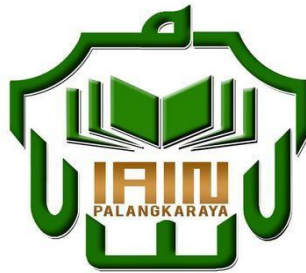


**THE IMPLEMENTATION OF WHATSAPP AND ZOOM
APPLICATION IN PUBLIC SPEAKING COURSE DURING
COVID-19 PANDEMIC AT IAIN PALANGKA RAYA**

THESIS



**BY
MUKAROMAH**

**STATE ISLAMIC INSTITUTE OF PALANGKA RAYA
FACULTY OF TEACHER TRAINING AND EDUCATION
DEPARTMENT OF LANGUAGE EDUCATION
STUDY PROGRAM OF ENGLISH EDUCATION
2021 M / 1443 H**

**THE IMPLEMENTATION OF WHATSAPP AND ZOOM
APPLICATION IN PUBLIC SPEAKING COURSE DURING
COVID-19 PANDEMIC AT IAIN PALANGKA RAYA**

THESIS

Presented to

State Islamic Institute of Palangka Raya

In partial fulfillment of the requirements

for the degree of *Sarjana* in English Language Education



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2021 M / 1443 H**

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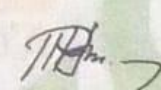
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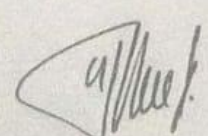

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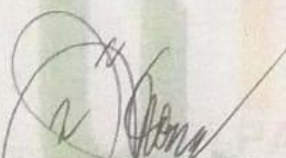
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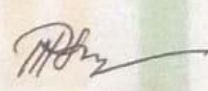
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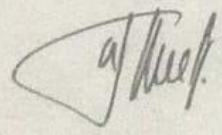

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Assalammu'alaikum Wr. Wb

By reading and analyzing of this thesis, we think the thesis in the name of :

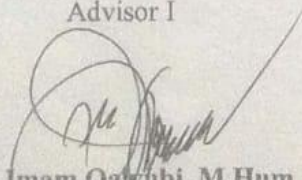
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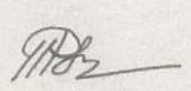
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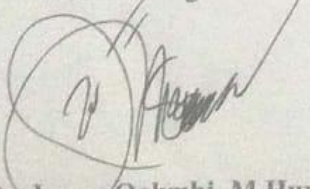
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Raya Demikian atas perhatiannya di ucapkan terima kasih.

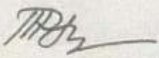
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MOTTO AND DEDICATION

“Verily, in the remembrance of Allah do hearts find rest”

(QS. Ar-Ra’d: 28)



This thesis is dedicated to:

My beloved father Mohamad Khafid (alm.) and mother Rotiyah for their valuable endless prayer, sacrifice, and support. My beloved brothers and sisters for the support and happiness in conducting this research. Thank a million!

DECLARATION OF AUTHORSHIP

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

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Declare that:

1. This thesis has never been submitted to any other tertiary education institution for any other academic degree.
2. This thesis is the sole work of the author and has not been written in collaboration with any other person, nor does it include, without due acknowledgment, the work of any other person.
3. If at a later time it is found that this thesis is a product of plagiarism, I am willing to accept any legal consequences that may be imposed on me.

Palangka Raya, October 2021

Yours Faith fully



Mukaromah

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ABSTRACT

Mukaromah. 2021. The Implementation of WhatsApp and Zoom Application in Public Speaking Course during Covid-19 Pandemic at IAIN Palangka Raya. Thesis, Department of Language Education, Faculty of Teacher Training and Education, State Islamic Institute of Palangka Raya. Advisors: (i) Dr. Imam Qalyubi, M.Hum (ii) Rahmadi Nirwanto, M.Pd

Keywords: *Implementation, WhatsApp, Zoom, Public Speaking Course, Pandemic*

The During Covid-19, technology gives a huge influence on students' lifestyle where many positive responses were encountered by most tertiary institutions on the development of the use of mobile technology in education, it is an appropriate platforms option for lecturers to deliver the course materials amidst the covid19 outbreak. Some of the most frequently used platforms are Zoom and WhatsApp.

The objectives of this study are: (1) to describe the implementation of WhatsApp and Zoom application in public speaking course during Covid-19 Pandemic and (2) to describe the strengths and the weaknesses of WhatsApp and Zoom application in public speaking course during Covid-19 Pandemic.

This study was a descriptive with qualitative approach. The instruments of collecting data were used Interview and documentation. The subjects of this study were the 6th semester students of English education in IAIN Palangka Raya, the researcher selected eight students which were determined by based on some criteria needed.

As a result, this study showed some points, as follow: 1) WhatsApp and zoom Application are benefecial as learning tool, make learning process more effective, and facilitate the lecturer-students interaction and communication. 2) WhatsApp and Zoom easy to use in academic purposes, it provides many features to support the learning process for sharing information and can give positive contribution to help in their online learning. 3) The dominant problems to apply them are bad internet connection, need a lot of money to buy quota and lack of supporting facility for internet.

ABSTRAK

Mukaromah. 2021. Implementasi aplikasi WhatsApp dan Zoom pada mata kuliah public speaking selama pandemi Covid-19 di IAIN Palangka Raya. Skripsi. Jurusan Pendidikan Bahasa. Fakultas Tarbiyah dan Ilmu Keguruan, Institut Agama Islam Negeri Palangka Raya. Pembimbing: (I) Dr. Imam Qalyubi, M.Hum (II) Rahmadi Nirwanto, M.Pd

Kata Kunci: *Implementasi, WhatsApp, Zoom, Mata Kuliah Public Speaking, Pandemi*

Di masa Covid-19, teknologi memberikan pengaruh yang sangat besar terhadap gaya hidup mahasiswa dimana banyak respon positif yang ditemui oleh sebagian besar perguruan tinggi terhadap perkembangan penggunaan teknologi mobile dalam pendidikan, merupakan pilihan platform yang tepat bagi dosen untuk menyampaikan materi kuliah. di tengah wabah covid19. Beberapa platform yang paling sering digunakan adalah Zoom dan WhatsApp.

Tujuan dari penelitian ini adalah: (1) mendeskripsikan implementasi aplikasi WhatsApp dan Zoom dalam mata kuliah public speaking selama masa Pandemi Covid-19 dan (2) mendeskripsikan kelebihan dan kekurangan aplikasi WhatsApp dan Zoom dalam mata kuliah public speaking selama masa Covid-19. - 19 Pandemi.

Penelitian ini merupakan penelitian deskriptif dengan pendekatan kualitatif. Instrumen pengumpulan data menggunakan wawancara dan dokumentasi. Subyek penelitian ini adalah mahasiswa semester 6 pendidikan bahasa Inggris di IAIN Palangka Raya, peneliti memilih delapan mahasiswa yang ditentukan berdasarkan beberapa kriteria yang dibutuhkan.

Hasilnya, penelitian ini menunjukkan beberapa poin, sebagai berikut: a) Aplikasi WhatsApp dan Zoom bermanfaat sebagai sarana pembelajaran, membuat proses pembelajaran lebih efektif, dan memfasilitasi interaksi dan komunikasi dosen-mahasiswa. b) WhatsApp dan Zoom mudah digunakan untuk keperluan akademik, menyediakan banyak fitur untuk mendukung proses pembelajaran untuk berbagi informasi dan dapat memberikan kontribusi positif untuk membantu pembelajaran online mereka. c) Masalah yang dominan untuk diterapkan adalah koneksi internet yang buruk, membutuhkan banyak uang untuk membeli kuota dan kurangnya fasilitas pendukung untuk internet.

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The researcher would like to express her sincere gratitude to Allah SWT. for the blessing bestowed in his whole life particularly during the thesis writing without which this thesis would not have come to its final form. *Sholawat* and *salam* always be bestowed to the last prophet Muhammad SAW. having shown us the role of life to make our life true.

The researcher is addressed to:

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9. My best friends in English Education academic year 2017.
10. Last, all of my friends and everyone who have helped the accomplishment of this thesis.

Palangka Raya, October 2021

The Researcher,

Mukaromah
SRN. 170 112 1180

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LIST OF ABREVIATION

1. RDL : Riska Dwi Lestari
2. EN : Eri Nurianti
3. RF : Riezki faradiena
4. RR : Rahma Rianti
5. YA : Yuli Astriani
6. WRP : Wira Rizki Pratama
7. SQ : Siti Qarimah
8. TA : Tiara Afdalia
9. IAIN : Institut Agama Islama Negeri



LIST OF APPENDICES

1. Research Schedule
2. Interview Questions
3. Interview Photo via Whatsapp
4. Public Speaking Syllabus
5. Curriculum Vitae
6. Letters



CHAPTER I

INTRODUCTION

In this chapter, the researcher describes the background of the study, research problem, the objective of the study, scope and limitation, significance of the study and definitions of key terms.

A. Background of the Study

Online learning is described by many authors as the access to learning experiences via the use of some technology, usually this involves the use of an online learning management platform and teacher is accessed remotely via internet (Moore et al, 2011). During pandemic, online learning was the best solution for education in the midst of the Covid-19 outbreak.

In online learning, the instructional media could be a smartphone, computer and tablet. According to Chen (2018), smartphone is not only as communication tools, but also a fantastic instructional media to use. Smartphone can be used as the instructional media in online learning because it is equipped with the capabilities to display photos, play games, play videos, built-in camera, audio/video playback and recording, send/receive e-mail, built in apps for social websites and surf the web, wireless internet and much more. It indicated that there are several applications that can be accessed on smartphone using internet connection, an application on smartphone can be used for studying and teaching.

Distance education in Indonesia is carried out through several application such as Google Classroom, WhatsApp, . By using software that allows for synchronous audio and video feeds, learning English through online can be facilitated. For example, the face to screen interaction might resemble the interactions that occur in the physical classroom (Hall and Knox, 2009).

The use of online learning platform such as WhatsApp and Zoom has been implemented by some teachers as an attempt in integrating technology into learning process in the classroom. The online platforms promote both inquiry based learning and independent learning since the online platforms facilitate interactions between teacher and students although they are not in the same room. WhatsApp and Zoom as social learning platforms provide learners with various features that allow learners to interact and communicate with teacher and peers as well as to access speaking course provided by teacher in virtual classroom (Suadi, 2021).

According to Ahad and Lim (2014), WhatsApp is one of the world's most popular communication applications in the 21st century. WhatsApp provides various functions, for instance text messages, audio files, attached images, link to any websites and video files which can be shared. It has the simple operation. It makes WhatsApp service available to all ages and backgrounds. On WhatsApp, the users also could make a group with friends to connect and communicate each other widely, as called as WhatsApp group. It was indicated that features which were provided in WhatsApp could

support the online learning and it could be very easy on communication and interaction between the lecturer and the students. It was concluded that WhatsApp is as one of an interactive learning media (Dahdal, 2020).

Other platform offers flexibility for online learning beside WhatsApp is Zoom. Zoom is an application that provides remote conferencing services by combining video conferencing, online meetings, chat, and mobile collaboration (Melati, 2020). Moreover, Zoom is an easy and reliable cloud platform for video and audio across mobile devices, desktops, telephones, and room systems. This application is widely used as a medium of long distance communication.

Based on the background above, the researcher is interested in conducting a study entitled **“The Implementation of WhatsApp and Zoom Application in Public Speaking Course During Covid-19 Pandemic at IAIN Palangka Raya”**.

B. Research Problem

The problems of the study are :

1. How is the implementation of WhatsApp and Zoom application in public speaking course during Covid-19 Pandemic?
2. What are the strengths and the weaknesses of WhatsApp and Zoom application in public speaking course during Covid-19 Pandemic?

C. Objective of the Study

The objectives of the study are:

1. To describe the implementation of WhatsApp and Zoom application in public speaking course during Covid-19 Pandemics.
2. To describe the strengths and the weaknesses of WhatsApp and Zoom application in public speaking course during Covid-19 Pandemic.

D. Scope and Limitation

The This research is limited to implementation of WhatsApp and Zoom application in public speaking course during Covid-19 Pandemic, especially 6th semester students of public speaking class at IAIN Palangka Raya.

E. Significance of the Study

In writing this research, the researcher has some objectives:

1. Theoritically

This study can support the theory of how to implementation Whatsapp and Zoom application in public speaking course.

2. Practically

There are some advantages of WhatsApp and Zoom, not only for the students but also the teachers in using it. It will be very helpful in learning English process. Then, for the students they will be able easier to learn by implementation WhatsApp and Zoom application in public speaking course.

F. Definition of Key Terms

The definition of the key terms in this research is used to avoid misunderstanding. There are several important points of the definition of this

study. There are implementation, WhatsApp application, Zoom application, public speaking course and Covid-19 Pandemic.

1. Implementation

Implementation is tool or instrument, often one that is quite simple and that is used outdoors.

2. WhatsApp Application

Whatsapp is an application on smartphone that provides various functions, for instance text message, audio files, attached images, link to any website and video files which can be shared, and the user could make a group to connect each other, it was called as whatsapp group. It is used by English students of IAIN Palangka Raya.

3. Zoom Application

Zoom is a cloud-based service that offers meetings and webinars and provides content sharing and video conferencing capabilities. Moreover, Zoom is an easy and reliable cloud platform for video and audio conferencing, collaboration, chat, and webinars across mobile devices, desktops, telephones, and room systems (Guzacheva, 2020). Zoom as a media of face to screen or two ways broadcasting platform that can be used to interact directly like in real meeting face to face setting. It provides everyone the special facility to participate in meeting by clicking a link or room number.

4. Public Speaking Course

Public speaking is one of the courses that should taken by the students of the English Department at IAIN Palangka Raya.

5. Covid-19 Pandemic

Coronavirus Disease (Covid-19) is a new type of virus that has never been identified in humans. Covid-19 pandemic first appeared in the city of Wuhan, China at the end of December 2019 and began to plague in Indonesia in early March 2020.



CHAPTER II

REVIEW OF RELATED LITERATURE

In This chapter will deal with related studies, Theoretical review of WhatsApp and Zoom application, public speaking course and Covid-19 Pandemic.

A. Previous Studies

In this study there are several previous study. In this part it presents five studies which focus on the implementation of Whatsapp and Zoom application during Covid-19 pandemic.

First, the study done by Ogwunte & Amadi, from Rivers State University, Nigeria, who studied about Perceived Influence of Zoom Cloud and Whatsapp Technologies on Instructional Delivery in University Business Education Classroom in Rivers State. The population of the study comprised all 75 business educators in Universities offering business education programme in Rivers State. Descriptive survey research design was adopted. The study revealed that zoom cloud and whatsapp technologies have positively influence instructional delivery in business education programme. It was therefore, recommended that administrators of business education programmes should regularly organized in service training to train and retrain business educators on current trends in the utilization of zoom cloud and whatsapp technologies in the classroom. Also, business educators should

fully abreast themselves and fully implement the technological based social media such as zoom cloud and whatsapp applications etc. in delivering their courses to students for enhanced teaching.

The similarities between this research and the researcher is the object to describe of Whatsapp and Zoom application. While the difference is that in this research there are instruments to obtain the data and better in another result after their knowing the result both of them, in the place of research and participants. By knowing the similarity which focus on the use of application in university, the research above and the present research is relevant.

Second, the study done by Suadi, from English Department, Sekolah Tinggi Agama Islam Mandailing Natal, who studied about Students' Perceptions of the Use of Zoom and WhatsApp in ELT Amidst Covid19 Pandemic. This research was aimed to describe the EFL university students' perceptions of the use of Zoom and WhatsApp in ELT. A virtual class in form of Zoom and WhatsApp was created to enable students to remotely attend the class and at the same time to keep in line with the covid19 health protocol. This study involved 53 students as respondents. The data were obtained through online-based questionnaire and were analyzed based on a mixed method approach by combining quantitative and qualitative method. The result revealed that the virtual class of ELT for EFL University students in form of Zoom and WhatsApp was considered positive by the learners. Although the availability and slow speed internet connection were being problems to use them in ELT, they were also rated effective and efficient in

terms of time, place and expense. Moreover, learners agreed that those two online platforms can help them to improve language skills and to reduce shyness in virtual class interaction.

The similarities between this research and the researcher is the object to describe of Whatsapp and Zoom application. While the difference is that in this research there are instruments to obtain the data and better in another result after their knowing the result both of them, in the place of research and participants.

Third, the study by Mistar, from faculty of education, National University of Malaysia, who studied about students' perception on the use of whatsapp as a learning tool in ESL classroom. this research was aimed to examine the use of whatsapp as a learning tool and how it could help the students to enhance their language learning. besides, it also investigates the significance of using the tool and defines its use based on students' perceptions as it suits with recent young generations' lifestyle. this study used survey research design. the findings of the study suggested that the use of whatsapp is significant in helping the students learning the language better and enhancing their proficiency in using the english language. this study implies that the usage of whatsapp should be encouraged to the students and institutions should provide internet facilities as a top priority in today's education.

The similarities between this research and the researcher is the object to describe Whatsapp application in language learning. While the difference is

that research there are instruments to obtain the data and better in another result after their knowing the result both of them, in this research in the place of research and participants. This study is focus to describe the implementation of Whatsapp and Zoom application.

Fourth, the study done by Barus and Bernadtua, from IPB University, who studied about students' perception of the use of whatsapp group and google classroom-based learning in English classes. The study was aimed to explore the students' perception of the use of WhatsApp Group and Google Classroom-based learning in English classes at College of Vocational Studies - IPB University, Bogor. The study was taken for the applied multimedia learning system by the teachers as the authors. The data were taken from questionnaires of the students' perception of the implemented based learning by using Likert scale. The result of this study which was focused on learning material in English classes proves that the students agree that this based learning is effective to be applied and used.

The difference between the research above and the present research is the research above use quantitaive as the research method to find the result of the research. While the present research used descritptive qualitative research as the method of the researcch. The similarity is the research above and the present research have the same focus which focused on the use of Application in English class. By knowing the similarity which focus on the use of application in English class, the research above and the present research is releveant.

Fifth, Nuraeni and Nurmalia, from Bina Sarana Informatika University, who studied about utilizing whatsapp application in English language learning classroom. This research was aimed at observing WA, which was tailored to support English Language Learning (ELL) activities. This study applied a case study using observation and questionnaire as the main instrument. A case study was drawn from participants of 5th semester students at English Department Universitas Bina Sarana Informatika. The results of this study, it revealed that whatsapp provided easier and faster communication between teachers and students for academic purposes. It allowed students to share and exchange information through the features of WhatsApp, for example, images, audios, videos and many more. Another benefit of utilizing WA is how it also helped the students to recognize e-learning activities actively.

The difference between the research above and the present research is the research above use quantitative as the research method to find the result of the research. While the present research used descriptive qualitative research as the method of the research and this research there are significant and better in another result after their knowing the result both of them, in the place of research and participants.. The similarity is the research above and the present research have the same focus which focused on the use of Whatsapp application. By knowing the similarity which focus on the use of Whatsapp application, the research above and the present research is relevant.

Sixth, the study done by Smoyer, O'Brien and Rodriguez-Keyes, from Southern Connecticut State University, USA, who studied about Lessons Learned from COVID-19: Being known in Online Social Work Classroom. The sample of this study was the students enroll in a public regional university in the United States. The research design used survey quantitative research. The instruments used to collect data are open-ended and closed-ended question. The result from this study shed light on how remote learning through shapes the interpersonal relationships and communication that are so critical to building students' of classroom belonging, engagement, and learning.

The similarities between this research and the researcher is the object to describe of Whatsapp and Zoom application. Also this research instruments use interview to obtain the data. While the difference is that in this research there are significant and better in another result after their knowing the result both of them, in the place of research and participants.

B. Definition of Implementation

Implementation is the realization of an application, or execution of a plan, idea, model, design, specification, standard, algorithm, or policy. The other opinion said that implementation is technique which actually takes place in classroom, it is particular trick, strategy, or contrivance used to accomplish an immediate objective. Technique must be consistent with a method, and therefore in harmony with an approach as well.

According to Anthony in Fuziati (2006, p.126) states that implementation is the technique which actually takes place in classroom. It is particular trick, strategy or contrivance used to accomplish an immediate objective. Technique must consist with a method and therefore in harmony with an approach.

In the learning process, surely the lecturers and students use the implementation of their learning. They take implementation to refer to their ways in learning strategy. One of the lecturer is the implementation in evaluating the subject. It is impossible without implementing in learning process. In implementation action, lecturers have many ways and criteria to determine something. Vocabulary is one of the most important subjects in learning English language, so the lecturers need to take the implementation evaluating the students so that the lecturers can give the score to the students' in mastery vocabulary.

C. Theoretical Review

WhatsApp And Zoom Application

The several applications that can be used to support the teachers and students in online learning are: WhatsApp, Google Classroom, Zoom, Schoology, Telegram, Edmodo, etc. The applications which were mentioned above dominated as alternative learning media. WhatsApp and zoom was application that dominated to be used.

1. Whatsapp

WhatsApp is one of the world's most popular communication applications in the 21st century (Ahad and Lim, 2014). According to Nyasulu and Chawinga (2019) As an instant messaging application accessed through smartphones, WhatsApp is currently used by millions of people across the world to share information in various formats such as audio, photos, videos and text. It can be indicated that WhatsApp is an application on smartphone that can make the users can be interaction with other users faster and easier in the form of instant messaging.

In this study, whatsapp is used as a media to facilitate students in learning English. By this application, the teacher and students can send and share English messaging, pictures, documents, and text materials. The user can send messages to individuals or groups in the form of text messages, photos, audio files, video files, and links of the web address to be accessed (Bouhnik & Deshen, 2014). Furthermore, Gon and Rawekar (2017) state that “as of today, it seems that WhatsApp has advantages over other technological tools employed by the education system, such as low cost, simplicity, accessibility, and efficiency”. It is important to note that students are familiar with technologies because most of them use gadgets and active in social media, particularly WhatsApp. It is a free application, easy and simple to be used. With the use of such media, it can engage students in learning English and improve their skills.

Features of WhatsApp

As cited on official WhatsApp web (www.whatsapp.com)

WhatsApp has some features. There are eight main features:

- a) Text or share messages: Reliable, simple messages, can send messages to friends or other people using an internet connection.
- b) Group Chat or WhatsApp group: can keep in touch to people in the community, family, or other people in the WhatsApp group; can share messages, photos, videos, voice messages, documents, etc. It can consist of 256 group members.
- c) WhatsApp on Web and Desktop
- d) WhatsApp Voice and Voice Calls: can make voice or video calls.
- e) End-to End Encryption: Security by default
- f) Photos and Videos: can send or share photos or videos directly or previously saved.
- g) Voice Messages (Voice Note): record voice messages directly without the hassle of having to write at length.
- h) Docs: Share documents easily in PDF, Word, PPT, Spreadsheet, etc. format up to 100MB in size.

Besides the main features, there was sub-feature on text or share messages features. Those are: share-link, emoji, starred messaging. Share link can be used to share the link from other platforms, for example YouTube link. The way to use this feature is just paste the link that was copied for other platforms.

WhatsApp is applied to accommodate learners' participation, feedback and achievement through giving comments, questions and discussion. In addition, WhatsApp provides space for posting the materials which are restricted in Zoom. Moreover, WhatsApp also has role as the terminal of submitting the assignment such as written assignments, oral assignment (audio) or even individual speaking recording assignment (video). Besides it is cheap with low internet data consumption, it also has features for text messaging, pictures, and audio. Meanwhile, the disadvantage of Whatsapp is limited scope.

2. Zoom

During pandemic, one of the applications that can be used in the work from home concept is zoom. Zoom is an application that provides remote conferencing services by combining video conferencing, online meetings, chat, and mobile collaboration (Melati, 2020). According to Guzacheva (2020) Zoom is a cloud-based service that offers meetings and webinars and provides content sharing and video conferencing capabilities. Moreover, Zoom is an easy and reliable cloud platform for video and audio across mobile devices, desktops, telephones, and room systems. This application is widely used as a medium of long distance communication.

Features of Zoom

At the top of the zoom website there are 3 options, Schedule a Meeting, Join a Meeting and Host a meeting (Melati, 2020). Schedule a

Meeting is for meeting scheduling. For example, for tomorrow's learning activities, you plan to use zoom. The next day, you can schedule Zoom usage from the previous day and send invitations to students to inform them that there will be a virtual meeting the next day. Join meeting is used when there are friends or colleagues of you who want to invite to a meeting. Usually, you will receive an invitation with the contents of the meeting description, and there is an ID code and password. While Host a meeting is a feature used if you want to hold a meeting in person. Straight away in a moment. There are three options, with video off or not using video, with video on or by using video and screen share only, only your screen will be displayed. The schedule a meeting feature and host a meeting have the same thing that you and you are hosting home or meeting organizer. The difference is, the schedule meeting will be used later, while the host a meeting can be used right away.

Host a Meeting. If at that time the lecturer and teacher wants to have a virtual meeting, the teacher can use the Host a Meeting feature. The three options here, with video off, with video on and share screen, are only initial options. If later in the virtual meeting you want to change, you still can. For example, I will select Host a Meeting with video on. A display will appear like this: Download the Zoom application first. Then click Join with Computer Audio Then you are ready to do virtual teaching.

Make a Presentation. If you have a PPT that you want to display, you can select Share Screen, then select the PPT you want to display. The PPT has been aired and you can present as usual.

Using the Chat Feature. After you finish the presentation, then you can invite the students to ask questions and discuss. Apart from speaking directly, students can also take advantage of the Chat feature. Press the chat button. Please enter a question or discussion material. *Changing the Virtual Background.* Another feature that is no less interesting to use is the virtual background feature. Host can use various backgrounds to increase the excitement of learning. For example, in learning History, ask students to change their background to a temple. To do this, click the arrow next to the Stop Video button. Click Choose Virtual Background. Click Add Image, enter the desired photo. Download the Smart Virtual Background Package, click Download. The background can be changed. Ask students to make backgrounds with various pictures that each explain the temple. *Schedule a Meeting.* So, what if you want to prepare material for the next class? You can schedule a virtual meeting by returning to the <https://zoom.us/> page. Then click the My Account button. Click Schedule a Meeting. Fill in the topic, description of the time and duration of the meeting. For the unpaid use of the Zoom account, the duration of the Virtual Meeting will be limited to 40 minutes. If you want to continue class after 40 minutes, you can use the Host a Meeting feature. Click Save. The virtual class has been scheduled.

Distribute Virtual Meeting Invitations. To share the virtual meeting invitation, click Copy Invitation. Share invitations through various media.

Join a Meeting. What if you were the one who accepted the invitation? If you accept an invitation, pay attention to the ID and password on the invitation. Click Join Zoom Meeting. Enter the ID, click OK, enter the password, you can join the virtual meeting.

The Advantages and Disadvantages of Zoom

Some of the advantages possessed by the Zoom application are: it allows meeting up to 100 participants, Users can send texts while a meeting is in progress, Users can schedule meetings via the Schedule feature, Users can send screenshots during a meeting to Google Drive, Dropbox or files Box, Zoom Cloud Meeting can work on Android, iOS, Windows, and Mac devices. This accessibility can be run with a smart phone, so it is considered quite portable and easily limited by the display, but the buttons are easy to find in one display. Can display a presentation file that can be sent to all meeting participants and they will get a notification when the file is sent successfully.

Meanwhile, the disadvantage of Zoom is that online activities can only last for 40 minutes. The steps for using the Zoom Cloud Meeting application if using Android are as follows: 1) open the playstore; 2) type Zoom Cloud Meeting; 3) click Zoom Us; 4) install or download the application; 5) select the Join A Meeting menu; 6) select the Join menu; 7) input Meeting Code / link.

D. Public Speaking Course

Public speaking is one of the courses that should be taken by the students of the English Department at IAIN Palangka Raya. According to Nazara (2011) to succeed in speaking courses, you need to use the right strategy, fun exercise, the right equipment, and a lot of motivation. It means that if students are motivated and use appropriate material, they succeed. They can increase their speaking abilities.

E. Covid-19 Pandemic

The spread of coronavirus disease (Covid-19) has affected all elements of the global citizens, including the Indonesian people and the academic community in it. According to Zhu et. al (2020), The Covid-19 is a highly infectious disease or illness caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). Pandemic is a disease that is spreading globally in multiple countries around the world at the same time (Mi et al, 2020). Covid-19 is a new type of virus that has never been identified in humans. Covid-19 has been stipulated as a world pandemic, referring to the WHO, that the cases spread beyond Wuhan city and on 30th Jan 2020, World Health Organization (WHO) declared the 2019 novel coronavirus (2019-nCoV) outbreak as Public Health Emergency of International Concern (PHEIC).

The central government and regional governments issued a policy to change learning activities that are usually carried out in the classroom into learning from home during the Covid-19 pandemic period. This was done as

an effort to prevent the spread of Covid-19. As a result, educational institutions carry out distance learning. The same thing has been done by various countries affected by this pandemic, locking, or quarantine policies carried out to reduce the interaction with many people that can provide access to the spread of Covid-19. The waves of school closures encourage the use of online educational platforms (Mi et al, 2020).



CHAPTER III

RESEARCH METHOD

In this chapter, the researcher describes the research method, research instruments, data collection procedures, and data analysis procedures.

A. Research Design

This research was conducted as qualitative study. The research used qualitative approach because this study was concerned with process. According to Ary et al. (2010), Qualitative researchers seek to understand a phenomenon by focusing on the total picture rather than breaking it down into variables. Richards (2003), Qualitative research is multimethod in focus, involving an interpretive, naturalistic approach to its subject matter. This means that qualitative researchers study things in their natural settings, attempting to make sense of, or interpret, phenomena in terms of the meanings people bring to them.

Based on the statements above, the researcher can describe all phenomena based on the facts in the field. In this study, the researcher will use qualitative research because this research will describe, identify, and explain the utilize of whatsapp and zoom application in online class.

In this study the researcher used descriptive method to describe and interpret the data. According Ethridge (2004), descriptive research can be explained as a statement of affairs as they are at present with the researcher

having no control over variable. Moreover “descriptive studies may be characterized as simply the attempt to determine, describe or identify what is, while analytical research attempts to establish why it is that way or how it came to be”. A descriptive study determined naturally, and the research has no control over the condition and the situation, and could only measure what already exists. The main reason of using descriptive research is to describe a certain state of affairs (Creswell, 2018).

B. Subject of the Study

They were 6th semester English students of public speaking class at IAIN Palangka Raya Academic Year 2018.

C. Source of Data

In this study was obtained from 6th semester English students of public speaking class at IAIN Palangka Raya Academic Year 2018. The researcher was collect the data based on the result of interview dan documentation. Criteria of the informant are explained as follow:

1. The students ever-used of Whatsapp and Zoom application in public speaking course.
2. The students who had taken public speaking course through WhatsApp and Zoom application.

D. Research Instrument

In this study, the data was collected trough two research instrument. It was interview and documentation to collect the data.

1. Interview

According to Creswell (2018), A qualitative interview means that the researcher conducts face-to-face interviews with participants, interviews participants by telephone, on the Internet, or engages in focus group interviews with six to eight interviewees in each group. These interviews involve unstructured and generally open-ended questions that are few in number and intended to elicit views and opinions from the participants. Furthermore, Cohen et al. (2007), stated that an interviews are situations that occur not naturally but are constructed so as to make it different from everyday conversation, so researchers have an obligation to regulate and adhere to different procedures in an interview. So it can be concluded that the interview is a conversation between two or more people and takes place between the interviewee and the interviewer where the purpose of the interview is to get the right information from a trusted informant.

According to Cohen et al. (2007:351), there are several objectives for interviews in broad life, as follows:

- a. to evaluate or assess a person in some respect
- b. to select or promote an employee
- c. to effect therapeutic change, as in the psychiatric interview
- d. to test or develop hypotheses
- e. to gather data, as in surveys or experimental situations
- f. to sample respondents' opinions, as in doorstep interviews.

Meanwhile, in this research the researcher used a semi-structured interview. In the semi-structured interview, the topics and questions are given, but the questions are open-ended, and the wording and sequence may be tailored to each interviewee, and the responses were given, with prompts and probes.

Table 3.1 Interview Item Purpose

| Informant | Number of question | Official Statement |
|------------------|---------------------------|--|
| Students | Question number 1 | To know what the application that use during online learning |
| | Question number 2 | To know does the use of WhatsApp and Zoom can make it easier to learning process |
| | Question number 3 | To know does the use of WhatsApp and Zoom can make it easy to apply |
| | Question number 4 | To know Which parts of the application that have not been mastered |
| | Question number 5 | To know the difficulties when use to WhatsApp and Zoom |
| | Question number 6 | To know the problems when |

| | | |
|--|--------------------|--|
| | | use to WhatsApp and Zoom |
| | Question number 7 | To know the problems when use to WhatsApp and Zoom between teacher and student |
| | Question number 8 | To know the effort of the students to improve their English language learning |
| | Question number 9 | To know the strength when use to WhatsApp and Zoom |
| | Question number 10 | To know the weaknesses when use to WhatsApp and Zoom |

2. Documentation

According to Arikunto (2010: 135), documentation is written object such as as books, magazine, documents, regulations, notes, diaries, and etc. By using documentation in this research, it supposed the data the data that were found in this field. The researcher used syllabus of the speaking course and smartphone to share the interview on Whatsapp and recorder or typed it.

E. Data Collection Procedure

In collecting the data of this study, it was be taken the data from interview and documentation. First, the researcher choose the informant of the students in the six semester of English Education in the academic year 2018 at IAIN Palangka Raya. Second, the researcher did the interview. Third,

the researcher analyzed the interview. Last, the researcher collected all of the data and analyzed them.

F. Data Analysis Procedures

The data in this research analyzed by using interactive model of data analysis including reducing the data, displaying the data and taking conclusion and verification (Milles and Huberman, 1992:16).

1. Reducing the Data

The data obtained in the field is quite a lot, it is necessary to note carefully and in detail. Not all of the discovered data of the research are important. It means that the important information must be taken and the unimportant one must be ignored. Data reduction means summarizing, choose things that are fundamental, focusing on things that are important, look for themes and patterns and discard unnecessary. Therefore, data reduction can be interpreted as the process of selection, simplification, and transformation of the data to the field notes. In the process of data reduction, the researcher selected, focused, and simplifies the data. In this case, researcher reduced the information from the research activities if the data were unimportant or did not support the data the researcher needed.

2. Displaying the Data

Displaying the data means describing the data form of description or narration. This technique is used in arranging the information, description or narration to draw the conclusion of presenting important data which led conclusion. Each of those important data arranged in the

research findings was followed or completed by a code which referred to the serial number of field note and then followed by the number of event or sequence in it.

3. Drawing Conclusion and Verification

The third step is the conclusion and verification. Preliminary conclusions presented are still provisional, and will change if no strong evidences that support the next stage of data collection. However, if the conclusion is supported by evidence of valid and consistent, so the conclusion presented is the credible conclusion (trustworthy).

The conclusions in qualitative research may be able to answer the problem statements that have been formulated from the beginning, but may be not, because of problems and problem statements in qualitative research is still tentative and will be developed after research in the field. Conclusion expected in qualitative research is a new finding that had not been there. The findings could be a description or picture of an object that previously were not clear, so that after the investigation became clear.

CHAPTER IV

RESEARCH FINDING AND DISCUSSION

In this chapter, the researcher presented the data which had been collected from the researcher in the field of study which consists of data presentation, research findings and discussion.

A. Data Presentation

In this section presented the results of the research by the student at IAIN Palangka Raya. The reasearcher collected the data using two Instruments of collecting data, those were interview and documentation. To collect the details data, the interview between the researcher and informant was typed or voiced note via Whatsapp. The data obtained from documentation were teacher lesson syllabus, and the capture of the application used by the teacher to conduct online learning contains assessment and the materials they distributed through the learning application.

1. Interview

Here are the result of the interview collected through via Whatsapp.

The implementation of WhatsApp and Zoom application in public speaking course during Covid-19 Pandemic.

- a) Question 1 : What is online learning media do you use during a pandemic: a) Google Classroom, b) Zoom, c) WhatsApp, d) Skype, e) Edmodo

Name : RDL

Time : On April 6th 2021

Answer : “I used Google Classrom, Zoom, WhatsApp, and Etmodo.”

Name : EN

Time : On April 15th 2021

Answer : “I use google classroom. Skype and edmodo hardly. Usually we are only use zoom and whatsapp or maybe in view subject we use google meet.”

Name : RF

Time : On April 6th 2021

Answer : “Zoom and WhatsApp.”

Name : RR

Time : On April 6th 2021

Answer : “In this semester, in which i’m on the 6th semester, we use Google Classroom, Zoom, and WhatsApp.”

Name : YA

Time : On April 6th 2021

Answer : “I use Zoom and WhatsApp for my online learning.”

Name : WRP

Time : On April 7th 2021

Answer : “The media that I often use are Google Classroom Whatsapp and Zoom because these three media are often used by everyone including for us to Online learning.”

Name : SQ

Time : On April 6th 2021

Answer : “Google Classroom, Zoom, Whatsapp.”

Name : TA

Time : On April 10th 2021

Answer : “The most often used during online learning is WhatsApp, Zoom, and sometimes also use Google Classroom.”

b) Question 2 : Can you apply the use of Whatsapp and Zoom?

Name : RDL

Time : On April 6th 2021

Answer : Yes I can use it.”

Name : EN
 Time : On April 15th 2021
 Answer : “Yes, it's very easy for us to apply that. Because we use start every single day for whatsapp and zoom. We can apply that in some simple future.”

Name : RF
 Time : On April 6th 2021
 Answer : “Yes, I can use it.”

Name : RR
 Time : On April 6th 2021
 Answer : “Yes, I can.”

Name : YA
 Time : On April 6th 2021
 Answer : “Yes, of course. This Apps are usually used in online learning process.”

Name : WRP
 Time : On April 7th 2021
 Answer : “Until now I could have used this application because I often use this application everyday for studying, meetings, etc.”

Name : SQ
 Time : On April 15th 2021
 Answer : “Yes I can, because i often use whatsapp and zoom application to learning activity.”

Name : TA
 Time : On April 10th 2021
 Answer : “Yes I can, because whatsapp is a communication media where lecturers or students send the zoom link, and then learning continues through the zoom application.”

c) Question 3 : Are you able to apply of the Whatsapp and Zoom in learning process?

Name : RDL
 Time : On April 6th 2021
 Answer : “Yes, I can easily apply use WhatsApp and Zoom.”

Name : EN
 Time : On April 15th 2021
 Answer : “I'm able to apply of whatsapp and zoom. Yeah it's easy for me. But in zoom maybe some features that I don't know about that. I have ever watch in some video in adventures that are many hack for us to use zoom especially when we are be speaker but as participant actually easy for us when we want to show up our face or our video or we want to on our audio or we want to send some message and know the participant in that room. Easy actually to apply that.”

Name : RF
 Time : On April 6th 2021
 Answer : "Yes i can.”

Name : RR
 Time : On April 6th 2021
 Answer : “Yes sure, but actually when i’m using Zoom during learning activity for more than 1 hours, my phone gets hot and the battery runs out quickly.”

Name : YA
 Time : On April 6th 2021
 Answer : “Yes, I'm capable to use it. It's easy to use.”

Name : WRP
 Time : On April 7th 2021
 Answer : “Alhamdulillah Until now I can apply it.”

Name : SQ
 Time : On April 15th 2021
 Answer : “Yes I can, i think it’s easy to apply Whatsapp and Zoom application during learning process.”

Name : TA
 Time : On April 10th 2021

Answer : “Yes, I can.”

d) Question 4 : Which parts of the Whatsapp and Zoom application have you not mastered?

Name : RDL

Time : On April 6th 2021

Answer : “I'm not mastered at making the next meeting using the same link in Zoom, because that will make it easier for me, but it doesn't matter because it doesn't bother.”

Name : EN

Time : On April 15th 2021

Answer : “Actually, maybe not over all. But mostly I can mastery. Especially in whatsapp. It is easy for us to apply that. We can send the video, audio from voice note, discussion in the whatsapp group. I think only that in whatasapp not something complicated for us to master that. But in zoom it is as told before it is easy for us, If as participant but maybe as presenter there are many features that we dont know and we cant apply or we cant master that.”

Name : RF

Time : On April 6th 2021

Answer : “On Whatsapps, I don't have any difficulties. If it is zoom, I usually use in phone so I don't know some menu board in notebook.”

Name : RR

Time : On April 6th 2021

Answer : “I don't have any problem with using WhatsApp, but about Zoom i'm not really mastered to do “share screen” while doing a presentation.”

Name : YA

Time : On April 6th 2021

Answer : “I think it's nothing serious, all of the parts of Zoom and WhatsApp is easy to apply.”

Name : WRP

Time : On April 7th 2021

Answer : “Until now i can control almost all parts of Whatsapp and Zoom.”

Name : SQ

Time : On April 15th 2021

Answer : “Nothing, so far i have no difficulty using Whatsapp and Zoom, so i can master it.”

Name : TA

Time : On April 10th 2021

Answer : “Yes, I can master both applications, because i am used to using these applications.”

e) Question 5 : Is there any difficulty in using Whatsapp and Zoom?

Name : RDL

Time : On April 6th 2021

Answer : “I think there will be no problems if the internet is good.”

Name : EN

Time : On April 15th 2021

Answer : “Actually i don't have difficulties in using wa and zoom, except I have learning in village maybe the problem is only poor connection. That the only that I got, because when my connection is weak i can't to join the zoom meeting because the zoom can't to acces with the poor connection. Maybe that is the only problem or only difficulties for me about use it, especially when use the zoom.”

Name : RF

Time : On April 6th 2021

Answer : “So far, No, there is not.”

Name : RR

Time : On April 6th 2021

Answer : “As i said in the 4th question, which is i have a problem when using Zoom application. Sometimes it's kinda difficult for me when i'm doing a presentation and then i must share the screen, in my opinion this is a little difficult because i can easily out of focus. On the other hand, i

should prepare for my presentation, and besides that i should pay attention for share the screen.”

Name : YA
Time : On April 6th 2021
Answer : “No, there's no difficulty in using zoom or WhatsApp.

Name : WRP
Time : On April 7th 2021
Answer : The difficulty is almost non-existent but weather constraints or power outages can be a hindrance.

Name : SQ
Time : On April 15th 2021
Answer : “For the very beginning of online learning, of course there was, but now it is possible and because it is used.”

Name : TA
Time : On April 10th 2021
Answer : “I think so far there are no difficulties in using whatsapp and zoom although basically each application must have advantages and disadvantages.”

The srengths and the weaknesses of Whatsapp and Zoom application in public speaking course during Covid-19 Pandemic.

- f) Question 6 : Were there ever any difficulties (example: misunderstandings, many people were speaking at the same time or problems with *Teams*) when you were conversing with your teacher?

Name : RDL
Time : On April 6th 2021
Answer : “Yes, I once recorded a video in Zoom using the Screen Record feature on my smartphone, but after saving the video there was no sound.

Name : EN
Time : On April 15th 2021

Answer : “Yes, but it is rarely, I think not each meeting i will got the difficult, it's actually not to big deal for us. Because usually when our lecturer is presenting her presentation our audio will be unmute so we can not to have conversation or speaking at the same time. Except when our teacher ask us randomly usually we adopt to answer our question or all of student very active, so everyone try to talk at the same time, but actually not often have very low frequence that it is happen to our zoom starting not to big deal for us.”

Name : RF

Time : On April 6th 2021

Answer : “The difficulty using zoom is unstable network. If it happens, it will disturb learning process.”

Name : RR

Time : On April 6th 2021

Answer : “Yes, sometimes it happens.”

Name : YA

Time : On April 6th 2021

Answer : “Yes, there were any problem. For example, when I say something and other students doing the same thing, our voice can't be heard.”

Name : WRP

Time : On April 7th 2021

Answer : “Maybe when using zoom my voice often disconnects due to network problems that suddenly become unstable or lost.”

Name : SQ

Time : On April 15th 2021

Answer : “Nothing, because we can contro the interaction with others.”

Name : TA

Time : On April 10th 2021

Answer : “It rarely happens but ever, like for example there are two or more people who turn on the microphone on zoom

simultaneously, then speak at the same time. but it can still be resolved.”

- g) Question 7 : Have there ever been any difficulties (example: misunderstandings, many people were speaking at the same time, problems with *Teams*) between your students when conversing with each other? Please explain further.

Name : RDL

Time : On April 6th 2021

Answer : “Yes, I can't find the Record feature in the zoom app for smartphones so I can't record the Zoom video in progress. When I use the screen recorder feature on my smartphone to record Zoom videos. But it turns out that after saving the sound does not appear, so the result is only video and there is no sound. However, the Record feature in Zoom can still be found in the zoom application installed on a PC / Computer.”

Name : EN

Time : On April 15th 2021

Answer : “I think the answer will be the same as the previous question, because when our lecturer is presenting her presentation our audio will be unmute so we can not to have conversation or speaking at the same time. Except when our teacher ask us randomly usually we adopt to answer our question or all of student very active, so everyone try to talk at the same time, but it's not a big problem and can still be solved.”

Name : RF

Time : On April 6th 2021

Answer : “Sometimes it has. We need someone to manage the conversation between us to make it easier and clear.”

Name : RR

Time : On April 6th 2021

Answer : “Yes, sometimes it happens. It because when using Zoom application and the teacher explaining the material, the classroom tends to be quieter. When there was a question

and answer session, sometimes almost no one answered. So I think the classroom atmosphere has become awkward, and that's situation really difficult for students right? But i also think if many students shy to speak more in the Zoom application, because when one student want to say their opinion, the other students will be quiet and just listen that student. It's different when face to face learning, we were not really being shy when saying our opinion/answer a question."

Name : YA
 Time : On April 6th 2021
 Answer : "Yes there is. For example when i want to talk and they want to do that too, we can't decide who's the first one. So we sometime talk in the same time."

Name : WRP
 Time : On April 7th 2021
 Answer : "Maybe when a friend speaks there is a voice that is small, inaudible and discontinous."

Name : SQ
 Time : On April 15th 2021
 Answer : "Sometimes there are presentations when using the zoom, the meeting is constrained during the share screen."

Name : TA
 Time : On April 10th 2021
 Answer : "Yes. Sometimes at the same time there must be some who turn on the mic and talk at the same time, so I can be confused which one to listen and also those who are talking feel confused because of the collision."

- h) Question 8 : Did you feel that learning through Whatsapp and Zoom was easier or more difficult than in the regular classroom? Please elaborate.

Name : RDL
 Time : On April 6th 2021

Answer : “Learning on Zoom and WhatsApp is easy, but it's even easier if you learn directly in class. Besides being easy, the learning is also much more effective.”

Name : EN

Time : On April 15th 2021

Answer : “ I think, actually it is difficult question because actually I like to have class with whatsapp and zoom, but maybe in some subject I think in regular class is more effective. When I use the whatsapp I can have discussion with my friends, it can be to text or it can be audio or video. It's easy for us. So we can learn anywhere no matter what, and zoom we also can have discussion directly we can send the text from the chat or we can send the link. The only difficult is only when we send the video usually cant operate appropriately is not just only the difficult when we use the zoom. But overall is good because we have lower frequently to use video on zoom usually our lecturer, our presenter provide some picture in their materials or in their powerpoint. I think it can be use wa and zoom it can be easier more than regular class and in regular class usually we have limited media like we cant to play the video if we dont have some monitor in our class, we cant to send some video, but if we have like tv in class it's easy for us. So based on situation mostly I think learn with wa and zoom it can be easier for us. In addition, I think when we learn to whatsapp and zoom as a talk before it can be make us to learn whenever, anyplace and anywhere we want to do.”

Name : RF

Time : On April 6th 2021

Answer : ”Sometime it is yes and no. They can be a good tool if the connection is great.”

Name : RR

Time : On April 6th 2021

Answer : “Actually there is a positive and negative impact for learning through WhatsApp and Zoom. For the positive side : we can learn anywhere, it makes learning easier

right? The second one, we know more about technology (in this case is about WhatsApp and Zoom, so we know more about it). While the negative side : sometimes students are not really there. I mean, teacher don't know maybe there is a student that only join Zoom but he/she going to sleep. Then, maybe there is a student that will say if he/she is sick so they can't join the Zoom for learning, but who knows if he/she is really sick?."

Name : YA
 Time : On April 6th 2021
 Answer : "I think it's more difficult, because for me it's difficult to understand the material if I don't see the teacher."

Name : WRP
 Time : On April 7th 2021
 Answer : "Alhamdulillah, when i learned to use Whatsapp and Zoom it felt easy because we can do it anywhere."

Name : SQ
 Time : On April 15th 2021
 Answer : "In my opinion, it is quite difficult because the most effective and efficient teaching and learning process is face-to-face or face-to-face meetings. Where students will focus more on one object and force themselves to concentrate more fully when class begins."

Name : TA
 Time : On April 10th 2021
 Answer : "The advantage of implementing WhatsApp and Zoom is that it is easy to access anywhere and anytime as long as internet access is supported. So we can learn even though we can't meet in person and are in different places."

i) Question 9 : What are the disadvantages of applying Whatsapp and Zoom?

Name : RDL
 Time : On April 6th 2021

Answer : “The advantage of implementing WhatsApp and Zoom is that it is easy to access anywhere and anytime as long as internet access is supported. So we can learn even though we can't meet in person and are in different places.”

Name : EN

Time : On April 15th 2021

Answer : “I think the advantages we can optimize the use of technology, maybe in the test only when we use whatsapp for only communication or talking about something that is useless but right now we use whatsapp as learning and teaching process, and when we use zoom, when we show up our face in zoom or when we on our video we can meet friends directly its only from video, at least we can see their face, we can see that day listen to our explanation. This is if we turn on our video and in wa it can be very simple we just only meet to some message, picture, video or audio. Its very easy for us. I think when we learning use the wa is very easy for us. Coz wa can access even we have not strong connection but different when we use zo we have to strong connection. If we have weak connection is difficult for us to join the meeting. And when we learning in zoom it can help us to listen to our lecturer, while they showing their presentation. So when the lecturer explain about their explanation they can show up their ppt clearly, and as well when we be a presenter we can share our ppt in zoom. I think it is very easy for us to use wa and zoom.”

Name : RF

Time : On April 6th 2021

Answer : “Whatsapp helps the teachers to communicate to their students and zoom will increase students' skill in technology.”

Name : RR

Time : On April 6th 2021

Answer : “WhatsApp offers the most simple mobile interface and also simple to do for the learning activity. Can also do a video call for 6 people there. Zoom is more easier and effective to use for learning activity especially when the

activity need to explaining material more and need to convey students opinion. Easy to use for sharing & explaining activity.”

Name : YA

Time : On April 6th 2021

Answer : “The advantages for me are I can attend the class everywhere, no need to prepare to going to Campus, and no need to going out of bed.”

Name : WRP

Time : On April 7th 2021

Answer : “The advantage of Whatsapp is that I can listen to explanations from lecturers via the voice message feature. From zoom, I can learn directly with the lecturer because zoom is in the nature of using video and we can see the lecturers' material exposure on Zoom because there is a Share screen feature from the lecturer that can be seen by all students.”

Name : SQ

Time : On April 15th 2021

Answer : “The advantage is being able to learn at a leisurely pace.”

Name : TA

Time : On April 10th 2021

Answer : “More flexible and easier. No need to bother because whenever and whenever we can use whatsapp and zoom applications.”

j) Question 10 : What are the disadvantages of applying Whatsapp and Zoom?

Name : RDL

Time : On April 6th 2021

Answer : The disadvantage of implementing WhatsApp and Zoom is that it is difficult to access if the internet network is inadequate, costs a lot to buy devices such as smartphones or computers that are not cheap, and also periodically costs money to buy quotas.”

Name : EN

Time : On April 15th 2021

Answer : "I think we cant to make sure the understanding of our friend coz usually they only listen to our explanation or maybe some of them not listen our explanation and they just present to the class with do something. I think many student that have a class but they doing another thing, ex. There are student that their actually not present but sleeping, because device I meant the mobile phone is active, they can manipulated their presentation in the HP. And from that we can not to make sure our friends understand about the material. And usually in this application when we only use wa and zoom, it make us be passive because usually person in the class, only view the student no active in the class, and mostly the student only be a passive student and then dont talk about anything or they dont want to answer the teacher's question and they only silent, present, but they dont try to understand about the materials."

Name : RF

Time : On April 6th 2021

Answer : "If the signal doesn't support, both of them can't be used for teaching and learning process."

Name : RR

Time : On April 6th 2021

Answer : "Sometimes my phone gets hot faster and runs out of battery quickly. My memory easily gets full because i also have to download many other learning applications. Need a good signal and also quota. About the Zoom, this application ever said if have led to users' sensitive data being leaked over the internet."

Name : YA

Time : On April 6th 2021

Answer : "The disadvantages are spending more money to buy kuota, these Apps need good network, and sometime other students didn't give attention in discussion."

Name : WRP
 Time : On April 7th 2021
 Answer : “The disadvantages on Whatsapp are nothing. The disadvantage of Zoom may be that internet data will quickly run out if you continue to use the zoom when we on camera.”

Name : SQ
 Time : On April 15th 2021
 Answer : “The disadvantages of not being able to come to class, not being able to meet lecturers and friends, not being able to pay attention and focus when online class activities begin, spend a lot of money or data packages, take too long to look at the laptop screen or cellphone.”

Name : TA
 Time : On April 10th 2021
 Answer : “It's on the network, because sometimes we don't know that suddenly the lights go off and the network goes away, then we can't follow the learning that was there at that time.”

2. Documentation

In this section, The data obtained from documentation were syllabus, the capture of the interview result, and the application used by the students to conduct online learning contains assessment and the materials they distributed through the learning application.

The researcher used mobile phone for taking the picture and screenshot to show the equipment and the platform or application used by the student to conduct online learning.

B. Research Findings

This section contains the result of interview and documentation from the participants, how to implementation of WhatsApp and Zoom application and what are the strengths and the weaknesses of WhatsApp and Zoom application in online learning during Covid-19 Pandemic.

1. The implementation of WhatsApp and Zoom application in public speaking course during Covid-19 Pandemic.

a. The use of WhatsApp and Zoom application are benefecial as learning tool

To carry out virtual class, the teacher needed learning media in the form of application or platform because it was the learning tool where they could do the online learning process. Meanwhile, this was the data collected through an online interview and documentation data about the application or platform used by the student toward online learning:

Researcher : “What online learning media do you use during a pandemic: a) Google Classroom, b) Zoom, c) WhatsApp, d) Skype, e) Edmodo.”

RDL : “I used Google Classrom, Zoom, WhatsApp, and Etmodo.”

- EN : “I use google classroom. Skype and edmodo hardly. Usually we are only use zoom and whatsapp or maybe in view subject we use google meet.”
- RF : “Zoom and WhatsApp.”
- RR : “In this semester, in which i’m on the 6th semester, we use Google Classroom, Zoom, and WhatsApp.”
- YA : “I use Zoom and WhatsApp for my online learning.”
- WRP : “The media that I often use are Google Classroom WhatsApp and Zoom because these three media are often used by everyone including for us to Online learning.”
- SQ : “Google Classroom, Zoom, WhatsApp.”
- TA : “The most often used during online learning is WhatsApp, Zoom, and sometimes also use Google Classroom.”

Based on the interview result, the researcher found that using WhatsApp and Zoom application was benefecial during educational process carried on online by online learning. Whatsapp and Zoom can help students to practice English, make learning

process more effective, and facilitate the lecturer-students interaction and communication in their online learning.

In line with the participants' statements from the result of interview with TA and RF. The researcher finally found that the most applicable applications operated by the students in class were WhatsApp and Zoom. All those application could be accessed and operated by all students anywhere.

Based on the result of interview and the documentation, it could be analyzed that all the students in public speaking course conducted online learning. As the statement of WRP said, "The media that i often use are Google Classroom WhatsApp and Zoom because these three media are often used by everyone including for us to Online learning". (On April 7th 2021)

Based on the interview result ,the students' admit that WhatsApp and Zoom was useful for English language learning activities. It provides many features to support the learning process for sharing information and can give positive contribution to help in their online learning.

b. The use of Whatsapp and Zoom application is easy to students' learning

Based on the interview result, the researcher concluded that WhatsApp and Zoom provided easier and faster communication between teachers and students for academic purposes. It allowed students to share and exchange information through the features of WhatsApp and Zoom such as to send and receive texts, images, audios, videos and documents to the teacher and their classmates. They also mentioned that the use of WhatsApp and Zoom is simple and more flexible.

It is line with of the participant respond during the interview EN said, “I'm able to apply of whatsapp and zoom. Yeah it's easy for me. But in zoom maybe some features that i don't know about that. I have ever watch in some video in adventures that are many hack for us to use zoom, especially when we are be speaker but as participant actually easy for us when we want to show up our face or our video or we want to on our audio or we want to send some message and know the participant in that room. Easy actually to apply that.” (On April 15th 2021)

Based on the interview with EN, RR and WRP. The researcher also found that the all students rarely had problems and difficulties in used of WhatsApp and Zoom application if the internet or connection was good.

To conclude, all the participants mostly used the WhatsApp and Zoom application which could simply be operated, flexible for both teacher and the students and could be accessed in anywhere whose internet access was unstable. Although, each application and platform used by student had strength and weakness in used the application. It was clearly analyzed that all the students did online learning which the student could not directly interact through the application using the suitable learning application or platform to their condition.

c. The use of WhatsApp and Zoom application is too often

Based on the interview result, the researcher concluded that WhatsApp and Zoom is necessary when they studying at home. The students also argued that Whatsapp and Zoom application are commonly and always everyday used in virtual class interaction.

One of the participant respond during the interview TA said, “the most often used during online learning is WhatsApp, Zoom, and sometimes also use Google Classroom.” (On April 10th 2021)

d. The use of WhatsApp and Zoom application more active in learning activity

Based on the interview result, the students think by using WhatsApp and Zoom can improve their self-confidence, allow

them to be more active to practice English and it allows them to access other supporting informative course materials sources at the same they are learning via online. Another benefit of utilizing WhatsApp and Zoom is how it also helped the students to recognize online learning activities actively.

2. The strengths and the weaknesses of Whatsapp and Zoom application in public speaking course during Covid-19 Pandemic.

Based on the interview result, students agreed that online learning system via WhatsApp and Zoom has a lot of advantages. One of advantages they mentioned was the use of WhatsApp and Zoom was effective. For the matter of that, Zoom offers online face to screen feature. It allows the students to feel as in the realistic classroom setting than in virtual class setting.

It is line with of the participant respond during the interview RDL said, “The advantage of implementing WhatsApp and Zoom is that it is easy to access anywhere and anytime as long as internet access is supported. So we can learn even though we can't meet in person and are in different places.” (On April 6th 2021)

Moreover, WhatsApp and Zoom allows student directly gives a feedback, oral question and response in the middle of online learning. As statement RR said, “WhatsApp offers the most simple mobile interface and also simple to do for the learning activity. Can also do a video call for 6 people there. Zoom is more easier and effective to use for learning

activity especially when the activity need to explaining material more and need to convey students opinion. Easy to use for sharing & explaining activity.” (On April 6th 2021)

In addition, students effectively can submit the assignment both written and spoken via WhatsApp features such as text messaging, voice notes, audio and video files and documents. It is very practical, saving time and energy and absolutely more economical. Some of students think by using Zoom and WhatsApp can improve their self-confidence, allow them to be more active to practice English.

Based on the result of interview and the documentation, students also gave opinion that the uses of Zoom and WhatsApp in online learning have some disadvantages. The first disadvantage is bad signal of internet. It affected many things due to the use of Zoom and WhatsApp. As statement RF said, “If the signal doesn't support, both of them can't be used for teaching and learning process.” (On April 6th 2021)

They mentioned the bad internet bandwidth gives effect such as unclear voice in online platforms, bad delivered materials, lack of direct lecturer-students interaction, noisy and wasting a lot of internet quota.

Some students mentioned positive perception that the use of WhatsApp and Zoom is affordable in terms of saving time, more flexible, more effective and competitive. Moreover, some others rated it is not affordable in terms of internet data consumption, low economy class factor, and nasty signal of internet. The last, students decided that the use

of WhatsApp and Zoom in online learning accommodates them into easier way of learning. They mentioned that the use of WhatsApp and Zoom is simple and flexible; it allows them to directly take part into virtual discussion. Some also mentioned that it does not accommodate their alternative learning method. The reasons were classical namely bad internet connection and consuming a lot of internet quota.

C. Discussion

This study focused on the implementation of WhatsApp and Zoom application in public speaking course and the strengths and the weaknesses of WhatsApp and Zoom application in public speaking course during Covid-19 Pandemic.

1. The implementation of WhatsApp and Zoom application in public speaking course during Covid-19 Pandemic.

In collecting the data, the researcher found that most of the students said that the use of Whatsapp and Zoom application are beneficial during educational process carried out by online learning.

Based on the data taken through Interview, it could be stated that this study had similarities and difference from the application on online learning compared with previous study written by Cicih and Lia (2020) stated that in the field of technical advantages, Whatsapp provides simple operation, it can enhance learning opportunities outside the classroom for students. It was also supported that were also influenced by Zoom application like was explained by Guzacheva (2020) that Zoom has

become an indispensable technology for the way we work, teach and learn together, while the researcher found that utilize of WhatsApp and Zoom are more beneficial, as follow:

WhatsApp and Zoom provided easier and faster communication between teachers and students for academic purposes. It was easy to use, easy to learn, a quick sharing knowledge and helped in discussing the information easily.

The use of WhatsApp and Zoom give a motivated be active to discuss and give positive impact on language learning in virtual class interaction, so it make WhatsApp and Zoom was useful, help students to practice English, make teaching-learning process more effective, and facilitate the lecturer-students interaction and communication.

Then, the students rated that the use of WhatsApp and Zoom can help to communicate between lecturers and students. It is in accordance to Dahdal (2020), an application can be a potential learning tool in the classroom to enhance students' interaction with their professors and among themselves.

2. The strengths and the weaknesses of Whatsapp and Zoom application in public speaking course during Covid-19 Pandemic.

Based on the findings in the previous pages, the researcher found that students perceived variously. Some decided positive attitudes and some other stood in the opposition. By all accounts, majority agreed that the use of WhatsApp and Zoom application in is positive during online

distance learning. The interview findings are confirmed and clarified by documentation findings where the results show that they are correlated. The main problem in the use of WhatsApp and Zoom in virtual class is bad internet connection.

This finding was related to the theory presented which said by Guzacheva (2020) that Online distance learning in educational process has become a buzz in the medical education and today it caters to the needs of modern-day learners. Infusing technologies in classroom learning have added to stimulus and enhanced learner's interaction within the classroom. It was also supported that were also influenced by WhatsApp and Zoom application like was explained by Mistar and Embi (2016) that social media gives a huge influence on students' lifestyle where many positive responses were encountered by most tertiary institutions on the development of the use of mobile technology in education.

Student's learning ability, in line with Rifari (2020) that The advantage of online media learning webinars such as Zoom is their ability to allow participants to interact in writing and orally and share presentation screens through the display sharing feature. it provides an illustration that for the learning process during the Covid-19 pandemic, students have more to use Zoom Cloud Meetings.

In addition, the use of Zoom and WhatsApp was significance for future use in helping the students to enhance their language learning. During using these two online platforms, they operate with English terms

and at the same time they directly can access online sources regarding their difficulties. This is in line with the findings of study from Suadi (2020) that revealed that the use of Zoom and WhatsApp in ELT can help them to improve English skill and can increase their vocabulary mastery. Moreover, the benefits of the use of Zoom and WhatsApp in virtual class is that it can help students to practice English, make teaching-learning process more effective, and facilitate the lecturer-students interaction and communication. However, there are some disadvantages of the use of Zoom and WhatsApp. The dominant problems to apply them are bad internet connection, low economy class and lack of supporting facility for internet bandwidth, for instance free wifi at campus and around.

Based on the disussion, the researcher conclude that:

- a. The implementation of WhatsApp and Zoom application in public speaking course during Covid-19 Pandemic.

In the first question, the participants answered that WhatsApp and Zoom was the most applicable applications operated by the student in online learning. Then the participants added the statement that the use of WhatsApp and Zoom in the class was too often. It is in line with Jones (2010) which stated some of the benefits of technology, they are ; First, by giving teachers and students a private place to share thoughts and ideas, WhatsApp and Zoom connects teachers and students both inside and outside of the classroom. To access information outside classroom environment, edmodo is available from

computer and it makes easy to used. Second, students have the ability to post useful sources and have good quality in the library tab that is found by them. It gives students another resource for academic information and make easy to find it without must spend much time. Third, it provides quick and easy access to assignments, polls, calendars, and other information on the web. Fourth, Students' parents also can control their children and see what their children learning or doing in the classroom by log on to account with class code.

In the second question, the participants mentioned that they could apply the use of WhatsApp and Zoom easily. It is line with Davitty (2019), claimed that the use of Zoom technology provides easy acces for students to join lecturers from anywhere on any device, aneble ease of use with minimal training needed for staff. On the other hand, WhatsApp is the most widely used mobile based application for its ease and familiarity (Nyasulu, 2019).

In the third question, based on the interview result, the researcher found that the students mostly used the application of WhatsApp and zoom which could simply be operated, flexible for both teacher and the students and could be accessed in areas whose internet access was unstable.

In the fourth question, based on the interview result, the researcher found that the students could mastered of WhatsApp and Zoom in online learning. According to Fadda et.al (2020), Zoom and

Whatsapp became a free online tool during the outbreak of coronavirus and this made it extensively used during Covid-19 lockdown.

In the fifth question, the participants said that there was no difficulty in using zoom or WhatsApp and The difficulty was almost non-existent but weather constraints or power outages could be a hindrance. According to a study on the utilization of Zoom and WhatsApp in Online English learning system, Suadi (2015) found that the students considered positive perception on the difficulties of the use of Zoom and WhatsApp by smartphone. It is logical, most students come from low economy class. Therefore, they just purchased a smartphone with less adequate features with affordable price with low quality.

- b. The strengths and the weaknesses of WhatsApp and Zoom application in public speaking course during Covid-19 Pandemic.

In the six question, the participants mentioned that WhatsApp and Zoom helped EFL teacher to control and maintain students' learning. The researcher also found that WhatsApp and Zoom provide the overview of students' progress and also achievement that can help teachers to know their students' improvement in learning English.

In the seventh question, the participants answered that WhatsApp and Zoom was increases students' motivation in learning English. It is in line with Ogwunte and Amadi (2020) which stated that WhatsApp and Zoom is an effective learning tool as it increased

students' motivation, flexibility, and participation in online learning activities

In the eighth question, the participants answered that WhatsApp and Zoom was useful and helpful tool to learn English speaking particularly during Covid-19 outbreak. It is in line with Mbah (2016), indicated that technology-based multimedia (zoom and whatsapp inclusive) can improve learning and retention of material presented during a class session or individual study period, as compared to traditional lectures or study materials that do not use technology

In the ninth question, based on the interview result, the researcher found that the use of WhatsApp and Zoom give contribution and positive impact in online activities. According to Sullivan (2012), highlighted the following advantages of using zoom cloud application and whatsapp technology: increase in students interest and motivation, support a deeper processing of the information presented, the technological learning environments enable instruction that is adapted to the learners preferences and cognitive needs.

In the tenth question, the participants answered that the problem in using WhatsApp and Zoom is the acces of the low internet connection made students can not use WhatsApp and Zoom in the class well. Jones (2010) also stated that WhatsApp and Zoom has several weakness such students may use technology as more of a social networking site than as an educational tool. Moreover, some students

don't have access of internet and it will give disadvantages for them when they want to use Whatsapp and Zoom or to submit their assignment through WhatsApp.



CHAPTER V

CONCLUSION AND SUGGESTION

This chapter contained conclusion and suggestion on the basis of the research finding and discussion. Conclusion was summary the data finding and the suggestions was addressed to other writer and those who are interested to continue this research.

A. Conclusion

Based on the result of the study, the students believed that using Whatsapp and Zoom application was very useful and helpful in the public speaking class. Moreover, WhatsApp and Zoom application can help students to practice English, make learning process more effective, and facilitate the lecturer-students interaction and communication. It provides many features to support the learning process for sharing information and can give positive contribution to help in their online learning.

In line of the study results, below are the advantages and disadvantages of using WhatsApp and Zoom application as an experience to share.

Some advantages of WhatsApp and Zoom application are:

1. WhatsApp and Zoom is the alternative for engaging online learning classes.

2. It facilitates students in motivating students to learn English, especially in speaking course.
3. It helps students to overcome their fear of using the language through sharing information and discussion.

Some disadvantages of WhatsApp and Zoom application:

1. Lack of students' attention of the material given from the teacher. It means not all students learn from the materials.
2. The instructor must always be cautious and patient to control the application.
3. Bad internet connection.
4. Need a lot of money to buy quota.

B. Suggestion

In this section, the researcher gives some suggestion related to the result of the research. Hopefully, this research will be useful and gives a great contribution for the readers. There are some valuables which are addressed to the students, lecturers, and other researcher.

1. For students

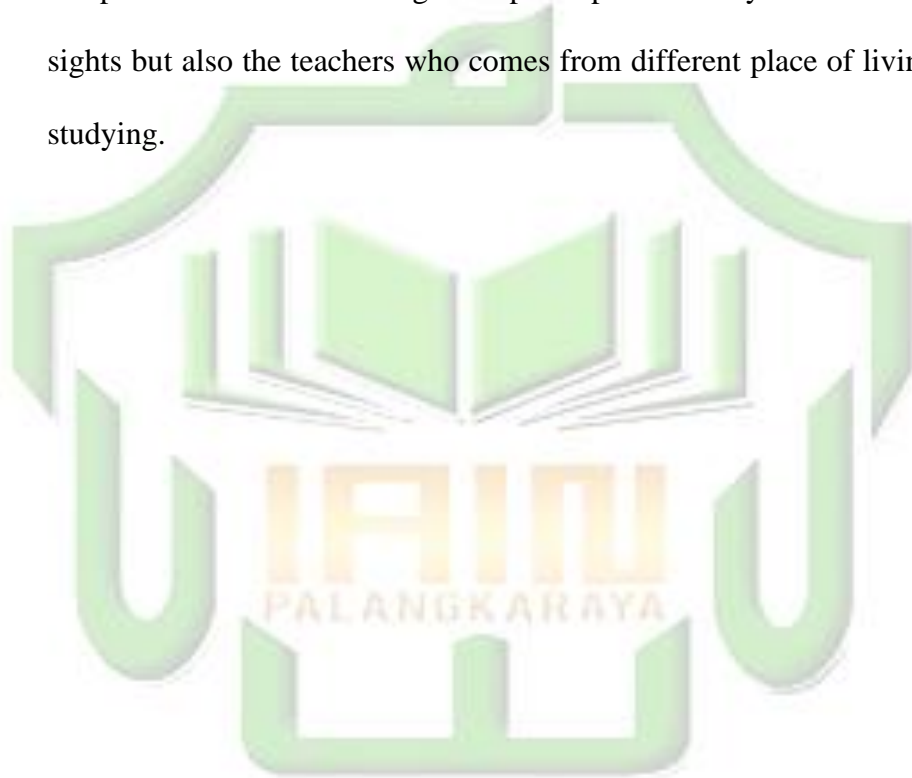
This research found that the use of Whatsapp and Zoom application has a big positive impact to make an effective class on the online learning. The students should try to use WhatsApp and Zoom application in online learning activities.

2. For lecturers

The implementation of Whatsapp and Zoom application in the online class can make the students interested. The teacher should consider applying both application when teaching online in the class.

3. For another researcher

This study still has any limitation since this study just focused on the implementation Whatsapp and Zoom application. The next researcher can provide more data from greater participant not only from the students sights but also the teachers who comes from different place of living and studying.



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