POSTGRADUATE STUDENTS' EXPERIENCES ON THE USE OF ZOOM MEETING IN ONLINE LECTURE DURING PANDEMIC

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ABSTRACT

Conventional meeting in the classroom has been affected by the covid-19 pandemic, leading to the near-total closures of schools, and colleges change to online meeting to prevent the spread of covid-19. It caused all elements of the education sector to adapt and to continue the teaching-learning process online. This is one of the effective solutions to activate the learning process to stay exist. Many schools have incorporated technology through the utilization of Information and Communication Technologies (ICT). The use of platforms such as zoom meeting is one of the ways to fit the best online classroom meeting at the postgraduate level. This study explains the postgraduate students' perception on the use of zoom meetings as a learning media meeting and the implementaion of the use of zoom meeting in online lecture during pandemic. This study is a case study that employs a qualitative approach. Data obtained through questionnaires. The subject is 80 students of master degree program, English education, Postgraduate, Unnes. Findings showed that students use it as a facilitation tool for joining the classroom, presentation, and accomodating interaction with lecturers and friends. In general, students perceived positively the use of zoom meetings, it also very helpful to conduct their online lecture during pandemic.

Keywords: *Postgraduate student, Zoom meeting, Online learning, Pandemic, Covid-19*

INTRODUCTION

February 2021, the number of covid-19 cases in many countries is still increasing. The virus that caused this global pandemic has infected at least 100 million people worldwide. An increase in cases of coronavirus infection has also occurred in Indonesia. The latest data, by February 2021, Indonesia has reported more than 1 million cases, the highest in Southeast Asia, ahead of the Philippines and Malaysia. Review of data covid19.go.id.

Since March 2020, Indonesia has already implemented a distance learning cause of nationwide lockdown, the government approved large-scale social restrictions. The Minister of Education and Culture Nadiem Anwar Makarim encourages all parties to ensure continuous learning from home. Student's perception of online learning to use varied media or application in the course has a somewhat good category. Online learning for potentially Indonesia in general, requires some more friendly platforms so that

students' participation can be increased. Agung et al., (2020). Until now, we still need to think about the possibility of school closing if the situation worsens, how to make the educational program more effective, and make the students explore their ability without any face to face meeting.

During home-based learning, there found several strategies in carrying out the learning process. There has been a lot of various applications that makes everyone easy to access and user friendly for both lecturer and students to use. Some can use Whatsapp, Telegram to share information, and also there are so many digital classes aimed at achieving the objectives of the teaching-learning process such as Kahoot, Edmodo, Elena, and the like. This phenomenon which mainly occurs in part of the world that can not be denied as technology has been improving a lot nowadays. This case also affected to postgraduate students. They are demanding not only to join the class but also the lecturer ask them to present their job in form of presentation. One of the meeting platforms that recently used is zoom meeting.

Zoom is a cloud-based video conferencing service that can use to virtually meet with others-either by video or audio-only or both, all while conducting live chats-and it lets to records those sessions to view later. A zoom meeting refers to a video conferencing meeting that's hosted using Zoom. It can join these meetings via a webcam or phone. Here are Zoom's core features:

1. **One-on-one meetings**: Host unlimited one-on-one meetings with the free plan.
2. **Group video conferences**: Host up to 500 participants (if purchase the "large meeting" add-on). The free plan, however, allows you to host video conferences of up to 40 minutes and up to 100 participants.
3. **Screen sharing:** Meet one-on-one or with large groups and share your screen with them so they can see what you see.

In zoom meetings, it was seen to be effective and helpful to the students; whereas contrary to this study, a broad section of students wished not to continue online teaching in the post-lockdown era. (Roy et al., 2020). The implication of using zoom meetings is to increase teacher's creativity to use the online application. (Baron, 2020). The use of zoom meet application in learning could help students and educators create and build their knowledge which to some extent was able to provide an interesting and more effective learning approach. Encouraging the use of zoom meet application among students will have a positive effect, as it is a medium of cooperation that can involve students, especially in providing group assignments regardless of the distance and time constraints to meet physically. (Wan Hassan et al., 2020).

Zoom meeting can be one of the solutions to complete the teaching-learning process while the education system has decided to lock-down to prevent the spread

of covid-19 until the school open if the area is in a good condition with discipline of health of protocol of covid-19. Zoom meeting also provides students to be independent, engaged, and motivated as learners trends to use technology in the learning process in the digital era as in industrial revolution 4.0 to have the ability to grow fast in adopting new technologies.

RESEARCH METHOD

This study is a case study which a qualitative approach. It included 80 students of the English department from master degree program of the postgraduate, Universitas Negeri Semarang who have been using zoom meeting into learning at least 1-year cause of covid-19 pandemic. Data and information gathered through online questionnaires. The writer used 2 types of questionnaires. The first questionnaire is ranking scale, it aims to obtain data on the comparison of perceptions made by respondents across items as well as to strengthen strongly the reality of decision making (for positive statement where 4 strongly agree, 3 agree, 2 disagree, and 1 strongly disagree). The second questionnaire is the open-ended questionnaire to gather their opinion as the authentic response about their experiences in the use of zoom meetings to access their online lecture during pandemic. The questions are adapted from Roy et al., (2020) and Harjanto & Sumarni (2019).

Here are the details, as follows:

Table 2. List of Questionaire

Students' Perception (Questionniare, Ranking Scale)	Students' Perception (Open-ended Questionnaire)
- **Benefit** - **Challenges** - **Content Issues** - **Technical Issues**	- Define the importance on the use of zoom meeting in online lecture - Define the implementation on the use of zoom meeting in online lecture

FINDING AND DISCUSSION

The following result was obtained:

Table 2. The Result of Students' Perception on the use zoom meeting in online lecture

Student's Perception	Category			
	SA	A	D	SD
Students' Perception on benefits of zoom meeting for online lecture				
Zoom meeting is a useful platform to have an online lecture meeting	**58**	**12**	**8**	**2**
Zoom meeting help you become more effective in	**54**	**11**	**7**	**8**

Statement				
joining the lecture				
Zoom meeting is easy to use in lecture's class	50	20	5	15
Zoom meeting as a media to have communication between friends and lecturer	52	13	7	8
Zoom meeting help to understand of materials or readings	54	16	7	3
Zoom meeting improve online communication with friends and lecturers	55	10	6	9
Zoom meeting increased flexibility in studies	53	12	9	6
Zoom meeting is one of the solution to facilitate in study	51	13	10	5
Students' Perception about challenges of media for online lecture				
Zoom meeting serve availability of	57	10	8	5
ready access to media courses				
Zoom meeting make student's to skip traditional classes	56	11	8	5
Zoom meeting accessed had eased its access to the course material	55	15	5	5
Zoom meeting can make discussion exist	53	15	7	5
Zoom meeting can have feedback from the users	58	12	7	3
Content Issues				
Zoom meeting has clear quality of information and explanations	53	17	9	1
Screen sharing in zoom meeting is useful to share information	55	11	7	7
Technical Issues				
Zoom meeting has signal strength during online lecture	12	18	36	14

	SA	A	D	SD
Zoom meeting has sufficiency of internet data	**11**	**19**	**37**	**10**
Zoom meeting can access everywhere by device	**8**	**27**	**32**	**13**

Source: Adapted and Modified from (Sari et al., 2020)

SA: Strongly Agree

A: Agree

D: Disagree

SD: Strongly Disagree

Thus from table 1, the students' perception of the use of zoom meetings divided into four aspects, they were: benefit, challenges, content issues, and technical issues. The percentage of the students perception of the benefit of zoom meeting were:
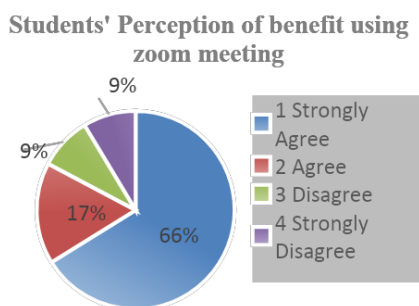
Figure 1. The percentage of benefit using zoom meting

Based on figure 1, we know that 66% of postgraduate students choose strongly agree, 16% students choose agree, 9% choose to disagree, and 9% students choose to disagree. The result of data analysis showed many students assume that zoom meetings provide meaning and benefit in online lecture, they strongly agree that zoom meetings give them many benefits in joining the classroom activities. This is also reinforced by student responses when answering questions about the benefits of using zoom meetings during online lectures, 70% of students answered that zoom meetings are very helpful in the lecture process, zoom meetings also make it very easy for students to communicate, present their tasks using screen sharing. Zoom meeting is now one of the applications that are required to be mastered so that every student can join and continue lectures. 30% of them think that they sometimes feel bored when joining classes at zoom meetings, but this can be overcome because usually lectures in zoom meetings are held for no more than 30 minutes in one meeting, most courses at postgraduate call for students to be able to develop themselves, so zoom meeting is only maximized for doing the presentation of assignments and discussions.
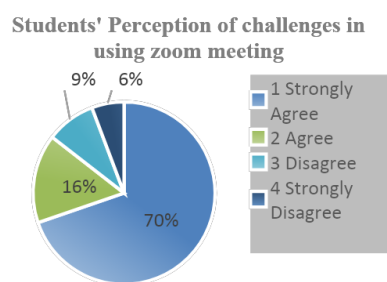

Figure 2. The percentage of challenges in using zoom meeting

Based on figure 2, we can infer that 69% of postgraduate students choose to strongly agree, 16% choose to agree, 9% choose to disagree, 6% choose to strongly disagree. The highest percentage is in the

strongly agree category this is caused by the challenges in using zoom meetings are easy to overcome. Student responses through an open-ended questionnaire also showed that the challenges faced were easy, and could be corrected immediately. Another thing that strengthens them is their habit of using zoom meetings during online lectures. In the category disagree and strongly disagree, Some students showed disagreeable responses because there was a problem updating the zoom meeting suddenly there was a notification for zoom updates while the lecture was in progress. However, overall, the students had good perceptions in facing challenges when using zoom meetings.
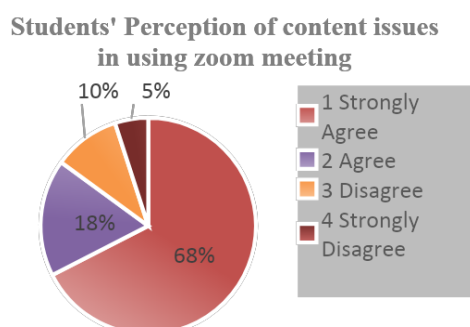

Figure 3. The percentage of content issues in using zoom meeting

From figure 3, we know that 67% of postgraduate students choose to strongly agree, 18% choose to agree, 10% choose to disagree, and 5% choose to strongly disagree. Based on the results of the students' choices, 67% of students strongly agreed that the zoom meeting provides clear quality information and explanation during the lecture session. This is supported

by using screen sharing which usually presents power points to convey material. In the open-ended questionnaire answer, students also agreed that content issues were not a big obstacle, because postgraduate students were accustomed to using zoom meetings to present information. so they show a good perception when faced with content issues.
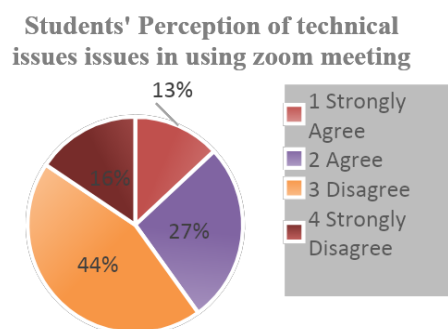

Figure 4. The percentage of technical issues in using zoom meeting

Based on figure 4, different from the previous results, on technical issues, many postgraduate students disagreed with the statement submitted on the questionnaire, we know that 13% of postgraduate student choose strongly agree, 16% choose to agree, 44% choose to disagree, 27% choose to strongly disagree. Many postgraduate students who showed they disagreed responses, on their open-ended questionnaire stated that zoom meetings do not have a strong signal to access, students must be in a place that supports a strong signal to stay focused on following online lectures, because when zoom meetings while stop running sometimes they lag behind the explanation, fortunately, they

can learn the material presented on the screen sharing because the lecturer shares it to the class, but this is considered the zoom signal strength is less stable, in terms of the time it is limited to only 40 minutes to use free zoom meetings and must pay if more from the time determined so that even this is considered less than optimal when online lectures have not been completed. To access the zoom, they have to be in a place that supports a good signal, because if they do not, the meeting cannot be accessed in several places.

The importance on the use of zoom meeting in online lecture

Most of the students have positive perceptions about using zoom meetings to conduct online lectures, they argue that zoom meetings can help them to keep work apart away at the same time, make it easier for learning to be more effective, and can also monitor student activity and development during learning. zoom meetings easily send and receive information without direct meeting and the most important is zoom meeting also can be one of an essential media because prevention of covid-19. Apart from being a communication medium, zoom meetings also act as a medium to be able to carry out presentations and discussions and provide feedback to speakers.

The implementation on the use of zoom meeting in online lecture

Based on their answers to the open-ended questionnaire, their way to implement the use of zoom is to create a group in the WhatsApp group, then the lecturer provides a zoom link to access the meeting at the zoom meeting, while this procedure didn't make it difficult for students if they have quotas and connections which is good, so that online lectures can run like conventional classes, students are also required to turn on videos as proof of self-attendance to be able to take classes seriously. The obstacles they encounter are usually technical problems, such as missing signals and limited quotas, therefore they usually read the material first before class starts, and are in a place that supports a strong signal, at a zoom meeting session they can directly expose the essence of the material and start a discussion because postgraduate courses require students to be able to understand the material, so that the role of the lecturer is as a feedback provider and reviewer of student work.

This finding complements previous research where the focus of the research focuses on the use of online applications, which were conducted by Sari et al., (2020), the use of zoom meetings for webinars conducted by Wan Hassan et al., (2020). The difference in research from previous studies is from the subject of research and new findings about the positive perceptions of postgraduate students in the use of zoom meetings in online lectures during the pandemic.

CONCLUSION

In conclusion, postgraduate students perceive the use of zoom meetings in online lectures positively and they are greatly helped by this zoom meeting. Of the four items (benefits, challenges, content issues, and technical issues) almost all students have positive perceptions except in technical issues that require focus to be fixed. Students found it effective to promote online learning, organize students' presentations, discussion and save time. The result of this study could be used as a basis for carrying out other studies.

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