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## Using Zoom Meetings in Speaking Skills of English for Nurses

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### Abstract

This research aimed to analyze the use of Zoom Meetings in teaching speaking skills in English, particularly in English for Nurses (EFN) subject. The research employed a mixed-method design. There were 60 participants involved in this research. Data were collected using questionnaires and interviews. Based on the findings in the convenience aspect, 67% of participants stated strongly agree, 17% of participants agreed, and 16% disagreed on the ease of using the video conferencing feature. Furthermore, 83% of participants agreed, and 17% disagreed on the effectiveness of Zoom Meetings, which can help participants become more productive in learning EFN. In terms of the effectiveness of the use of Zoom Meetings in speaking skills, 67% of participants agreed, and 33% disagreed with this application. Additionally, the interview results also showed that participants feel much helped by having Zoom Meetings as a learning platform in learning to speak because they can interact face-to-face with the lecturer and other students. They also stated that it is helpful to increase their confidence when speaking English. However, there are also weaknesses in using Zoom Meetings in terms of Internet network constraints, which must be stable and strong. Afterward, the duration of the limited Zoom Meetings is very limited because it takes quite a long time when speaking. It indicates that the use of Zoom Meetings from the aspect of convenience, benefits, and usability of Zoom Meetings is very effective in learning, especially in learning Speaking in EFN.

### Keywords

Effectiveness, English for nurse zoom meeting, speaking skills

### Article History

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## Introduction

Education is a vital aspect in the development of a country. Good quality of education affects the intellectual development, skills, and adaptability of individuals in facing changes and demands of the world of work. In this digital era, technology is a potential means to improve the quality of education (Khusnaeni, 2024). By having an education is expected to be able to find out information or knowledge, train each talent to be more skilled and develop someone's personal characters (Nurhayanti et al., 2021). Moreover, an education become very essential to everyone in order to develop self-potential, skills, intelligence, and can form personality; however, during the pandemic of Covid-19, normal lectures have not been carried out.

In facing the pandemic of Covid-19 is one of the best ways for every university to implement lecture activities based on technology. Learning activities using technology-based equipment at universities can have a positive impact because students have access to internet technology, which adds to the complexity of the educational process. Research stated that their university is always pursuing this goal and aims to be a university with complete facilities that are easy for students to use (Devia et al., 2024). Furthermore, technology opens the door to new learning methods that were previously impossible (Judijanto et al., 2024). Information technology is a technology that can be used to obtain, send, process, interpret, store, organize, and use data meaningfully to obtain quality information, namely relatable, accurate, and timely information (DS et al., 2022). The best way to conduct study during the pandemic is online learning.

This online learning is also called e-learning, in which the students can communicate with lecturers at any time (Firmansyah, 2020). E-learning is supported by internet and technology to deliver material with a wide cope. E-learning is an application created to overcome limitations between lecturers and students, especially in terms of space and time. With e-learning, lecturers and students do not have to be in the same space and time, and learning activities can run ignoring these two things (Monica & Fitriawati, 2020). Online learning is a solution in the midst of the COVID-19 pandemic that can not only applied to higher education, but vocational education that prioritizes skills through the eyes Practical lectures can also carry out online lectures (Maulana, 2021). In the online process of teaching and learning, the lecturers and students were forced to engage in online activities, this has a significant impact on the student's learning experience during the covid-19 pandemic (Etfita et al., 2022). E-learning become of the alternative learning in the pandemic of covid-19. Furthermore, the existence of e-learning allows the process of education without direct face to face and the knowledge development among students can do easily (Martiani, 2021). The integration of technology in education offers extensive opportunities to improve the quality of learning and prepare students with relevant skills for the future. The teaching and learning process becomes more interactive, collaborative and personalized, all of which contribute to a richer and more meaningful learning experience (Judijanto et al., 2024). In

line, Hidayat et al. (2022) stated that online learning is interactive, attractive, accessible and flexible; moreover, online learning media is implemented as a means to increase the efficiency and effectiveness of learning. Furthermore, online learning media can overcome the limitations of space and time, generate enthusiasm in learning and provide students the opportunity to interact with the learning environment directly.

In previous years, online learning may not have been something new for students since the pandemic of Covid-19 changed the educational system, particularly in Indonesia. In addition, technological advances now allow students to study completely online while still socializing with classmates, learning during courses, and participating in ongoing subject-specific discussions via video conferences, documents, digital, and others (Firmansyah, 2020a). Besides, online learning requires various types of digital platforms to support the smooth and continuity of the online learning and teaching process. There are many types with their respective advantages of existing digital platforms. One digital platform that is popular and widely used in online learning is Zoom Meeting. Zoom Meeting is used by most universities in Indonesia because it can combine video conferencing, chat, online meetings, and mobile collaboration with various interesting features (Erna et al., 2022). By using the zoom meeting application, students can use it as effectively as possible to online lecture activities. Therefore, there needs to be a sense of mutual understanding between lecturers and students in the conditions of the COVID-19 pandemic (Fitriana et al., 2022). Furthermore, virtual meeting platforms, such as Zoom, have become essential to medical education during the SARS-CoV-2 pandemic (Ohnigian et al., 2021).

One of the advantages using Zoom Meetings are considered practical and efficient for students because the communication between students and also lecturers is easier than communication in writing or through short messages practical for students, thus, by the existence of Zoom Meeting application, hopefully support the students in terms of online-based learning; therefore, the students can apply this application as effectively as possible (Supiyanto et al., 2022). Based on the results of data analysis from filling in student questionnaires, it can be concluded that the online learning system using Zoom in elementary schools is effectively used, with the percentage of students understanding learning is 72.50%. (Hidayat et al., 2022). From the result in elementary school the implementation of Zoom Meeting is successful, for sure, the implementation in university students is also successful and must be better.

On the other hand, learning a language during a pandemic certainly has some obstacles and challenges. Language is a communication tool that humans use to establish relationships with other people. With language, people can convey ideas, thoughts, feelings, and messages to other people, so that communication occurs (Sulastri et al., 2013). In this era of globalization, language has an essential role, especially the function of language as a communication tool. One of the languages that must be mastered is English because it is an international language, and is used as a tool for communicating verbally and in writing

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(Hotimah, 2019). In language learning, four types of skills that are very interrelated and essential to master, such as listening, speaking, reading, and writing.

In contrast, in the era of online learning, educators often encounter some problems, namely the passiveness of students' engagement in class (Hastomo & Septiyana, 2022). This problem is a challenge for educators in dealing with technology-based education. Educators are required to be able to master the development of the times for the progress and good of a nation, in this case, especially the world of education (Amuntai et al., 2023). Technological developments that are as advanced as can facilitate online learning during the pandemic even until now, plus with many digital platforms that are very sophisticated and have features that can support learning activities. Lecturers and students are required to be able to keep up with the development of digital technology for the smooth learning and teaching process activities (Suryati et al., 2023). There are many technologies available for online learning, however, sometimes they create a lot of difficulties. Some of the difficulties are problems which associated with modern technology range from errors in downloading, installation issues, login problems, audio and video problems and many more. Furthermore, sometimes students also find online learning to be boring and unengaging. The online learning has much of time and flexibility that the students never find time to do it. Personal attention is also a huge issue in online learning; the students need two-way interaction which sometimes gets difficult to implement. The learning process could not find its full potential until the students practice what they learn (Dhawan, 2020)

In online learning at *ITEKES Bali*, there are limitations in language teaching where educators and students cannot interact directly in real terms in conveying ideas or practicing speaking skills in English. It can make students experience problems in developing and improving their speaking skills, and the students need the precise forum or media to facilitate learning activities so they can develop their English-speaking skills optimally even when learning online. Learning during this pandemic uses online teaching where learning is assisted using digital platform media with various features, one of which is using Zoom Meeting. Using Zoom Meeting is very useful because the students can be facilitated to carry out practice activities in speaking English online by using the video conferencing feature, in which students and educators can meet face-to-face online and interact with each other. English learning activities using Zoom Meeting at *ITEKES Bali* have been carried out so that they can provide maximum teaching and students can be well facilitated, especially in teaching English for Nurses (EFN) subject in developing speaking skills. The role of language cannot be separated from the aspect of education, where its application is significant during the learning and teaching process. In this case, language is necessary not only for teaching communication skills but also for science mastery (Alhadi et al., 2023) Furthermore, the urgency of this research is that the researcher needs to analyze the effectiveness of learning using the digital media Zoom Meeting in English language learning, especially in developing English speaking skills in EFN subjects. Based on these problems, researchers conducted research regarding the effectiveness of using Zoom Meetings in

learning English in developing speaking skills at ITEKES Bali for second-year students to determine the improvement in students' speaking skills.

## **Methodology**

### ***Research design, site, and participants***

This research employed a mixed-method design with a descriptive approach. The data were analyzed descriptively in words and sentences according to the conditions obtained from questionnaires and interview results. Mixed-method research combines qualitative and quantitative techniques in collecting the research data (Sandelowski, 2000). In addition, the descriptive approach is to create systematic, factual, /and accurate descriptions, images, or paintings regarding the facts, characteristics, and relationships between the phenomena being investigated (Prasanti, 2018). The population in this research were second-semester bachelor of nursing students studying English nursing courses at Institute of Technology and Health (ITEKES) Bali for the 2021/2022 academic year. Meanwhile, the participants consisted of 60 students.

### ***Data collection and analysis***

Data were collected using a questionnaire that has gone through expert testing for face validity, which was then distributed to participants in the form of a link in a Google Form. The participants were given a time limit in responding to the questionnaire, namely 1x24 hours. Afterward, the participants were asked several questions in the interview to support the results of the answers to the questionnaire obtained previously via Google Forms. The outline of the question is as follows: (a) Student responses to the resources available in the Zoom Meetings as a learning media. (b) Student responses to activities in Zoom Meetings as a learning media. (c) Student responses to the support available in Zoom Meetings as a learning media. (d) Student responses to evaluations in Zoom Meetings as a learning media. Furthermore, the data obtained was analyzed descriptively through an interactive analysis model, and this analysis model was divided into four stages (Rijali, 2018). (1) Data collection. Data obtained from open questionnaires, interviews, and observations are recorded in field notes, which consist of two parts, namely descriptive and reflective.

Descriptive notes are natural notes (notes about what the researcher saw, heard, witnessed, and experienced without the researcher's opinions and interpretations regarding the phenomena experienced. Meanwhile, reflective notes contain the researcher's impressions, comments, opinions, and interpretations about the findings, and materials for data collection plans for the next stage. (2) Data reduction. After the data has been collected, data reduction is carried out to select relevant and meaningful data, focusing on data that leads to problem-solving, discovery, meaning, or answering research questions. Furthermore, simplify and organize systematically and explain the essential things about the findings and

their meaning in the table. (3) Presentation of data. Presentation of data in written form or the purpose of presenting data is to combine information so that it can describe the situation that occurred. (4) Conclusion. The research process takes place, as well as the data reduction process. After the data collected is sufficient, it is then concluded.

### **Findings and Discussion**

The data obtained in this research were the result of analyzing the effectiveness of using Zoom Meetings as a learning media for English speaking skills in the English for Nurses (EFN) subject. Furthermore, the data was analyzed according to the steps specified in the previous chapter. This research was carried out at *ITEKES Bali* on students in the second year of the Bachelor of Nursing Study Program, Semester IV, academic year 2021/2022. *ITEKES Bali* is located at Jalan Tukad Balian No. 8 Renon Denpasar, Bali. In this research, 60 students were selected as samples through the purposive sampling technique. Based on the data obtained, most participants stated that Zoom Meeting was very helpful in online learning for speaking skills. This research analyzed the effectiveness of using Zoom Meeting media in speaking skills in online learning during the pandemic. There are some aspects that investigated in this research. Firstly, about the ease of using Zoom meeting video conferencing. The second one is about the Zoom Meeting application helps to be productive in learning English for Nurses. Lastly, it is about using Zoom Meeting to improve speaking skills in English for Nurses.

Since we were impacted by the pandemic, the online learning become the best way to conduct teaching and learning activity. This situation made all the educational institutions in Indonesia have to think the online learning including higher institution also conduct online learning. As we know there are many platforms can help the online learning process including Zoom Meetings. Every single online learning platform has its own advantages and disadvantages for teaching and learning process. The Zoom Meetings itself widely used by the institutions for supporting online learning process including *ITEKES Bali*. One of the reasons we applied Zoom Meeting in the teaching and learning process because of its features that can support both the lecturers and students in video conferencing. As we know, it is better teaching when we can interact directly with the students in the video conferencing, so that we can see and control our students in the teaching learning process; moreover, we can help them directly when they have something unclear with the teaching materials and help them to answer the questions.

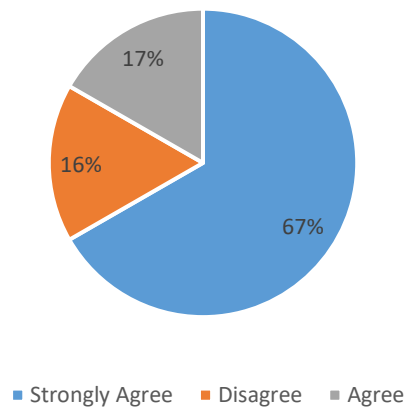
One of the subjects that employed Zoom Meeting in the online learning process is English for Nurses. This subject emphasized the students to learn and master English skill in term of health. Thus, every language skill should be mastered well by the students including speaking because they will interact to the patients and explain the things about health to their patients. It is very needed to apply the best teaching and learning platform in conducting online learning during the pandemic of Covid-19 to meet the needs of students in learning English for Nurses. From the first aspect, it is found that the majority of the participant 67% strongly agreed for the ease using video conference in Zoom meeting.



### *The ease of using video conference in zoom meeting*

There are some aspects that we find out from the use of Zoom Meeting during online learning for speaking skill. Firstly, the results of this research were on the aspect of the ease of the Zoom Meeting video conference feature use, as in the figure below.

**Figure 1.** *The ease of using the video conference in Zoom Meeting*



Based on the picture above, 67% of participants stated that they strongly agreed, then, 17% of participants agreed, and 16% disagreed with the ease of using the video conference feature in the Zoom Meeting. To support the results from the data on the Google Form, interviews were conducted with participants, and the results of the interviews also stated that they did not encounter any difficulties when using Zoom Meeting because the application was easy to use and the features in the Zoom Meeting application were easy to understand for use in learning. In addition, [Setiani \(2020\)](#) stated that it compensates by providing features that can support the teaching and learning process, such as the share screen feature, so teachers can present their presentation slides through this feature. Furthermore, the video conference feature can be used to see students while the teacher is teaching with the audio feature. [Setiawan et al. \(2021\)](#) found that the use of Zoom Meetings supported the distance learning because of the learning presentations remains visual, verbal, time saving and the material contained in it is able to access again. Zoom Meetings was effective in online learning because the students felt more comfortable using it. It made the students more independent and encourage the students more active and the features make learning become more interesting ([Firmansyah, 2020](#)). The result is also supported by [Putri and Wulandari \(2021\)](#) stated that Zoom Meeting application as e-learning media has successfully achieving students understanding generally in the pandemic through its features which supported e learning.

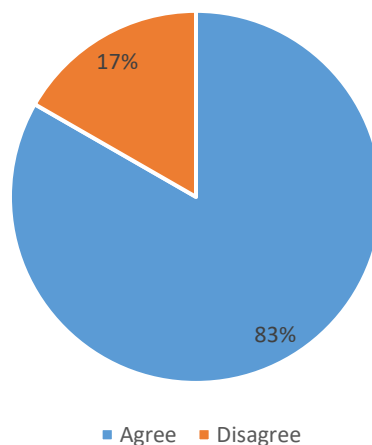
Besides, the advantages of the use of this Zoom Meeting are assessed practical and efficient for students, because by using this Zoom Meeting Communication between students and lecturers easier than communicating in writing ([Haqien & Rahman, 2020](#)). Furthermore, online learning using the zoom meeting was quite effective, this Zoom

meeting allows online learning to be face-to-face, just like in a classroom. The zoom meeting's features are very easy to use and make the learning more interesting, however, the learning process will be paused if you do not use premium Zoom (Irmada & Yatri, 2021)

*The zoom meeting helps to be productive in learning English for nurses*

Secondly, in the usability aspect, participants stated that the Zoom Meeting application helped them become more effective in learning English for Nurses. These results are in the following figure.

**Figure. 2.** *The Zoom Meeting application helps to be productive in learning English for Nurses*



Based on the data above, the results showed that the Zoom Meeting application helped participants be productive in English for Nurses. There were 83% of participants agreed, and 17% of participants disagreed with it. These results show that most participants felt they became more productive in learning English even though it was online. The interview results also illustrate that Zoom Meetings can help participants to be more productive in learning English, especially English for Nurses because the participants can interact directly with the video conference feature in this application. Additionally, Wulandari (2021) stated that the Zoom Meeting application is an e-learning media that can help to achieve student understanding during the pandemic through various features that support the implementation of e-learning, it happened after all parties involved. Furthermore, Mu'awanah et al. (2021) revealed learning English using Zoom Meetings helped the students to practice English, the teaching and learning process became more effective; moreover, it facilitated the interaction and communication between teacher-students because the its features supported the distance English learning. Others research also supported the current research that found Zoom meeting is effective as learning media supporting the learning process that can be seen from the increase of reading skills in the second cycle which the students achieved completeness scores (Wamesea et al., 2021). Previous study also found that Zoom Meetings has many advantages compared to various



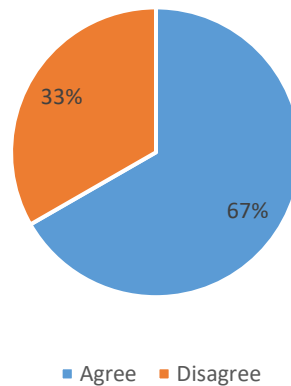
similar application; thus, Zoom Meeting is very suitable choice learning media during the pandemic of Covid-19 (Marsiding, 2021).

In line with the previous paragraph, the Zoom Meeting app was better because, in the application of Zoom Meeting communication between individuals was done orally compared to the use of a learning application that conducted written communication activities according to education communication theory. Zoom Meeting app was better because, in the application of Zoom Meeting communication between individuals was done orally compared to the use of a learning application that conducted written communication activities according to education communication theory (Haqien & Rahman, 2020). Based on the results of the study, it was obtained that online learning using the Zoom application has been effective. Online learning received a very good response from students because of the more flexible learning during use it. In online learning, students are more independent and encourage students to be more active in research. Lots of features in Zoom making learning more interesting (Monica & Fitriawati, 2020).

### *The Zoom meeting improve speaking skills*

Next, research results showing the effectiveness of using Zoom Meetings on speaking skills showed the following results.

**Figure 3.** *Using Zoom Meeting to improve speaking skills*



Based on the data above, 67% of participants agree, and 33% of participants disagree with the statement that Zoom Meetings can help improve English speaking skills. The interview results also stated that the Zoom Meeting application helped participants speak English, especially in the English Nursing (EFN) subject at ITEKES Bali. This application helps the students to meet face-to-face with lecturers and carry out speaking lessons and can directly train students' self-confidence in speaking English in online learning. Furthermore, by using Zoom Meeting, students feel very helpful because they can chat directly with the participants in the Zoom Meeting and also the teacher. Current research is also supported by Siregar et al. (2023) stated that learning English-speaking

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using Zoom Meeting provides convenience in the process of teaching and learning, furthermore, it has positive impact particularly on students' English-speaking skill. Additionally, Marsiding (2021) stated that the Zoom Meeting application has its advantages compared to other similar learning applications because students and teachers can communicate verbally and face-to-face in the classroom. Another study also described that from the interview about the Zoom meeting as alternative media such as face to face, telephone, and other video conferencing services, platform, and product has highly satisfaction from the users (Archibald et al., 2019).

Moreover, zoom meeting platform gives the students positive impact to reduce the speaking anxiety in classroom interaction; besides, it makes the students felt easier, more confident and reduce their anxiety in speaking (Setiawan et al., 2021). The benefits of using zoom meetings are considered efficient and practical for students because by using the application of zoom meeting as a teaching media, the communication between students and teachers is easier the communicating through chat or writing (Nurhayanti et al., 2021). Other opinion also stated that one of digital platforms in online learning for teaching and learning process is zoom meeting that is effective during the pandemic era. It supports the online learning with various supporting features including video conferencing in zoom meeting (Suryati et al., 2023).

### *The weaknesses of Zoom meeting*

Regarding the weaknesses of Zoom Meeting, participants stated that they were hampered by an unstable signal or internet network, which meant that students often experienced connection failures, or to have a stable connection, they had to turn off the video. Furthermore, the duration of non-unlimited Zoom Meetings is too short, so students must have unlimited Zoom Meetings when learning to use Zoom Meetings, especially in nursing English subjects for speaking skills because it requires quite a long time to practice speaking English for each student. Nurhayanti et al. (2021) stated that the zoom meeting application for online learning was efficient because there was interaction between the teachers and the students; however, the students' understanding was not maximized because of the limited of time in teaching and learning process. A study conducted by Far-Far (2021) stated that distance learning by using zoom meetings is not effective during online teaching and learning process; however, considering the pandemic of covid-19 situation, applying zoom meeting in the teaching and learning process in distance learning is very relevant in supporting the online learning process during the pandemic era. Using zoom meetings gradually increasing the teacher's skills in managing learning and the effectiveness of learning could be seen in the learning outcomes and students' satisfaction; but some obstacles faced by the students such as quotas of internet, the strength of internet access, and the availability of teaching learning materials (Novita et al., 2021).

Fitriana et al. (2022) stated that teaching activities through Zoom Meeting are said to be less efficient caused by problems that often arise, such as the internet network or some signals students who do not use Wi-Fi, this will affect the quality of video and

sound received. However, the benefits of using Zoom Meeting make learning more practical and efficient for students, because Zoom Meetings is easier to use for communication between lecturers and students when compared to written communication or via chat. There is also the use of Video conferences such as Zoom Meeting in synchronous learning. The lecturers also give feedback to the students on online learning. The students can access the material easily. However, there is of course lack of the process of online learning, namely internet connection (Giyatmi et al., 2023). On the other hand, a study found that teachers are experiencing problems in the implementation of this evaluation, among others: teachers are confused choosing the instruments to use, the skills of teachers, parents, and students in low technology, student participation is weak, students and people have mobile phones, weak networks and limited quotas and waiting for government assistance (Fitrah & Ruslan, 2020). In line with the paragraph above, students are having problems sharing their internet quota. As an outcome, they run out of their internet limitation and are unable to fully develop their English-speaking abilities in online learning (Etfita et al., 2022). Lecturers can implement online learning for students if traditional or face-to-face learning cannot be maximized. Online learning is not spared from various obstacles, such as: poor quality of internet connection and not all students have a personal wifi connection, causing learning to be less than optimal. Therefore, it is necessary to prepare in carrying out this learning (Rusiadi et al., 2024).

### **Conclusion**

The results of the current research indicate that the use of Zoom Meetings from the aspects of convenience, benefits, and usefulness of Zoom Meetings, the majority of the participants stated that it was very effective in learning, especially in speaking in English for Nurses. Participants felt that Zoom Meetings were very helpful as a learning medium for learning to speak because they could meet face-to-face with teachers and other students. Participants also felt it helped to increase their confidence when speaking English. However, on the other hand, there are also weaknesses in using Zoom Meeting, namely the internet network/signal problem, which must be stable and strong. Next, the duration of the non-unlimited Zoom Meeting is very limited because speaking learning takes quite a long time. The suggestion from the results of this research is that it is hoped that there will be further research on the results of the effectiveness of using Zoom Meetings on English speaking skills, especially in the nursing field, such as the effectiveness on other language skills such as listening, reading, and writing.

### **Disclosure statement**

There is no potential conflict of interest or any similar divergence association with this article.

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