

# Utilizing Zoom Application for Teaching TOEFL Training to Nursing Majors in Politeknik Kesehatan Pontianak

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**Abstract.** This study investigates how well nursing majors are prepared TOEFL (Test of English as a Foreign Language) by using the Zoom meeting application. The qualitative research involved a group of nursing students enrolled in a TOEFL preparation course conducted entirely online using the Zoom platform. The purpose of the study was to assess the learning results of the students, their level satisfaction with the online learning environment, and how well the Zoom application supported the teaching and learning process. The results indicated that the students significantly improved their TOEFL scores and expressed high levels of satisfaction with the online learning experience. The study also highlighted the importance of providing adequate technical support and creating an interactive and engaging learning environment to ensure the success of online TOEFL training programs. Overall, the findings suggest that the Zoom meeting application can be an effective tool for teaching TOEFL training to Nursing majors, provided that certain best practices are followed to ensure a successful online learning experience.

**Keywords:** TOEFL Training, Nursing Students, Zoom Meeting Application

## 1. INTRODUCTION

TOEFL is one of the world's English proficiency tests [1]. Students who wish to attend universities in English-speaking nations frequently take the standardized TOEFL (Test of English as a Foreign Language). TOEFL is a standardised test that measures your English skills, and how well you can use English in an academic setting [2] [3]. It evaluates an individual's proficiency in reading, writing, speaking, and listening in an academic context utilizing four main components. Many academic institutions and governmental organizations in more than 130 countries recognize the TOEFL as evidence of English language competency for admissions, visa applications, and monitoring English language development. The TOEFL is available in several forms, with differing levels of difficulty and academic foci, such as the TOEFL Essentials exam and the TOEFL Ibt (Internet-based test).

A certification of one's English competence can be obtained through the internationally recognized TOEFL (Test of English as a Foreign Language). It is necessary for a number of reasons. In general, the participants must achieve certain standard scores when they want to apply for overseas scholarships, continue their education to a higher level, or find a job. The first is for entrance to universities. TOEFL results are required for admission to many universities and colleges worldwide, including the best universities in Europe and Asia, the United States, the United Kingdom, Australia, New Zealand, and Canada. It is widely accepted and preferred by admissions officers over other English language tests. Secondly, work and study abroad. The TOEFL is recognized by various institutions and organizations, including immigration services, for work and study visa applications. It demonstrates your English language skills, which can be crucial for setting in an English-speaking country. Thirdly, scholarship. TOEFL scores are also used to determine scholarship opportunities, with higher scores often providing better chances. Fourthly, job opportunities. The TOEFL benefits jobs requiring English proficiency, such as those in the tourism industry, government institutions, academic environments, administrative work, science, pharmaceutical growth, and lastly, certifying English level. The TOEFL allows you to evaluate your English level at a specific time, which can benefit personal and professional growth. Additionally, the TOEFL is necessary because it is widely recognized and accepted for various

purposes. It provides a standardized measure of English language proficiency that educational institutions and employers worldwide value.

Despite learning English for many years, from elementary school or even kindergarten to university, the majority of Indonesian students are unable to gain English competency [4]. After enrolling in the university, almost 50% of graduate students in the master's program are required to take the TOEFL course offered by the university [5]. It was brought on by a number of things, including the attitude, drive, anxiety, and preparation of the students as well as the facilities [6].

Some students now find the TOEFL exam to be difficult. The English language proficiency of university graduates has traditionally been determined by their TOEFL scores. Students at Politeknik Kesehatan Pontianak are required to take the TOEFL exam in order to finish their education. The Instagram account of UPT BAHASA POLTEKKES PONTIANAK reveals that a few students encountered difficulties during the TOEFL exam. The TOEFL results served as the graduation prerequisite. It is not an easy task for non-native English students to answer and achieve high TOEFL scores test [7]-[9].

Indonesian citizens can now enroll in an online course to prepare for the TOEFL. This online course has more than 119.000 enrolled students from practically everywhere in Indonesia as well as Indonesian students studying abroad [11]. The TOEFL was selected since it was the most often utilized benchmark exam for language learners of foreign languages, particularly in Indonesia [12]. A large number of students apply to participate in this online course for TOEFL preparation with each class. The TOEFL is a requirement for both school-leaving assessments and admission exams at educational institutions [13]. The TOEFL certificate currently becomes a mandatory requirement as a supporting document. In advance of graduation, almost all colleges require their graduates to fulfill a specific English proficiency requirement [14]. The TOEFL is used by non-academics to evaluate the reading and listening comprehension of qualified employees in a variety of industries. For a variety of reasons, the TOEFL has proven to be the most difficult requirement for scholarships and employment applications in Indonesia [15]. Therefore, students who receive such results on the TOEFL are expected to pass the regular exam or be hired as anticipated [16].

The Zoom application is a cloud-based video conferencing service [17]. Students can remotely meet each other via the Zoom app. More intriguingly, Zoom offers the ability to record automatic activity when conducting video conferences, allowing activity documents to be examined or replayed as needed [18], [19]. Zoom is a video-conferencing tool that lets users conduct live chats while speaking virtually with others via audio, video, or both [20]. For subsequent viewing during those sessions, it can also be recorded. Zoom is limited to use with internet-connected PCs and smartphones. Zoom can be obtained via the Play Store and app store [21].

Zoom has a number of beneficial effects on the acquisition of English skills, this is because Zoom creates a pleasant environment where students are more focused on listening to their peers during speaking practice that is aided by the Zoom application, such as presentation activities and discussions [22]. Zoom was not designed with academic classrooms in mind; instead, many of its setups and operational software are more directed toward business users than toward teachers or students [23]. Zoom was developed as a video conference tool [24]. Zoom may continue to play a role in course instruction, especially for institutions offering to expand their online programs or offer additional classes to their students [25]. As students were not obligated to come to the campus in order to participate in the learning activities, online learning provided flexibility to those who lived in rural areas [26].

Zoom Meeting is an application that combines video conferencing, chatting, online meeting, and mobile collaboration with several exciting features such as one-on-one meetings, group video conferences, and screen sharing [27]. Zoom Meetings in the classroom can help teachers and students learn more effectively and grow in their knowledge [28]. Zoom creates an interactive learning environment with features such as a virtual whiteboard with annotation capacity to explain concepts, break rooms for creating small collaborative group work, polls for student feedback, and chats to facilitate class discussion [29] [30]. Zoom is utilized for web-based meetings between organizations, but as a result of the Covid-19 outbreak, it is now also being used for educational reasons to organize, administer, share, and monitor the digital learning process [31]. Zoom is easy to use, and it can create flexible online learning meetings for teachers and students during the pandemic period [32] [33] [34].

The Zoom Meeting software has a number of benefits. First, anyone may easily join a meeting or conference by simply using the room number or URL provided by the Zoom meeting room owner. Secondly, it can save money, time, and have minimal impact on the surroundings. Third, you can utilize the room for more than an hour if you are a premium user of Zoom Meeting. Fourth, during the Zoom

meeting, participants can write and discuss together. Finally, community-based discussions can also be held via cloud Zoom sessions [35], [36].

When there are benefits, there are drawbacks when using Zoom Meeting. First, there are internet signals that are incompatible with Zoom Meeting. Second, issues with limited microphones or webcams, as well as old gear. Third, issues with sound or visual clarity during a Zoom meeting. Fourth, functional problems with the webcam, software inconsistencies, limited device battery life, or audio issues (such as the inability to hear sound without headphones) are examples of regulatory issues [33], [37], [38].

The utilization of the Zoom meeting application has been introduced for teaching TOEFL training to nursing majors. The Zoom application is one of the tools that makes it easier to practice English skills. This approach is practical in virtual classroom settings, as demonstrated by research conducted in the nursing science program. Zoom is a great tool for online learning since it has interactive capabilities that let users share voice notes, presentations, whiteboards, and more. Zoom meetings are one of the online media tools that help with teaching and learning [27]. Students have reported that using Zoom for English TOEFL training is easy and effective, with most agreeing that it is a valuable tool for learning. Despite some reservations, such as discomfort with having their camera on, students have generally found the Zoom environment welcoming and conducive to learning.

## **2. METHOD**

### **Research Design**

Qualitative research methods were employed. Qualitative research investigates and evaluates the importance that people or groups place on a social or human issue [39]. Qualitative research makes use of a natural environment to analyze the events that take place [40]. Qualitative research is the result of an iterative, deductive process and induction is involved, in which researcher identify the categories that analyze [41]. Qualitative is the process, understanding, complexity, interactions, and people. The process of conducting research is emphasized qualitative research, therefore researchers must focus on the process rather than on final results [42]. Additionally, qualitative research design is an interactive methodology that supports communication between researchers and students [43]. The final written report may have a different format. Researchers that conduct this kind of work support an inductive approach to study, a focus on personal significance, and the necessity of capturing the complexity of a situation.

### **Research Instrument**

Instrument in a research is used as a tool to measure the variable [44]. It means that instrument plays important role in conducting a research that is to gather the data accurately. The research tool utilized to gather the data for this study is a questionnaire. Google Forms was used to create the online survey and collect responses to the questions. The following steps will include responding to five question items adopted and modified from Rahmatika and Pratiwi on a Likert scale such as Using the Zoom application for online teaching TOEFL training is excellent, The Zoom application is practical for nursing to improve their TOEFL scores, Features of the Zoom application are most helpful for learning TOEFL, The audio and video quality in the Zoom application is excellent during online teaching, and The degree of involvement and engagement during online teaching using the Zoom program is really good [45].

Participants were asked to select from the following potential answers: "Neutral" = 3, "Agree" = 4, "Strongly Agree" = 5, and "Disagree" = 2. Additionally, "Strongly Disagree" equals 1. The Likert scale is one of the essential rating scales used as a measurement tool in social sciences research, especially in the qualitative approach [46]

### **Participants**

Participants are ten second-semester nursing students from Politeknik Negeri Kesehatan Pontianak. The location is in Jalan 28 Oktober Siantan Hulu Pontianak, Kalimantan Barat.

### **Data Collection and Data Analysis**

In order to collect data for this study, questionnaires was used to obtain the data series. A questionnaire as a formula composed of questions generated by researchers and distributed to respondents for analysis [47]. A questionnaire is an important instrument in a research study to help the researcher collect relevant data regarding the research topic [48]. Google Forms was used to complete

the online survey, and the WhatsApp group was used to distribute the link. The Google form inquiry and the WhatsApp group both contained information about the intended participants.

The data from the students in the questionnaires would be classified in each statement using the Likert scale. The questionnaire data is used to determine the research question's answer.

### 3. FINDINGS

Utilizing the Zoom meeting application for Teaching TOEFL training to nursing majors is effective. Here are the results of the utilizing Zoom meeting application for teaching TOEFL.

#### 1. Using the Zoom application for online teaching TOEFL training is very good

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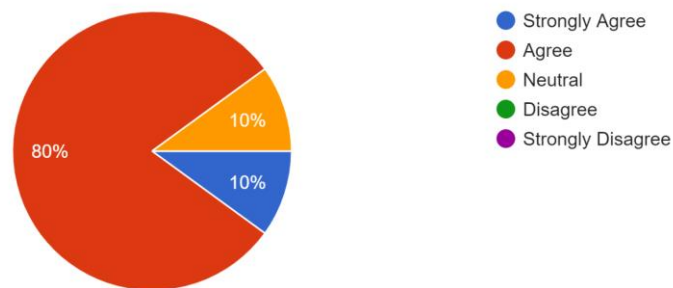


Figure 1. Using the Zoom application for online teaching TOEFL training is excellent

Table 1. Using the Zoom Application for online teaching TOEFL training is excellent

| No |                   | Frequency | Percent |
|----|-------------------|-----------|---------|
| 1  | Strongly Agree    | 1         | 10%     |
| 2  | Agree             | 8         | 80%     |
| 3  | Neutral           | 1         | 10%     |
| 4  | Disagree          | 0         | 0%      |
| 5  | Strongly Disagree | 0         | 0%      |

As can be seen, 90% of respondents either "Agreed" or "Strongly Agreed" with the statement that the Zoom application for online teaching TOEFL, making the figure and table about using it for training TOEFL training flawless.

#### 2. The Zoom application is effective for nursing to improve TOEFL score.

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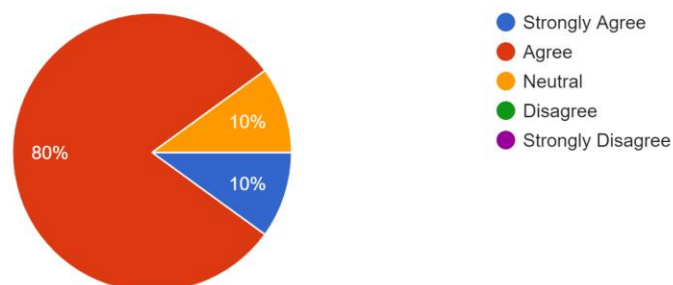


Figure 2. The Zoom application effectively improves TOEFL scores for nursing students

Table 2. The Zoom application is practical for nursing students to improve their TOEFL scores

| No |                   | Frequency | Percent |
|----|-------------------|-----------|---------|
| 1  | Strongly Agree    | 1         | 10%     |
| 2  | Agree             | 8         | 80%     |
| 3  | Neutral           | 1         | 10%     |
| 4  | Disagree          | 0         | 0%      |
| 5  | Strongly Disagree | 0         | 0%      |

The preceding figure and table unequivocally demonstrate that the majority of respondents—90%—agreed or strongly agreed with the assertion. This indicates that nursing students' TOEFL scores are effectively raised by the Zoom application. Just 1 (10%) of the respondents selected to have no opinion about the statement.

Figure 3. Features of the Zoom application most helpful for learning TOEFL

3. Features of the Zoom application most helpful for learning TOEFL.

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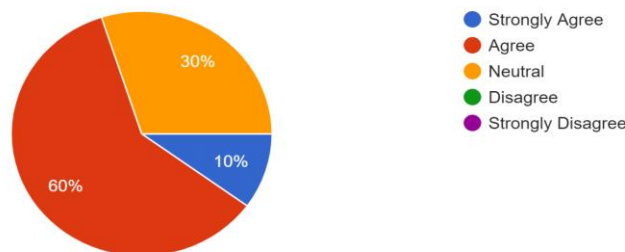


Figure 3. Features of the Zoom application most helpful for learning TOEFL

Table 3. Features of the Zoom application most helpful for learning TOEFL

| No |                   | Frequency | Percent |
|----|-------------------|-----------|---------|
| 1  | Strongly Agree    | 1         | 10%     |
| 2  | Agree             | 6         | 60%     |
| 3  | Neutral           | 3         | 30%     |
| 4  | Disagree          | 0         | 0%      |
| 5  | Strongly Disagree | 0         | 0%      |

The inferences drawn from the data in Figure and Table 3 indicate that 1(10%) responded 'Strongly Agreed'. In comparison, 6(60%) of them agreed with the statement that the features of the Zoom application are most helpful for learning TOEFL. A small number of 1(10%) respondents chose to be neutral with the statement.

Figure 4. The quality of the audio and video in the Zoom application is excellent during online teaching

4. The quality of the audio and video in the Zoom application is excellent during online teaching.

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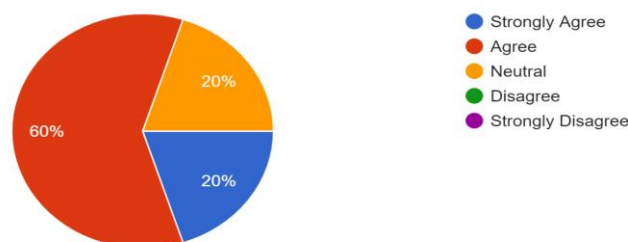


Table 4. The quality of the audio and video in the Zoom application is excellent during online teaching

| No |                   | Frequency | Percent |
|----|-------------------|-----------|---------|
| 1  | Strongly Agree    | 2         | 20%     |
| 2  | Agree             | 6         | 60%     |
| 3  | Neutral           | 2         | 20%     |
| 4  | Disagree          | 0         | 0%      |
| 5  | Strongly Disagree | 0         | 0%      |

The data placed in Figure and Table 4 showed that out of 10 respondents, a vast majority of 6(60%) either 'Agreed' and 2(20%) 'Strongly Agreed' that the quality of the audio and video in the Zoom application is excellent during online teaching. A small number of 2(20%) respondents chose to be neutral with the statement.

Figure 5. The level of interaction and engagement during online teaching using the Zoom application is very high.

5. The level of interaction and engagement during online teaching using the Zoom application is very high.

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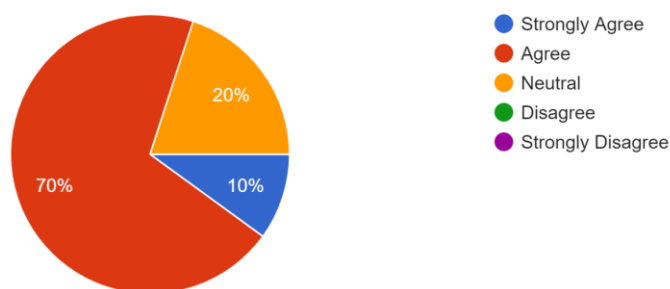


Table 5. The level of interaction and engagement during online teaching using the Zoom application is very high

| No |                   | Frequency | Percent |
|----|-------------------|-----------|---------|
| 1  | Strongly Agree    | 1         | 10%     |
| 2  | Agree             | 7         | 70%     |
| 3  | Neutral           | 2         | 20%     |
| 4  | Disagree          | 0         | 0%      |
| 5  | Strongly Disagree | 0         | 0%      |

The analysis of data in Figure and Table 5 revealed that 7(70%) participants 'agreed' that the level of interaction and engagement during online teaching using the Zoom application is very high. Only 2(10%) respondents chose to 'Strongly Agree' with the statement. Lastly, a small number of 1(10%) respondents chose to be 'neutral' with the statement.

#### 4. DISCUSSION

The discussion of Figure 1 and Table 1 suggests that using the Zoom application for online teaching TOEFL training is excellent. The table shows that 90% of respondents either 'Strongly Agreed' or "Agreed" with the statement that the Zoom application for online teaching TOEFL is excellent. This indicates that the majority of respondents had a positive experience using Zoom for online TOEFL training.

The Zoom application is practical for nursing students to improve their TOEFL scores, as indicated by the majority of respondents in the survey who either 'Agreed' or 'Strongly Agreed' to the statement. This suggests that the Zoom application is an effective tool for enhancing TOEFL scores among nursing students

The data in Figure and Table 3 suggest that 60% of respondents agreed that the features of the Zoom application are most helpful for learning TOEFL. The other respondents were either neutral (30%) or did not agree or strongly agree with the statement. The data do not provide information on the specific features of the Zoom application that were found to be helpful for learning TOEFL.

The discussion of Figure 4 and Table 4 indicates that the quality of the audio and video in the Zoom application is perceived as excellent by the majority of respondents during online teaching. Out of 10 respondents, 6(60%) either 'Agreed' and 2(20%) 'Strongly Agreed' that the quality of the audio and video in the Zoom application is excellent during online teaching. This suggests that the respondents found the audio and video quality to be sufficient for their online teaching needs. The Zoom application is known for its high-quality audio and video, which is a key feature for online teaching and learning. The platform also offers advanced audio options like High-Fidelity Music Mode, which provides professional-grade audio and optimizes music in Zoom meetings.

The data analysis of Figure and Table 5 indicates that 7(70%) participants agreed that the level of interaction and engagement during online teaching using the Zoom application is very high. This suggests that the majority of participants found the online teaching experience to be engaging and interactive. However, it is important to note that only 1(10%) respondents chose to 'Strongly Agree' with the statement, and 2(10%) respondents were neutral. This suggests that while the majority of participants found the online teaching experience to be engaging, there were still some who did not find it as engaging as others.

The use of Zoom meeting applications for teaching TOEFL training to nursing majors has been discussed in various studies. One study analyzed nursing students' opinions on using Escape Zoom, a game-oriented learning strategy based on Zoom, and found that students were satisfied with the learning experience, especially in terms of framework and collaboration. Another study investigated the effectiveness of virtual classrooms in TOEFL preparation and found that Zoom was used for this purpose. However, specific data on nursing majors and their experiences with Zoom for TOEFL training should be provided in these studies.

## 5. CONCLUSION

The use of the Zoom meeting application for teaching TOEFL training to nursing majors is effective in various aspects. Students have reported satisfaction with learning and teamwork, as well as the potential to develop soft skills. The application has been used effectively in online learning environments, allowing flexibility and convenience without needing physical presence on campus. However, Zoom has limitations, such as the need for good internet access and the difficulty in practicing conversation skills. Despite these restrictions, Zoom is better than other educational platforms since it promotes remote learning and interactive engagement between professors and students.

It is important to recognize several constraints associated with research, including the very small sample size and the particular circumstances of Politeknik Kesehatan Pontianak. Subsequent investigations may tackle these constraints by carrying out more extensive analyses in a range of educational environments and by investigating supplementary elements that could impact the efficacy of Zoom-based training, like technology infrastructure and instructor expertise.

The researcher suggest that Zoom and other digital platforms be further incorporated into language instruction curriculum in light of our findings, along with suitable training and support for teachers. The researcher can keep improving the quality of language education by embracing cutting-edge technologies, which will ultimately enable students to succeed academically and professionally in a world that is becoming more interconnected

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