

## Students' Perception of Using Microsoft Teams in English Online Learning at SMAN 10 Pinrang

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### Abstract

This study aims to explore students' perception of Using Microsoft teams in English Online Learning. The present study applies descriptive qualitative method to achieve the research objectives, the data collected were in the form of questionnaire and interviews. The subject of this study was students of SMAN 10 Pinrang class XII IPA 3 academic 2021/2022. The sample of the questionnaire were 29 students, and the interview were 5 students who were taken using simple cluster random sampling technique. Based on the results of the study, researchers found that students' perception of the use of Microsoft teams in English online learning as a flexible, affective, effective and facilitate interaction between teachers and students continues to run smoothly during online learning. Of the 29 students who filled out the questionnaire, 22 students agreed that online learning using Microsoft teams is more effective because it comes with a variety of complete features that can make it easier for students to learn online during a pandemic.

**Keywords:** Students' Perception, Microsoft Teams, English Online Learning

### INTRODUCTION

Since the dangerous virus COVID-19 was first detected in Wuhan, South China, in November 2019, the Indonesian government has taken the necessary steps to closely monitor the World Health Organization's (WHO) situation report on the COVID-19 outbreak around the world. The virus then quickly spread across the world. On March, the President, Joko Widodo adopted some measures to achieve social distancing in the community, four days after WHO reported COVID-19 as the pandemic. He encouraged people to work, study, and practice religion from their home. So, some local governments decided to implement policies to dismiss schools and

began implementing learning methods with online systems. This government policy is effectively enforced in several provinces in Indonesia on Monday, March 16, 2020, which is also followed by other provinces.

Online learning became a model of mainstream learning interactions in the pandemic COVID-19. Online learning effective in allowing teachers and students to interact in virtual classes that can be accessed anywhere and anytime. Therefore, in the current system of distance learning educators must be good at selecting and designing online learning media as part of their teaching planning, so that students have an interest in learning and can understand the lessons given by educators carefully. The learning model conducted by educators has an important role in the success of education. According to Situmorang Adi S. et al. (2020), educators must always be able to choose and apply the right model in accordance with the subject taught.

In addition to choosing a learning model that attracts educators must also choose online learning media to use. There are so many online learning media that have been used by teachers and lecturers in conveying learning messages (teaching materials) to their students. Many applications can be used to support online learning process such as WhatsApp, Telegram, Google Classroom, Zoom, Google Meet, Microsoft Teams etc. In addition, the government also recommends that some learning applications to help other learning process such as Ruangguru, SekolahMu, Quipper, Kelas Pintar, Zenius, etc.

According to Poston (2020), Microsoft Teams is a fantastic platform for virtual meetings, collaboration, and even class recording. The emergence of online learning media has been around for a long time, but it is increasingly spreading in Indonesia during the COVID-19 pandemic as many schools and universities turn to distance learning, and one ready-made tool for the job is Microsoft Teams for Education. Microsoft Teams for Education is one of the online learning media designed in Microsoft 365 and as an alternative medium of learning that is popularly used in online learning.

By using Microsoft Teams in online collaborative learning to enable the avoidance of learning alone, every member involved in online collaboratives can share each other's resources and skills, making it easier to get each member's information, evaluate ideas, monitor each other's work. This application has been used during this Pandemic 19 by Students especially in SMAN 10 Pinrang. so, Microsoft Teams is chosen in this proposal to be investigated because there are some problems experienced by students, such as internet network constraints that are not as good as in the city, but in those schools, there are already many teachers who use this Microsoft Teams application as a teaching media and as an online learning media for students, especially in English online learning. Tri Andika (2021) in his research entitled "Exploring EFL Students' perceptions on learning English through Microsoft Teams" revealed that most students find it difficult to do their assignments because of internet problems. The internet problem in question are the limited internet facilities and poor networks make learning activities disrupted. While another of the disadvantages of this Microsoft Teams application is that users must have a strong internet network to be able to access this application. Therefore, researchers want to know students' perception of Microsoft Teams application in order to be an evaluation for teachers in choosing learning media.

A study from Ahmad Ridho Rojabi entitled "Exploring EFL Students' Perception of Online Learning via Microsoft Teams" (2020) found that the students' learning environment is

optimally supported by an online class through Microsoft Teams. The majority of study participants had a favorable opinion of the students' learning experience in an online class. The respondents' positive opinion stemmed from their experience with Microsoft Teams in online learning. Different with Ahmad Ridho Rojabi, a study from Indi Rakhmawati & Dwi Sulistianingsih (2020) entitled "Analisis Proses Pembelajaran Matematika Berbantuan Microsoft Teams Terhadap Minat Belajar Siswa Kelas XI SMA" has found that learning mathematics using the program has some technical problems. First, the signal sometimes cut off. Second, it is difficult to show the part that students don't understand due to limited time and media. Therefore, it is more difficult and less flexible to use Microsoft Teams in teaching math than explaining face-to-face to the students on the blackboard because subjects like arithmetic are easier when taught directly.

Based on the explanation above, it can be inferred that online learning through Microsoft Teams has its own set of benefits and risks, and everyone has their own thought about online testing. Some people believe that online learning with Microsoft Teams is a good idea, while others believe that online learning with Microsoft Teams is inefficient. As a result, the researcher is motivated to conduct research at SMAN 10 Pinrang on students' perceptions of using Microsoft Teams in English online learning. The researcher can learn how students perceive about online learning using Microsoft Teams at SMAN 10 Pinrang,

### **E-Learning through Microsoft Teams**

According to Bonk Curtis J. (2002) impliedly suggested in the online training survey in the Online World the concept of online learning is the same as e-learning. According to Reza Rosyitawati (2018), Online learning is commonly used as a media that promotes education, as well as a form of learning that takes place not just in the classroom but also on the internet or through computer devices.

According to (Adi Suarman Situmorang,2020), Microsoft Teams for Education is an excellent tool for increasing students' interest in learning. Microsoft Teams is a digital hub that brings conversations, content, assignments, and apps together in one place, enabling teachers to create dynamic learning environments. Microsoft aims to offer distance learning experiences as personal, engaging and socially connected as classroom learning. Microsoft Teams allows students and teachers to stay in touch and help each other use conversations and can feel like they're meeting in person using in-person meetings. Teachers can track students' progress in their daily work using Assignments. And just like in the classroom, teachers can use Team apps and functions to support how they work best (Office 365 Teams, 2020).

### **METHOD**

The qualitative method was used in the design of this study. Regarding the meaning of qualitative research, as cited in a book titled Metode Penelitian Kualitatif dalam Ilmu Sosial, Pendidikan, Kebudayaan dan Keagamaan (2018) from Sutopo and Arief (2010), concluded several expert opinions, namely: (1) describing and analyzing phenomena, events, social activities, attitudes, beliefs, perceptions, thoughts of people individually and in groups, (2) planned activities to capture practice. According to Alhamid and Anufia (2019), one of the characteristics of qualitative research is the researcher as an instrument; however, other instruments such as

questionnaires, interviews, observations, and so on are also used. Its purpose is to serve as a key instrument to assist the researcher in his or her work. The results of questionnaires or online surveys were analyzed descriptively first, and then the results of interviews were analyzed thematically. This study aimed to determine student's perception of using Microsoft Teams in English online learning at SMAN 10 Pinrang. In order to collect data, the researcher applied two instruments. They are questionnaire and interview. Both instruments were used to obtain the depth and rational data and answer the research questions in the problem statement.

## FINDINGS AND DISCUSSION

The findings of the research show the result of the questionnaire and interview to answer the research questions in the first chapter. The research question is "What is the students' perception of using Microsoft Teams in English Online Learning at SMAN 10 Pinrang?" The researcher collected data through questionnaire and interview. There are twenty-nine students of the third-grade students of XII MIPA 3, SMAN 10 Pinrang taken as respondents in this research. Based on the data result found seven themes, namely flexibility, affective, social interaction, effectiveness, reliability, efficiency and improve academic achievement. Each theme has its own advantages and problems.

### Flexibility in English Online Learning using Microsoft Teams

From the result of the questionnaire, we can see that dominant students answered agree about Microsoft teams easy to use in English online learning. It can be seen from students' comments:

**(Student 3, 24/09/2021)**

*... Fitur-fitur dari Microsoft teams ini menurutku menarik dan sangat lengkap kak, apalagi kalau mau join ke vicon (video conference) itu mudah sekali karena tidak pake kode dan password. (I find the features of Microsoft Teams interesting and very complete, sis, especially if you want to join video conference) it's very easy because you don't use a code and password).*

### Affective in English Online Learning using Microsoft Teams

Affective is everything related to attitudes, characters, behaviours, interests, emotions, and values that exist in each individuals. According to some experts, this affective is closely related to cognitive. This relates to students using Microsoft teams during pandemics. The use of Microsoft teams is a new thing encountered by students so that it gives rise to a variety of attitudes, behaviours and emotions that arise from individual students during the use of Microsoft teams.

The result from five statements on the questionnaire that related with affective show that so many students agree to use Microsoft teams in English online learning and most of students believe that using Microsoft teams can motivate them to improve their skills in English. Moreover, most of students feel very fun to learn English using Microsoft teams because the features those are provided in Microsoft teams are interesting. So, Microsoft teams have positive affective in students during English online learning.

### Social interaction in English Online Learning using Microsoft Teams

Interaction between students and teachers is very important to build communication in

the learning process because interaction is an important factor that will help students in achieving optimal learning goals. From the result of the questionnaire, we can see that dominant students answered agree about Microsoft teams make easy to communicating and active participating in learning process. It can be seen from students' comment:

**(Students 3, 24/09/21)**

*...aplikasi ini sangat bagus karena memudahkan kita berkomunikasi Langsung dengan guru dan teman-teman selama pandemi.* (This app is great because it makes it easy for us to communicate directly with teachers and friends during pandemics).

### **Effectiveness of English Online Learning using Microsoft teams**

According to Ahmad Ridho Rojabi (2020), that One of the effective online learning platforms is Microsoft Teams, it is a cloud app digital hub that brings conversations, meetings, files and apps together in a single Learning Management System (LMS). Based on the results of questionnaires and interviews many students who say that Microsoft teams is one of the applications that are effectively used in online learning and provide maximum results because it has complete features in facilitating students to learn online. This is evidenced by the students' answers when interviewed when asked about question "Bagaimana terkait fitur-fitur yang disediakan oleh Microsoft teams? (How about the features that Microsoft Teams provides?)". and this was revealed from the data obtained on interview below:

**(Student 1, 24/09/2021)**

*... Fitur yang diberikan sudah sangat bagus dan memudahkan saya memahami cara menggunakan penggunaan Microsoft Teams, kak.* (The features provided are very good and make it easier for me to understand how to use Microsoft Teams)

### **Reliability using Microsoft Teams in Online Learning**

Reliability is the ability of applications used in information systems to be able to operate without experiencing significant errors in the long term and reliable in the process of retrieving, processing, and presenting information and data with a good level of truth/confidence. In addition, the system can also display the necessary data and information in a timely and always new manner. One of the important things in online learning is to have a good internet network, as we know one of the shortcomings of Microsoft teams is that students must provide a good and stable internet connection.

**Student 2, 24/09/2021)**

*... Kalau masalah yang sering saya temui kak, yaitu jaringan internet kadang tidak bagus.* (The problem that I often encounter, Sis, is that the internet network is sometimes not good).

**(Student 3, 24/09/2021)**

*...Kendala yang biasa saya dapat kak*

*adanya kendala jaringan pada proses pembelajaran dimulai kadang koneksinya buruk. (The problem I usually get is that there are network problems when the learning process starts, sometimes the connection is bad.).*

Based on students' comments above the many students have same problem that is have bad internet connection when the learning process starts, because of bad connection some students faced the response access of Microsoft teams is very slow and usually out from the application, so students cannot understand the material from teacher explanation clearly. This is related to the research conducted by Andi Saputra (2021) find that technical problem is one of the reason factors because online learning media often experience errors when accessed simultaneously by many people. It can be seen from students' comment:

**(Student 4, 24/09/2021)**

*...Masalah yang kadang kutemui kak, biasanya akses responnya sangat lambat dan biasa juga langsung keluar dari aplikasi karena jaringan jelek. (A problem that I sometimes encounter, Sis, usually the response access is very slow and usually leaves the application because the network is bad).*

### **Efficiency in online learning using Microsoft teams.**

Microsoft Teams is a digital hub that brings together conversations, content, tasks, and apps in one place, enabling teachers to create dynamic learning environments. Microsoft Teams is one of the e-learning that is widely used by schools in doing online learning. According to L.Tjokro (2009) One of the advantages of e-learning is that it has a low cost because it can hold learning activities anywhere and anytime. But, one of the disadvantages of Microsoft Teams is that the bandwidth usage of Microsoft Teams applications is greater than other online meeting applications. So, more quotas are also needed for the use of this application, so it cannot be said to be cost efficient because not all students have the same economy to provide internet quotas. It can be seen from students comment:

**(Student 1, 24/09/2021)**

*...Mengenai biaya kak, Microsoft teams itu selain harus memiliki jaringan yang bagus untuk di akses kita juga harus menyiapkan banyak kuota kak. (Regarding cost, sis. Microsoft teams that in addition to having to have a good network for access we also have to prepare a lot of internet data.).*

### **Improve Academic Achievement**

During the pandemic teachers do their best for online learning, such as preparing materials, choosing methods and media to be used to learn online in order to achieve learning goals. Therefore, students follow the changes in learning models used by teachers in order to still be learn and the knowledge students can continue to increase. But the expectations of teachers do not match the reality because some students feel that during online learning, score and knowledge does not increase because during online learning many systems problem student faced when the learning process is ongoing that makes them not maximal in following online learning. It can be

seen from students comment:

**(Student 4, 24/09/2021)**

*...Nilai dan pengetahuanku tidak meningkat kak karena sulit dipahami kalau lagi menjelaskan Pak Guru/Ibu karena biasa langsung jelek jaringan/menghilang jadi apa yang dijelaskan biasa tidak jelas. (My grades and knowledge do not increase, Sis, because it is difficult to understand when the teacher explains because the network usually goes bad/disappears, so what the teacher explained is usually not clear).*

## **Discussion**

The discussion part reveals the findings related to the students' perception of using Microsoft teams in English online learning. In line with the result of questionnaire and interview, the researcher found that the students had positive perception of using Microsoft teams' application in English Online Learning. Based on the considerations of the discussion, the researcher concludes that there are several indicators or factors that make Microsoft teams in English Online Learning got a positive response. First, there are many positive perceptions that students found during online learning such as flexibility most of students have positive perception that Microsoft teams has complete futures and easy to access. Second, affective most of students believe that using Microsoft teams can motivate them to improve their skills in English and feel very fun to learn English using Microsoft teams because the features those are provided in Microsoft teams are interesting. Third, social interaction most of students think that social interaction between teachers and students continued smoothly because when they want to communicate with teachers and friends in online classes, Microsoft teams make it easier for them to communicate when learning takes place. Not only that, of the 29 students who filled out the questionnaire, there were 22 students who agreed that studying online using Microsoft teams is more effective than using other applications, because it is equipped with a variety of complete features that can facilitate students in learning online during the pandemic.

Besides positive perception, Microsoft Teams also has negative perception based on the students' responses. Regarding to result of the data from findings which showed that there are three themes are categorized in negative perception, they are reliability, efficiency, and improve academic achievement, it could not be separated from disadvantages of Microsoft teams application itself.

## **CONCLUSION**

It can be concluded that the students' perception of using Microsoft Teams in English online learning at SMAN 10 Pinrang has many positive perceptions. It was supported from the questionnaire and interview which showed that so many students had positive perception in every response. from seven themes which was found, four of them are included in positive perception are flexibility, affective, social interaction and effectiveness. Furthermore, the students' explanation about perception of Microsoft teams explained that Microsoft teams is a good and interesting online learning tool, has good features especially for learning English, but there are some problems that students find during online learning such as bad internet connection, not efficient because spend a lot of money for buy internet data (kuota) and not improve students'

academic achievement. And finally, Microsoft teams are recommended to be used in online learning for schools in big cities or in areas that have good networks, and Microsoft teams are not recommended for use in villages with poor internet networks.

Teachers can use Microsoft teams as an online learning tool in English learning but in environment whom has good internet connection. The current study uses a small sample; Generalizations of this are limited. However, this study has provided a view of students' perceptions of using Microsoft teams in English online learning. Future research should investigate the importance of student interaction and learning environments in online learning as well as student satisfaction in online learning through Microsoft Teams. Additional research can expand the sample of students to explore a broader choice of majors and grade levels.

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