

**STUDENTS' PERCEPTION IN USING ZOOM APPLICATION DURING
ONLINE LEARNING IN FACULTY OF TEACHER TRAINING AND
EDUCATION AT TRIDINANTI UNIVERSITY PALEMBANG**

A Thesis by

FIA SISI ABRIATI

1704410003

English Education Study Program



FACULTY OF TEACHER TRAINING AND EDUCATION

TRIDINANTI UNIVERSITY PALEMBANG

2020/2021

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A Thesis by

FIA SISI ABRIATI

Student's Number 1704410003

English Education Study Program

Faculty of Teacher Training and Education

Approved by

Advisor I,



Jenny Elvina Manurung, M.Pd.
NIDN. 0222018302

Advisor II,



Yunani Atmanegara, M.Pd.
NIDN. 0207068701

Certified by

Dean of Faculty of Teacher Training and Education



Nyayu Lulu Nadva, M.Pd.
NIDN. 0209058702

This thesis was defended by the writer in the Final Program Examination and was approved by the examination committees on:

Day : Thursday

Date : September, 30th 2021

Examination Committees

Signature

1. Jenny Elvina Manurung, M. Pd
(Chairman)



2. Yunani Atmanegara, M. Pd
(Member)



3. Nita Ria, M. Pd
(Member)



Acknowledged by

Dean of Faculty of Teacher Training and Education

University of Tridianti Palembang



Nyayu Lulu Nadya, M. Pd

DEDICATION

This thesis is dedicated to:

With gratitude and love, faithfully dedicated this thesis for:

- ❖ *My beloved parents, Suarsono and Rima, who always pray and support me all the time.*
- ❖ *My beloved sister and brother, Amik Indah Diati, Wiwin Wulandari, and Dimas Agung Trilian, who always give spirit for me.*
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MOTTO

“If you want rainbow you have to deal with the rain.”

PERNYATAAN

Saya menyatakan dengan sebenar-benarnya bahwa seluruh data, informasi, interpretasi serta pernyataan dalam pembahasan dan kesimpulan yang disajikan dalam karya ilmiah ini, kecuali yang disebutkan sumbernya merupakan hasil pengamatan, penelitian, pengelolaan serta pemikiran saya dengan pengarahan dari pembimbing yang telah ditetapkan.

Apabila ternyata di dalam naskah skripsi ini dapat dibuktikan terdapat unsur-unsur jiplakan. Saya bersedia skripsi ini digugurkan dan gelar akademik yang saya peroleh (S-1) dibatalkan, serta diproses sesuai dengan peraturan perundang-undangan yang berlaku (UU) No. 20 Tahun 2003, pasal 25 ayat 2 dan pasal 70.

Palembang, September 2021

Yang menyatakan,



Fia Sisi Abriati
Fia Sisi Abriati

1704410003

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Finally, the writer hopes this thesis is useful to readers and could be as a reference to other researcher for the next thesis.

Palembang, October 2021

The writer,

Fia Sisi Abriati
1704410003

ABSTRACT

The increasing development of information communication and technology in education facilitates the learning process during Covid-19 pandemic, many universities implement online learning as the solution to prevent the Covid-19. This study aimed to determine students' perception in using Zoom Application during online learning in Faculty of Teacher Training and Education at Tridianti University Palembang. Descriptive quantitative survey method was carried out. 123 of 149 students participated in this study selected by using purposive sampling technique. They were the students of English Education and Indonesia and Literature Study Programs who experienced online learning by using Zoom Application. For collecting the data, questionnaire was used and distributed online to the students. Most students perceived positively toward the use of Zoom Application during online learning. The results of this study showed that (1) the use of Zoom application provided new experiences in online learning activities, (2) the students could operate Zoom Application easily (3) the students could use Zoom considered process rules (4) the use of Zoom Application made improvement to their ICT skill (5) the students want to use Zoom Application continuously, and (6) the Zoom Application had the appropriate function to support activities in online learning activities. In conclusion, using Zoom Application during online learning is more effective.

Keywords: *Perception, Online Learning, Zoom Application.*

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CHAPTER I

INTRODUCTION

This chapter presents about background of the study, formulation of the problem, objective of the study and significances of the study.

1.1 Background of the Study

The development of the internet makes the world of education more developed and advanced. Internet stands for interconnected network. The internet is very large computer network consisting of small networks that are connected to the whole world (Sutedjo, 2002). Meanwhile, the number of internet users in Indonesia were recorded in 2018 which was initially only 64,8 percent. Then, in 2019-2020, there was a significant increase to 73 percent of the population internet users (Asosiasi Pengguna Jaringan Internet Indonesia, 2020). It means that Indonesia is one of the largest internet users in the world. Now, the widespread use of the internet brings impact to education. Moreover, internet is one of technologies for communication. Fitriyadi (2013) said that the potential of internet as media communication can change the old way of learning. The use of internet in the learning process offers open access to material discussion interactively via the internet network. It also, eliminates time and area constraints within the learning environment to support the organization and management of education and open opportunities for collaboration between academics and students. In addition, Army (2014) stated that the implementation of the internet through technology in education provides access to learning between students and teachers when they are separated by time and distance. As the result, the leaning process becomes flexible and the application of the internet to education also

makes learning more collaborative. Hence, the development and advancement of technology makes the learning process can be conducted not only offline but also online.

According to Colliot (2020), offline learning is the method of delivering learning which usually conducted face-to-face between teachers and students. Meanwhile, Stem (2019) adds that online learning or known as distance learning is education that takes place over the internet. It is often referred to as e-learning among other terms. Online learning is usually referred to as the intentional use of information technology and network communication in teaching and learning so to facilitate education that cannot be done directly between lecturers and students. In addition, Stem (2019) said that online learning is just one type of distance learning processes, a generic term for learning anything that occurs accross distance and not in a traditional classroom. Specifically, Finol (2020) stated that online learning has many types namely, synchronous, asynchronous, and hybrid learning. Synchronous also known as virtual class, asynchronous is web based training, and hybrid is the combination between virtual class and web based training.

Currently, the integration of the use of online learning into educational practice increase because brings many advantages. UNESCO (2010) mentions that online learning can facilitate universal access to education, bridge learning, bridge learning divides, support the development of teachers, enhance the quality and relevance of learning, strengthen inclusion, and improve education administration and governance. In addition, Song (2004) also identified both flexibility and convenience as advantages of online learning. On the other hand, it

turns out that online learning can also have a disadvantage on education. Arkoful and Abaidoo (2015) stated that implementation of online learning to education does have disadvantages. The disadvantages are very potential to do plagiarism practices, internet signal strength, and devices that support to do so. Based on the terms of delivery, distance learning methods can be used in the educational component. The disadvantages are also identified as the delay of responses, lack of community, difficulty in understanding instructional goals, and technical problems. Beside that, the disadvantages of using online learning as the way to learning process were identified as the delay of responses, lack of community, difficulty understanding, instructional goals, and technical problems (Song, 2004).

In education, online learning is not something new because many higher educations in Indonesia have begun implementing online learning since 1984 (Kemendikbud, 2020). The development of online learning was carried out by Indonesia Global Development Learning Network and the Indonesia Higher Education and Research Network (INHERENT). Furthermore, *Universitas Terbuka* (UT) became as the pioneer because UT mention that on September 4, 1984 began to implement an online learning system is the UT (Universitas Terbuka, 2020). In other words, this university is the first dimension role which offered a distance instructional setting for delivering courses, Universitas Terbuka that aims to provide the widest possible opportunities for students, wherever they live, to achieve higher education through the implementation of a distance learning system.

In fact, many institution of education has conducted online learning to all level especially in higher education. In accordance with policy of Ristekdikti

(2020) that online learning can take place partially and entirely over the internet. In general, Levin and Wadmany (2006) noted the literature emphasized the importance for improving online learning. As an open learning environment that utilizes internet-based online learning technology, online learning allows the students to accomplish learning and teaching activities anytime (Cole, 2014). Currently, since in March 2020, the world has been facing the Covid-19 pandemic. As the result, all educational institutions shift implemented offline learning to online learning as the solution to prevent and handle the corona virus disease (Covid-19). UNESCO (2020) stated that students from preschool to high school education as well as university students have the potential to be affected by the pandemic.

The government has issued several policies or steps that can be taken during this Covid-19 pandemic. One of the policies taken was to rest all teaching and learning activities which then turned into a study from home to carry out social distancing to reduce the transmission of the Covid-19 outbreak. Kemendikbud (2020) the government issued a policy for implementing education during the pandemic emergency that learning and activities in schools are abolished but schools learned from home. This regulation is applied to all levels of education without exception in universities.

Indonesian government policy encourages educational institutions especially higher education to consider the selection of learning media internet-based technology to support online learning (Markarim, 2020). Many educational institutions in Indonesia use platform to support the teaching and learning process and to reduce the transmission of the pandemic. According to Friedman and

Friedman (2020), the students and teachers have the opportunity to optimize the learning process through various platforms. One of the most learning platform used in online learning is Zoom meeting application. According to Zoom Video Communication, Inc. (2021), Zoom application was created by Eric Yuan in 2013 at San Jose, California, United States of America. The existence of this application has increased in early 2020 since the world experienced a pandemic. Zoom is a cloud computing-based video conferencing service. The Zoom application allows users to virtually meet each other on video, voice calls, or both. More interestingly, the Zoom application has the facility to automatically record activities during video conferencing so that it can be used as an activity document and can be viewed or played back if needed. In Zoom application available some of the main features include: 1) One-on-One Meeting 2) Group Meeting Conference Videos 3) Sharing Screen and Chat. Generally, users use this application for meeting to video and audio conferences. Due to its features, Tridianti University especially in Faculty of Teacher Training and Education has implemented online learning preference Zoom application to teaching and learning process during pandemic Covid-19.

Carrying out online learning activities via Zoom Meeting Application have advantages that it allows teachers to interact more communicatively with students. The most important thing is that the teachers carry out teaching and learning activities effectively such as face-to-face teaching activities in the class. The teaching and learning activities turns out to be very fun. The teacher becomes creative and the students feel very happy. However, Elezaj (2020) explains that Zoom meeting have disadvantages. The disadvantages are teaching and learning

activities using Zoom meeting depends on signal strength which affects the quality of video and audio.

In the online learning process, which is now increasingly being put forward by using applications. Educational institutions are believed to need in knowing whether online learning has increased or vice versa for students, therefore it is more important to know the students' perceptions. Perception is a process that can be taken by individuals to organize and interpret their sensory impressions. According to Sobur (2020), perception has two narrow and broad meanings, in the narrow sense perception is vision, how someone sees something, while in a broad sense perception is the view, understanding, or how someone views and interprets something. In this study, there are several limitation aspects of perception namely performance of expectations, effort expectations, social factors, facilitating conditions, utilization interest, and usage behaviour.

Many research have been investigating about perception of online learning through learning platform which relevant to this research. Agung, Surtikanti, and Quinones (2020) studied about students' perception of online learning during Covid-19 pandemic. The results of this study found that there are several factors that influence the learning and teaching process through online learning, namely the availability of the internet, accessibility of learning media, compatibility of tools for accessing media. On the other hand, learning through online learning increases IT literacy for students. Next, Rossytawati (2018) from Islamic University of Indonesia conducted a research about students' perception in using Google Classroom. This research concluded that students' perceptions about the use of Google Classroom in online learning turned out to be more flexible in

doing and submitting assignments. Then, Simamora (2020) studied about the challenges of online learning during the COVID-19 pandemic. The study described about the challenges faced by teachers and students in online learning, including managing modes, methods, activities and selecting effective and efficient learning media. Furthermore, Khasanah (2020) studied about the Perception of English Language Education Students of UIN Sunan Ampel Surabaya on Online Learning via Zoom during the Covid-19 Pandemic. The study investigated about the perception of English education students' in Sunan Ampel Islamic University at Surabaya about online learning through Zoom Application during Covid-19 Pandemic. Furthermore, Amstrong (2011) studied about Students' Perceptions of Online Learning and Instructional Tools: A Qualitative Study of Undergraduate Students Use of Online Tools. The study investigated to described undergraduate students' experiences and perceptions of online courses based on interviews, observations, and online focus groups at Northern California University.

Based on the explanation study above, the researcher was interested in conducting a survey study entitled "Students' Perception in Using Zoom Application during online learning in Faculty of Teacher Training and Education at Tridinanti University Palembang".

1.2 The Problem of the Study

1.2 The Limitation of the Study

This study investigated the students' perception on the use of Zoom application during online learning in Faculty of Teacher Training and Education at Tridianti University Palembang. Students' perception on the use of Zoom application limit on performance of expectations, effort expectations, social factor, facilitating conditions, utilization interest, and usage behaviour. The limit of sample was active students who have experienced online learning using Zoom Application from two study programs namely English Education Study Program and Indonesian Language and Literature Education Study Program in Faculty of Teacher Training and Education at Tridianti University Palembang.

1.2.2 Formulation of the Problem

The problem of the study was about "How did the students perceive about the use of Zoom application during online learning in Faculty of Teacher Training and Education at Tridianti University ?".

1.3 Objective of the Study

Regarding to the problm of the study, the objective of yje study was to investigate the students' perception in using Zoom application during Online Learning in Faculty of Teacher Training and Education at Tridianti University Palembang.

1.4 Significances of the Study

The study aims to provide some benefits for the teachers/lecturers, the institutions, the students, and the researchers.

1. For the Lecturers

This study could help the teachers and lecturers to understand any problems faced by the students through the students' perception about the efficient way of online learning process.

2. For the Institution

This study could help the institution to develop and facilitate the online learning run well.

3. For the Students

For the students, this research would help the students to identify and develop skills and ability in using the IT platform for an increasingly advanced learning process.

4. For the Researcher

This study would be useful for further researchers who want to conduct the next research dealing with the study of perception. It provided the knowledge about overcoming good technological problems, sufficient and effective access too.

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