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Tue, 21 Mar, 11:20

Patria Handung Jaya:

Thank you for submitting the manuscript, "Zoom VS Microsoft Teams: Students' Preference" to Ahmad Dahlan Journal of English Studies. With the online journal management system that we are using, you will be able to track its progress through the editorial process by logging in to the journal web site:

Submission URL: <http://journal1.uad.ac.id/index.php/adjes/authorDashboard/submission/392>  
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If you have any questions, please contact me. Thank you for considering this journal as a venue for your work.

Ikmi Nur Oktavianti

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### [ADJES] Editor Decision Inbox x

**A** Ahmad Dahlan Journal of English Studies <adjes@pbi.uad.ac.id> Fri, 24 Mar, 14:44 ☆ ↶ ⋮  
to me

Dear Authors,

We have reached a decision regarding your submission to Ahmad Dahlan Journal of English Studies with the title "Zoom VS Microsoft Teams: Students' Preference"

Our decision is: **Revisions Required**

The reviewers' feedback (reviewer 1 and reviewer 2) can be found in the OJS at the following link: <http://journal1.uad.ac.id/index.php/adjes/about/submissions>

username: patriahandung  
password: patriahandung

The deadline for the revised manuscript submission is **31 March 2023** (to be considered for the March 2023 issue). Please let us know if you have any questions.

Best regards,  
**ADJES** Editorial Team

### Round 1 Status

Submission accepted.

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## Zoom VS Microsoft Teams: Students' Preference

### ARTICLE INFO

### ABSTRACT (10PT)

#### Article history

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Accepted

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Learning is a process from knowing nothing to knowing more, learning can be done by ourselves or by teacher. However, normally learning with teacher is done by meeting face to face directly, but due to the pandemic a lot of learning was changed to online. Online learning is learning that is done virtually usually using media as a learning platform, one of the medias used for online learning is Zoom and Microsoft Teams. This article aims to find out Student's Preference Between Zoom and Microsoft Teams as The Media for Online Learning and their reasons for choosing the media. In addition, this research was conducted using a quantitative method, the researchers distributed a google form to students which contained several questions that they had to answer which of course related to the zoom platform and Microsoft teams as a medium for online learning, then they also had to tell the reasons they chose the media. The result of these research is divided into two categories namely completeness of features and convenience of use. Zoom and Microsoft Teams have some of the same features and also have their own advantages and disadvantage. For the completes of the features most students choose Microsoft Teams, but for the convenience mostly they choose zoom. From the results obtained, it is hoped that in the future people who read this paper will find it easier to make choices about what platforms they will use for online learning, and from choosing the right media, it is hoped that it can increase the enthusiasm of students to learn.

### Introduction

As human beings, and as a student, one of our tasks is to learn. The meaning of learning in the Big Indonesian Dictionary, etymologically means "trying to gain intelligence or knowledge". This definition has the understanding that learning is an activity to achieve intelligence or knowledge. Quoted from Baharuddin and Esa via (nurfitrihanah & faridatul, 2013) they said that learning is a human process to achieve various kinds of competencies, skills, and attitudes. Learning starts from human birth until the end of life. In short, learning is a process by which we who initially do not know about something become aware and know about something. Learning can be done in 2 ways, namely learning with teachers at school, or studying alone at home. Learning at school is generally done with face-to-face meetings in a room that we usually call a class, where we as students and teachers that later will help to teach us and provide teaching materials. Learning is one of the important processes that we will go through in our life.

However, this face-to-face learning method is now inhibited due to the COVID-19 pandemic. The COVID-19 pandemic, which has become a global pandemic, requires people to work and study from home. We who were originally able to learn face to face with the teacher now have to turn into

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- 2.The content should be checked whether it has met the requirements of the journal (e.g., the content of introduction, method, conclusion, references)
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virtual learning because of this pandemic. Therefore, to keep helping the learning process, several platforms are available to be used as online learning media, for example, Zoom and Microsoft Teams. Zoom dan Microsoft teams is one of the platforms that we can use as online learning media so we can learn and meet face to face virtually with our friends and teachers at home, these two applications also provide and offer various features that we can use in order to help our online learning process at home. There are several articles that discuss about learning media in this pandemic era for example there is an article with tittle The Effectiveness of Using the Zoom App As an Online Learning Media To Students During the Covid-19 Pandemic (Sunarti, 2020) and WhatsApp Media in Online Learning During Covid-19 Pandemic (Djamdjuri, Dewi suriyani, 2020) and also Student Responses to the Use of Google Classroom as Online Learning Media (Arifin & Merdekawati, 2020) but they just discussed and explained one media and did not compare it with the others. They discussed students' responses and the effectiveness of using that one media but they did not compare it with other media. In my research, I will focus on comparing two learning media namely zoom and Microsoft teams. Therefore, in this research, I want to know which media do students prefer to use as online learning media between Zoom and Microsoft Teams and what the reasons are. For that reason, this research will have two research question, which are:

1. Between Zoom and Microsoft Teams, which media that the students prefer to use for online learning?
2. What are the reasons for students in choosing the media?

## LITERATURE REVIEW

### Theoretical Framework

#### The Definitions of Media

The word "media" derives from the Latin word "medium," which means "middle, intermediary, or introduction." The term "medium" in Indonesian means "between" (stating one's position) or "being in the middle" (starting size). In general, "media" refers to anything that is used as a container, tool, or means of communication (Prawiro, 2020). In general, media is an intermediary or introductory tool that serves to channel messages or information from a source to the message's recipient. Furthermore, several experts weigh in on the definition of media, Syaiful Bahri Djamarah believes that the media is a tool that can be used as a channel for messages to achieve goals. Meanwhile, Ahmad Rohani defines media as "anything that can be captured by the human senses and serves as an intermediary, means, or tool in the communication process." As a result, it is possible to conclude that the media is a tool that can be used to communicate.

#### Types of Media

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When it comes to media, there are three types. The first is audio media, followed by visual media, and finally audio and visual media. Audio media is a type of media that can only deliver a voice, such as a voice call. Visual media is a type of media that can deliver a visualization but does not have a voice, such as a picture or paper maps; you can see and touch them, but they do not produce sound, so you cannot hear anything. Last but not least is audio and visual media, which can deliver both a visual and an audio at the same time (Prawiro, 2020). The example of audio-visual media is the online learning media that we talking about which is zoom and Microsoft teams, zoom and Microsoft teams allow you to hear each other voice, and see each other face at the same time. This kind of media is called audio and visual media.

### **The Media for Online Learning**

Online learning, also known as electronical learning (e-learning), is a type of learning system that makes use of the internet and technology. This is a type of learning that relies heavily on technology and the internet as its primary source of information (Setiawardhani, 2013). Some people still use the website, but others have moved on to applications. So, how does this online learning system function? As previously stated, online learning relies heavily on technology and the internet as its primary source of information. So, to run the online learning, we obviously need devices that can open the website or download the applications that we will use, such as Zoom or Microsoft Teams, as well as an internet connection. After that, we can open the application, register our name, and begin creating a study room, or we can join someone else's room by entering the code or clicking the link shared by the room owner.

Zoom is one of the most popular media among teachers and students in both schools and universities. Zoom is a communication application using video and can be used on a variety of devices both mobile and desktop. This application is usually used to conduct face-to-face remotely with a large number of participants (Winarso, 2021). There are two options for using zoom, the first is when you use zoom but not premium then it can only accommodate a maximum of 100 participants and can only last for 45 minutes, after which the meeting will automatically end. But if you use premium zoom then you have to pay for it but on the other hand the zoom will not have a participant limit and time limit.

Microsoft Teams are now very popular too among teachers and students. Microsoft Teams also has the same function as Zoom, which can be used to communicate using video and voice, almost all of the features provided are the same, there are only a few features that are available in Microsoft Teams but not in Zoom and for Microsoft Teams view it is different from Zoom. Microsoft Teams does not have a time limit and participant limit, if for Zoom we have to buy the premium version to get it, for Microsoft Teams we can get it for free. Then for Microsoft Teams, teachers can give

quizzes, upload learning videos, upload files, use them to chat even when they're not doing online videos. Microsoft Teams can function like a regular chat platform.

Using Zoom and Microsoft teams and learning in class face to face is basically the same; the only difference is that the room we use in Zoom or Microsoft Teams is a virtual room, not a real room, and we need a code or link to join it. That way we can do the online learning and learn together with teachers and friends by staying at home.

### Literature Review

Before I conduct this research, there are several researches discussing online learning and also media in online learning. Nonetheless in this research, I will focus on referring two media in online learning namely zoom and Microsoft teams. Based on the research from (Kobayashi, 2017) about Students' Media Preference in Online Learning, Because of their convenience, online students prefer email and text messages. Despite the fact that social networking is popular among the younger generation, students perceived it to be less useful when compared to other asynchronous media. The outcome could be attributed to faculty attitudes; social media are not regarded as pedagogical tools. Furthermore, students rated online videos far higher than CDs/DVDs. The findings reflect the current student population; roughly 70% to 95% of undergraduate students in the United States own at least one smartphone or other type of mobile device. as a result, online videos may be more convenient and easier to access than CDs/DVDs. To encourage peer interaction, online discussion boards, online chat groups, and online collaboration tools (e.g., Wiki, Google Docs) are used. Online collaboration tools were rated as the most useful of the three media. According to Morris' research, students did not find online discussion boards to be useful. Although both online collaboration tools and online discussion boards are asynchronous media, their uses are not the same. This suggests that, unless the assignment requires collaboration, online students prefer individual learning.

Moreover, according to (Nurmala et al., 2021) The Effectiveness of Using the Zoom App as an Online Learning Media to Students During the Covid-19 Pandemic this research is conducted in ARS University. The results of the study show that Online learning at ARS University using the Zoom application during the Covid-19 virus can be said to be effective. It's just that there are some technical stumbling blocks when it comes to online learning. For lecturers and students, using Zoom as a distance learning tool is an option. ARS University's online learning has been quite effective, thanks to the Zoom application, which was developed during the current covid-19 pandemic. Flexible learning and its implementation make it easier for students to participate in online or remote learning activities. Students responded favorably to the use of the Zoom application for learning. The numerous features that make it simple are a plus for making online learning easier. In the first research they conducted research on students' preferences in online learning media

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thoroughly and widely, there are still a lot of media being compared in it, whether it's sound media, visual media, or sound and visual media. They only focus on the voting results and the reasons but not the effectiveness of the media. However, in the second study they explained and focused on one medium, namely zoom, in that study they also talked about how this media can function in student life, they explained about the effectiveness of using zoom during the covid-19 pandemic and mentioned several obstacles during its use this time.

### Method

This research uses quantitative methods to get answers from Student's Preference Between Zoom and Microsoft Teams as The Media for Online Learning. One way to get the answer in this research, me, as the researcher conducts surveys by distributing questionnaires through Google Forms. There will be 2 types of questions that will be asked, the first is multiple choice and the second is open-ended questions, I will share the Google Forms link through WhatsApp to respondents openly. In filling out the questionnaire, there are 2 criteria that must be met, namely:

- 1) Have experience in undergoing distance learning/online learning and understand about what online learning is.
- 2) Have experience in using both Zoom and Ms. Teams.

Questionnaires are distributed voluntarily for those who are willing, and there is no coercion for those who are not willing to fill the questioner. Names and personal data of those who fill out the questionnaire and are counted in the survey will not be published, personal data will be kept confidential. The questionnaire is divided into 2 forms of questions, namely multiple choice and open-ended questions, and the total of the respondents that fill up this google form is 29 respondents but however 1 respondent is excluded because the respondent is not fulfill the criteria. To get maximum results, this research is conducted openly not only to students at one university but also students from other universities. It could also be filled by students of any major, as long as they meet the criteria. In the end, there were 28 respondents filling out the questionnaire.

### Result and Discussion

#### Result

This study has found results after researchers distributed questionnaires and compiled questions on the google form platform about Student's Preference Between Zoom and Microsoft Teams as The Media for Online Learning.

#### 1. Multiple Choice

Table 1 : Multiple Choice question list

No	Questions	Zoom	Microsoft Teams
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1	Between the two applications (Zoom and Ms Teams). Which one takes up more memory/heavier/takes up more space?	15	13
2	Which application requires a stronger signal to get a better quality of the audio and visual?	18	10
3	Which application consumes the most quota when using it?	20	8

From this table, we can see that the respondent’s choice for the first question is mostly zoom, students think that the application that takes up more memory/takes up more space between zoom and Microsoft teams is zoom. But from this table also we can see that there are lots of students that choose Microsoft teams too. If you look at the comparison, this number actually only has a slight difference, namely 2 votes which means that actually these two applications consume a lot of memory. There were 15 students who chose Zoom, and 13 students who chose Microsoft Teams. Indeed, it only has a difference of 2 votes but in terms of zoom it is superior and that means most students do choose zoom as an application that takes up more memory/takes up more space.

Once again from the table we can see that the respondents’ choice for second question is mostly zoom, students think that which app needs a stronger signal to get better audio and visual quality is zoom. But in these questions, the gap is further than in the previous questions. If on the previous question the difference was only 2 votes, but on this second question, the difference is 8 votes, which means 6 votes different from the previous question. On this second question Zoom got 18 votes while Microsoft Teams got 10 votes, there is a difference of 8 votes between the two choices. So that in this question it is more certain to confirm that most respondents think that zoom is an application that needs a stronger signal to get better audio and visual quality.

From the table, the third time we can see that the respondent’s choice for the third question is mostly zoom, students believe that which application uses more quota when using it is zoom. But once again in this question, the gap is further away than the previous two questions. In the first question the gap is 2 votes, in the second question the gap is 8 votes, but in this third question the gap is even further which is 12 votes. On this question Zoom got 20 votes while Microsoft teams got 8 votes, there is a big gap between the two choices, namely 12 votes. That way it can be decided with certainty that students believe that Zoom is an application that uses more quota when using it.

**2. Open-ended Question**

**Table 2 : Respondents Answers for a Question :**

*Zoom and Microsoft Teams certainly have several features that can help online learning (e.g., chat*

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rooms, share screens, recorders, virtual backgrounds, etc.) Which one of these two applications do you think has more complete features and is more convenient to use? Please give your reasons!

NO	ANSWERS
1	Zoom, because the recorder feature provided is more accessible and zoomed-in also offers settings to beautify the face/to symmetrical the face so that we can be more comfortable when conducting online meetings.
2	Zoom, with various advantages, offered including virtual backgrounds and cursor access by meeting members.
3	Zoom.
4	Microsoft Teams, because it doesn't have a time limit and can access everything.
5	Microsoft Teams. Because in Microsoft Teams there is a record feature to watch again, and there is also an assignment feature where lecturers can hold quizzes via Teams during class. Also, through Ms Teams we can call friends when they haven't entered the meeting room, in this case the feature name is "ask to join".
6	Microsoft team because it is easier to apply and more comfortable in my opinion. While zoom requires a very strong signal when you want to use it and drains more quota. But it's a bit difficult if the email hasn't been registered, because the Microsoft Teams is part of the Microsoft company so when registering if it's not an email from school/university it will cost a lot because you have to subscribe. Oh yes 1 more thing Ms Teams can be used unlimitedly while the zoom account must be premium if you want to use more than 30 minutes.
7	Zoom.
8	Zoom, because I use Zoom more often than Microsoft Teams.
9	In my opinion, the application that has more complete features is Zoom. In the zoom application, in addition to the features mentioned above, there are other features such as webinars, live streaming, live transcripts, breakout rooms, photo and video filters and what I like the most is the studio effects feature where this feature allows us to apply eyebrow filters and lip color. In addition, the video quality on Zoom is more HD than Ms. Teams.
10	Microsoft Teams, because apart from having features for video meetings. It's also having features to listen to audio, take quizzes, collect assignments, create rooms for learning

11	Personally, I think I'm more comfortable using Zoom Meeting. In addition to the features it has, Zoom Meeting is buffering less often than Ms Teams. And also, a lot of unknown problems that often occur in Ms Teams such as meetings not being available, not being able to join meetings at critical times, etc. and the Ms Teams application, which requires a large enough space than the zoom meeting, slightly fills the internal memory and causes a slow response when opened Ms Teams itself which makes me more comfortable using zoom meeting
12	In my opinion, Microsoft Teams is superior in terms of features and easier to use.
13	Both applications have different features, such as Ms Teams can send files in the application and recordings are automatically stored there, but for virtual background it is not as good as zoom. I'm more comfortable with zoom, virtual background is easier because I can add my own photos, filters, and breakout rooms, and the UI of zoom is more comfortable to look at than the UI of Ms Teams
14	Zoom, because in the daily learning process, there are more lecturers/teachers who use zoom than MS Teams. The features in zoom are also easier to understand how to use.
15	Zoom, more complete features, rarely found bugs, fast application.
16	Teams, because it includes everything like ppt, word, excel, etc.
17	Microsoft Teams. because it is very complete, it can be used for learning, and it can also be used for the video conference.
18	Microsoft Teams, because apart from being used for meetings, can also create a shared channel for online learning activities.
19	Teams, because there are various features available, easy to use, doesn't take up a lot of data.
20	Both have the same features, but I chose zoom because it's lighter and faster when opened than steaming, which is heavy and long, so I really have to prepare before class.
21	Teams has more features considering that Teams are not only an application used for video meetings but can also be used by lecturers/teachers for class management and information distribution. However, it is not always compatible on many devices and is still not familiar so it is difficult to operate.
22	In terms of complete features, I think Microsoft Teams is more complete because it has the Assignments feature and the Class Notebook feature, which Zoom doesn't have.

	However, for convenience of use, I personally think that Zoom is more comfortable to use because the application is not heavy and laggy.
23	Zoom because I never use Ms Teams
24	Actually, Microsoft Teams is more profitable for students because the features provided by Microsoft Teams are free, but the Microsoft Teams application is very heavy to run on a laptop that is only devoted to lectures such as making assignments such as papers etc. In contrast to Zoom, which is much lighter than Microsoft Teams, which is of course very friendly with students' laptops, which are only devoted to learning.
25	I prefer zoom because it's more convenient to do activities remotely.
26	Zoom.
27	Zoom.
28	Zoom, filters! Make it look ready even though you haven't showered yet
29	I personally prefer to use Ms Teams, because in Ms Teams it looks like a group, so there is a history of chats and meetings. The grid display is also not only square but can be set like sitting in class.

From this table, we can see that there are a lot of answers from respondents and their answers are very diversity, 17 students choose Zoom and 12 students choose Microsoft Teams but there is 4 respondent who choose zoom but not saying the reasons and 1 respondent who choose zoom because he/she never use Microsoft Teams which actually can't be count because not fulfill the criteria. From the table we can conclude that for the convenience of using the application respondents more tend to choose Zoom over Microsoft Teams because 16 students choose zoom and 12 students choose Microsoft Teams

#### Discussion

According to the findings of this study, students' media preferences for online learning are extremely diverse. The results obtained indicate that the participant's answers are divided into 2 categories, namely completeness of features and convenience of use. Respondents prefer Microsoft Teams as a media that have more complete features because they cannot only make video calls, but they can also take quizzes, call friends who have not joined, record without having to ask permission, rewatch recordings, upload files, take notes, view assignments, work on, and collect assignments from the teacher, interact privately or in groups, etc. For zoom meetings, they have almost the same features. Zoom also has features such as screen sharing, recording, filters, virtual

backgrounds, and chat rooms. The advantages of zoom are, zoom has a breakout room feature, live transcript, live streaming, can change the display name freely, and can change the background freely. which feature is not owned by Microsoft Teams. Microsoft Teams can also use a virtual background but only the background is provided, and can't change the display name because the displayed name will match the email, we use to log in. But indeed, Microsoft teams is classified as more complete because we cannot do quizzes on zoom, can't upload files, and can't re-watch video recordings in the application, on Microsoft teams video recordings can be saved in the Microsoft teams group chat but on zoom the video recording will be saved in the gallery of the device who used to record. But, in the other hand respondents prefer zoom as an application that is more comfortable for them to use because zoom video quality at zoom is more HD, and the use of virtual backgrounds on zoom feels more comfortable because participant can change it freely, change the display name freely, also even though zoom is heavier and need stronger signal when compared to Microsoft Teams but Zoom having fewer errors and lags. sometimes Microsoft Teams has an error like the meeting doesn't exist even though the meeting is in progress. then the display in Microsoft Teams is also more complicated than zoom which is just simple so it's easier to understand its use. But, zoom have a limitation of time and participant so if participant want to delete that they must buy zoom premium, also if they are not the host of the conference, they must get permission from the video conference organizer if they want to record the zoom meeting. So, in conclusion they feel more comfortable using zoom even though they must have a lot of quotas and a strong signal.

The respondent's opinion regarding the completeness of the features in this Microsoft Teams application is in accordance with the perspective from (Hikmah, 2022) that said that to connect with teachers and other students, Microsoft teams use video conferencing. Teachers can use Microsoft Teams to send student evaluations and receive immediate feedback. Microsoft Teams, according to Sulz (2020), allows for rapid data editing and sharing from anywhere, as well as a large one-drive storage capacity. Furthermore, managing study groups is simple; students are placed in courses or groups based on their level or type of subject, ensuring that they are not confused or missing lectures. The video and audio quality in Microsoft Teams is also superb. Another advantage is the ability to communicate in secret or in groups. Can be used to save important conversations or chats. Microsoft Teams also allows teachers to monitor and summarize student work in real time.

Moreover, according to (Nurmala, 2021) The study's findings demonstrate that online learning at ARS University utilizing the Zoom program during the Covid-19 virus was beneficial. It's just that there are some technical issues that arise when online learning is in progress; for example, a student remarked that it was frequently confusing during learning because of the speaker factor, which was periodically missed depending on signal strength and sound during learning. The issue is that internet services are not readily available. Students claim to have a greater data quota. Apart

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from that, Zoom has a lot of advantages, the first of which is that it is free to download and can accommodate up to 100 people. Second, they can change the display name freely. Third, they can use virtual background freely not just the background provided but also their own photos, and then live transcript features is really help because sometimes we may interpret the pronunciation incorrectly or mishear the word. but with the live transcript feature, it becomes more helpful to understand. the layout setting in the zoom is simpler so it's not difficult to use it. Finally, Zoom Cloud Meeting works on Android, iOS, Windows, and Mac computers.

### **Conclusion**

In conclusion, this research found that the respondents answer is really diversity and all of them have their own perspective about the media they prefer to use in online learning. They are divided into 2 parts, the first is those who are more concerned with features and the second is those who are concerned with comfort. Majority of the respondents choose Microsoft teams for the application that have a more complete feature, take less memory, need less signal, and less quota for online learning. But majority of the respondent choose zoom for the application who is more comfortable for them to use even though it takes up a lot of memory, takes up more data/quota, and need a stronger signal.

However, from this paper, we finally know which application that students prefer to use for online learning. And we also know about the advantages and disadvantages in each application. From this paper people will know about other people opinions about each application and this paper is expected to help them in choosing applications that they will later use in online learning, if they use applications that match what they want, it is hoped that their interest in learning will increase even though only through virtual video learning, if learning feels fun and comfortable then it will increase their desire to learn even if only face to face online.

Moreover, I recommends that people who may later be doing research with the same research subject, I suggest using other methods such as qualitative or mixed methods because here I use quantitative methods. Then I also hope that researchers increase the number of samples and expand the scope of the sample. By using a different method, a larger number of samples, and a wider sample scope, the researcher will get more diverse answers and of course more valid results. Finally, the author hopes that later researchers can compare more existing application applications so that the results obtained are more varied.

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## Zoom VS Microsoft Teams: Students' Preference

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### ARTICLE INFO

### ABSTRACT (10PT)

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Learning is a process from knowing nothing to knowing more, learning can be done by ourselves or by teacher. However, normally learning with teacher is done by meeting face to face directly, but due to the pandemic a lot of learning was changed to online. Online learning is learning that is done virtually usually using media as a learning platform, one of the medias used for online learning is Zoom and Microsoft Teams. This article aims to find out Student's Preference Between Zoom and Microsoft Teams as The Media for Online Learning and their reasons for choosing the media. In addition, this research was conducted using a quantitative method, the researchers distributed a google form to students which contained several questions that they had to answer which of course related to the zoom platform and Microsoft teams as a medium for online learning, then they also had to tell the reasons they chose the media. The result of these research is divided into two categories namely completeness of features and convenience of use. Zoom and Microsoft Teams have some of the same features and also have their own advantages and disadvantage. For the completes of the features most students choose Microsoft Teams, but for the convenience mostly they choose zoom. From the results obtained, it is hoped that in the future people who read this paper will find it easier to make choices about what platforms they will use for online learning, and from choosing the right media, it is hoped that it can increase the enthusiasm of students to learn.

### Introduction

As human beings, and as a student, one of our tasks is to learn. The meaning of learning in the Big Indonesian Dictionary, etymologically means "trying to gain intelligence or knowledge". This definition has the understanding that learning is an activity to achieve intelligence or knowledge. Quoted from Baharuddin and Esa via (nurfitrihanah & faridatul, 2013) they said that learning is a human process to achieve various kinds of competencies, skills, and attitudes. Learning starts from human birth until the end of life. In short, learning is a process by which we who initially do not know about something become aware and know about something. Learning can be done in 2 ways, namely learning with teachers at school, or studying alone at home. Learning at school is generally done with face-to-face meetings in a room that we usually call a class, where we as students and teachers that later will help to teach us and provide teaching materials. Learning is one of the important processes that we will go through in our life.

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However, this face-to-face learning method is now inhibited due to the COVID-19 pandemic. The COVID-19 pandemic, which has become a global pandemic, requires people to work and study from home. We who were originally able to learn face to face with the teacher now have to turn into

virtual learning because of this pandemic. Therefore, to keep helping the learning process, several platforms are available to be used as online learning media, for example, Zoom and Microsoft Teams. Zoom dan Microsoft teams is one of the platforms that we can use as online learning media so we can learn and meet face to face virtually with our friends and teachers at home, these two applications also provide and offer various features that we can use in order to help our online learning process at home. There are several articles that discuss about learning media in this pandemic era for example there is an article with tittle The Effectiveness of Using the Zoom App As an Online Learning Media To Students During the Covid-19 Pandemic (Sunarti, 2020) and WhatsApp Media in Online Learning During Covid-19 Pandemic (Djamdjuri, Dewi suriyani, 2020) and also Student Responses to the Use of Google Classroom as Online Learning Media (Arifin & Merdekawati, 2020) but they just discussed and explained one media and did not compare it with the others. They discussed students' responses and the effectiveness of using that one media but they did not compare it with other media. In my research, I will focus on comparing two learning media namely zoom and Microsoft teams. Therefore, in this research, I want to know which media do students prefer to use as online learning media between Zoom and Microsoft Teams and what the reasons are. For that reason, this research will have two research question, which are:

1. Between Zoom and Microsoft Teams, which media that the students prefer to use for online learning?
2. What are the reasons for students in choosing the media?

## LITERATURE REVIEW

### Theoretical Framework

#### The Definitions of Media

The word "media" derives from the Latin word "medium," which means "middle, intermediary, or introduction." The term "medium" in Indonesian means "between" (stating one's position) or "being in the middle" (starting size). In general, "media" refers to anything that is used as a container, tool, or means of communication (Prawiro, 2020). In general, media is an intermediary or introductory tool that serves to channel messages or information from a source to the message's recipient. Furthermore, several experts weigh in on the definition of media, Syaiful Bahri Djamarah believes that the media is a tool that can be used as a channel for messages to achieve goals. Meanwhile, Ahmad Rohani defines media as "anything that can be captured by the human senses and serves as an intermediary, means, or tool in the communication process." As a result, it is possible to conclude that the media is a tool that can be used to communicate.

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### **Types of Media**

When it comes to media, there are three types. The first is audio media, followed by visual media, and finally audio and visual media. Audio media is a type of media that can only deliver a voice, such as a voice call. Visual media is a type of media that can deliver a visualization but does not have a voice, such as a picture or paper maps; you can see and touch them, but they do not produce sound, so you cannot hear anything. Last but not least is audio and visual media, which can deliver both a visual and an audio at the same time (Prawiro, 2020). The example of audio-visual media is the online learning media that we talking about which is zoom and Microsoft teams, zoom and Microsoft teams allow you to hear each other voice, and see each other face at the same time. This kind of media is called audio and visual media.

### **The Media for Online Learning**

Online learning, also known as electronical learning (e-learning), is a type of learning system that makes use of the internet and technology. This is a type of learning that relies heavily on technology and the internet as its primary source of information (Setiawardhani, 2013). Some people still use the website, but others have moved on to applications. So, how does this online learning system function? As previously stated, online learning relies heavily on technology and the internet as its primary source of information. So, to run the online learning, we obviously need devices that can open the website or download the applications that we will use, such as Zoom or Microsoft Teams, as well as an internet connection. After that, we can open the application, register our name, and begin creating a study room, or we can join someone else's room by entering the code or clicking the link shared by the room owner.

Zoom is one of the most popular media among teachers and students in both schools and universities. Zoom is a communication application using video and can be used on a variety of devices both mobile and desktop. This application is usually used to conduct face-to-face remotely with a large number of participants (Winarso, 2021). There are two options for using zoom, the first is when you use zoom but not premium then it can only accommodate a maximum of 100 participants and can only last for 45 minutes, after which the meeting will automatically end. But if you use premium zoom then you have to pay for it but on the other hand the zoom will not have a participant limit and time limit.

Microsoft Teams are now very popular too among teachers and students. Microsoft Teams also has the same function as Zoom, which can be used to communicate using video and voice, almost all of the features provided are the same, there are only a few features that are available in Microsoft Teams but not in Zoom and for Microsoft Teams view it is different from Zoom. Microsoft Teams does not have a time limit and participant limit, if for Zoom we have to buy the premium version to

get it, for Microsoft Teams we can get it for free. Then for Microsoft Teams, teachers can give quizzes, upload learning videos, upload files, use them to chat even when they're not doing online videos. Microsoft Teams can function like a regular chat platform.

Using Zoom and Microsoft teams and learning in class face to face is basically the same; the only difference is that the room we use in Zoom or Microsoft Teams is a virtual room, not a real room, and we need a code or link to join it. That way we can do the online learning and learn together with teachers and friends by staying at home.

### Literature Review

Before I conduct this research, there are several researches discussing online learning and also media in online learning. Nonetheless in this research, I will focus on referring two media in online learning namely zoom and Microsoft teams. Based on the research from (Kobayashi, 2017) about Students' Media Preference in Online Learning, Because of their convenience, online students prefer email and text messages. Despite the fact that social networking is popular among the younger generation, students perceived it to be less useful when compared to other asynchronous media. The outcome could be attributed to faculty attitudes; social media are not regarded as pedagogical tools. Furthermore, students rated online videos far higher than CDs/DVDs. The findings reflect the current student population; roughly 70% to 95% of undergraduate students in the United States own at least one smartphone or other type of mobile device. as a result, online videos may be more convenient and easier to access than CDs/DVDs. To encourage peer interaction, online discussion boards, online chat groups, and online collaboration tools (e.g., Wiki, Google Docs) are used. Online collaboration tools were rated as the most useful of the three media. According to Morris' research, students did not find online discussion boards to be useful. Although both online collaboration tools and online discussion boards are asynchronous media, their uses are not the same. This suggests that, unless the assignment requires collaboration, online students prefer individual learning.

Moreover, according to (Nurmala et al., 2021) The Effectiveness of Using the Zoom App as an Online Learning Media to Students During the Covid-19 Pandemic this research is conducted in ARS University. The results of the study show that Online learning at ARS University using the Zoom application during the Covid-19 virus can be said to be effective. It's just that there are some technical stumbling blocks when it comes to online learning. For lecturers and students, using Zoom as a distance learning tool is an option. ARS University's online learning has been quite effective, thanks to the Zoom application, which was developed during the current covid-19 pandemic. Flexible learning and its implementation make it easier for students to participate in online or remote learning activities. Students responded favorably to the use of the Zoom application for learning. The numerous features that make it simple are a plus for making online learning easier.

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In the first research they conducted research on students' preferences in online learning media thoroughly and widely, there are still a lot of media being compared in it, whether it's sound media, visual media, or sound and visual media. They only focus on the voting results and the reasons but not the effectiveness of the media. However, in the second study they explained and focused on one medium, namely zoom, in that study they also talked about how this media can function in student life, they explained about the effectiveness of using zoom during the covid-19 pandemic and mentioned several obstacles during its use this time.

### Method

This research uses quantitative methods to get answers from Student's Preference Between Zoom and Microsoft Teams as The Media for Online Learning. One way to get the answer in this research, me, as the researcher conducts surveys by distributing questionnaires through Google Forms. There will be 2 types of questions that will be asked, the first is multiple choice and the second is open-ended questions, I will share the Google Forms link through WhatsApp to respondents openly. In filling out the questionnaire, there are 2 criteria that must be met, namely:

- 1) Have experience in undergoing distance learning/online learning and understand about what online learning is.
- 2) Have experience in using both Zoom and Ms. Teams.

Questionnaires are distributed voluntarily for those who are willing, and there is no coercion for those who are not willing to fill the questioner. Names and personal data of those who fill out the questionnaire and are counted in the survey will not be published, personal data will be kept confidential. The questionnaire is divided into 2 forms of questions, namely multiple choice and open-ended questions, and the total of the respondents that fill up this google form is 29 respondents but however 1 respondent is excluded because the respondent is not fulfill the criteria. To get maximum results, this research is conducted openly not only to students at one university but also students from other universities. It could also be filled by students of any major, as long as they meet the criteria. In the end, there were 28 respondents filling out the questionnaire.

### Result and Discussion

#### Result

This study has found results after researchers distributed questionnaires and compiled questions on the google form platform about Student's Preference Between Zoom and Microsoft Teams as The Media for Online Learning.

##### 1. Multiple Choice

Table 1 : Multiple Choice question list

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No	Questions	Zoom	Microsoft Teams
1	Between the two applications (Zoom and Ms Teams). Which one takes up more memory/heavier/takes up more space?	15	13
2	Which application requires a stronger signal to get a better quality of the audio and visual?	18	10
3	Which application consumes the most quota when using it?	20	8

From this table, we can see that the respondent's choice for the first question is mostly zoom, students think that the application that takes up more memory/takes up more space between zoom and Microsoft teams is zoom. But from this table also we can see that there are lots of students that choose Microsoft teams too. If you look at the comparison, this number actually only has a slight difference, namely 2 votes which means that actually these two applications consume a lot of memory. There were 15 students who chose Zoom, and 13 students who chose Microsoft Teams. Indeed, it only has a difference of 2 votes but in terms of zoom it is superior and that means most students do choose zoom as an application that takes up more memory/takes up more space.

Once again from the table we can see that the respondents' choice for second question is mostly zoom, students think that which app needs a stronger signal to get better audio and visual quality is zoom. But in these questions, the gap is further than in the previous questions. If on the previous question the difference was only 2 votes, but on this second question, the difference is 8 votes, which means 6 votes different from the previous question. On this second question Zoom got 18 votes while Microsoft Teams got 10 votes, there is a difference of 8 votes between the two choices. So that in this question it is more certain to confirm that most respondents think that zoom is an application that needs a stronger signal to get better audio and visual quality.

From the table, the third time we can see that the respondent's choice for the third question is mostly zoom, students believe that which application uses more quota when using it is zoom. But once again in this question, the gap is further away than the previous two questions. In the first question the gap is 2 votes, in the second question the gap is 8 votes, but in this third question the gap is even further which is 12 votes. On this question Zoom got 20 votes while Microsoft teams got 8 votes, there is a big gap between the two choices, namely 12 votes. That way it can be decided with certainty that students believe that Zoom is an application that uses more quota when using it.

## 2. Open-ended Question

**Table 2 : Respondents Answers for a Question :**

*Zoom and Microsoft Teams certainly have several features that can help online learning (e.g., chat rooms, share screens, recorders, virtual backgrounds, etc.) Which one of these two applications do you think has more complete features and is more convenient to use? Please give your reasons!*

NO	ANSWERS
1	Zoom, because the recorder feature provided is more accessible and zoomed-in also offers settings to beautify the face/to symmetrical the face so that we can be more comfortable when conducting online meetings.
2	Zoom, with various advantages, offered including virtual backgrounds and cursor access by meeting members.
3	Zoom.
4	Microsoft Teams, because it doesn't have a time limit and can access everything.
5	Microsoft Teams. Because in Microsoft Teams there is a record feature to watch again, and there is also an assignment feature where lecturers can hold quizzes via Teams during class. Also, through Ms Teams we can call friends when they haven't entered the meeting room, in this case the feature name is "ask to join".
6	Microsoft team because it is easier to apply and more comfortable in my opinion. While zoom requires a very strong signal when you want to use it and drains more quota. But it's a bit difficult if the email hasn't been registered, because the Microsoft Teams is part of the Microsoft company so when registering if it's not an email from school/university it will cost a lot because you have to subscribe. Oh yes 1 more thing Ms Teams can be used unlimitedly while the zoom account must be premium if you want to use more than 30 minutes.
7	Zoom.
8	Zoom, because I use Zoom more often than Microsoft Teams.
9	In my opinion, the application that has more complete features is Zoom. In the zoom application, in addition to the features mentioned above, there are other features such as webinars, live streaming, live transcripts, breakout rooms, photo and video filters and what I like the most is the studio effects feature where this feature allows us to apply eyebrow filters and lip color. In addition, the video quality on Zoom is more HD than Ms. Teams.

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10	Microsoft Teams, because apart from having features for video meetings. It's also having features to listen to audio, take quizzes, collect assignments, create rooms for learning
11	Personally, I think I'm more comfortable using Zoom Meeting. In addition to the features it has, Zoom Meeting is buffering less often than Ms Teams. And also, a lot of unknown problems that often occur in Ms Teams such as meetings not being available, not being able to join meetings at critical times, etc. and the Ms Teams application, which requires a large enough space than the zoom meeting, slightly fills the internal memory and causes a slow response when opened Ms Teams itself which makes me more comfortable using zoom meeting
12	In my opinion, Microsoft Teams is superior in terms of features and easier to use.
13	Both applications have different features, such as Ms Teams can send files in the application and recordings are automatically stored there, but for virtual background it is not as good as zoom. I'm more comfortable with zoom, virtual background is easier because I can add my own photos, filters, and breakout rooms, and the UI of zoom is more comfortable to look at than the UI of Ms Teams
14	Zoom, because in the daily learning process, there are more lecturers/teachers who use zoom than MS Teams. The features in zoom are also easier to understand how to use.
15	Zoom, more complete features, rarely found bugs, fast application.
16	Teams, because it includes everything like ppt, word, excel, etc.
17	Microsoft Teams. because it is very complete, it can be used for learning, and it can also be used for the video conference.
18	Microsoft Teams, because apart from being used for meetings, can also create a shared channel for online learning activities.
19	Teams, because there are various features available, easy to use, doesn't take up a lot of data.
20	Both have the same features, but I chose zoom because it's lighter and faster when opened than steaming, which is heavy and long, so I really have to prepare before class.
21	Teams has more features considering that Teams are not only an application used for video meetings but can also be used by lecturers/teachers for class management and information distribution. However, it is not always compatible on many devices and is still not familiar so it is difficult to operate.



22	In terms of complete features, I think Microsoft Teams is more complete because it has the Assignments feature and the Class Notebook feature, which Zoom doesn't have. However, for convenience of use, I personally think that Zoom is more comfortable to use because the application is not heavy and laggy.
23	Zoom because I never use Ms Teams
24	Actually, Microsoft Teams is more profitable for students because the features provided by Microsoft Teams are free, but the Microsoft Teams application is very heavy to run on a laptop that is only devoted to lectures such as making assignments such as papers etc. In contrast to Zoom, which is much lighter than Microsoft Teams, which is of course very friendly with students' laptops, which are only devoted to learning.
25	I prefer zoom because it's more convenient to do activities remotely.
26	Zoom.
27	Zoom.
28	Zoom, filters! Make it look ready even though you haven't showered yet
29	I personally prefer to use Ms Teams, because in Ms Teams it looks like a group, so there is a history of chats and meetings. The grid display is also not only square but can be set like sitting in class.

From this table, we can see that there are a lot of answers from respondents and their answers are very diversity, 17 students choose Zoom and 12 students choose Microsoft Teams but there is 4 respondent who choose zoom but not saying the reasons and 1 respondent who choose zoom because he/she never use Microsoft Teams which actually can't be count because not fulfill the criteria. From the table we can conclude that for the convenience of using the application respondents more tend to choose Zoom over Microsoft Teams because 16 students choose zoom and 12 students choose Microsoft Teams

### Discussion

According to the findings of this study, students' media preferences for online learning are extremely diverse. The results obtained indicate that the participant's answers are divided into 2 categories, namely completeness of features and convenience of use. Respondents prefer Microsoft Teams as a media that have more complete features because they cannot only make video calls, but they can also take quizzes, call friends who have not joined, record without having to ask permission, rewatch recordings, upload files, take notes, view assignments, work on, and collect

assignments from the teacher, interact privately or in groups, etc. For zoom meetings, they have almost the same features. Zoom also has features such as screen sharing, recording, filters, virtual backgrounds, and chat rooms. The advantages of zoom are, zoom has a breakout room feature, live transcript, live streaming, can change the display name freely, and can change the background freely. which feature is not owned by Microsoft Teams. Microsoft Teams can also use a virtual background but only the background is provided, and can't change the display name because the displayed name will match the email, we use to log in. But indeed, Microsoft teams is classified as more complete because we cannot do quizzes on zoom, can't upload files, and can't re-watch video recordings in the application, on Microsoft teams video recordings can be saved in the Microsoft teams group chat but on zoom the video recording will be saved in the gallery of the device who used to record. But, in the other hand respondents prefer zoom as an application that is more comfortable for them to use because zoom video quality at zoom is more HD, and the use of virtual backgrounds on zoom feels more comfortable because participant can change it freely, change the display name freely, also even though zoom is heavier and need stronger signal when compared to Microsoft Teams but Zoom having fewer errors and lags. sometimes Microsoft Teams has an error like the meeting doesn't exist even though the meeting is in progress. then the display in Microsoft Teams is also more complicated than zoom which is just simple so it's easier to understand its use. But, zoom have a limitation of time and participant so if participant want to delete that they must buy zoom premium, also if they are not the host of the conference, they must get permission from the video conference organizer if they want to record the zoom meeting. So, in conclusion they feel more comfortable using zoom even though they must have a lot of quotas and a strong signal.

The respondent's opinion regarding the completeness of the features in this Microsoft Teams application is in accordance with the perspective from (Hikmah, 2022) that said that to connect with teachers and other students, Microsoft teams use video conferencing. Teachers can use Microsoft Teams to send student evaluations and receive immediate feedback. Microsoft Teams, according to Sulz (2020), allows for rapid data editing and sharing from anywhere, as well as a large one-drive storage capacity. Furthermore, managing study groups is simple; students are placed in courses or groups based on their level or type of subject, ensuring that they are not confused or missing lectures. The video and audio quality in Microsoft Teams is also superb. Another advantage is the ability to communicate in secret or in groups. Can be used to save important conversations or chats. Microsoft Teams also allows teachers to monitor and summarize student work in real time.

Moreover, according to (Nurmala, 2021) The study's findings demonstrate that online learning at ARS University utilizing the Zoom program during the Covid-19 virus was beneficial. It's just that there are some technical issues that arise when online learning is in progress; for example,

a student remarked that it was frequently confusing during learning because of the speaker factor, which was periodically missed depending on signal strength and sound during learning. The issue is that internet services are not readily available. Students claim to have a greater data quota. Apart from that, Zoom has a lot of advantages, the first of which is that it is free to download and can accommodate up to 100 people. Second, they can change the display name freely. Third, they can use virtual background freely not just the background provided but also their own photos, and then live transcript features is really help because sometimes we may interpret the pronunciation incorrectly or mishear the word. but with the live transcript feature, it becomes more helpful to understand. the layout setting in the zoom is simpler so it's not difficult to use it. Finally, Zoom Cloud Meeting works on Android, iOS, Windows, and Mac computers.

### **Conclusion**

In conclusion, this research found that the respondents answer is really diversity and all of them have their own perspective about the media they prefer to use in online learning. They are divided into 2 parts, the first is those who are more concerned with features and the second is those who are concerned with comfort. Majority of the respondents choose Microsoft teams for the application that have a more complete feature, take less memory, need less signal, and less quota for online learning. But majority of the respondent choose zoom for the application who is more comfortable for them to use even though it takes up a lot of memory, takes up more data/quota, and need a stronger signal.

However, from this paper, we finally know which application that students prefer to use for online learning. And we also know about the advantages and disadvantages in each application. From this paper people will know about other people opinions about each application and this paper is expected to help them in choosing applications that they will later use in online learning, if they use applications that match what they want, it is hoped that their interest in learning will increase even though only through virtual video learning, if learning feels fun and comfortable then it will increase their desire to learn even if only face to face online.

Moreover, I recommends that people who may later be doing research with the same research subject, I suggest using other methods such as qualitative or mixed methods because here I use quantitative methods. Then I also hope that researchers increase the number of samples and expand the scope of the sample. By using a different method, a larger number of samples, and a wider sample scope, the researcher will get more diverse answers and of course more valid results. Finally, the author hopes that later researchers can compare more existing application applications so that the results obtained are more varied.

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Our decision is to: Accept Submission

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