The Effectiveness of Using the Zoom Meeting Application in Improving Learning during the Covid-19 Pandemic

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Abstract

This study aims to determine the effectiveness of using the zoom meeting application in improving learning during the pandemic. The method used in this research is as follows: qualitative research methods. Qualitative research as according to Creswell, that qualitative research is defined as an approach that aims to explore, and understand a dynamic. In addition, the data collection technique is through a list of questions distributed via the WhatsApp application. The result of this research is that the benefits of Information and Communication Technology (Zoom Meeting) have only been implemented during this Social Distancing era, thus requiring the lecture process to be conducted online. Lectures carried out using Zoom Meeting are considered less effective because they are often constrained by the availability of network/internet signals for students who do not use wifi and will have an impact on the quality of ongoing learning. The advantages of using Zoom Meetings are considered practical and efficient for students because by using Zoom Meetings, communication between students and lecturers is easier than communicating in writing or via short messages practical for students. Therefore, with the existence of the Zoom Meeting application, it is hoped that it can support students in terms of 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 dynamics in the Covid-19 pandemic era because this phenomenon is a step and encouragement for every university in utilizing technology-based learning and is also a step towards the industrial revolution 4.0. Changes in distance learning that are carried out in the form of online lectures, of course require time to be able to adapt lectures to the current situation because lectures are in online form, requires the availability of supporting instruments to support the continuity of the online learning process.

I. Introduction

The world is facing a phenomenon related to health problems, namely the Corona virus or COVID-19, many countries have been affected by this virus, Indonesia is one of them. For this reason, the government's policy is to implement social distancing. Minimize the spread of COVID 19. Social distancing itself is everyone's behavior. Don't be close to each other. And avoid all kinds of parties or gatherings to prevent transmission of the

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corona virus disease. Therefore, all teaching activities, etc. (KBM) in schools and universities Must be completed or completed at home via online Preventing the Spread of COVID-19. While studying Of course we have to go online, the media as a means of learning. Therefore, various platforms are used as learning media by schools and universities.

Covid 19 pandemic caused all efforts not to be as maximal as expected (Sihombing and Nasib, 2020). The outbreak of this virus has an impact of a nation and Globally (Ningrum *et al*, 2020). The presence of Covid-19 as a pandemic certainly has an economic, social and psychological impact on society (Saleh and Mujahiddin, 2020).

The government's policy regarding the prohibition of crowding (Social Distancing) for the general public must be obeyed and inspired because one of these methods aims to overcome the spread of Covid-19. Of course, these policies do not only have an impact on the economic, social, political fields, but also in the field of education. Education and skills are the main keys in gaining social status in community life (Lubis et al, 2019). Considering the current situation, educators are required to develop online learning by utilizing the availability of existing technology. According to, (Far-Far, Rina and Ima, 2020), The demands of learning by utilizing information and communication technology (e-learning) are of course very relevant to current conditions and situations. This is caused by two things. First, the rapid development of information and communication technology systems. second, the situation and conditions in the world that are being faced with the threat of Covid-19. Based on these two aspects, learning with conventional methods that are often done, should be converted into online learning.

According to (Susanto and Akmal, 2018) said that the learning application is a new breakthrough learning media that provides absolute freedom for students to operate it. Basically, learning applications have the benefit of making it easier for students to learn certain materials (Dwi Saputra, 2020). Therefore, the learning process carried out via online, would require facilities/media. Therefore, planning is needed to support learning media in educational institutions (universities). In the implementation at the university there are several platforms used, namely, Whatsapp, Zoom Meeting and others. According to (Haqien, Afiifadiyah Rahman, 2020) stated that, Zoom Meeting is a learning media using video.

Which platform is the most widely used, according to Zoom Meeting research itself, is to use video learning media. Eric, founder of the Yuan meeting zoom app, inaugurated in 2011 Its head office is in San Jose, California. This application is not only for study, but can be used for the office and other things. This platform is free so anyone can use it forty minutes, no time limit if our account is paid. In this zoom meeting application, we can communicate directly with anyone via video. Therefore, it is suitable to be used as a learning medium.

The development of online learning, of course, is strongly supported by the availability of existing technology. If observed, the life of mankind today with the presence of globalization, especially in the development of Information and Communication Technology (ICT), which is so rapidly, deserves to be appreciated as human civilization in the modern era. Because human development today with the presence of technology, is able to touch all aspects of human life. However, as stated by Widja in (Susilo and Sofiarini, 2020) that future life, which is marked by the strong current of globalization and the widespread understanding of materialism, has made people's lives today tend to be consumptive. So the development of sophisticated technology does not change human behavior that tends to be consumptive.

Online/online learning or better known as E-learning is the utilization of information and communication technology networks to support the teaching and learning process (Puspita Sari & Setiawan, 2018). The terms used to describe online learning, web-based learning, Gaussian, basically all refer to educational processes that utilize technology in teaching and learning activities (Putra et al., 2020). Broadly speaking, the definition of e-learning put forward by (Setiawan et al., 2021) is the delivery of learning materials through electronic media such as the internet, internet, satellite broadcasts, audio/video tapes, interactive TV, CD-ROMs, and computer-based training (CBT).). Then according to (Puspita Sari & Setiawan,

Today we live in a world where technology can help make various jobs and activities easier. Even technological advances are able to influence major changes in pedagogical methodologies in the learning environment (Guzacheva, 2020). Especially with the Covid-19 pandemic promoting distance learning and learning from home (BDR), "online learning" has become a term that is transforming the way teachers and students interact in learning (Sögüt et al., 2021). The classroom environment during a pandemic is completely different from traditional classrooms and demands media that facilitate virtual learning (Butnaru et al., 2021).

With the presence of various applications or learning platforms and online social media, the question also arises, what media and what are the effective strategies in online learning? The reason is that there are many applications available on mobile phones that can be used for learning, such as WhatsApp, Line, Google Classroom, Zoom, Telegram, Edmoddo, and many others (Nguyen, 2017).

Based on the description above, the researcher will examine the effectiveness of using the zoom meeting application in improving learning during the pandemic.

II. Research Method

This study used qualitative research methods. Qualitative research as according to Creswell, that qualitative research is defined as an approach that aims to explore, and understand a dynamic. In addition, the data collection technique is through a list of questions distributed via the WhatsApp application.

III. Results and Discussion

The process of teaching and learning activities within the UNIQHBA is generally done online. This policy was carried out based on the instructions of the central government (Kemendikbud) taking into account the process of spreading and the threat of Covid-19 that hit the world, even in Indonesia. As a result of the impact of Covid-19, all educational institutions (schools to universities) should adapt conventional teaching and learning activities (face to face) with distance learning (online). Thus, to determine the effectiveness of the use of the zoom meeting application in learning, thus the subject of this research there are 43 first and second semester students and students in the Faculty of Teacher Training and Education.

Considering the government's policy on Social Distancing. So it is not possible to conduct online interviews. In addition, the data analysis carried out in this study used qualitative data analysis with a grounded theory approach. The steps in the grounded theory approach are coding, and categorizing data according to the phenomenon of using the zoom meeting application by students at FKIP UNIQHBA, when participating in online learning during the Covid-19 pandemic.

Table 1. Percentage of Respondents (Students) by batch/semester

No	Semester	Amount
1	Semester 1 (one)	27
2	Semester 2 (two)	16

Based on the data obtained, teaching and learning activities before the Covid-19 outbreak were carried out face-to-face in class (conventional). Teaching and learning activities with this conventional approach are carried out in all study programs. teaching and learning activities are shifted to the online lecture model, and generally use the zoom meeting application as a learning medium.

The dynamics of using zoom meetings within the University have been implemented since June 2020, when the central government imposed a social distancing policy in order to break the chain of Covid-19 spread in the country. However, based on the findings of the research, it was found that learning activities using the zoom meeting application or online learning were considered ineffective as learning media. However, according to some students, in a situation like this, using the zoom meeting application in learning activities is the right step. considering the world and more specifically Indonesia when it was hit by the Covid-19 outbreak. So that the government policy (Kemendikbud) implements distance learning by using various applications to support the continuity of educational activities.

Student responses about online learning using zoom meeting are as follows:

Table 2. Student responses about online learning using zoom meeting

No	Student response	Percentage
1	Effective	10%
2	Ineffective	90%
	Total	100%

The factors that cause the use of the Zoom meeting application in learning to be considered ineffective are First, the existence of a network that is often not good so that it affects the learning process. Second, the use of the Zoom meeting application in learning is considered to be very burdensome for students regarding quotas (data credit). Because based on research results 80% of students do not get subsidized credit from the government. Third, 20% of students said that they did not participate in the learning process several times because they did not have a quota (data credit).

The things that make it not so effective in distance learning using zoom meetings are (1) There are often obstacles such as a poor signal for students who do not use wifi, (2) there are 30% of students who have practicum courses find it difficult because, the practicum found it difficult because the video quality in the zoom meeting was not so good that 30% of the students found it difficult to

Apart from factors that are considered ineffective regarding the use of the Zoom meeting application. However, according to students, learning by using the Zoom Meeting application is very easy and practical because in the midst of the Covid-19 pandemic, which prohibits people from gathering together, it is impossible for students and lecturers to interact (learning) face-to-face in class. In addition, the convenience of the Zoom Meeting application makes it very easy for students to follow lectures from home.

Prior to COVID-19, learning activities were carried out conventionally. Each university has different learning activities. students there learn more to practice, both at the University and in the field. However, since the implementation of social distancing, they

are no longer able to carry out their usual practices. Likewise, students at other universities. They are now switching to online-based lectures or e-learning and most of them use the Zoom Meeting application as a medium for learning.

The application of the zoom meeting application in learning at the University, in general, has not been implemented properly. There are several variables that can strengthen this statement. For example, the mastery of information and communication technology for some educators and education staff and students is still low. On the other hand, the availability of network services is often disrupted so that it affects the learning process. These two problems are at least common problems that occur not only at UNIQHBA University, but almost most of the universities (universities) in Indonesia that apply learning by utilizing the zoom meeting application experience the same thing. According to (Istiyarti and K. Purnama, 2014) said that, the realization of the use of ICT in Indonesia has not been controlled by some people, especially for educators and education staff in applying their main tasks and functions. ICT plays a very important role in educational technology, because ICT was developed to process, share, develop, discuss and create communication. ICT for education should mean the availability of channels or means that can be used to broadcast or publish educational programs.

Microsoft Teams. The phenomenon of using the Zoom Meeting application among students who are currently studying at Qamarul Huda Badaruddin University, began during the COVID-19 pandemic which required students to do distance learning. However, according to the research results we obtained, the use of the Zoom Meeting application in distance learning media is considered not very effective for students who are studying at UNIQHBA.

Still prioritizing 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 meetings for learning before social distancing was introduced. Based on the opinion of students, the reason they used the zoom meeting before social distancing was because the zoom meeting was considered efficient, so when the lecturer was unable to attend the class, the zoom meeting was an option used by students and lecturers to continue to be able to carry out learning, especially since this application was free and prior to social distancing, zoom Meetings are already widely used throughout the world as a medium for learning. So,

Learning is the spirit of the educational process in an educational institution. Factors that can affect the implementation of learning, namely, externally and internally include educators (teachers), learning resources, methods, media and technology, learning conditions and systems, (Far-Far, 2020). As educational institutions, universities have their own rules according to the provisions set out on learning activities and annual budgets. It is common that educational institutions (campus) are more inclined to purely physical development. However, if planning is carried out with consideration of the current development of Information and Communication Technology (ICT), then educational institutions (universities) will certainly understand the goals/directions of ICT development. This effort can be proven by the number of educational institutions (schools and universities) that have displayed their Information and Communication Technology (ICT) facilities as a selling point. This explanation is in line with what was explained by (Istiyarti and K Purnama, 2014), stating that, many schools have started to display ICT facilities as a selling point, especially for private schools. The rapid development of ICT, allows for a better one in an educational institution. In the school environment, the use of ICT aims to support the implementation and development of education so that schools or

educational units in general can provide and provide better information services to their communities, both inside and outside the institution.

Learning activities carried out by educators using the Zoom meeting application can be carried out effectively so as to create a pleasant learning atmosphere. Because effective learning is an indicator of the success of educational institutions (universities) in implementing education. The explanation above is in line with what was said by (Rohmawati, 2015) that activities in learning are effective if an educator can create a fun learning process. Learning effectiveness is a measure of the success of a school in providing education, so that it is very necessary to have a learning effort that is able to arouse the interest and willingness of students in learning activities to develop all their potential combined with the five aspects of development and instilling strong religious values in these students. In addition, effective learning is if the learning objectives that have been formulated are successful to be applied in learning. Effective learning can be achieved if it is able to provide new experiences, shape the competence of students and deliver them to the optimally achieved goals. Educators must be able to design and manage learning with the right method or model (Rohani, 2016). In addition, effective learning is if the learning objectives that have been formulated are successful to be applied in learning. Effective learning can be achieved if it is able to provide new experiences, shape the competence of students and deliver them to the optimally achieved goals. Educators must be able to design and manage learning with the right method or model (Rohani, 2016). In addition, effective learning is if the learning objectives that have been formulated are successful to be applied in learning. Effective learning can be achieved if it is able to provide new experiences, shape the competence of students and deliver them to the optimally achieved goals. Educators must be able to design and manage learning with the right method or model (Rohani, 2016).

The category of effective learning in learning activities is the maximum use of ICT (zoom meeting application) as a means of learning media to support the activities of the learning implementation process. In addition, the use of Information and Communication Technology (ICT) can be applied effectively if the learning process is carried out using the e-learning method, as the results of research conducted, according to 20% of respondents, consider that learning using e-learning methods can improve effective learning.

IV. Conclusion

Based on the research conducted, it can be concluded that the benefits of Information and Communication Technology (Zoom Meeting) have only been implemented during this Social Distancing era, thus requiring the lecture process to be conducted online. Lectures carried out using Zoom Meeting are considered less effective because they are often constrained by the availability of network/internet signals for students who do not use wifi and will have an impact on the quality of ongoing learning. The advantages of using Zoom Meetings are considered practical and efficient for students because by using Zoom Meetings, communication between students and lecturers is easier than communicating in writing or via short messages. practical for students. Therefore, with the existence of the Zoom Meeting application, it is hoped that it can support students in terms of 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. With the existence of the Zoom Meeting application, it is hoped that it can support students in terms of 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. With the existence of the Zoom Meeting application, it is hoped that it can support students in terms of 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 dynamics in the Covid-19 pandemic era because this phenomenon is a step and encouragement for every university in utilizing technology-based learning and is also a step towards the industrial revolution 4.0. Changes in distance learning that are carried out in the form of online lectures, of course require time to be able to adapt lectures to the current situation because lectures are in online form, requiring the availability of supporting instruments to support the continuity of the online learning process. For example, the availability of mobile phones, computers/laptops, internet networks and data credit. In addition, it takes the ability of lecturers and students to utilize existing tools to support the lecture process. All of this is a challenge, if lecturers and students can adjust to the existing situation and conditions. So these challenges can turn into an opportunity to be able to develop according to the demands of the times and be able to compete internationally.

As for the benefits that can be made from learning through the Zoom Meeting application, students can develop their existing potential, especially in the field of technology and also as a provision to face the changing times which are increasingly spreading widely caused by IT.

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