

**STUDENTS' PERCEPTION ON THE USE OF VIDEO
CONFERENCE PLATFORM IN ENGLISH ONLINE
LEARNING DURING COVID-19 PANDEMIC**

A Thesis by:

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SRIWIJAYA UNIVERSITY

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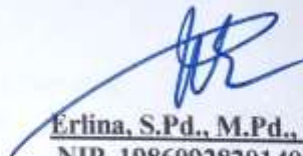
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DECLARATION

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Certify that the thesis entitled "Students' Perception on the Use of Video Conference Platform in English Online Learning during Covid-19 Pandemic" is my work, and I did not do any plagiarism or inappropriate quotation against the ethics and rules commended by the Ministry of Education of Republic of Indonesia Number 17, 2010 regarding plagiarism in higher education. Therefore, I deserve to face court if I am found to have plagiarized this work.

Palembang, May 2022

The Undersigned,



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DEDICATION

This thesis is sincerely dedicated to:

Allah *Subhaanahu wa Ta'aalaa* who has given patience and strength to me so that
I can finish the thesis smoothly.

I also thank my amazing parents,

Heriyanto & Elsi Handayani,

who always give me spirit, motivation, and affection.

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Motto:

“And Allah will reward those who are grateful”

(QS. Ali ‘Imran : 144)

“Reward yourself and make a difference”

(Thadya Azrielyani)

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The writer,



Thadya Azrielyani

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ABSTRACT

The impact of COVID-19 pandemic has greatly affected many aspects, especially in the world of education. Video conference is one of the most popular ways to use it. While mentioning video conference, surely everyone will agree that it can be told as online learning. Because of that, learning through video conferences can be described as learning that is carried out through intermediaries in the form of media and platforms. During the COVID-19 pandemic, this study examined the use of a video conference platform and the problems encountered in English online learning from the perspective of second-semester English Education students at Sriwijaya University. An observation and an interview were used to collect the data. The instruments of observation and interview were validated by experts' judgment. There were 16 students who participated in this research. To achieve the goal, descriptive research using qualitative techniques was considered as an appropriate approach as a type of research. The results revealed that the way of students used the video conference platform is integrated the material by using the features within the platform. Then, according to students' perceptions, a video conference is the best solution to minimize the spread of the virus in this COVID-19 pandemic. They still can communicate easier the same as offline learning. To conclude, learning by using video conferences during the COVID-19 pandemic makes students more closely related to ICT.

Keywords: *video conference, English online learning*

CHAPTER I

INTRODUCTION

This chapter presents (1) background of the study, (2) problems of the study, (3) objectives of the study, and (4) significances of the study.

1.1 Background of the Study

The year 2021 marks the second year of a worldwide epidemic known as COVID-19. Several countries throughout the world, including Indonesia, were dealing with issues that disrupted activity and had an impact on everyday life. Previously, no one had heard of this new virus or sickness. The epidemic started in December 2019 in Wuhan, China (World Health Organization (WHO), 2020). Every day, more cases emerge in Africa, America, and Europe. Countries are scrambling to halt the virus's spread by diagnosing and treating patients, doing contact tracing, limiting travel, quarantining residents, and canceling huge gatherings like athletic events, concerts, and conferences.

In Indonesia, the spread of COVID-19 cases and the danger zones are increasing. The impact of education, especially learning activities, has changed. Besides, online learning is like being the prima donna in the world of education amid the COVID-19 pandemic. According to Goyal (2012), online learning is the use of telecommunication technology to deliver information for education and training. With the progress of information and communication technology development, online learning is emerging as the paradigm of modern education. Therefore, in online learning, various technologies and devices can be used to access learning resources, such as laptops, computers, smartphones, and tablets.

Furthermore, the use of video-based technologies can be a solution for the online learning process in this COVID-19 pandemic to run smoothly. One example is video conference. Video conference is a technology that allows users who are in different locations to meet face-to-face without having to move to the same location together. This technology is very convenient and practical for users who are engaged in business, social, and education, even in corporate or personal, from various cities and different countries.

A video conference is a method of communicating between two or more locations in which sound, vision, and data signals are asserted electronically to enable corporate interactive communication. Video conference works by using a few different technologies. Some of these technologies are hardware, while others are software-related. Research conducted by Silitonga and Eminency (2012) about *Analisa Perbandingan Kualitas Belajar-Mengajar Antara Metode Face to Face dan Video Conference* in Sriwijaya University showed that the face-to-face method improves the quality of education more than the video conference method. The reason was that there is no problem anymore with the interaction between teachers and students in terms of network quality. The researchers also argued that audiences use video conferences only if the lecturer is unable to attend class. On the other hand, since there is COVID-19 pandemic, teaching and learning activities at Sriwijaya University are first conducted by using a full video conference method.

Rsearch conducted by Septiana and Zuhriyah (2021) titled “The Use of Video Conferencing to Support Distance Learning and Developing Students’ Communicative Competence” showed that video conference technology can achieve the goal that supporting the distance learning process. The participants argued that using video conference to conduct online communication activities were very helpful and easy, they can use it as a means to talk, work, or just chat with friends quickly. It can also improve students’ communication competence factors, such as interaction, motivation, and learning performance.

From the explanation above, the writer became curious about doing this research field. Since the COVID-19 pandemic, online learning is one of the alternative ways for students and lecturers. The implementation of online learning in the English Education Department is done effectively. Most lecturers and students use different kinds of video conference platforms, such as BBB (Big Blue Button), Google Meet, and Zoom. Lecturers deliver learning materials by using some features in each video conference platform, while students pay attention to the learning materials given. The students will have a presentation class in every meeting based on the lecture. Both lecturers and students may ask

by clicking a raise hand feature or unmuting a microphone. They are allowed to type the question in the chatbox if there is an obstacle. However, indeed, the obstacles faced and environmental conditions are different. For example, financial terms require an internet package to support learning, signals, and difficulties in understanding the assignment given. The existence of such obstacles will inevitably lead to a variety of perceptions from students.

Thus, the perception will arise because the learning system that usually uses the face-to-face method turns into total online method. Wilson et al. (1974, p. 309) proposed the term perception as the shaping of information that someone obtains from the senses. Humans percept something through their sense and interpret their perception through their actions and ideas. There will be many perceptions, such as the pros and cons of changing this system at the English Education Department on the effectiveness of institutional policies that implement online learning during the Covid-19 pandemic.

It has inspired the writer to focus on exploring more about students' perceptions of their online learning by using a video conference platform. The writer chose the second-semester students as the participants because they have already done full online learning since they first studied at Sriwijaya University. It means that they are familiar with the features of the video conferencing platform. The writer does observation in the Speaking for Formal Interactions course to observe an English learning management system in an integrating video conference platform and to find the samples to be interviewed by seeing which students are actively speaking. Then, an interview is used to gain the depth information about students' perceptions of the use of video conference platforms in their English online learning. The writer is glad to conduct qualitative research entitled "Students' Perception on the Use of Video Conference Platform in English Online Learning during COVID-19 Pandemic."

1.2 The Problems of Study

Based on the background of study, the problems of this study were formulated in the following questions:

1. How do students use the video conference platform in English online learning?
2. What are students' perceptions on the use of video conference platform in English online learning?

1.3 The Objectives of Study

Dealing with the statements of the problem above, the writer intends to achieve some objectives of the study as follows:

1. To find out how students use the video conference platform in English online learning.
2. To find out students' perceptions on the use of video conference platform in English online learning.

1.4 The Significances of Study

The findings of this study are hoped to make a positive contribution to:

1.4.1 The Lecturers

This research can provide useful information and suggestions to lecturers for making interactive online learning.

1.4.2 The Students

It is hoped that the students will prepare well for anything that might interfere with online learning and gain knowledge of how to strive for online learning maximally using video conference platforms.

1.4.3 The Future Researchers

The writer also expected that the research can stimulate future researchers to explore more about video conferencing to find the learning methods that are conducted in the online classroom.

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