CHAPTER III

METHODOLOGY

This chapter begins with a discussion of research design, elaboration of the students' current education setting as well as the current field setting, justification for the participants' selection, the instruments used, data collection and data analysis.

3.1 Research Design

The case study focuses on Efl learners' experience of Zoom platform use in online research consultation during covid-19. In this study, the case study provides a detailed explanation of student experiences when conducting intensive online consultations using Zoom platform. This is in line with Thomas' (2021) argument that the case of study is an in-depth exploration of a single study to a fully contextualized understanding of situation or theme. Case study research builds an in-depth contextual understanding of the case by relying on data sources.

This study used qualitative research where the method of content analysis was used to gather the research results. Qualitative research is an approach for exploring and understanding the meaning individuals or groups ascribe to a social or human problem (Creswell & Creswell, 2018). This research determined the qualitative analysis plan to be appropriate for the aim of study because qualitative techniques enable us to summarize significant sources of data and qualitative approach can help view the data more extensively (Jackson, Drummond, &

Camara, 2007). This study aimed to explore the EFL learners' experience of Zoom platform use in online research consultation during COVID-19. So this research is in line with the qualitative method where experience is one part of the qualitative method (Rijali, 2019).

3.2 Setting and Context

This research was conducted in English Education Department at one of Islamic higher institutions in Southeast Sulawesi. This research focused on senior students' who use the Zoom platform as a media for online research consultation during the Covid-19 pandemic. Online consultation activities are scheduled every Tuesday and Wednesday. The activity lasted for approximately two hours. Consultations were conducted via Zoom, starting at eight in the morning and ending at ten in the morning. Each student who takes part in the consultation session will send their research file then the lecturer will provide feedback directly. Through the share screen feature, students can see the feedback given by the lecturer. Here are some photos during the online research consultation activity.

Figure 3.1 Supervisor is providing feedback on the one of the students' thesis file in the approval sheet section
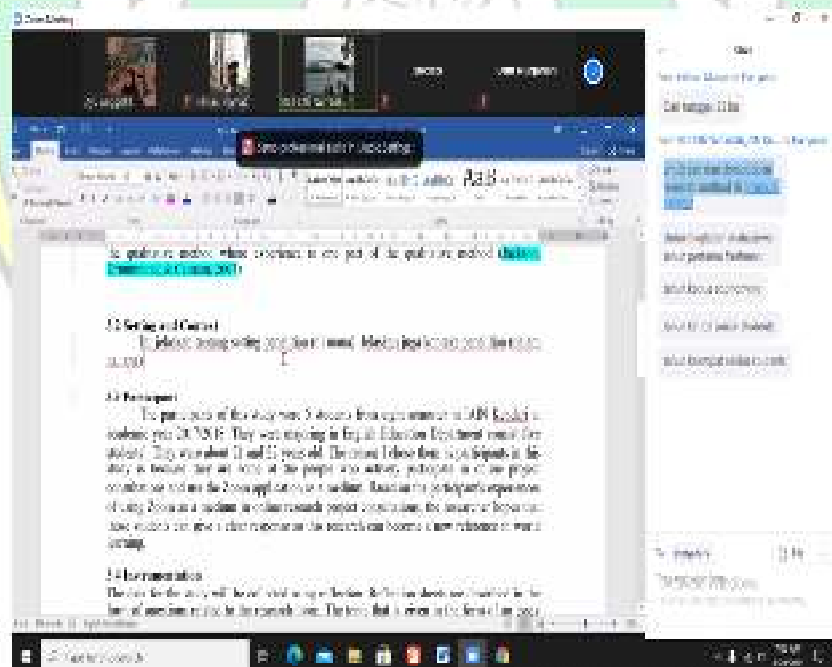

Figure 3.2 Chapter 1 consultation

Figure 3.3 Feedback on layout of the table of contents and sub-themes in Chapter II
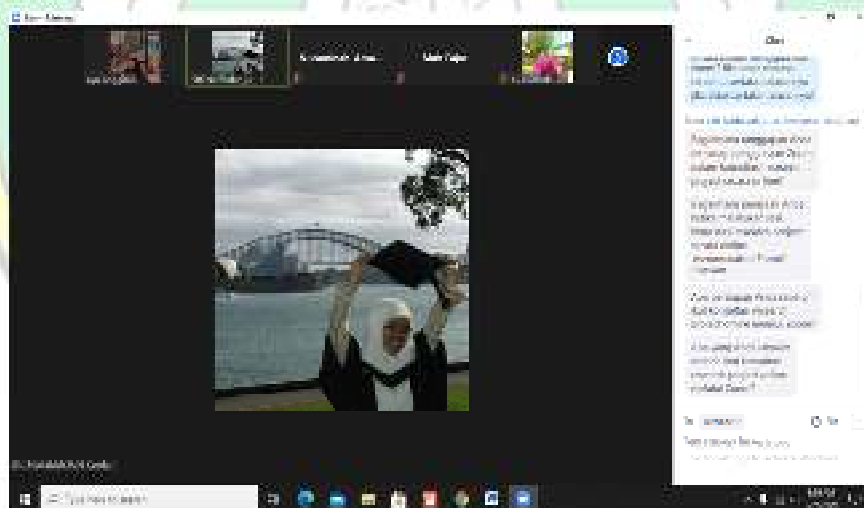
Figure 3.4 Supervisor's suggestion on reflection questions that student should include in their instrument

3.3 Participants

This research involves five senior students majoring in English Education at one of Islamic higher institutions in South East Sulawesi who are using the Zoom platform as a media for online research consultation during the COVID-19 pandemic. To recruit the participants in this study, purposive sampling was used. The researcher made an attendance list that was filled by participants who joined in online consultations every week. From the attendance list, the researcher could trace which students are actively participating in online consultations and could be asked for their willingness to participate in this research.

Table 3.1 Participant Profile

No.	Name	Gender	Age (Year)	Semester
1.	PTS 1	Female	22	8
2.	PTS 2	Female	22	8
3.	PTS 3	Female	22	8
4.	PTS 4	Female	22	8
5.	PTS 5	Female	22	8

.

3.4 Instrument of the Study

The data for the study was collected using reflection. In the process of making questions that are included in the reflection sheet, the researcher conducts consultations with the supervisor regarding what matters included in the reflection

sheet. After conducting consultation sessions and making several revisions, finally the reflection sheet that will be filled by the participants is finished. Reflection sheets are described in the form of questions related to the research topic and the reflection is distributed using Indonesian. Reflection sheets spread using a Google form. In reflection, students answer questions that lead to their experiences of Zoom platform use in online research consultation. The reflection sheet consists of six questions. The following is list of questions from the reflection sheet:

1) How do you feel about using Zoom in online research consultations?

2) What obstacles did you face while participating in an online research consultation via Zoom? Explain.

3) What are the benefits you feel while participating in an online research consultation via Zoom? Explain.

4) How do you feel when you conduct an online research consultation session using Zoom? Explain.

5) What are your preparations before joining an online research consultation via Zoom? Why do you feel the need to prepare these things?

6) What do you do after have online research consultation session via Zoom? Explain.

3.5 Data Collection

In collecting data, the researcher collected data by reflection sheet. Researchers provide reflection sheets to five students who are actively participating in online research project consultations. Time to fill in the reflection sheet is given 1- 4 days. In this study, the researcher gave several days to provide an opportunity to rethink the experience they got during their online research project consultations so that they could fill in their reflections with full honesty. If the researcher gives a little time, the researcher worries the participants would feel they were forced to fill in so that it is possible that the participants do not answer the questions clearly and deeply resulting in invalid data. The researcher used google form as a medium for data collection to make it easier to see the answers expected of the participants. Then the reflection sheets collected sorted out for further data management.

3.6 Data Analysis

This study uses qualitative data analysis. Flick (2013, p. 5-6) said "the analysis of qualitative data have three aims such as; 1) describe a phenomenon in some or greater detail; 2) identify the conditions on which such differences are based; 3) develop a theory of the phenomenon under study from the analysis of empirical material". Data was analysis carried out in accordance with the data that has been collected and coding. Data collection was carried out in accordance with the data required by the researcher. The data were analyzed in accordance with the procedures and steps that had been implemented, which are collecting data,

checking the completeness of the collected instrument data, reading the data then giving data coding. The data collected from reflection is processed by recapping by using Microsoft Excel in order to see the percentage of answers from the respondents regarding students' experiences using the zoom platform as a media for online research consultation.

After the data was collected the researcher makes raw data based on the reflection then the researcher used thematic coding for analyzing. Thematic coding is a way to analyze data in order to identify patterns or to find themes through data that has been collected by the researcher (Saldana, 2016). After coding the data the researcher used usability by Rubin and Chisnell (2008) to describe students' perspectives or views on the use of Zoom platform based on students' answers. The researcher collected, read and highlighted each student's response that is considered relevant for analysis. In this study, the researcher used pseudonyms (the use of numerical). The pseudonym used is "PTS 1, PTS 2, PTS 3, PTS 4, and PTS 5". The coding the data is presented as follow
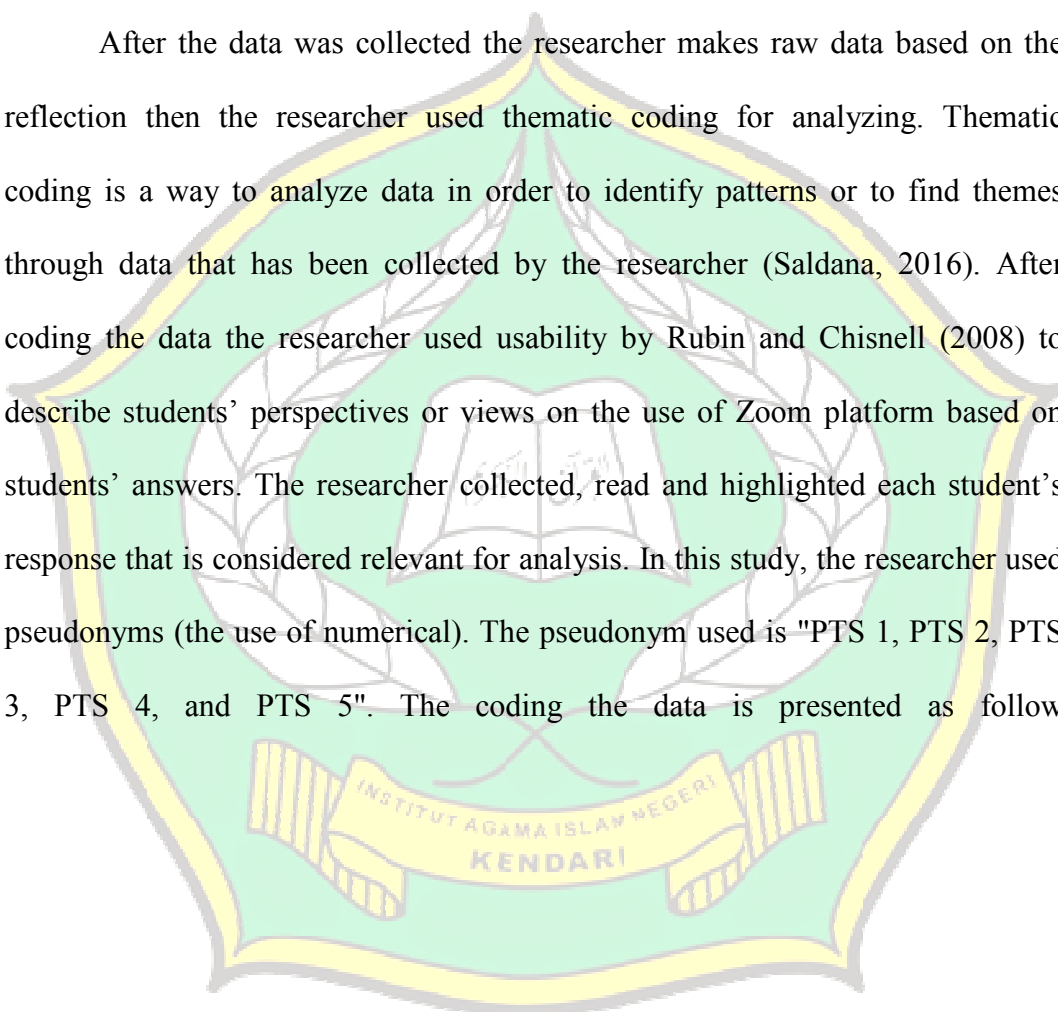
Table 3.2 Data coding Q1

PTS	Question 1 How do you feel about using Zoom in online research project consultations?	Open coding	Axial Coding	Selective coding	Themes and Interpretation	Major Themes
S1	My response is very good.Using Zoom in research consulting is very helpful and make it easier for students to consult.Helping and making it easier to consult because Zoom is equipped with features such as share screens and we can see directly when the lecturer gives feedback so that it is easier for us to understand the feedback.	**using Zoom is very helpful and make it easier for students to consult research projects online**	**Adavantage of using Zoom in online research consultation** **The ease of using Zoom in online research consultation**	**Adavantage of using Zoom in online research consultation** **The ease of using Zoom in online research consultation**	**Adavantage of using Zoom in online research consultation** **The ease of using Zoom in online research consultation**	**Satisfaction of using Zoom in online consultation** **The learnability of using Zoom in online consultation**
		because zoom is equipped with features such as share screen *feedback*	*Reason 1: supporting /available features for share screen a feedback.*	*• supporting features for sharing screen,* *• Feedback.*	*features* *As PST1 argued, the use of Zoom in research consultations is very helpful and makes it easier to consult because of supporting/available features for share screen*	

PTS	Question 1 How do you feel about using Zoom in online research project consultations?	Open coding	Axial Coding	Selective coding	Themes and Interpretation	Major Themes
					and feedback in zoom.	
S2	According to me, the use of the Zoom application when consulting a research project is quite effective in the midst of the current pandemic. This is because by using zoom, we can still interact and meet each other as usual because zoom application is equipped with video and audio screen share features even if it is done virtually. In the consultation session, we can also use the share screen feature where we can display our research project as well as feedback from lecturers.	**The use of the Zoom application during research project consultations is quite effective. The zoom application is equipped with video and audio screen sharing features** *Because by using zoom, we can still interact and meet each*	**Adavantage of using Zoom in online research consultation** **The available features in Zoom** *Reason 1: Flexibility* *Reason 2: supporting /available features for sharing screen, video, audio*	**Adavantage of using Zoom in online research consultation** **The available features in Zoom** • *Flexibility* • *supporting features for share screen, video, audio* • *Feedback.*	**Adavantage of using Zoom in online research consultation** **The available features in Zoom** 1. *Flexibility* 2. *Features* 3. *Feedback* *As PST2 argues, the use of the Zoom application in consulting research projects is quite effective because of supporting features for share screen, video, audio and flexible because they can still interact and meet each other as usual even*	**Satisfaction of using Zoom in online consultation** **The learnability of using Zoom in online consultation**

PTS	Question 1 How do you feel about using Zoom in online research project consultations?	Open coding	Axial Coding	Selective coding	Themes and Interpretation	Major Themes
		other as usual. *Therefore we can use the share screen feature where we can display our research project as well as feedback from lecturers.*	*Reason 3: feedback.*		*though this is done virtually.*	
S3	According to me the use of zoom in the implementation of the consultation is quite effective because students can show their research papers to lecturers which lecturers can correct directly through the screen share in the zoom application. In addition, students who conduct consultations can also record consultations. Because zoom has a recorder feature when zoom activities take place.	**The use of zoom in the implementation of the consultation is quite effective and can record the consultation process.** **Because students can show their**	**Adavantage of using Zoom in online research consultati on** **The available features in Zoom** *Reason 1: Flexibility*	**Adavantage of using Zoom in online research consultation** **The available features in Zoom** • *Flexibility* • *supportin*	**Adavantage of using Zoom in online research consultation** **The available features in Zoom** 1. *Flexibility* 2. *Features*	**Satisfaction of using Zoom in online consultation** **The learnability of using Zoom in online consultation**

PTS	Question 1 How do you feel about using Zoom in online research project consultations?	Open coding	Axial Coding	Selective coding	Themes and Interpretation	Major Themes
		research papers to lecturers which lecturers can correct directly through the screen share in the zoom application. *In addition, students who conduct consultations can also record the consultation via a laptop because Zoom has a recording feature.*	*Reason 2: supporting /available features for sharing screen and recording*	*g features for sharing screen and recording*	*As PST3 argued,the use of the Zoom application in research project consultations is quite effective because of supporting features for sharing screen and recording and flexible because students can show their research papers to lecturers where lecturers can correct/give feedback directly.*	
S4	According to me the use of zoom is very helpful for studentsin communicating with supervisors, especially in consulting research. Because during this pandemic, face-to-face communication is still	**Using zoom is very helpful** *Because during this pandemic,*	**Adavantage of using Zoom in online research consultati**	**Adavantage of using Zoom in online research consultation**	**Adavantage of using Zoom in online research consultation**	**Satisfaction of using Zoom in online consultation**

PTS	Question 1 How do you feel about using Zoom in online research project consultations?	Open coding	Axial Coding	Selective coding	Themes and Interpretation	Major Themes
	limited, so meeting zoom makes it very easy for both parties to communicate without having to meet face-to-face.	*face-to-face communication is still limited, so the Zoom meeting really makes it easier for both parties to communicate.*	<u>on</u> *Reason 1: Flexibility*	• *Flexibility (Make it easy for two people to communicate without having to meet face to face.)*	*Flexibility As PTS4 argued, the use of zoom really helps students to communicate with their supervisors, especially to consult research without having to meet each other.*	
S5	My opinion, consultation using zoom is less effective because the connection is not stable so that when the lecturer explained I could not hear the explanation clearly because the lecturer's voice was intermittent.	<u>**consultation using zoom is less effective.**</u> *because the connection is not stable so when the lecturer explains I can't listen to the explanation*	<u>*disadvant age of using Zoom in online research consultatio n*</u> *Reason 1 Unstable connection so when the lecturer explains she can't hear the*	<u>*disadavanta ge of using Zoom in online research consultation*</u> • *Unstable connectio n*	<u>*disadavantage of using Zoom in online research consultation*</u> *Unstable connection As PTS5 argued, consultation using zoom is less effective. Because of unstable connection so when the lecturer explains she can't hear the explanation clearly.*	<u>**Satisfaction of using Zoom in online consultation**</u>

PTS	Question 1 How do you feel about using Zoom in online research project consultations?	Open coding	Axial Coding	Selective coding	Themes and Interpretation	Major Themes
		clearly	*explanation clearly.*			
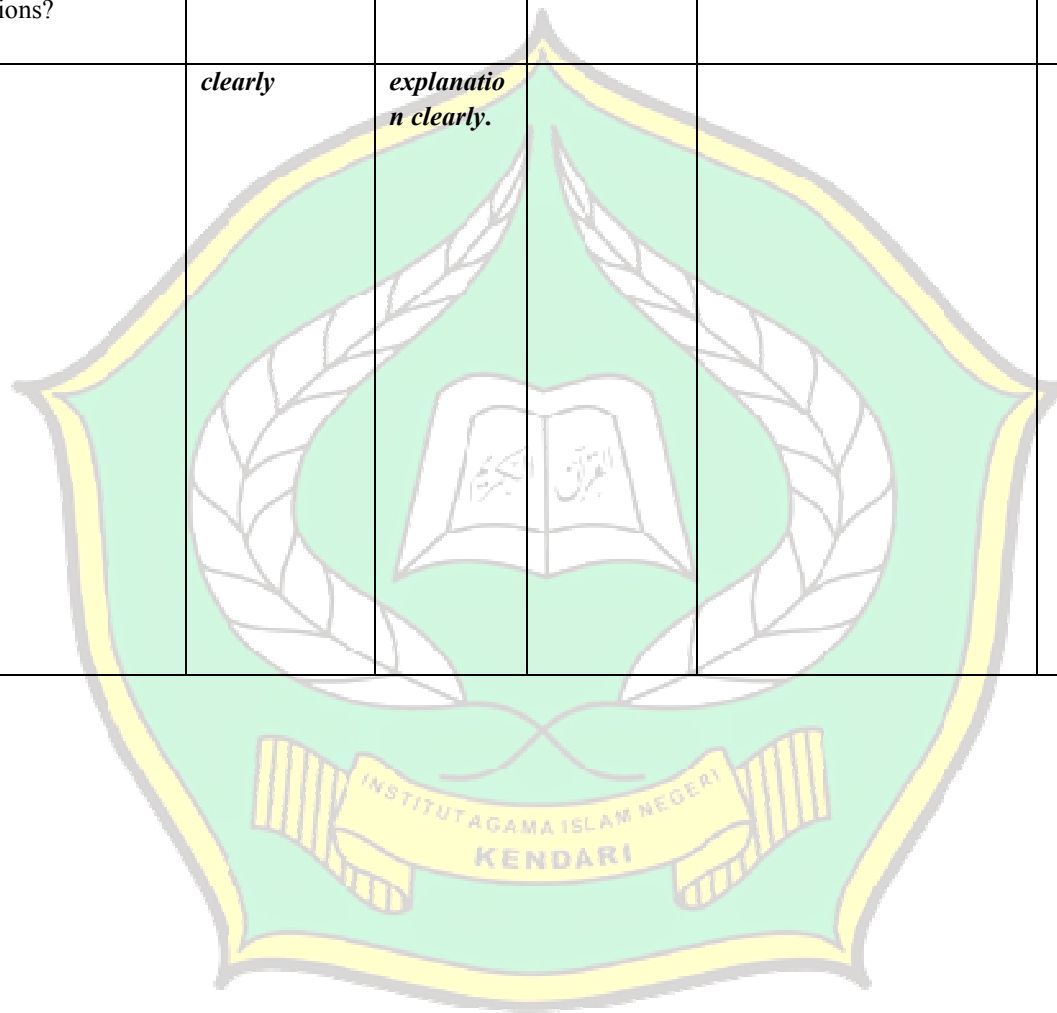
Note:

PTS: Participant

The learnability of Zoom platform in online research consultation

Satisfaction of using Zoom platform in online research consultation

Open coding: Turn the data into small (breaking down, examining, comparing, conceptualizing, and categorizing data)

Axial coding: link categories with subcategories

Selective coding: selecting the core category, systematically relating it to other categories, validating those relationships, and filling in categories that need futher refinement and development

Theme and interpretation: the process of determining themes and making interpretations based on data

Major theme: determine the main theme using usability