

LEARNING GUIDANCE USING THE ZOOM APPLICATION TO OVERCOME STUDENT LEARNING OBSTACLES AT SCHOOL

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Abstract. Education plays a crucial role in the development of individuals and the nation. The goal of national education is to form quality, faithful, and noble human beings. Information technology has changed the learning landscape, with the internet and interactive multimedia offering easy access and an engaging learning experience. However, challenges remain, such as the traditional lecture method that makes students passive and less motivated. This service explores the use of the Zoom application as a solution to improve the quality of learning at Kelimutu Ende Private Middle School. Zoom, as a video communication platform, enables virtual face-to-face interaction between teachers and students, facilitating effective distance learning. Through training and mentoring, teachers at Kelimutu Ende Private Middle School have utilised Zoom to deliver learning materials, use interactive features, and evaluate student understanding. The results show that the implementation of Zoom has increased students' enthusiasm and interest in learning. They feel more motivated and involved in the learning process. Teachers also feel the benefits in delivering material more clearly and interactively. Thus, the Zoom application has proven to be an effective tool in improving the quality of learning at Kelimutu Ende Private Middle School, helping to achieve national education goals.

Keywords: zoom application, teaching assistance, learning outcomes

Abstrak. Pendidikan memiliki peran krusial dalam perkembangan individu dan bangsa. Tujuan pendidikan nasional adalah membentuk manusia yang berkualitas, beriman, dan berakhlak mulia. Teknologi informasi telah mengubah lanskap pembelajaran, dengan internet dan multimedia interaktif menawarkan kemudahan akses dan pengalaman belajar yang menarik. Namun, tantangan masih ada, seperti metode ceramah tradisional yang membuat siswa pasif dan kurang termotivasi. Pengabdian ini mengeksplorasi pemanfaatan aplikasi Zoom sebagai solusi untuk meningkatkan kualitas pembelajaran di SMP Swasta Kelimutu Ende. Zoom, sebagai platform komunikasi video, memungkinkan interaksi tatap muka virtual antara guru dan siswa, memfasilitasi pembelajaran jarak jauh yang efektif. Melalui pelatihan dan pendampingan, guru-guru di SMP Swasta Kelimutu Ende telah memanfaatkan Zoom untuk menyampaikan materi pembelajaran, menggunakan fitur-fitur interaktif, dan mengevaluasi pemahaman siswa. Hasilnya menunjukkan bahwa penerapan Zoom telah meningkatkan antusiasme dan minat belajar siswa. Mereka merasa lebih termotivasi dan terlibat dalam proses pembelajaran. Guru juga merasakan manfaatnya dalam menyampaikan materi dengan lebih jelas dan interaktif. Dengan demikian, aplikasi Zoom terbukti menjadi alat yang efektif dalam meningkatkan kualitas pembelajaran di SMP Swasta Kelimutu Ende, membantu mencapai tujuan pendidikan nasional.

Kata Kunci: aplikasi zoom, asistensi mengajar, hasil belajar

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INTRODUCTION

Education is a very urgent activity and plays a crucial role in determining the development and realisation of individuals, especially for the development of the nation and state. Because, in essence, a country is said to have an advanced culture, one of the factors that determines how the culture of education in that country plays a role, especially in recognizing, valuing, and developing the competencies of students so that in the future students become human resources useful to society, the nation, and the state (Partono et al., 2021). Every educational process certainly has a goal, and the goal of national education itself is to develop



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the potential of students to become intelligent, faithful, have high spirituality, and fear God Almighty, responsible, capable, active, creative, independent, and become tolerant, democratic and noble citizens. Therefore, every Indonesian citizen is required to participate in learning programs organised by the central government and local governments (Partono et al., 2021).

The learning process in schools is also impacted by information technology, from simple to sophisticated. Computer and internet technology, from software to hardware, offers numerous benefits and options for easy access to information for education, supporting students' learning processes (Parveen & Ramzan, 2024). The advantages offered lie not only in the speed of information access but also in the sophistication of multimedia, which can make learning more engaging through interactive audiovisuals. With the advancement of technology, many learning activities can be conducted using the internet (Akapo et al., 2024). Utilising the internet in online learning makes educators' tasks easier and more comprehensive (Asad et al., 2021). Online learning is also a component of conventional learning, so educators' tasks are based on those in conventional classrooms, but are then adapted to the differences between classrooms and online environments (Jusuf & Maaku, 2020).

The reality of the learning process still applied at Kelimutu Ende Private Junior High School is that teachers still use traditional methods, namely the lecture method, which is applied daily in carrying out the learning process. In this method, the teacher is the centre of learning, or called teacher-centred, and learning remains unchanged. In this learning, students only listen to the teacher's explanations, and the problem is low student academic achievement and a lack of student intention to learn outside of school hours, resulting in inactive student participation during class (Alim et al., 2023). Sometimes students become passive in this type of learning; students play alone in class, and students interrupt their classmates. The process of lack of preparation skills, on average, can result in students being indifferent to the subjects offered, and as a result, students become passive (Terentev et al., 2024). Various supports are needed to improve student achievement. The use of appropriate media also determines the effectiveness and efficiency of learning. Teachers need learning media to help students understand the subject. Learning with traditional methods is not very effective in the classroom.

The use of technology in education presents an opportunity to improve the quality and quantity of educational outcomes and processes. One interesting and innovative IT-based medium is the Zoom application. Zoom is a video communication platform widely used for video conferencing, online meetings, webinars, and more. This application allows users to connect via the internet, whether using a computer, laptop, tablet, or smartphone. Teachers can use the Zoom application as an effective online learning medium (Nurmala et al., 2021). Through this medium, face-to-face interaction between teachers and students can continue even when they are far apart. Thus, teachers can monitor the learning activities carried out by students at their respective homes (Lestari et al., 2023).

According to Setiawan & Maghfirah (2021), Zoom is a cloud computing-based video conferencing service. This application allows you to meet with other people virtually, whether via video calls, voice calls, or both. Interestingly, all conversations via Zoom can be recorded for later viewing. Meanwhile, Zoom is an application created by Zoom Video Communications Inc., an American communications technology company. The attractiveness of physical appearance greatly influences the learning process. The more attractive the media display, the more motivated students are to learn, thus affecting student learning outcomes (Lubis et al., 2023). Beauty, attractiveness, and interactivity in learning media are means to prevent students from getting bored in following lessons. The greatest effect is expected to motivate students and make it easier to absorb learning materials (Kandia et al., 2023). Based on the explanations of these experts, it can be concluded that what is meant by learning media is a tool that can assist the teaching and learning process so that the meaning of the message conveyed becomes clearer

and educational or learning objectives can be achieved effectively and efficiently (Faishol & Mashuri, 2022).

Based on this theory, it can be concluded that the Zoom application is very useful nowadays, facilitating virtual communication interactions. It is also very easy to use, making it hassle-free for users. Therefore, teachers at Kelimutu Ende Private Middle School use Zoom to address student laziness and as a solution to increase student interest in learning outside of school hours and improve student achievement.

METHOD

This community service program was implemented at Kelimutu Ende Private Junior High School as part of the Teaching Assistance in School program, which ran from September to December 2024. The implementation plan involved teachers preparing learning materials. The first stage was the preparation of learning materials to be presented during the Zoom session. The selected materials were aligned with the applicable curriculum and the needs of students at Kelimutu Ende Private Junior High School. The use of the Zoom application is expected to help students understand and increase their interest in learning, utilising more abstract concepts with clearer visualisations (Muhaimin, 2025). Furthermore, teachers can use the Share Screen feature to display presentations, videos, images, or other engaging learning materials.

In the next stage, teachers can use creative virtual backgrounds that align with the learning theme to create a more engaging and enjoyable atmosphere. Throughout the learning process, teachers will ensure students' audio and mobile phone cameras remain active (Alexander et al., 2023). The next step is for teachers to hold discussion or question-and-answer sessions with students to ensure their understanding of the material. Afterwards, teachers can conduct evaluations to measure the effectiveness of the learning. The primary tools used in this learning process are computers or laptops and iPads equipped with the Zoom application (Kouser & Majid, 2021). In addition, things like cell phones and headsets will be used to do things during the Zoom.

RESULT AND DISCUSSION

The implementation of this activity went through several stages, including one of the teachers who provided material on the use of the zoom meeting application to the teachers of Kelimutu Ende Private Middle School, which included information on the ease of using the zoom meeting application, the features that can be used in zoom meetings, and the weaknesses of this application. The teachers of Kelimutu Ende Private Middle School were very enthusiastic about listening to the material explained by the teacher, which was marked by the absorption of the material delivered. The teacher practised operating the Zoom meeting application and immediately made a learning video so that it could be shown when teaching via Zoom meeting (Ohnigian et al., 2021). The teachers of Kelimutu Ende Private Middle School worked together in this process to make it easier for teachers when they encountered obstacles in operating the Zoom meeting application. After the activity of delivering the material on the use of the application and practising how to use the Zoom meeting application, the next activity was to allow all the teachers of Kelimutu Ende Private Middle School to teach students with materials that had been prepared by each subject teacher. The result was that the teacher practised using the application well, and it was seen that the students received all the teacher's explanations well, supported by learning videos displayed on the Zoom meeting screen (Minhas et al., 2021).

Tutoring is a process of assistance provided by a tutor to individuals (students) in resolving difficulties related to learning, both in and outside of school (Rempel & Friesen, 2022). The most effective tutoring is provided during the early stages of learning, so that children understand the basics, and this foundation can be easily developed in subsequent stages (Menge et al., 2025). However, the child's circumstances and needs must be taken into account when providing tutoring. Learning media is a tool or condition that can be used as a communication medium in the learning process (Almousa & Alghowinem, 2023). Learning media is also

something used to convey messages or learning materials from the source (teacher) to the recipient (student), thereby attracting students' attention, feelings, thoughts, and interests in the learning process (Febrina & Setiawan, 2024). From the definitions above, it can be concluded that learning media is a tool used as an intermediary between teachers and students to provide stimulation, insight, and knowledge regarding the material being discussed or taught (Rahim et al., 2022).



Figure 1. *The teacher gives material to students.*

Zoom is a cloud-based video communication application developed by an American company. This application provides remote conferencing services by combining video conferencing, online meetings, chat, and mobile collaboration (Chang et al., 2022). This application can be accessed via Windows, Linux, iOS, Mac OS, the website, and Android. The availability of various features in the Zoom application, which can also be used in the learning process, such as meetings and chat, video webinars, conference rooms, a phone system, and a marketplace, is one of the advantages that makes this application widely used as a teaching and learning tool (Wani et al., 2022). The results of the implementation of the Zoom application for teachers at Kelimutu Ende Private Junior High School and students through Zoom meetings were very pleasing and enthusiastic. They believed that the Zoom meeting application could assist teachers in the learning process for students, expand their knowledge, and also increase students' interest in learning (Nuraziza et al., 2021).

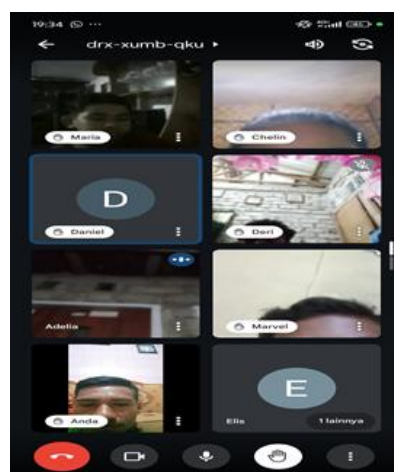


Figure 2. *The teacher and students are having a question-and-answer discussion*

The use of the Zoom application in learning activities at Kelimutu Ende Private Junior High School has been proven to have a positive impact on the teaching and learning process. Zoom allows teachers to deliver material directly through visual and audio communication, allowing students to follow teacher explanations more clearly and interactively (Dantes et al., 2022). Previous research shows that technology-based learning tends to be more effective in increasing student engagement and providing greater opportunities for independent learning (Rufaidah et al., 2021). The Zoom application used at Kelimutu Ende Private Junior High School is very beneficial for learning activities. Through Zoom, teachers can interact visually with all students, while providing direct guidance and explanations of the material, even though they are not in the same physical space. This is especially helpful when conditions do not permit face-to-face learning (Oatley, 2004). With the available features, teachers can deliver lessons more effectively, maintain two-way communication, and ensure students remain focused and actively engaged in the learning process (Morze et al., 2024). Previous research has shown that via Zoom, educators can interact visually while delivering various lessons through direct guidance to all students (Adris, 2020).

CONCLUSION

Education is the foundation of a nation's progress, and technology plays a crucial role in improving the quality of learning. However, conventional learning methods such as lectures are often ineffective in motivating students and achieving optimal learning outcomes. As a solution, the Zoom application exists as a platform that bridges the need for interactive and engaging learning. Zoom enables face-to-face interaction between teachers and students despite distance, creating a more lively and personalised learning environment. Utilising Zoom in learning offers various benefits. Students become more motivated and enthusiastic about learning because the material is presented more engagingly and interactively. Teachers can also more easily deliver material, monitor student understanding, and provide effective guidance. Thus, the implementation of Zoom at Kelimutu Ende Private Junior High School has had a significant positive impact. The quality of learning has improved, student interest in learning has grown, and educational goals have been better achieved. Zoom is a clear example of how technology can be a powerful tool in improving the quality of education in the digital age.

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