

Chapter One

Introduction

In this chapter, the researcher explains about the research background, problem identification and limitation, and research question of the difficulties experienced by students when using a web conferencing and factors make students interested in using web conferencing in online classes. The researcher also includes more detail about research objectives, research significances, and organization of the research.

Background of the Research

The spread of the Covid-19 in almost all countries has changed everything and everyone inevitably has to accept this fact. There have been many changes in every country, such as changes in technology, economy, politics and education due to Covid-19. These changes require everyone to take new actions or things that must be done during this Covid-19 pandemic. The learning process carried out by the teacher has very different ways of implementing it. Since the Covid-19 pandemic, almost all community activities around the world have been carried out using technology, for example, such as meetings conducted online or virtually, online learning, and even doing business, are now mostly done online. Since the government policy calls on the public to carry out physical distancing, all activities must be carried out online which then becomes the basis for the implementation of learning at home. This phenomenon took many teachers and students by surprise, including parents and even everyone. Technology learning

has indeed been carried out in the last few years. For example, such as students who send assignments through information media such as Whatsapp.

There are a lot of students out there who complain about piling up assignments. Not only students who have a heavy burden with the tasks they have, even parents of students also feel stressed when accompanying their children in the online learning process. It should be that online learning or online classes held during the Covid-19 pandemic can change student behavior while studying, it should be able to increase the creativity of each student in accessing sources of knowledge and even producing works. The learning process carried out by the teacher depends on the respective learning styles that the teacher does. A teacher must have creative content to conduct online learning or online classes. This can increase student activity in the learning process. Usually the teacher learning process adjusts the dominant character of the students in the class. This usually can change student behavior in class. Putria, Maula, & Uswatun (2020) stated the learning process is an interaction activity between teachers and students in the classroom. The learning process involves learning and teaching activities that can determine student success and to achieve educational goals. Learning is a change in behavior that occurs in individuals, who previously could not be able or proficient. Online learning is an alternative learning that was carried out during the Covid-19 pandemic. According to Zhafira, Ertika, & Chairiyaton (2020) this was done in order to break the chain of spreading the virus and maintain the safety and safety of students and educators. With this appeal, the learning process is carried out from home by utilizing internet technology and media. That is why the

Indonesian government urges its citizens to hold meetings and attend schools online.

During the Covid-19 pandemic, many people's work has been stopped. People are required to stay at home only. Not only work was stopped, school activities were also stopped. Therefore, in order to keep work and schools running, the government decided that these activities should be carried out online. Web conferencing is an online tool that is currently used for remote communication such as meetings, discussions, and remote sharing. Kusuma (2020) stated in the midst of the Covid-19 pandemic, video conferencing is the main alternative to keep communication going so that business processes in the agency do not stop completely. Video conferencing is currently a means of communication so that work and school activities are not disrupted. The main features of web conferencing are video and audio. There are so many video conferencing platforms that can be downloaded on smartphone today, such as Google Meet, Microsoft Teams, Zoom, and many more. Each app has its own features, weaknesses and strengths.

To use web conferencing platforms, one usually uses special software (platforms) provided by the web conference provider by subscribing or unsubscribing and utilizing internet technology. In using web conferencing platforms, students can use several additional devices such as an eraphone (headset) and an external camera as complementary tools to complement internal tools that are less accommodating. Web conferencing platforms has advantages and disadvantages. The advantage of this web conferencing platforms according

the researcher is that there is no need to spend transportation costs when going to the meeting place or at least by using web conferencing and at least reducing travel costs because using web conferencing can make meetings, presentations, and long distance discussions easier and more affordable ; web conferencing platforms supports and has many features needed for presentations, whether remotely, or discussions, for example, such as sharing or presentations using PowerPoint and interactive whiteboards so that all participants can see what is being shared and presented; and another advantage of web conferencing is that it is easier to use anytime and anywhere. Meanwhile, the disadvantage of web conferencing according the researcher is that it requires an internet connection, so if we don't have internet data quota that supports internet connection, we can't run web conferencing; Another drawback is that when we have a bad connection, the web conferencing error will occur or not run smoothly.

Ekawardhana (2020) stated that the advantage of using ZOOM video conference media is that ZOOM provides many very useful features in virtual classes, while the weakness of using ZOOM video conference media is that educators have difficulty paying attention to students because when using the share screen tool, the screen only shows videos from some students. In addition, the regular ZOOM only has 40 minutes, so if the learning material has not been explained, the teacher must invite students back into the room.

Web conferencing platforms is a solution for online learning that provides real-time audio, video, slides, whiteboards, chat and screen sharing. Video features in web conferencing, namely cameras, web conference cameras can be

set in low quality to high quality mode, this is very useful for someone who has signal difficulties or who has a small SIM card quota, for example school students when doing video conferences at home and can also save SIM card quota. During this pandemic, web conferencing is a tool that can be used anytime and anywhere. Web conferencing is very easy for someone who will be doing a class or online meeting such as seminar, workshop, interview, etc.

In connection with the Covid-19 pandemic, to anticipate that the Covid-19 does not spread widely, President Jokowi emphasized that all types of meetings should be conducted online. This has resulted in all kinds of video conferencing platforms gaining popularity due to their frequent use. Policies for studying from home, working from home, and worshipping at home need to be continued to reduce the spread of Covid-19. In education, schools must continue to carry out learning even though it is not done face-to-face meetings. That is why educators must make online learning strategies as needed by students and teachers must be more active and creative in order to carry out teaching and learning activities as effectively as face-to-face meetings. Therefore, teachers need to make online teaching and learning strategies in accordance with the standards of face-to-face learning, but this is done online. Teachers also have to keep students active in doing online learning that is done at home. The use of web conferencing this time is very busy used among education. Besides being used for teaching and learning and online meetings, according to the researcher web conferences can also be used for example, such as lettering competitions, poetry reading competitions, webinars, beauty activities such as Beauty Class and many other activities.

Identification of the Problem

This increasingly soaring pandemic has made government regulations more stringent, all activities are even temporarily suspended. School activities are forced to be carried out online. During the Covid-19 pandemic, school students really need an application or web conference system to continue their schooling which was stopped due to the Covid-19 pandemic. Researcher state that web conferencing or web systems are very useful for students during the Covid-19 pandemic.

In conducting online learning, there are certainly many obstacles faced by teachers and students. From the teacher's point of view, the obstacles experienced when online learning are less than optimal in conveying material to students and not like delivering material directly as teachers usually do when teaching and learning activities at school. From this problem, the teacher might be able to do something so that the material is conveyed optimally, for example, encouraging students to activate the camera and making students not bored in learning.

In terms of students, there must also be many obstacles faced, for example, it is difficult to understand the material because the delivery of teachers in online learning and offline learning is very different. In addition, the facilities provided by the teacher also affect the problem.

Delimitation of the Problem

The researcher limits the problem only by focusing on the difficulties experienced by students when using a web conferencing and the benefits of using web conferencing for students during a pandemic.

Research Questions

1. What are the difficulties experienced by students when using a web conferencing during the Covid-19 pandemic?
2. What are the benefits of using web conferencing for students during the Covid-19 pandemic?

The Objective of the Research

The objective of the research is to find out the difficulties of students in using web conferencing and what benefits students can get after using the web conferencing during the Covid-19 pandemic.

The Significance of the Research

This study is expected to be useful for students, teachers, and future researchers.

Teachers

This research is expected to contribute to all teachers to find out the difficulties in using web conferencing when learning online such as in the delivery of material that is less than optimal and teachers get benefits after using web conferencing when learning online.

Students

The findings can enrich students' knowledge in using web conferencing. In addition, students also know where the difficulty lies in using web conferencing and students know some of the benefits after using this web conferencing during a pandemic.

Researchers

This research is expected to provide information or references to be developed for further research. Researcher hope other researchers evaluate, revise, and modify this research and write further research for other levels and purposes.

The Organization of the Chapter

Knowing web conferencing or web systems that can make it easier for students to study or take online classes. The reason researcher choose web conferencing or web systems as an online learning tool that is easy to use is because it can provide convenience to students when studying and online classes are not hindered by bad connections and can minimize the learning quota that students have wasted. Teachers can also inform that using web conferencing or web systems for the convenience and smoothness of students' online learning. The subjects of this study are students in a private senior high school Muhammadiyah Yogyakarta. The researcher found many complaints to students who did online learning during the Covid-19 pandemic.

In this study, five chapters were presented. The first chapter describes the background of the research, identification of research problems, delimitation of the problem, formulation of research problems, objectives of the research, significant of the research and organization of the study. The second chapter describes the meaning of web conferencing, the steps before using web conferencing, the rules for using web conferencing, and student activities when online classes use web conferencing. The third chapter describes the research methods used. In chapter four describes the findings and discussions, this chapter describes the results of interviews to answer research questions. In chapter five or the last chapter, a summary of this research is presented in the conclusion. Recommendations are also added in this chapter, recommendations for people related to the discussion of this research.