' perceptions the using of Zoom Cloud Meeting for online learning in the Pandemic Covid-19, the researcher draws a conclusion for this research.

Based on the research results, it shows that most of the respondents have a positive perception regarding the efficiency of the Zoom Cloud Meeting application used in online learning during the Covid-19 pandemic. Based on the research results, respondents stated that the Zoom Cloud Meeting application was used on online learning during the midst of the Covid-19 pandemic turned out to be efficient because this application is the best alternative way to carry out face-to-face learning activities even though the learners carry out learning in their respective homes.

In addition, some of the respondents stated that the video quality of the Zoom Cloud Meeting application was better than other video conferencing applications, which were often intermittent and blurry. The video and image quality of the Zoom Cloud Meeting Application in online learning makes it very easy for teachers and learners who have to display PowerPoint to explain material during presentations.

Based on the conclusion of the study the researcher would like to give some suggestions as follows:

1. For the students

By using an online application as an online learning medium, especially Zoom Cloud Meeting, learners can have expected to be more independent and not lazy in understanding what is conveyed or explained by the teacher even though it is only textual. Besides that, learners are expected to make more use of their learning time and dig deeper into the benefits of each application used so that it becomes a more insightful value.

2. For the Lecturer

Teachers should learn more about efficient use of apps for online learning and must know how to choose a suitable application for students and apply it. As a result, the abilities and skills they have enhance their professional development. So they will maximize the benefits provided by online applications when they use applications in their language learning.

3. For the Future Researcher

For future researchers who want to carry out similar research can use this research as a reference for their study. Future researchers also can develop various topics

related to the use of the Zoom Cloud Meeting application as a medium language learning, such as factors that affect the perception of using the Zoom Cloud Meeting application in language learning, selecting applications that are most suitable for use in learning English etc.

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