

**STUDENTS' PERCEPTION ON THE USE OF ZOOM MEETING AS
ONLINE MEDIA TOOL AT THE ENGLISH EDUCATION
DEPARTMENT STUDENTS OF UNIVERSITAS RIAU
BATCH 2020**

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Abstract: *This study aims to find out English students' perception on the use of Zoom Meeting as online media tool. Purposive sampling technique was applied to decide the sample. There were 79 students as the participants. The instrument used was a questionnaire categorized into 8 components of perception such as self-efficacy, satisfaction, usefulness, behavioral intention, Zoom Meeting system quality, interactive learning activities, Zoom Meeting effectiveness, and Zoom Meeting instruction. The finding shows that English students from admission year 2020 have a positive perception on the use of Zoom Meeting as online media tool. It showed that students put positive perception of self-efficacy, satisfaction, usefulness, behavioral intention, Zoom Meeting system quality, interactive learning activities, Zoom Meeting instruction. While students have neutral perceptions of Zoom Meeting effectiveness. The students are suggested to be more active in using Zoom Meeting in their learning process as it helps them to make the learning process more effective.*

Key Words: *Zoom Meeting, Perception, Online Media Tool*

PERSEPSI MAHASISWA TERHADAP PENGGUNAAN ZOOM MEETING SEBAGAI PERANGKAT MEDIA DARING PADA MAHASISWA JURUSAN BAHASA INGGRIS UNIVERSITAS RIAU ANGKATAN 2020

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Abstrak: Penelitian ini bertujuan untuk mengetahui persepsi mahasiswa Bahasa Inggris terhadap penggunaan *Zoom Meeting* sebagai alat media online. Teknik pengambilan sampel purposif digunakan untuk memilih sampel. Ada 79 mahasiswa sebagai partisipan. Instrumen yang digunakan adalah kuesioner yang dikategorikan ke dalam 8 komponen persepsi seperti kepercayaan diri, kepuasan, kegunaan, niat perilaku, kualitas sistem *Zoom Meeting*, aktivitas pembelajaran interaktif, efektivitas *Zoom Meeting*, dan instruksi *Zoom Meeting*. Hasil penelitian menunjukkan bahwa mahasiswa Bahasa Inggris dari tahun 2020 memiliki persepsi positif terhadap penggunaan *Zoom Meeting* sebagai alat media online. Hal ini menunjukkan bahwa mahasiswa memiliki persepsi positif terhadap kepercayaan diri, kepuasan, kegunaan, niat perilaku, kualitas sistem *Zoom Meeting*, aktivitas pembelajaran interaktif, dan instruksi *Zoom Meeting*. Sementara itu, mahasiswa memiliki persepsi netral terhadap efektivitas *Zoom Meeting*. Mahasiswa disarankan untuk lebih aktif menggunakan *Zoom Meeting* dalam proses pembelajaran mereka karena hal tersebut membantu membuat proses pembelajaran lebih efektif.

Kata Kunci: *Zoom Meeting*, Persepsi, Perangkat Media Daring.

INTRODUCTION

English is one of the international languages that are spoken by a large number of people around the world. English has a significant impact in Indonesia because it's utilized as the instruction language in education and business fields. According to Archambault, Wetzel, Foulger, and Williams (2016), using social networking technologies facilitates feedback between students and teachers and improves their ability to interact. E-learning is a way where we use electronic or device things for learning. The function of the online media is essential in the online learning environment to ensure that learning activities in the classroom operate smoothly. According to Stone and Logan (2018), the major goal of e-learning is to motivate students to be independent and take responsibility for their learning.

Piccanio (2017) highlights the importance of using online media tools to support multiple learning models, such as text, images, video, and audio. This can help accommodate different learning styles and preferences and support more personalized and engaging learning experiences. Many teachers and lecturers use various online media tools for teaching and learning, such as Zoom Meeting, Google Meet, Edmodo, etc. The growth of the internet has enhanced and modernized the educational field. Internet stands for interconnected network.

Several existing learning media can be used for e-learning, such as Language Apps, Video Conferencing Tools, Virtual Tutoring, Online Learning Software, Moodle, and many others (Li & Lalani, 2020). In Indonesia, learning English as a foreign language is different because it can't be learned naturally like their mother tongue. During the learning process, teachers and students use one or more languages to explain the topic (Adhariyanty, 2015).

According to Liu and Ilyas (2020), Zoom Meeting is the most popular online learning tool in Indonesia, taking advantage of changes in internet technology for education. By using this application, lecturers and students can communicate more effectively even when great distances separate them, as all messages and explanations can be sent directly without having to interact in person. Moreover, Zoom Meeting is convenient because the users can communicate with each other via video, audio, and screen presentation at the same time.

Moreover, Zoom is a collaborative cloud-based video conferencing service that provides group messaging, secure session recording, and online meetings (Zoom Video Communications Inc., 2016). With Zoom Meetings, Both lecturers and students can hold a meeting for the teaching and learning process through video conferences. Language learning must use communication intensely to achieve the desired results. Then, a Zoom Meeting application will facilitate the process well.

Based on a short interview with some English students of Universitas Riau from the admission year 2020, the researcher found that they still use Zoom Meeting for teaching and learning. There is a reason why the lecturers still use Zoom Meeting for the teaching and learning process. Because both lecturers and students can not make it at the moment due to PLP (Pengenalan Lapangan Persekolahan) so they decided to do the class through Zoom Meeting. Thus, Zoom Meeting provides convenient platform for remote participation, allowing students who cannot physically attend to join virtually.

Based on Walgito (2003), Perception is how someone thinks and views something, and then turns it into a thought. Students' perception is one of the important things to evaluate teaching and learning. However, as we know everyone perceives

something differently and it could be positive or negative towards a specific object or problem. Students' perception is significant when considering what students need in learning. Moreover, their perception is based on their learning experiences and surrounding environment. This study aims to find out students' perception of the use of Zoom Meeting as an online media tool at the English education department students of Universitas Riau batch 2020.

METHODOLOGY

This study is a descriptive quantitative research. Nassaji (2015) stated that descriptive quantitative is a type of non-experimental research. The population of this research was an active students of the English Department of Universitas Riau batch 2020 and has done with using zoom as an online media tool in learning English. The population was 114 students from the admission year 2020. In the sample selection process, the researcher used a purposive sampling technique to obtain respondents. The sample classes in this study were 6A, 6B, and 6C. Total sample in this study was 79 students.

The instrument used was a questionnaire to collect the data. The research was conducted through a questionnaire consisting of 24 statements on five indicators of students' perception on the use of Zoom Meeting as online media tool of self-efficacy, satisfaction, usefulness, behavioral intention, Zoom Meeting system quality, interactive learning activities, Zoom Meeting effectiveness, and Zoom Meeting instruction. The questionnaire was adapted from Liaw and Huang (2007), Jehad et al., (2020), and Roy et al., (2020). The questions are likert-scale questions in five options starting from "Strongly Agree", "Agree", "Neutral", "Disagree", and "Strongly Disagree".

The questionnaire was distributed directly through print-out to the respondents. Finally, the students' responses were logged into Ms. Excel to accumulate whole responses. Then, it was analyzed using SPSS (Statistical Packages for Social Sciences) Version 25. The total score and mean were calculated to category the result. Based on Chaihiranwattana and Nookua (2010), each question of perception is divided into range 1.00-1.80 (Very Negative), 1.81-2.60 (Negative), 2.61-3.40 (Neutral), 3.41-4.20 (Positive), and 4.21-5.00 (Very Negative).

RESULT AND DISCUSSION

Result

The average of all indicators percentage is 3,60. So, it can be concluded that English students have a positive perception on the use of Zoom Meeting as online media tool. The result also can be seen in the form of a chart, as follows:

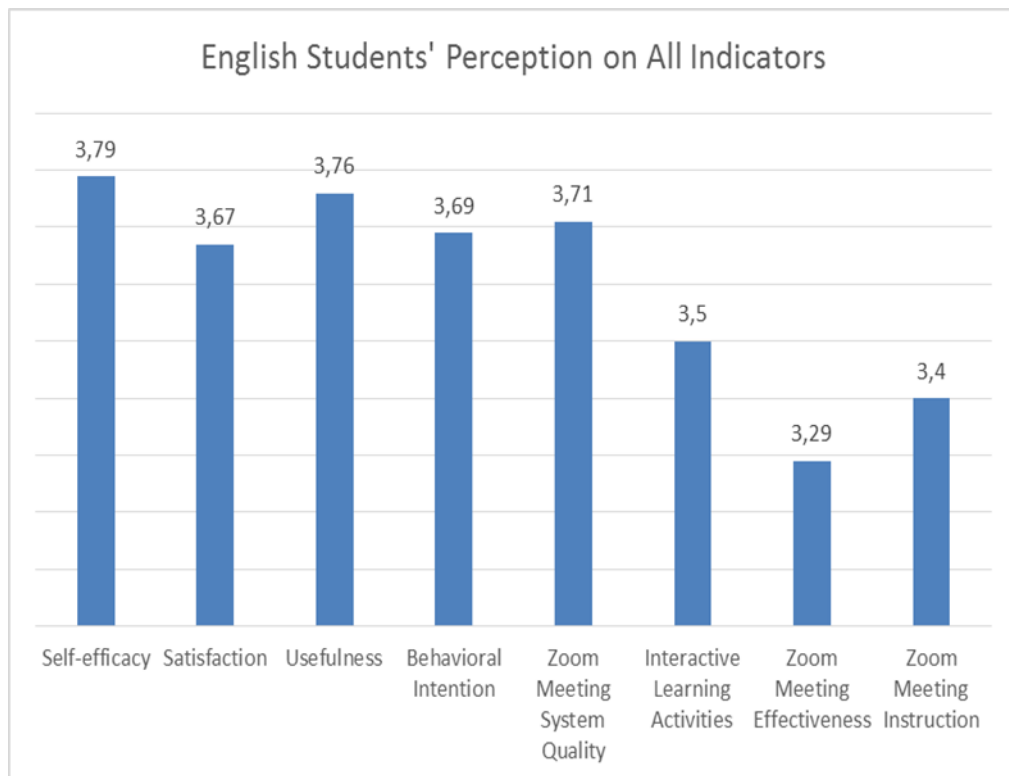


Figure 1. English Students' Perception on The Use of Zoom Meeting as Online Media Tool

Figure 1 shows English students' perception on the use of Zoom Meeting as online media tool based on 8 indicators. It can be seen that 7 of 8 indicators are in the range 3,41 – 4,20 such as self-efficacy with mean 3,79, usefulness with mean 3,76, Zoom Meeting system quality with mean 3,71, behavioral intention with mean 3,69, satisfaction with mean 3,67, interactive learning activities with mean 3,50, Zoom Meeting instruction with mean 3,40. It means that the result of the indicator is categorized as a positive perception. Meanwhile, only Zoom Meeting effectiveness with mean 3,29 which considered as neutral perception. The average of all indicators percentage is 3,60. So, it can be concluded that English students have a positive perception on the use of Zoom Meeting as online media tool.

After analyzing the data, the result are presented in Table 1 until Table 8 to each indicators. There are 3 statements with 5 options for each statement.

Table 1. Self-Efficacy

No	Items	SD	D	N	A	SA	Score	Mean	Interpretation
1	Using Zoom Meeting software makes me confident.	3	5	20	32	19	296	3.75	Positive
2	Using Zoom Meeting, I will be able to explain the learning material.	3	6	17	39	14	292	3.70	Positive
3	Learning through Zoom Meeting has helped me to learn quickly.	1	5	15	36	22	310	3.92	Positive
Total		7	26	52	107	55	898	3.79	Positive

Table 1. shows that shows that the all statements results are in range 3,41 – 4,20, which means students put positive perception on the use of Zoom Meeting based on self-efficacy.

Table 2. Satisfaction

No	Items	SD	D	N	A	SA	Score	Mean	Interpretation
4	Using Zoom Meeting for e-learning makes learning activities more enjoyable.	4	8	14	42	11	285	3.61	Positive
5	Zoom Meeting is very useful.	2	7	19	35	16	293	3.71	Positive
6	Zoom Meeting features are very interactive.	6	6	13	36	18	291	3.68	Positive
Total		12	21	46	113	45	869	3.67	Positive

Table 2. shows that shows that the all statements results are in range 3,41 – 4,20, which means students put positive perception on the use of Zoom Meeting based on satisfaction.

Table 3. Usefulness

No	Items	SD	D	N	A	SA	Score	Mean	Interpretation
7	Zoom Meeting makes me more motivated to learn.	2	10	10	43	14	294	3.72	Positive
8	Zoom Meeting is very useful during distance learning.	2	7	20	32	18	294	3.72	Positive
9	Zoom Meeting is very useful when face-to-face lessons cannot carry out.	3	3	16	38	19	304	3.85	Positive
Total		7	20	46	113	51	892	3.76	Positive

Table 3. shows that shows that the all statements results are in range 3,41 – 4,20, which means students put positive perception on the use of Zoom Meeting based on usefulness.

Table 4. Behavioral Intention

No	Items	SD	D	N	A	SA	Score	Mean	Interpretation
10	Zoom Meeting can assist student's learning activities	1	6	14	39	19	306	3.87	Positive
11	Zoom Meeting software facilities communication between teachers and students.	1	13	23	27	15	279	3.53	Positive
12	Zoom Meeting facilities discussion between teachers and students.	3	6	21	34	15	289	3.66	Positive
Total		5	25	58	100	49	874	3.69	Positive

Table 4. shows that shows that the all statements results are in range 3,41 – 4,20, which means students put positive perception on the use of Zoom Meeting based on Behavioral Intention.

Table 5. Zoom Meeting System Quality

No	Items	SD	D	N	A	SA	Score	Mean	Interpretation
13	Zoom Meeting sound, video, and picture quality is very good.	1	11	18	33	16	289	3.66	Positive
14	Zoom Meeting can be used for calls, chatting, meetings, and online classes.	4	6	18	39	12	286	3.62	Positive
15	Zoom Meeting can record video calls from the start till the end of the learning.	1	1	26	33	18	303	3.84	Positive
Total		6	18	62	105	46	878	3.71	Positive

Table 5. shows that shows that the all statements results are in range 3,41 – 4,20, which means students put positive perception on the use of Zoom Meeting based on Zoom Meeting System Quality.

Table 6. Interactive Learning Activities

No	Items	SD	D	N	A	SA	Score	Mean	Interpretation
16	Zoom Meeting can assist teacher-student interaction.	6	10	21	25	17	274	3.47	Positive
17	Through Zoom Meeting lecture can provide interesting video animation and the students give feedback.	4	7	23	32	13	280	3.54	Positive
18	Teaching and learning activities through Zoom Meeting can support students to be more innovative in learning English.	5	12	15	33	14	276	3.49	Positive
Total		15	29	59	90	44	830	3.50	Positive

Table 6. shows that shows that the all statements results are in range 3,41 – 4,20, which means students put positive perception on the use of Zoom Meeting based on Interactive Learning Activities.

Table 7. Zoom Meeting Effectiveness

No	Items	SD	D	N	A	SA	Score	Mean	Interpretation
19	Zoom Meeting increases flexibility in studies.	3	19	27	23	7	249	3.15	Neutral
20	Zoom Meeting allows students to view and annotate the outcomes of previously made video recordings.	3	15	26	22	13	264	3.34	Neutral
21	The online learning materials using Zoom Meeting have been delivered well.	6	9	23	32	9	266	3.37	Neutral
Total		12	43	76	77	29	779	3.29	Neutral

Table 7. shows that shows that the all statements results are in range 3,41 – 4,20, which means students put neutral perception on the use of Zoom Meeting based on Zoom Meeting Effectiveness.

Table 8. Zoom Meeting Instruction

No	Items	SD	D	N	A	SA	Score	Mean	Interpretation
22	Zoom Meeting can be used for sharing screen and chat box.	3	14	21	28	13	271	3.43	Positive
23	Zoom Meeting can invite more than 100 people.	5	12	19	28	15	273	3.46	Positive
24	Zoom Meeting can choose the date or schedule the meetings, join the meetings, and even host a meeting.	6	15	19	28	11	260	3.29	Neutral
Total		14	41	59	84	39	804	3.40	Positive

Table 8. shows that shows that the all statements results are in range 3,41 – 4,20, which means students put positive perception on the use of Zoom Meeting based on Zoom Meeting Instruction.

Discussion

The result of the questionnaire was completed by 79 English Department students admission year 2020 of Universitas Riau. The research was conducted through a questionnaire consisting of 24 statements with eight indicators of English students' perception on the use of Zoom Meeting as online media tool such as perceived self-efficacy, perceived satisfaction, perceived usefulness, behavioral intention, Zoom Meeting system quality, interactive learning activities, Zoom Meeting effectiveness, and Zoom Meeting instruction.

Based on the results of this research, it was found that English Department students of Universitas Riau have a positive perception on the use of Zoom Meeting as online media tool. It support studies on the positive perception on the use of Zoom Meeting as online media tool (Hanum, 2013; Kang & Duong, 2021; Suardi, 2020; Liaw & Huang, 2007; and Menggo, 2021) which revealed that results were positive perception on the use of Zoom Meeting.

The “Perceived Self-efficacy” gets the highest mean with 3.79 which can be categorized as a positive perception. Most of English students argued that Zoom Meeting can help them to complete their learning as media tool. Students' belief that their ability to use Zoom Meeting for teaching and learning activities. Furthermore, this research has the same result as Syarifah (2021) in a study entitled “Perception of English Language Education Students' at UIN Sunan Ampel Surabaya towards Online Learning via Zoom during the Covid-19 Pandemic” that aims to investigate students experiences with using

Zoom Meeting. It found out Zoom was positive as a learning media. The other research that has same result is related to Hasnidar (2020) in a study entitled “Students’ Perceptions of Using Online Learning Method” shows that the most students give good perceptions about online learning. They can enhance learning by using online learning and get new experiences with new media. Meanwhile, the lowest mean is “Zoom Meeting Effectiveness” has mean 3.29, it shows that the Meeting Zoom is effective as media in teaching and learning in class because it can be used online if the class is not able to do in place.

In this research, the positive perception opinion of English Students at Universitas Riau regarding the use of Zoom Meeting as media tool in teaching and learning in online class. As students in this globalization era and modern technology, they are familiar with various technology in learning, including Zoom Meeting to facilitate the learning process.

CONCLUSION AND RECOMMENDATIONS

Conclusion

It was found that English students from admission year 2020 have a positive perception on the use of Zoom Meeting as online media tool. The findings indicated that that students put positive perceptions of self-efficacy with the mean 3,79, satisfaction with the mean 3,67, usefulness with the mean 3,76, behavioral intention with the mean 3,69, Zoom Meeting system quality with the mean 3,71, interactive learning activities with the mean 3,50, Zoom Meeting effectiveness with the mean 3,29, and Zoom Meeting instruction with the mean 3,40.

Recommendations

Based on the findings presented in the previous chapter regarding the English student perception on the use of Zoom Meeting as online media tool, the researcher would like to give suggestions as follow:

1. The students are suggested to be more active in using Zoom Meeting in their learning process as it helps them to make the learning process more effective.
2. The lecturers are recommended to be more aware of the students’ enthusiasm while learning online with using Zoom Meeting.
3. For other research, the researcher would like to suggest further research to explore more students’ perception about using Zoom Meeting in the future and how maximize this application to get more positive impact.

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