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## Utilization of WhatsApp Application Features and Zoom Cloud Meetings as Online Learning Media during the Covid-19 Pandemic at Madrasah Tsanawiyah An-Nashihin Kademangan

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### Abstract

This study aims to describe the Utilization of WhatsApp Application Features and Zoom Cloud Meetings as Online Learning Media during the Class IX Covid-19 Pandemic at MTs An-Nashihin Kademangan, inhibiting factors and supporting factors in the use of WhatsApp application features and zoom cloud meetings as online learning media. During the covid-19 pandemic class IX at MTs An-nashihin Kademangan and solutions that were carried out to overcome obstacles that occurred in the use of the WhatsApp application features and zoom cloud meetings as online learning media during the covid-19 pandemic class IX at MTs An-Nashihin Kademangan This research was conducted at MTs An-Nashihin Kademangan, South Tangerang City from February 8, 2022, to February 21, 2022. This type of research is qualitative descriptive. The study results show that teachers have utilized the WhatsApp application features and zoom cloud meetings to support online learning activities by utilizing various available features such as photo, video, document, video calls, and video conferencing. From the results of this study, it is recommended that educators further improve their competence regarding the use of ICT so that the readiness to learn using technology-based learning can be maximized.

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## **Introduction**

In 2020 until now, the world was shocked by an outbreak of a virus originating from Wuhan, China, called Corona Virus Disease (Covid-19), which infects almost all countries in the world, including Indonesia; WHO states that this virus is very fast in transmission and can cause Dead. This virus attacks respiratory tract infections such as coughs and colds but is more deadly. Based on Worldometer Coronavirus Causes data, there are 444,289,685 patients exposed to this virus and 6,012,029 people who died, so the outbreak of the spread of this virus is called the Covid-19 pandemic. In these conditions, all teachers or educators must replace learning by using E-learning or online media. Various digital platforms are used to conduct online learning, including WhatsApp, Zoom Cloud Meetings, Google Classroom, etc. Digital platforms need to be supported by good learning facilities and information technology. However, online learning poses a problem and obstacle for students and teachers. Not all students have online learning support facilities, namely cell phones. Therefore students must take turns with their brothers or sisters using their parents' cellphones to do online learning.

Furthermore, with learning using internet technology, some obstacles arise, namely signal interference; signal interference can occur due to unsupportive weather when online learning occurs. Mobile phone memory is full because too much data is stored, and applications are used for online learning. Students who deliberately do not participate in online learning do not have an internet quota to access learning.

Furthermore, students have difficulty understanding the material given by the teacher because the material presented is complicated to understand. Students feel bored and bored because the teacher does not understand ICT. Therefore, based on the explanation above, researchers are interested in conducting research at MTs An-Nashihin Kademangan school because the school is conducting online learning using the WhatsApp application and Zoom Cloud Meetings. In addition, the school is accredited A.

## **Method**

The research method used by researchers in this study is a qualitative approach with a descriptive method. The research method used is qualitative. The methodology is the process, principles, and procedures we use to approach problems and seek answers. Data collection techniques in qualitative research are observations, interviews, and documentation studies.

## **Results and Discussion**

This research was conducted at MTs An-Nashihin Kademangan. This research began on Monday, February 8, 2022, and until February 21, 2022, by conducting observation and interview techniques regarding the use of the WhatsApp application feature and zoom cloud meetings as online learning media during the COVID-19 pandemic in class IX at MTs An-Nashihin Kademangan. Media application is a technology that is very popular at this time, especially in the field of education as a medium of learning in supporting the success of learning activity in the network (Online). Media applications that are currently often used in

online learning at MTs An-Nashihin Kademangan schools are Whatsapp applications, zoom cloud meetings. In addition, service features owned by WhatsApp such as WhatsApp groups, WhatsApp calls, personal chat and emoticons are often used by teachers, sending messages, documents, photos, videos, pdfs, and youtube links if the video is taken from youtube. At the same time, the features used in zoom cloud meetings, video conferences, and chat features can be used to interact directly between teachers and students. Thus learning will be more interesting and fun. Moreover, the internet network can access various owned features for free.

The data collection process was carried out before and during the research. This research was conducted by observing the use of the WhatsApp application features and zoom cloud meetings as online learning media. This study aims to find out how to use the WhatsApp application features and zoom cloud meetings as online learning media during the COVID-19 pandemic by teachers in learning, the obstacles faced, and the solutions are taken to overcome existing obstacles.

Interviews were conducted by the researcher with the principal and teacher representatives consisting of 4 informants, namely Ms. Hj Salmah as principal, SBK teacher, and Fiqh teacher, Ms. Sadarela as Qurdist teacher, and Ms. Hj Suryanah as Aqidah Akhlak teacher and Ms. Mintarsih as crafts teacher. The first interview was conducted with a teacher of fiqh and cultural arts and skills as well as the principal at MTs An-Nashihin Kademangan, the aspect that was asked was the impression when using media applications amid online learning at this time. This is by the conclusions of the researcher's interview with the Principal, Mrs. Hj Salmah, who stated that:

*"Yes, Alhamdulillah, we face it patiently, calmly, and happy because, amid the covid-19 outbreak, we must follow the government's advice to do online learning or learning that is done independently at home, schools use media applications that can be reached by students so that they can help in the learning process. Moreover, thank God this online learning is running smoothly, so our school policy extends the time until the afternoon to do school work because some people use their parents' cellphones with their younger siblings or siblings."*

Second, the online learning process requires preparation from various aspects that support the achievement of learning activities. The question was how the steps for implementing learning activities were carried out utilizing the WhatsApp application features and zoom cloud meetings as online learning. The statement from the crafts teacher, Ibu Mintarsih, stated that:

*"During online learning, it is the same as face-to-face learning, the first one we say hello, the second one by praying first if using zoom cloud meetings, if using WhatsApp I say hello, I say hello to them asking how they are, then we provide support first then Mother reviewed the previous material as a reminder, after that, I just entered the new material."*

Third, regarding the factors that affect the use of the WhatsApp application features and zoom cloud meetings as online learning media, it is found that one of the first supporting factors is the facilities (mobile phones) owned by students, signals, and internet quota. The statement of the Qurdist teacher Ibu Sadarela stated that:

*"In this online learning, students must have cellphones; with cellphones, we can communicate and interact, and then the most important thing in running media applications is quotas and supporting signals."*

Fourth, the interview statement was conducted regarding the inhibiting factors that affect the use of the WhatsApp application features and zoom cloud meetings as learning media, namely that the inhibiting factors were students whose signals were not supported, did not have internet quota, mobile phones that took turns with their brother or sister. As a result, these students do not understand the material being taught, lack interaction between teachers and students, teachers cannot monitor the seriousness of students in learning, and mobile phone memory fills up quickly because of the many applications used. This is a statement from the crafts teacher Ibu Mintarsih stating that:

*"Of course, there are obstacles, such as signal interference, then the lack of motivation to learn from students, do not have internet quota, cannot directly interact and see their seriousness in learning."*

Finally, regarding the solutions given to the inhibiting factors for using the WhatsApp application features and zoom cloud meetings as online learning media, namely the teacher giving additional time for sending assignments, coming directly to the school if you do not have an internet quota or do not have a cellphone, delete some data if the cellphone memory is full, personal chat between students and teachers or between teachers and parents if students do not follow online learning successively. This is by the conclusion of the researcher's interview with the principal, Mrs. Hj Salmah, who stated that:

*"To overcome obstacles, students who do not have internet quotas or cellphones are encouraged to come to the school directly to take part in learning; if using the zoom cloud meeting application, the signal does not support learning is transferred to the WhatsApp application. For assignments.":*

**Table 1. Observation Sheet for Utilizing WhatsApp Application Features and Zoom Cloud Meetings as Online Learning Media**

No	Observed Activities	Answer	
		Held	Not Implemented
1	Teachers Prepare to teach materials/ Online Learning Implementation Plans (RPP)	√	
2	Teacher Determines Schedule and Lesson Plan	√	

3	Teachers Create Study Groups Using Media Applications	√
4	Teachers Enter Students to Join the Online Learning Process	√
5	Teacher Opens Online Learning Class by Saying Greetings	√
6	Greet Students by Asking For News	√
7	The teacher provides related subject matter	√
8	Teachers Provide Opportunities for Students to Think Individually	√
9	The teacher guides students in online learning if there are students who ask questions	√
10	Teacher Gives Instructions in Giving or Collecting Assignments via Online	√
11	Teacher Closes Online Learning by Saying Greetings	√
12	The teacher checks the assignments submitted by students	√
13	Teacher Attends to Students according to the assignments that students have sent	√
14	The teacher makes a report on learning activities	√

## Conclusion

then the teacher gives assignments to students and ends with closing activities; the teacher will close the online learning by thanking the students for participating in online learning activities and at the end by saying hello. Then the features often used are video features, photos, documents, voice notes, WhatsApp groups, and video conferencing on the Zoom cloud meetings application. The ease of online learning is felt by the features that exist in the application of the media and its easy use, making the media application usable by various people. The teacher will close the online learning by thanking the students for participating in online learning activities and, in the end, by saying hello. Then the features often used are video features, photos, documents, voice notes, WhatsApp groups, and video conferencing on the Zoom cloud meetings application. The ease of online learning is felt by the features that exist in the application of the media and its easy use, making the media application usable by various people. The teacher will close the online learning by thanking the students for participating in online learning activities and, in the end, by saying hello. Then the features often used are video features, photos, documents, voice notes, WhatsApp groups, and video conferencing on the Zoom cloud meetings application. The ease of online learning is felt by the features that exist in the application of the media and its easy use, making the media application usable by various people.

Supporting factors in using the WhatsApp application features and zoom cloud meetings as online learning media during the class IX covid-19 pandemic at MTs An-Nashihin Kademangan, namely mobile phones, supporting signals, and internet quotas or internet networks. Meanwhile, the inhibiting factors in using the application features of the WhatsApp application and zoom cloud meetings as online learning media during the Covid-19 pandemic class IX at MTs An-Nashihin, namely signal interference, supporting facilities in online learning, mobile phones that have to take turns with their brothers and sisters. For online learning, students do not have an internet quota, cellphone memory is full, students find it difficult to understand the material that the teacher has given, there is a lack of interaction between students and teachers, and teachers find it difficult to know the seriousness of students in participating in online learning. As a result, students feel bored and bored when participating in online learning activities. The solution to overcome obstacles in using the WhatsApp application features and zoom cloud meetings as online learning media during the Covid-19 pandemic class IX at MTs An-Nashihin Kademangan carried out by teachers is to minimize all obstacles, both from internet network disturbances, by extending the delivery time of assignments. Until the evening, making the subject matter simpler and easier to understand, interacting with students when collecting workbooks for school, and conducting learning using the Zoom cloud meetingsalangan application.

Moreover, students feel bored and bored when participating in online learning activities. Therefore, the solution to overcome obstacles in using the WhatsApp application features and zoom cloud meetings as online learning media during the Covid-19 pandemic class IX at MTs An-Nashihin Kademangan carried out by teachers is to minimize all obstacles, both from internet network disturbances, by extending the delivery time of assignments. Until the evening, making the subject matter simpler and easier to understand, interacting with students when collecting workbooks for school, and conducting learning using the Zoom cloud meetingsalangan application. Moreover, students feel bored and bored when participating in online learning activities. Therefore, the solution to overcome obstacles in using the WhatsApp application features and zoom cloud meetings as online learning media during the Covid-19 pandemic class IX at MTs An-Nashihin Kademangan carried out by teachers is to minimize all obstacles, both from internet network disturbances, by extending the delivery time of assignments. Until the evening, making the subject matter simpler and easier to understand, interacting with students when collecting workbooks for school, and conducting learning using the Zoom cloud meetingsalangan application.

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