

CHAPTER I

INTRODUCTION

This study is intended to explore the EFL learners' experience of zoom platform use in online research consultation during Covid-19 pandemic. This chapter depicts the background of the study, the scope of the study, the research questions, and the purpose of the study. Moreover, it includes the significance of the study and the definition of the key terms used in this study.

1.1 Background of the Study

Using technology in the teaching and learning process is not something new phenomenon in the education field (Lowerison, Sclater, Schmid, & Abrami, 2006). In recent years, recognition of the value of Information Technology (IT) for innovations in teaching and learning in educational subjects has gained ground. This has started since the 21st century (Monica & Fitriawati, 2020). Many programs have sought to improve with new technologies to help the learners' doing online classes and online presentations such as Zoom (Febriyanti & Sundari, 2020). However, unlike many other VoIP technologies, zoom is a collaborative, cloud-based videoconferencing service offering features including online meetings, group messaging services, and secure recording of sessions (Archibald, Ambagtsheer, Casey, & Lawless, 2019).

In addition, the Zoom platform is not popular as an online learning platform that students are familiar with such as quipper and edmodo, therefore most of the

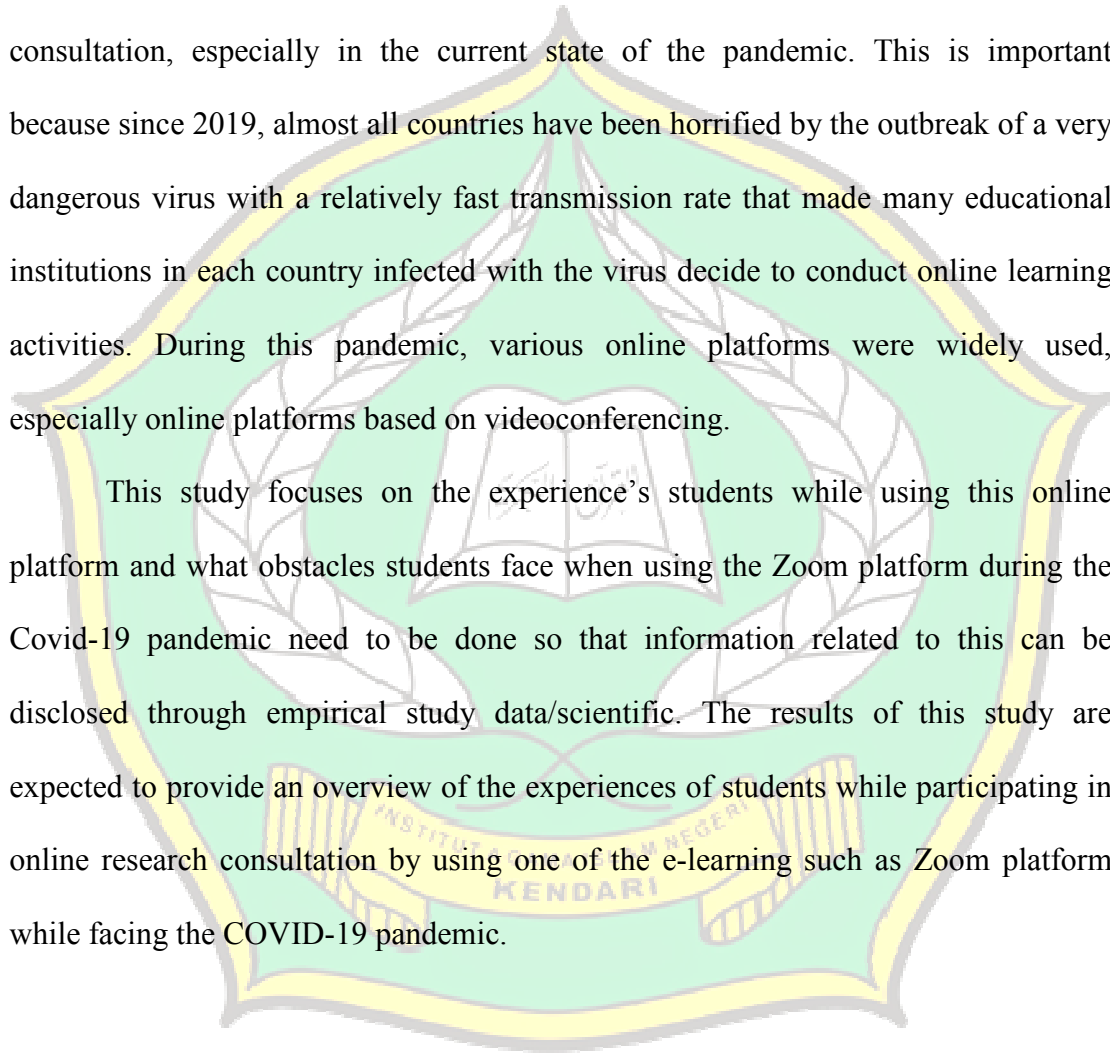
participants are still not familiar with this application when they first use it (Cakrawati, 2017). As an application for group meetings, in Australia, some researchers use the zoom video conferencing for qualitative data collection (Archibald, et al., 2019). On the other hand, in Chile, the ministry of Education advised schools to deploy remote teaching arrangements wherever possible in order to offer virtual learning opportunities for all children in the country. Due to the increasing number of new COVID-19 cases and the associated school closures, higher education institutions adapted their teaching setting and their practical activities to the virtual environment by using familiar online platforms like Microsoft Teams and Zoom (Sepulveda-Escobar & Morrison, 2020).

In Indonesia, few researchers examine the use of Zoom as an online learning media and the obstacles students face when engaging in online learning activities (Assapari, 2021). Nevertheless, some online learning is also carried out through video conferencing by utilizing the Zoom Cloud meetings application (Gunawan, Suranti, & Fathoroni, 2020). Most of students' prefer lectures face to face compared to online learning. Factors that become obstacles in the online learning process are the lack of data packages and sometimes unstable network conditions that cause students to not be able to attend these online classes (Assapari, 2021)

In these unprecedented times, the spread of the COVID-19 has led to profound changes in social interaction and organization, and the education sector has not been immune (Haqien & Rahman, 2020). During this pandemic, many schools and colleges decide to close schools and do online learning processes by utilizing

adequate technology for all students (Baron, 2020). During this pandemic period there have been this pandemic period there have been many studies relating to online-based learning processes. Therefore, this study attempted to explore the experience gained by EFL learners' used Zoom platform as a media for online research consultation, especially in the current state of the pandemic. This is important because since 2019, almost all countries have been horrified by the outbreak of a very dangerous virus with a relatively fast transmission rate that made many educational institutions in each country infected with the virus decide to conduct online learning activities. During this pandemic, various online platforms were widely used, especially online platforms based on videoconferencing.

This study focuses on the experience's students while using this online platform and what obstacles students face when using the Zoom platform during the Covid-19 pandemic need to be done so that information related to this can be disclosed through empirical study data/scientific. The results of this study are expected to provide an overview of the experiences of students while participating in online research consultation by using one of the e-learning such as Zoom platform while facing the COVID-19 pandemic.



1.2 Scope of the Study

This case study involves five senior students' majoring on English Education at one of Islamic higher institutions in South East Sulawesi who are using Zoom platform as a media for their online research consultation during the COVID-19 pandemic. This study focuses on learners experience of Zoom platform use in online consultation where researchers take data related to how students feel when using the platform, the advantages and disadvantages of using the platform.

1.3 Research Questions

Based on the focus of the research described above, the formulated question addressed is “What are EFL learners' experiences of Zoom platform use in online research consultation during COVID-19?”

1.4 Purpose of the Study

Based on the research background, this present study is aiming to explore the EFL learners' experience of Zoom platform use in online research consultation during COVID-19.

1.5 Significance of the Study

The result of this study is expected to be used practically. At the practical level, this study is expected to be useful for teachers and students' understanding of the importance of knowing how to use various online learning applications.

Moreover, this study is expected to engage students in learning experiences in ways that will encourage them to practice language extensively using the zoom platform as their online learning platform.

1.6 Definition of Key Terms

For the purpose of this study, the terms to be defined as the following:

English for Foreign Language (EFL) students: EFL student's is a name for those who are learning English but not for their first or second language. They learn English as an additional language because they live in non-English country. In the field case, EFL students were the English Education Department of IAIN Kendari who use zoom as their learning platform during covid-19 pandemic.

Zoom platform: In this study, one of the online platforms used is the zoom platform. Zoom is a collaborative cloud-based video conferencing service offering features including online meetings, messaging service and recording for the meeting session. Since pandemic covid-19 this application began to be widely used by many Educational Institutions especially universities as a media for online learning.

Online research consultation: online research consultation is a virtual meeting with a research supervisor by using online platforms such as Zoom, google meet, etc. to help the student consult their research and get feedback from the research supervisor. When the supervisor provides feedback on the paper, students can see and hear the process of providing feedback online by the lecturer. After the feedback process is complete, the lecturer asks students to check the paper that has been given

feedback, and if there are things that are not understood, students can ask the lecturer concerned. After everything is finished students can revise the paper.

