

**EFL LEARNERS' CHALLENGES OF ZOOM PLATFORM USE IN  
LISTENING CLASS DURING COVID-19**



**RESEARCH PAPER**

by

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## APPROVAL SHEET

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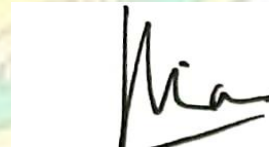
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This is to certify that the research paper by Robiatul Mujahidah Malik, SID 17010106042, and entitled "EFL Learners' Challenges of Zoom Platform Use In Listening Class During Covid-19" has been presented in the research examination on 11<sup>th</sup> November, 2021 and approved by the Board of Examiners.

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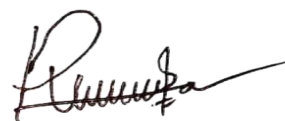
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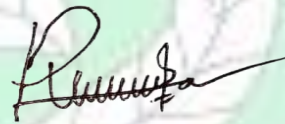


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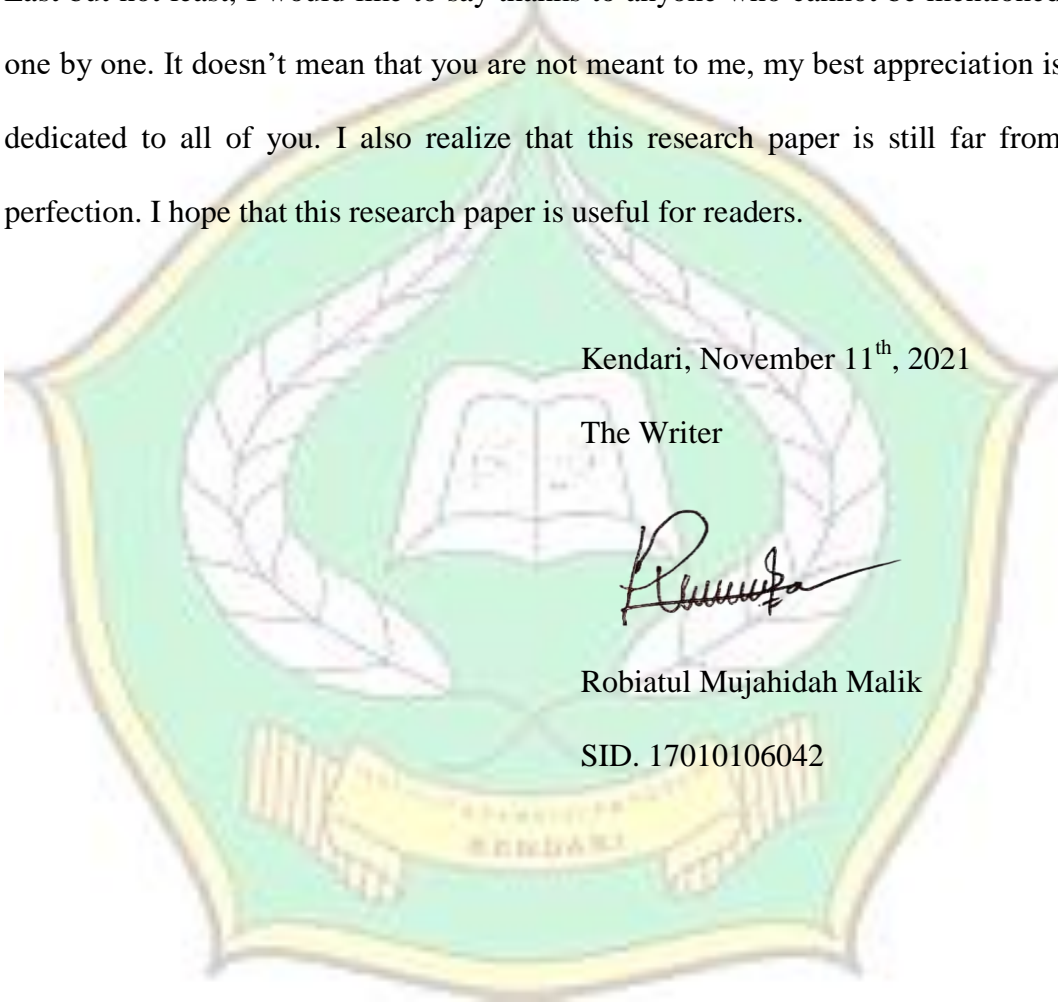
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## ABSTRACT

**Robiatul Mujahidah Malik. SID. 17010106042. EFL Learners' Challenges of Zoom Platform Use in Listening Class During Covid-19. Supervised by: Isna Humaera, S.Ag, S.Pd., M.Pd & Sarjaniah Zur, S.Pd., M.Pd.**

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This study aims to determine students' challenges of Zoom platform use in listening class during Covid-19 pandemic. Data collection was carried out using student reflections from 20 students of the English Education Department of IAIN Kendari in the third semester of the 2020/2021 academic year. The data were analyzed qualitatively and categorized based on the concept of the usefulness of the online platform in efficiency and satisfaction. This study reveals that in terms of the efficiency of the Zoom platform, there are still frequent occurrences of unstable signal disturbances and result in loss of student concentration during the learning process. In this case, the lecturer should use auxiliary media so that when students complain about the network, the lecturer will recommend a good application for the listening class. Meanwhile, in terms of satisfaction, the Zoom platform supports students in the learning process in communicating, but students are not satisfied with using Zoom because the network is often unstable. This will provide information to lecturers and universities so that listening classes should take advantage of online learning based on technology capabilities in addition to zoom for listening classes.

Keywords: Covid-19; EFL challenges; Zoom platform; usability; efficiency; satisfaction;

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