Microsoft Teams in the Perspective of the Users

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Abstract

This study is about to know the users' perspective on Microsoft Teams. The users of this study are the students of a certain school in Semarang. They are the users of Microsoft Teams in the distance learning. Microsoft Teams is the school choice; therefore, the students' perspective are the data of this study. The data are taken through distributing close ended questionnaire to one hundred and twenty students who are the samples of this study. The validation of the questionnaire content follows the validation which is designed by Simon & White (2011). While for the reliability, the alpha coefficient is used to check it. In twelve questions, there are ten statement items that are highly understandable and two statement things that are moderately understandable. The students' perspective is that Microsoft Teams mediate their interaction and communication with their teachers. It is as the solution tool for their distant learning.

Keywords: Microsoft Teams; Distance Learning

INTRODUCTION

Teachers, students, parents, and a variety of other groups all play important roles in the present implementation of distant learning. All of them have their own roles. The roles cannot be switched even in different place. Teachers as the senders of the material can only share their roles virtually. Students as the receiver of the material cannot make themselves understand the material easily. While parents as the helper, facilitator and even mediator between teachers and students can overcome everything independently. This condition is something new to everybody because the roles are new for them. Some new problems faced by teachers and students are as stated by Daniel (2020), for examples, the learning process differs from that of face-to-face instruction which affect the curriculum and assessments are controlled inappropriately and at the same time it cut the students' interaction. Those problems are the evidence that distance learning needs more attention.

Indonesia is still facing the time of pandemic resolution. All learning activities are still carried out online rather than face to face. The online learning uses a platform that has been established by the school. It changes the education atmosphere. Students are able to access material more easily via the internet, and they are able to learn anywhere and at any time. Facing this free time to access everything, teachers should consider some ways to make the education is in the right tract. Therefore, it is important for teachers to choose the right platform in the classroom. This is, of course, to anticipate that the correct platform provide satisfaction and ensure online learning's success. Educators in Indonesia employ Zoom, Google Meet, Google Classroom, and WhatsApp, among other services. However, because there is a lack of focus on the platforms used by educators with one other, these diverse platforms cause inconvenience to

students in the learning process, thus it is critical to choose platforms that promote students and teachers' productivity in today's job.

Microsoft Teams is one of the platforms where students and teachers can integrate all of their work in one place. Microsoft Teams is a learning platform that integrates chats, information, assignments, and applications together in one location so that teachers and school staff can track students' progress (Situmorang, 2020). This platform can be used by educational institutions for anyone who has activated a school or college account to take use of the capabilities available when using Microsoft Teams as an online learning platform to build a learning management system in a school. Similar features are available in the form of well-integrated teaching and learning environments, and Microsoft Teams is one of the finest learning platforms. Microsoft Teams assist teachers in optimizing the flow of learning in schools, resulting in more effective learning settings. In this scenario, online learning has a positive impact on students' attitudes on the Microsoft Teams platform.

Knowing the positive impact of Microsoft Teams, such as, it helps teachers in building an optimal learning environment (Ridho, 2020); teachers can choose Microsoft Teams as on of the distant learning solution. In early research, Masadeh et.al (2020) have provided students' perception on some important aspects in solving challenges in e-learning education using the Moodle platform, the Microsoft team, and the Zoom platform. On the other hand, Pal & Vanijja (2020) have proved that the consumption of a platform such as Microsoft Teams in a distant learning did not affect usability aspects. Those three studies have different subject with this study in discussing Microsoft Teams as the solution in a distant learning. This study is gained to know the senior high school students' perspective during the distant learning. Respectively, the students can show their interest and sadness while they are using it. Because of those reasons, the writers clarify the purpose of the study is to know the users' perspective about it.

Microsoft Teams in the perspective of the users is the focus of this study. The study describes the points of that topic into some parts. Talking about the perspective itself, the writers divide it into the definition of perception, the perspective dimension

Perception
The ability of the five senses to understand an object based on awareness and openness to the outside world is referred to as perception (Peter, 2017). In different statement, Lekhanya & Dlamini (2017) mention that perception is a broad imagination and a more meaningful image created in people's minds. In other words, perception is the conscious process of understanding something through the five senses.

Perspective Dimension
The perspective dimension covers two areas: physical and psychological. They describe different thing. Physical dimension is the length of time it takes to convert a stimulus into a form that may be used to gather information or knowledge about the world around us. While the psychological dimension is a dimension that offers a meaning to the stimulus that has been chosen (Qiong, 2017).

Microsoft Teams
Microsoft Teams is a platform that integrates with Microsoft Office 365 and offers a variety of services, including meeting capabilities, video conferencing, file storage, and user access (Henderson et al., 2020). Microsoft Teams is a team relationship that lets users to communicate and collaborate from any location, in both small and large businesses. Microsoft Teams has the advantage of bringing chats, meetings, files, and applications together in one place.

METHOD

Descriptive quantitative study is the research design of the study. A quantitative research method is one that involves quantifying and analyzing variables in order to acquire research results (Apuke, 2017). This study is more interested in what happened rather than why or how it happened. As a result, survey and observation are frequently used to obtain data. The data obtained in this type of study might be evaluated statistically using averages, frequencies, percentages, or other statistical methods to establish relationships, or it can be collected qualitatively (Nassaji, 2015).

There are 120 students as the users of Microsoft Team chosen as the sample of the study. They are chosen randomly without taking into account the population's strata. The samples are given a questionnaire which is as the instrument of the study. A questionnaire is a set of questions given to people in order to gather statistically useful data for research on a specific issue (Roopa & Rani, 2012). In other words, the questionnaire is a set of written questions with room for responses that are used to collect data from respondents. Even there are two types of questionnaires, the chosen questionnaire is close ended questionnaire. It is because the students can only answer by choosing from a small set of options. It covers twelve closed ended questions. Those questionnaires are answered by the students in the form of Likert Scale. Because of its effectiveness, time efficiency, and low cost, this study uses an electronic questionnaire that is then given via Google Form. The students are then sent the online questionnaire over a WhatsApp group.

To determine whether the test is legitimate to use as a test, the questionnaire that is utilized and given to the students must first be reviewed for validity and reliability. Content validity is chosen by the researchers. The advisor is asked to use her professional judgment to assess the instrument's validity. The validation rubric follows the validation which is created by Simon and White (2011). It covers clarity, wordiness, negative wording, overlapping responses, balance, use of jargon, appropriateness of responses listed, use of technical language, application to praxis, and relationship to problem. In addition, each criterion has different operational definition. Each criterion has ranging score which is from 1 up to 4. Score 1 is for not acceptable, 2 is for below expectations, 3 is for meet expectations, and 4 is for exceed expectations.

On the other hand, consistency is the rough counterpart of reliability, which is the inverse of the statistical concept of variance (Seltman, 2018). The purpose of reliability is to create identical or consistent study results. The alpha coefficient of Cronbach is utilized to examine the instrument's reliability in this study.

$$r_{11} = \left(\frac{k}{k-1} \right) \left(\frac{1-m(k-m)}{kV} \right)$$

After the data has been entered into SPSS, the researchers examine the coefficient of the Alpha Cronbach results using (Cohen et al., 2007) criterion of reliability to eliminate subjectivity.

Table 1. Level of Standard Reliability

Score	Standard
>0.90	Very highly reliable
0.80-0.90	High reliable
0.70-0.79	Reliable
0.60-0.69	Minimally reliable
<0.60	Un acceptably low reliable

(Cohen et al., 2007)

In short, this study has questionnaire as the data collection. The questions in this questionnaire are closed-ended in nature. There are some procedures the researchers organize to do this study. It starts from preparing instrument and checking the validity and reliability; making appointment with the school; making appointment with the students as the sample of this study; distributing questionnaire; collecting the questionnaire and the last analyzing the questionnaire. In analyzing the data, the researchers follow two steps: scoring the questionnaire and interpreting the score of the questionnaire. The meaning of interpreting in this data analysis is to check the number of each part of the Likert Scale and make it into conclusion.

RESULTS AND DISCUSSION
The result of the questionnaire is stated in Table 2.

Table 2. The Closed-ended Questionnaire Result

Descriptive Statistics						
Statements	N	Minimum	Maximum	Mean	Std. Deviation	Reliability Check
I think the Microsoft teams is easy to use in my study	120	1	5	4.13	0.744	High
I think the Microsoft team is comfortable to use especially in submitting assignments and discussions	120	1	5	4.00	0.745	High
I think online activities and discussions in Microsoft teams can motivate me to learn more about the lesson.	120	2	5	3.74	0.704	High
I think the use of Microsoft teams saves effort and time.	120	2	5	3.79	0.709	High
I think the reference materials and assignments posted by my teacher in Microsoft teams help me to improve my learning and to understand the contents/ topics of the lesson better.	120	1	5	3.93	0.758	High
I think the use of Microsoft teams in my studies enables me to accomplish tasks more quickly than other applications	120	2	5	3.55	0.732	High

I think the use of Microsoft teams easy for me to become skillful at using this application	120	2	5	3.85	0.575	High
I think the use of Microsoft teams increases the effectiveness of learning	120	2	5	3.80	0.729	High
I think Microsoft teams facilitates interaction and communication between teacher and students	120	2	5	4.17	0.613	High
I think the use of Microsoft teams makes My interaction with this application was clear and understandable	120	1	5	3.92	0.643	High
I think it is difficult to use Microsoft teams as online learning platform	120	1	5	2.22	0.814	Moderate
I think it is difficult to use Microsoft teams because of the slow-speed internet on my mobile	120	1	5	2.84	0.944	Moderate
Valid N (listwise)	120					

To conclude, the researchers find that there are ten statement items that are highly understandable and two statement things that are moderately understandable.

In the question number one, the majority of students feel that the Microsoft team is simple to use. In the question number two, the majority of students believe that Microsoft Teams is easy to use while learning. In the question number three, the majority of students believe that the Microsoft staff can be used as the platform to motivate them during online learning. In the question number four, Microsoft teams save time and effort for students' education. In the question number five, the majority of students believe that the Microsoft teams can assist them in

increasing their learning and understanding of the contents or topics of the teacher's class. In the question number six, if Microsoft teams help them complete work more rapidly, some students agree. In the question number seven, the majority of students think that improving students' ability to use Microsoft Teams is simple. In the question number eight, the majority of students believe that working in Microsoft teams improves their learning effectiveness. In the question number nine, if the Microsoft teams can facilitate contact and communication between teachers and students, the students agree. In the question number ten, the students agree that using Microsoft Teams can help to clarify and understand interactions. In the question number eleven, the ordinary students have little trouble using this application as their online learning platform. In the last question, the ordinary students do not have difficulty accessing Microsoft Teams because their signal is fast enough to do so.

There are two statements rated "moderate" and ten ones rated "high." There are various statement items that are regarded prominent in the top ten statements. Most students believe that the Microsoft Teams platform is one of the online learning platforms that can effectively encourage them in the teaching and learning process in the classroom with other supporting features that have many functions in one place, based on the majority of the highly-rated statements. Microsoft Teams is expected to become an application for communication and interaction between teachers and students as if they are in school as usual, in addition to being a learning platform. The students are aided in learning with the capabilities offered in Microsoft Teams, and these elements can be stated to encourage them to be involved in class.

Ridho (2020) has previously performed research for students enrolled in PAUD Education Programs at Indonesian Open Universities, online classes using Microsoft Teams provide an ideal learning environment. The adoption of Microsoft Teams as an online learning platform was well received by the students. The students give this rating based on their experience with the application.

Masadeh et al., (2020) employed a closed questionnaire with 18 statement items sent to 450 students at Jordan University in a previous study. According to the findings of the survey, 79.5 pupils concluded that e-learning such as Microsoft Teams, for students, improved autonomous learning and academic accomplishment.

To sum up, the research which is done by Ridho (2020) shows that Microsoft Teams is an excellent learning environment. It is because the twenty-eight students' statement mostly about Microsoft Teams as the ideal learning environment. The second different research which is written by Masadeh et., al (2020) show the result that Microsoft Teams improve four hundred and forty-five students' self-directed learning and academic achievement. On the other hand, one hundred and twenty, the users of this study state that their perspective about Microsoft Teams as a tool in their distant learning is that Microsoft Teams mediate their interaction and communication with their teachers. It is as the solution tool for their distant learning.

CONCLUSION

Today, Microsoft Teams platform is quite valuable for distant learning. Its features help students to face their distant learning. This platform motivates pupils to learn at school more successfully and efficiently. It brings all of the learning activities together in one spot. In the future, the platform could serve as a model for online learning platforms. However, teachers and the school community should pay more attention to students' impediments to accessing Microsoft Teams, as well as maximize the usage of Microsoft Teams during class by leveraging the capabilities accessible in it. Students must be ready to adapt to both offline and online approaches at all times. Further researchers should think about study subjects in greater detail, and to continue this research at other levels of education using additional learning platforms.

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