STUDENTS' PERCEPTION TOWARD THE USE OF ZOOM AND WHATSAPP AS ONLINE LEARNING PLATFORMS IN WRITING ACTIVITY IN ENGLISH LANGUAGE EDUCATION AT UNIVERSITAS PGRI SUMATERA BARAT

THESIS

Submitted as partial fulfillment of requirements
To obtain a Master's Degree of English Education

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ABSTRACT

Muhammad Syarif. 19178026. Students' perception toward the use of Zoom and WhatsApp as online learning platforms in writing activity on English language Education at Universitas PGRI Sumatera Barat, Thesis. Master of English Education. Faculty of Languages and Arts. Universitas Negeri Padang.

This study aims to find out the students' perceptions and challenges to describe and analyze the existing condition in the field related to using Zoom and WhatsApp as online learning platforms for writing activities. This research was descriptive qualitative research. The population of this research was the students in the third semester of the English Education Program at Universitas PGRI Sumatera Barat in the 2021 academic year. The sample was 60 students in the third semester of the English Education Program at Universitas PGRI Sumatera Barat. The instruments used the questionnaires to obtain the data. The data were analyzed by using descriptive analysis. The respondent rate of the student's perception shows a positive perception with an average score of 2.79. while the students' challenges are founded by the students dealing with the use of Zoom and WhatsApp application in their writing activity such as the is not all the students have a Smartphone or computer, unstable internet connection to access, need cost to buy quota of internet, and the difficulty in making the concluding of material from discussion on zoom application. The conclusion is the students have a positive perception of using Zoom and WhatsApp in writing activities.

Keywords: *Zoom, WhatsApp, Students' Perceptions, Challenges*

ABSTRAK

Muhammad Syarif. 19178026. Pesepsi siswaterhadap penggunaan aplikasi Zoom dan WhatsApp pada kegiatan menulis siswa pada Mahasiswa Pendidikan Bahasa Inggris PGRI Sumatera Barat, Thesis. Pascasarjana Pendidikan Bahasa Inggris. Fakultas Bahasa dan Seni. Universitas Negeri Padang.

Tujuan dari Penelitian ini adalah untuk mengetahui persepsi dan tantangan mahasiswa yang digambarkan dan dianalisis berdasarkan kondisi dilapangan terhadap penggunaan aplikasi Zoom dan WhatsApp sebagai media pembelajaran online pada aktivitas menulis siswa. Penelitian ini merupakan penelitian deskriptif kualitatif. Pouplatsi penelitian ini merupakan Mahasiswa semester tiga jurusan pendidikan Bahasa Inggris pada Universitas PGRI Sumatera Barat tahun ajaran 2021. Sampel penelitian ini berjumlah 60 orang mahasiswa Jurusan Pendidikan Bahasa Inggris Universitas PGRI Sumatera Barat. Penelitian ini menggunakan angket Kuesioner digunakan untuk mengumpulkan data. Data penelitian dianalisis menggunakan analisis deskriptif. Rating responden dari persepsi siswa dengan rata-rata nilai pada 2,79 yang berarti persepsi positif. Sedangkan tantangan yang dihadapi beberapa mahasiswa terkait penggunaan Zoom dan WhatsApp dalam aktivitas menulis seperti; tidak semua mahasiswa mampu memiliki smartphone atau computer, koneksi jaringan internet yang tidak stabil, membutuhkan biaya membeli kuota internet, dan kesulitan siswa dalam membuat kesimpulan materi dari penggunaan zoom. Kesimpulannya bahwa siswa memiliki persepsi yang positif dalam menggunakan Zoom dan WhatsApp dalam aktivitas menulis.

Kata kunci: *Zoom, WhatsApp, Persepsi siswa, Tantangan.*
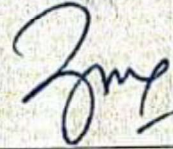
PERSETUJUAN AKHIR TESIS

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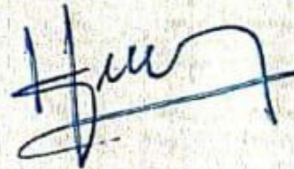| Nama	Tanda Tangan	Tanggal
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Padang, 19 Agustus 2023

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Padang,   Agustus 2023

Muhammad Syarif

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INTRODUCTION

1.1. Background of the Research Problem

Writing skills are an important part of the students in English language learning. Through writing skills, students can express their ideas, information, thoughts, feelings, and emotions to others in written form. It means that writing skills are the knowledge and ability in expressing ideas, thoughts, feelings, and emotions in written form. Sakkir et al (2016), state that all students need writing skills to learn the English language. They can apply and express their ideas, information, and feeling in written form. Communicating in written words is easier than orally because they only give their ideas or other information in the written.

Nowadays, good writing skills are an important part of the students to accomplish their education and employable requirements. Writing will increase at academic and professional levels in writing ability. Sstudents who have good writing skills will be easy to get a better job. It's also will support the students in writing documents, research papers, and information or news. Meanwhile, Randal (2004) states," Writing is an ability to make a form of words in general writing". It means that the product of writing must contain meaningful ideas or information for the reader. It should be truly acceptable and give benefits to the readers in finding information.

At the university level, the basic competency for the intermediate level is writing, the students can express the meaning in short functional written text and

simple essays in the form of descriptive, procedure, recount, or narrative. The curriculum has been designed to improve the quality and standard of the English Language.

In this digital era, digital systems have provided teachers with the opportunity feature to a new direction in education. Many schools and universities have capitalized on this change by implementing one of the programs which provide the students in the classroom with his/her digital device. (Henry, E., et al. (2020). Surely, this phenomenon has changed the way in the teaching-learning process. Teachers can provide instruction, communication, and assess their students by using this digital tool. The teacher must ask their students to examine the pedagogical practice and use of technology.

According to the phenomenon, some of schools or university has also undergone changing from a conventional to online system learning. The system that was usually used in the classroom with the direct meeting has change to be the indirect classroom. Online learning has been referred to a media on distance education such as web-based learning, e-learning, and digital learning. As stated by (Kusumo 2012, Sadiku 2018, and Alabbasi 2018) stated that numerous of universities have been implementing online learning as media on learning process to replace face-to-face as conventional learning. There are some kinds of online platform such as e-mail, social media, board discussion, blogs, chat room, audio room, Google Classroom, Zoom, WhatsApp and video conference software. Teacher and students enable to continue their teaching and learning process. Therefore, applying online learning during digital era is more appropriate for

teaching and learning in university level since the capability of online learning is almost the same as face-to-face learning activities.

Video conferencing and WhatsApp are the best collaborative online learning tools to use in the higher education, especially at the university level. (1) Video conferencing is a method of communicating between two or more people in different locations in which sound, vision, and data signals are conveyed electronically to enable simultaneous interactive communication." According to Chris (2010), using video conferencing platforms in the classroom can help reduces the budget for transportation cost if their students reside distant campus. Additionally, teachers can control any class at once rather easily, especially when the class consists of a small number of students. Nowadays, Zoom, WhatsApp, Skype, and Google Meet are some of the video conferencing services that are primarily employed in educational settings. (2) WhatsApp is the application that has various types of messages and has the potential to support language learning. According to Kola and Sunday (2018), "WhatsApp messaging is the app that offers four types of opportunities depending on the user". Four types of WhatsApp provide space for posting and submitting assignments, such as written assignments, oral assignments (audio) or even individual speaking recording assignments, video call conferences, images, voice recordings, and text messages. WhatsApp is applied to accommodate learners' participation, feedback, and achievement through comments, questions, and discussion. Teachers and students use Zoom Meeting and the WhatsApp Application due to the good quality of the online learning media through video conference, audio, text messages, and sharing

documents, even though the internet connection is unstable. According to Giesbers et al. (2014) and Mowlem (2015), in this era, technology supports online learning by providing face-to-face communication and interaction platforms such as Zoom and WhatsApp, which are the closest platforms to replacing face-to-face learning platforms.

Several researchers have conducted studies about using Zoom meetings in English language learning, such as the study that was conducted by Seftia Nurmalisa (2021) to determine if there was any significant influence of the Zoom application on students' writing ability in descriptive text. Its means, the use of Zoom gave the students the new experience of using technology as a medium to improve their writing abilities. Subakti, E. (2021) conducted a survey of teachers' perceptions of problem-based learning using the Zoom app for students' speaking skills during the COVID-19 outbreak. It means that the Zoom activity helps the students be more productive in speaking class. Students feel comfortable and do not feel shame communicating through the Zoom application for learning activities as long as they are speaking in class. Fatoni et al. (2021) stated that student' perceptions of using the Zoom application in a debate course during online learning It means that, from this study, the students have a positive perception of learning English using Zoom Meeting. Learning English at home is quite good. It is the only way to keep learning in online mode, even though it is not directly face-to-face. While the study related to using WhatsApp for language learning, Ahmed (2019) stated, the use of WhatsApp gives significant development in students' performance grammatically, lexically, and reading

comprehension". It means that using WhatsApp enhances students' motivation to develop reading and writing skills. It plays an effective role in developing students' vocabulary, grammar, reading comprehension, and length of writing. Alghamdy's study in 2018 stated that the impact of mobile language learning (WhatsApp) on EFL context: outcomes and perception It means that the students were enthusiastic to join English lessons through WhatsApp groups and expressed the belief that working in a WhatsApp group can boost their motivation and their academic results. Bensalem's (2018) study, entitled "The Impact of WhatsApp on EFL Students' Vocabulary Learning," He found that using WhatsApp has significantly increased learners vocabulary learning compared to the traditional method. WhatsApp as a learning tool has been a positive experience that has increased their motivation for learning. Hamad's (2017) study, "Using WhatsApp to Enhance Students' Learning of the English Language: "Experience to Share," His study found that the use of WhatsApp enhanced students learning and enthusiasm; using WhatsApp helped students develop English skills, enrich their vocabulary, and learn from their friends' mistakes.

From all of the studies above, it can be concluded that the use of Zoom and WhatsApp has a positive effect on language skills. The use of Zoom helps the students is more productive in speaking class. WhatsApp enhances students' motivation to develop reading and writing skills. WhatsApp increased the learner's vocabulary. WhatsApp has been a positive experience that has increased students' motivation for learning.

According to preliminary observations at PGRI Sumatera Barat University, the researcher found the teaching-learning process already uses online learning. Besides using e-learning, the teacher and students were using Zoom meetings and the WhatsApp application as the main media to communicate, share information, complete tasks, and discuss the material. It supported the students in improving their language learning abilities.

Based on the description above, the researcher is interested and wants to know the student's perception toward using Zoom Meeting and the WhatsApp application in writing activities. The researcher will conduct the research entitled "*Students' Perception toward the Use of Zoom and WhatsApp as Online Learning Platforms in Writing Activities in English Language Education at Universitas PGRI Sumatera Barat*".

1.2. Identification of Research Problem

Based on the background of the problem above, there are several possible problems that researchers can identify: start with the student's difficulties in conducting the writing skill (getting the ideas, expressing the ideas, and organizing the ideas into sentences or paragraphs), and then the student's perception toward using the technology of Zoom and WhatsApp in the teaching and learning of the writing activity.

In this digital era, the teacher has been using Zoom Meeting and the WhatsApp application as the media for language teaching and learning. It has some advantages that support the teacher and students in improving their language

abilities. Related to the identification of the problems, the researcher wants to find out how the students' perceptions toward using Zoom Meeting and WhatsApp Application in writing activities and their perceptions of advantages and disadvantages toward using Zoom Meeting and WhatsApp Application in writing activities differ.

1.3. Limitation of the Research

In light of the aforementioned issues, the researcher will focus on how students view the use of Zoom and WhatsApp in writing activities. Data on students' perception and challenges with using WhatsApp and Zoom for writing activities will be gathered.

1.4. Formulation of the Problems

"The scope of this research is on the students' perception toward using Zoom Meeting and WhatsApp in writing activities on the English Language Education Program at Universities PGRI Sumatera Barat; the problems of this study are formulated as follows:" It was chosen because the researcher wanted to look into how students perceived using WhatsApp and Zoom Meeting in writing activities as well as how these two mediums were used in the teaching and learning process.

1.5. Research Question

Related to the focus on the research that has been mentioned above, the researcher states the research question as follows:

a. What are the students' perceptions towards using Zoom and WhatsApp Applications as online learning in writing activities?

b. What are the students' challenges toward using Zoom and WhatsApp Application as online learning in writing activities

1.6. Purpose of the Research

According to the research question above, this research has the aims as follows:

a. To describe the student's perception towards using Zoom and WhatsApp applications as online learning in writing activity.

b. To describe the student's challenges toward using Zoom and WhatsApp Application as online learning in a writing activity.

1.7. Significance of The Research

The significance of this research can be divided into two kinds. Those are theoretical and practical significance.

a. Theoretically

The findings of this study are anticipated to advance theories regarding the usage of WhatsApp and Zoom as online learning resources for writing activities. This study attempts to outline how students perceive and encounter difficulties when using the Zoom WhatsApp app for online writing activities.

b. Practically

The outcome of this study is anticipated to be practically beneficial for students, professors, and upcoming researchers. Students should learn more about how Zoom and WhatsApp work together in writing activities as a result of this study. The study's findings are likely to increase teachers' understanding of how students can collaborate using the Zoom and WhatsApp apps and how students perceive utilizing those apps.

1.8. Definition of Key term

1. Perception: is related to the way of the people look at the things around them. It is a respond, understand, or interpreting about things that happened in people's environment.
2. Zoom: it is a related platform that can be used in Online learning that has the features of video conference and support with screen sharing, chat room, breakout room, and remote support. (Zoom Video Communication Inc, 2016) The application provides good audio and video quality.
3. WhatsApp: it is the application that allows the Smartphone user to use text; image, video, and video messages to interact with each other by using the language.
4. Writing activity: It is the knowledge and abilities related to expressing the ideas, feeling, though through the written form. It is used to

communicate by the user and the reader using the language written form.

5. Online Learning: is a type of learning that is conducted through a computer, Smartphone and others gadget. The teaching learning activity is not conducted in the classroom.