CHAPTER IV

FINDINGS AND DISCUSSION

This chapter presents the result of the study. It is intended to answer the research question. The researcher reports the findings during data collection of EFL students in English Education Department. The researcher described the process of calculating and presenting the results of the data. The researcher presents the results of this study as a finding and analyzes it in discussion.

4.1 Findings

This chapter includes the result of data collection. This study aimed to know the EFL learners' experience of Zoom platform in online research consultation using two categories of usability of the online platform. It also presents some discussions dealing with collecting data through learners' reflection in order to know learners' experience related to the use of Zoom Platform in online research consultation.

After analyzing data of students' reflections through thematic coding, the researcher identified patterns and revealed that three themes emerged to generate meaning: 1) the learnability of using Zoom in online consultation; 2) the satisfaction of using Zoom in online consultation.

(Rubin and Chisnell, 2008)

4.1.1 The Learnability of Using Zoom Platform in Online Research Consultation

In this study learnability is related to user easiness accessing the application. Learnability refers to the easiness an application or website to use.

4.1.1.1 The Easiness of Using Zoom Platform in Online Research Consultation

Learnability refers to the easiness an application or website to use. This convenience is measured by the involvement of the application in supporting the online consultation process as stated in question 1 (Q1) which focuses on student responses about the use of Zoom in online research consultation. The students' experience based on the learnability of Zoom Platform in Q1 is as follows:

> "My response is very good. Using Zoom in online research consultation makes it easier for students to consult. It is because zoom is equipped with features such as share screen." (PTS. 1 of Q1)

As PST 1 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 and feedback in zoom.

> "the use of the Zoom application in consulting research projects is quite effective because of the supporting features for screen sharing, video,

audio, and flexible because students can still interact face to face as usual even though virtually." (PTS. 2 of Q1)

As PST 2 argued, 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 face to face as usual even though this is done virtually.

"In my opinion, the use of zoom in the implementation of the consultation is quite effective because students can show their research papers to the lecturers where the lecturers can correct them directly through the screen share in the zoom application. In addition, students who conduct consultations can also record consultations. It is because zoom has a recorder feature when zoom activities take place." (PTS. 3 Q1)

As PTS 3 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.

"According to methe 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 limited, so meeting zoom makes it very easy for both parties to communicate without having to meet face-to-face." (PTS. 4 Q1)

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. It more flexible for students and supervisors to have online consultation.

Based on the statement, it can be seen that Zoom helps students in online research consultations. With features that support the consultation process such as share screens, video and audio (audio visual) and recording features during the consultation process. Zoom is also very flexible to use because students do not need to meet face-to-face with lecturers to conduct face-to-face consultations because it has audio-visual features.

4.1.2 Satisfaction of Zoom in Online Research Consultation

Satisfaction relates to user satisfaction after using the application. The level of satisfaction can be measured through responses from participants which include the benefits and weaknesses of the application. From these reflection questions, there are several answers that measure the level of learners' satisfaction with the use of Zoom.

4.1.2.1 The Advantage of Using Zoom Platform in Online Research Consultation

As an online platform Zoom have advantages. This is refers to question 2 (Q2) and question 4 (Q4) that focused on advantages of using Zoom platform in online research consultation. The learners' experiences based on the satisfaction of Zoom platform in Q2 and Q4, typical comments include:

"I feel very happy because this consultation session is very easy and with this online consultation session it is easy for me to understand because I can see directly and listen to the feedback given by the lecturer." (PTS. 1 of Q2)

As PTS 1 argued, the feeling is he felt very happy because Zoom made it very easy in conducting consultation sessions. By listening directly to the feedback given by the lecturer, she can understand when doing consultation.

"My feelings when doing research consultations online using Zoom are quite excited. I feel happy and enjoy it. This is because when I consult I can talk directly with the lecturer and discuss with friends even though it is only online." (PTS. 2 of Q2)

As PTS 2 argued, her feelings when conducting an online research project consultation session using Zoom were quite excited because Zoom was flexible when

used. Flexibility means that when participants consulted, they could talk directly to the lecturers and discussed with her friends although they are online.

"Actually, I have mixed feelings because sometimes I feel embarrassed when I do a consultation via Zoom because when I do a consultation, it's not only me and the lecturer but other friends who are zoomed in, so when I am reprimanded or scolded by the lecturer regarding my research project, I feel embarrassed. for not working on the project properly and correctly. but sometimesI feel happy because of the consultation session through zoom, I get more lessons because I can see mistakes" my friend's research and in the future I can correct similar mistakes and also I can see ideas' and also positive input from lecturers towards other students so that I can improve my research project well." (PTS. 3 of Q2)

As PTS3 argued, she can get more lessons because she can see the lecturer giving comments (feedback) to her friends so she doesn't repeat the same mistakes. On the other hand, she felt during the online consultation was that he received very clear feedback. It is because during the consultation session, she was really focused on the screen and what was being explained by the lecturer.

"The benefit that I feel while participating in the research project consultation is I get very clear feedback from the lecturer. It is because

during the consultation session, we are really focused on the screen. Consultations are also carried out sequentially. So, we can get additional knowledge from the results of our friend's consultation." (PTS. 2 of Q4)

As PTS 2 argued, the benefit she felt during the online consultation was that he received very clear feedback. It is because during the consultation session, she was really focused on the screen and what was being explained by the lecturer. Consultations are also carried out regularly so that she gains a lot of additional knowledge.

"The benefit I get is that student time is more efficient because I am the consul who can be online and can talk to the lecturer and also our papers can be seen and we can change or replace things directed by the lecturer so that we can immediately replace them This can also help me pass the time without having to meet in person on campus. In addition, through consultations like this, I can also see input from lecturers on other student research papers so that I can follow what has been determined and directed by the lecturer regarding errors in my own research project." (PTS. 3 of Q4)

As PTS 3 argued, online consuls are more efficient. Besides that, he can also directly see the error that has been marked by the supervisor and hear directly the explanation

related to the error. Consul through online is very flexible because lecturers can provide feedback without having to meet directly with students.

Based on the students' answers, Zoom has many advantages. The advantages of Zoom platform were based on the answers of students' reflections, such as the consultation process becomes more flexible because students could still consult face to face even though they do not meet directly with lecturers. Besides that, time becomes more efficient, gets feedback directly and students can revise at the same time and students' also get additional knowledge from feedback given by lecturer.

4.1.2.2 Disadvantage of Using Zoom Platform in Online Research Consultation

Besides having some advantages, an online platform Zoom also has disadvantages. This mostly refers to question 3 (Q3) that focus on constraints of using Zoom platform in online research consultation. The students' experiences based on the satisfaction of Zoom Platform in Q3 as follows:

"The problem that I face is an inadequate network because to access the Zoom application, an adequate internet network is needed."(PTS.2 of Q3)

As PTS 2 stated that, Disadvantage of using Zoom in online research consultation is inadequate network so that he cannot access zoom

"The problem I encountered was the network connection. The network is sometimes unstable so that when the lecturer gives feedback, I can't hear the direction and input from the lecturer concerned."(PTS. 3 of Q3)

As PTS 3 stated that, Disadvantage of using Zoom in online research consultation is a network that is sometimes unstable so that when the lecturer gives feedback she cannot hear it clearly.

"Bad connection is one of the obstacles in communicating via zoom. When the network is weak, usually the audio is interrupted and unclear and even the connection is lost." (PTS. 4 of Q3)

As PTS 4 stated that, Disadvantage of using Zoom in online research consultation is unstable internet connection so that the network is weak and the audio is disrupted

.

"Inadequate network so that the consultation process did not run smoothly because they could not hear the lecturer's explanation clearly." (PTS. 5 of Q3)

As PTS 5 stated that, Disadvantage of using Zoom in online research consultation is unstable internet connection so that the consultation process did not run smoothly because they could not hear the lecturer's explanation clearly.

As seen in the students' statement, it showed disadvantage faced by students' during online research consultations that students' need an adequate internet connection in order to access the Zoom platform and if the internet connection unstable it will have an impact on unclear voice and video so that when the lecturer provide feedback students' cannot hear the feedback or information given by the lecturer clearly.

4.2 Discussion

In this section, the researcher presented a discussion of the research findings. This study described the EFL learners' experiences on Zoom platform use in online research consultation. The data were obtained through learners' reflection and divided into two categorize related to usability of online platform such as learnability and satisfaction. The result of the research showed that learners' have positive experience to the implementation of using the Zoom platform in online research consultation.

Based on the Learnability of Zoom platform used by EFL students in student reflection, this investigation explain that the Zoom platform makes it easier for students to consult online research. For example, with the audio-visual feature that makes it easier for students to see and hear directly the feedback given by the lecturer. In addition, Zoom also has a share screen feature that makes it easy for students to directly share their research files which would be given feedback by the lecturer. In addition, the Zoom platform also has a recorder feature. This feature serves to record the activities that took place during the consultation via the Zoom

platform. This recorder feature has very good benefits where when this feature is activated consultation activities will be recorded and if students are given feedback they forget or do not understand the feedback given by the lecturer, they can re-watch the video consultation that they has recorded. This was in line with Serhan (2020) states that Zoom is a web-based collaborative video conferencing tool that provides quality audio, video, screen sharing, and Zoom meetings can be recorded and made available for future reference.

This research also showed things that satisfy students related to the satisfaction of the Zoom platform is there are many features available in the platform, such as students can directly conduct face to face consultations with lecturers without having to meet in person because Zoom is equipped with features audio visual. It was similar with Archibald, Ambagtsheer, Casey, and Lawless (2019) which stated that the Zoom platform is a Face-to-Face Conference Platform where Educators and learners' can interact directly as they meet in the class face to face.

Meanwhile, the advantages of Zoom platform are based on the answers of learners' reflections, namely Zoom platform has many features that support the online consultation process. On the other hand, this application is easy to understand how to use. Moreover, consultation using Zoom becomes more efficient and gets learners' feedback directly and students can revise at the same time as well as learners, also get additional knowledge from feedback given by lecturers. This is in line with Serhan (2020) states that Zoom has features and lecturer can use the different features of Zoom to create interactive learning environments, which include a virtual white board

with annotation capacity to explain concepts, breakout rooms to create small collaborative group work, polls for students' feedback, and chat to facilitate class discussions. So it can be concluded that the advantages of the Zoom platform for learners' are:

1) The Zoom platform supporting learners' to have a good feedback;

2) The Zoom platform supporting learners' from remote areas to have a consultation;

3) The Zoom platform supporting learners' to discuss directly with the lecturer and classmate.

Additionally, disadvantage that students' faced during conducting the online research consultation are bad internet connection. The Zoom platform requires a very stable internet connection so that the consultation process can run well. Based on the reflection of students they said when their internet connection was not stable they could not hear what the lecturer explained clearly. This is in line with Hasan and Khan (2020) states that an unstable connection will result in irregular sound and video so that students cannot listen to the lecturer's explanation clearly. The unstable connection is a significant reason for the disadvantages of web-based learning. For the disadvantages of Zoom platform it can be concluded that students must have a fast and stable internet connection is required for smooth operation. If the internet connection is low and unstable it will impact the videos can be blurry, audios can be

noisy and in the end the students' will not get clear information regarding the instructions and feedback given by the lecturer.