

# THE EFFECT OF COMMUNICATION EFFECTIVENESS THROUGH ZOOM MEETING MEDIA ON STUDENT ATTITUDES

Haryadi Mujianto<sup>1,\*</sup>, Leadya Raturahmi<sup>2</sup>, Hilman Aliansyah<sup>3</sup>

<sup>1,2,3</sup> Faculty of Communication and Information Sciences, Garut University

Email : haryadimujianto@uniga.ac.id<sup>1</sup> \*; leadyaraturahmi@uniga.ac.id<sup>2</sup>;  
hilmanaliansyah@uniga.ac.id<sup>3</sup>

\* corresponding author

## ABSTRACT

### Article history

Received December 13,  
2023

Revised : December 26,  
2023

Accepted : December 27,  
2023

### Keywords

Communication  
Zoom meeting  
Attitudes

The purpose of this study is to find out the role of lecturers and students in conducting distance learning (PJJ) through zoom meeting with the level of communication effectiveness on student attitudes. The research method used is a questionnaire survey method to calculate the validity and reliability test. The approach used in this study is a quantitative approach with data collection techniques, namely questionnaires. The subjects of this research are active students of the Faculty of Communication and Information, University of Garut as many as 700 people. The sampling technique used is simple random sampling. The results showed that the attitude of students of the Garut University communication science study program during learning through the media zoom is in the good category. There was an effect of the effectiveness of communication through the media zoom meeting on the attitude of the students.

This is an open access article under the [CC-BY-SA](#) license.



## 1. Introduction

The Covid-19 pandemic has created a shift in individual behavior throughout the world, especially Indonesia. After recovering and recovering in terms of health, economics and politics, people in Indonesia adapted to new habits. Policies implemented by the government such as the 5 M movement, namely: wearing masks, washing hands with soap and running water, maintaining distance, staying away from crowds and limiting mobilization and interaction have become a new habit. Maintaining distance or known as physical distancing, where people are encouraged to maintain physical distance from one another but still carry out social interactions is also still implemented by most agencies, both private, government and educational, implementing activities at home, or better known as Work From Home (WFH) for workers and Distance Learning (PJJ) for students.

Educational institutions, both schools and universities, which usually carry out teaching and learning activities face to face in front of the class, during the pandemic must switch to PJJ to help prevent the spread of the Covid-19 outbreak. PJJ or also known as E-Learning, is a learning activity carried out online where teachers or lecturers and students are physically separated and connected via the internet (Kusmana, 2011).

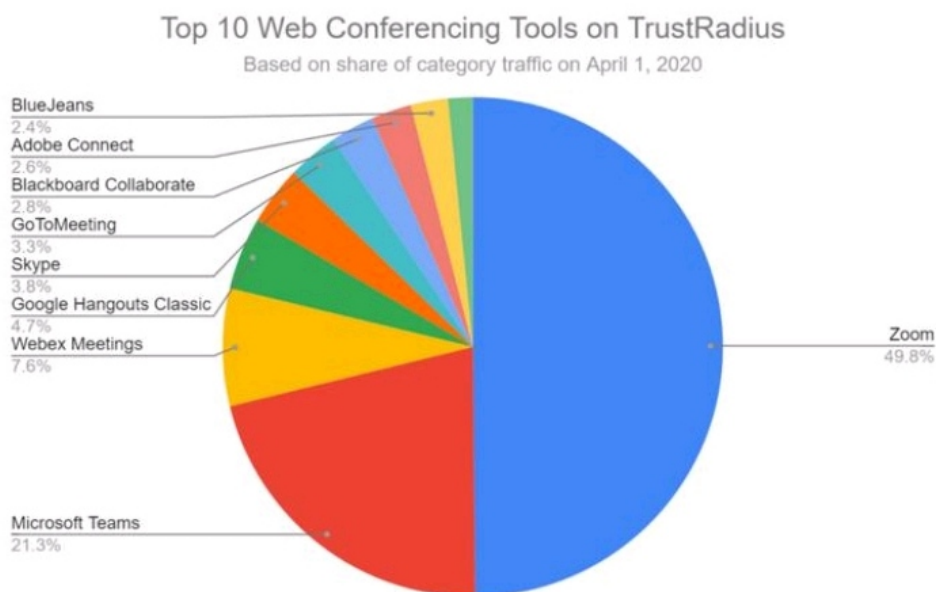
The implementation of PJJ requires media as a learning tool for teachers to convey information and for students to receive information as well as discussion activities (two-way communication) to improve understanding and knowledge. Currently, many applications are available for free and can be used as learning media at both schools and universities. These media include Zoom Meeting, Google Classroom, Google Meet, Learning Management System (LMS), WhatsApp, Telegram and others.

Achieving effectiveness in PJJ does not only depend on the material or content of the message to be delivered but is also influenced by the way in which the material is delivered. The benchmarks for the success of distance learning are the presentation of students' study time, high task behavior among students, consistency between teaching material support and students' abilities, and the development of a learning atmosphere (Yeliany & Roesminingsih, 2021). One model that can be used to obtain the effectiveness of PJJ such as during Teaching and Learning Activities face to face in front of the class is by using video conferencing. This video conference can be used as a means to assist the learning process with virtual face-to-face interaction between communicators (educators) and communicants (students) in the context of explaining material, understanding, or discussing related learning material even though they are not in the same place using Internet Network. As stated by (Hanum, 2013) effective learning is one that can make optimal use of information and communication technology as a tool. In fact, distance learning is also useful in shortening learning time and of course can save costs incurred by educational institutions (Silahuddin, 2015). According to Andre Hardjana in (Herlina, 2017) communication can be declared effective and can be measured by several things, namely the recipient/user (receiver or user), message content (content), timeliness (timing), communication channel (media), format (format). ), and the message source (source). One PJJ that can be considered effective is video conferencing. Learning using communication media that can do video conferencing can replace learning that is usually done face-to-face which then becomes a virtual face-to-face activity with the help of an application connected to the internet network.

Several universities in Indonesia, especially at Garut University at the Faculty of Communication Sciences, the application most often used in Distance Learning activities is the Zoom Meeting application. The Zoom Meeting application is an application released in January 2013 made by American and Chinese national Eric Yuan and provides videotelephone and online chat services via a software platform that can be downloaded for free via PC, laptop or smartphone. Apart from that, this application has other advantages compared to other applications, some of which are that this application can record during activities, create meeting schedules and supports various media platforms such as iOS, Android, Windows and others so that users of different platforms can still connect and communicate. Users can do video conferences for 40 minutes with a capacity of 100 people in the free feature and users can start the meeting again if they want to continue, but for paid features there is no time limit or number of users.

The large number of users of the Zoom application during the PJJ period is proven by the increase in data on Zoom application users in February 2020 to 2.22 million users, whereas

previously in 2019 active users of the Zoom application were only 1.99 million users and on April 29 2020 there were only 1.99 million downloaders. Zoom application more than 100 million. According to TrustRadius in (Rahman, 2020) the video conference application Zoom Meeting is ranked first and accounts for almost half of VTC usage worldwide, reaching 49.8%. Meanwhile, the remainder is divided into other video conferencing applications, namely Microsoft Teams, Webex Meetings, Google Hangouts Classic, Skype, GoToMeeting, Blackboard Collaborate, Adobe Connect and BlueJeans (Rahman, 2020).



**Figure 1. Graph of Zoom meeting usage**

*Source: TrustRadius in Cyberthreat.id*

The change in the learning process from Teaching and Learning Activities (KBM) with direct face-to-face meetings to PJJ with virtual face-to-face using video conferences, namely Zoom Meetings as is currently being done, is the reason for researchers to find out how effective communication is. carried out via Zoom Meeting as a communication medium during the PJJ period for students at the Faculty of Communication Sciences, Garut University who are undergoing e-learning activities by utilizing the Zoom Meeting application.

The presence of Zoom Meetings is relatively new in the realm of information media and is a media choice that can be used to meet current needs. New Media theory can be used in this research as a conceptual theory because it is in accordance with the current use of zoom meetings as new media. Pierre Levy said that the New Media theory comes from two words, namely New and Media. New means new, while Media means intermediary. So, New Media is a new intermediary tool. In addition, because of its interactive nature, interactivity is a characteristic of new media because users can choose for themselves what information they need (Nova, 2018).

The theory that guides and accompanies this research is the SOR theory. The SOR theory is used because it examines how stimuli can influence the subject or organism seen through the response of the subject or organism to the communication that has been carried out. SOR theory stands for Stimulus-Organism-Response. The material object is a human whose soul

includes the components: attitudes, opinions, behavior, cognition, affection and conation (McQuail, 2010). According to this model, organisms produce certain behavior if there are certain stimulus conditions, the resulting effect is a special reaction to a special stimulus, so that one can expect and estimate the correspondence between the message and the reaction of the communicant. The basic assumption of this model is: mass media has a directed, immediate and direct effect on communications. Stimulus Response Theory or SR theory. This model shows that communication is an action-reaction process. This means that this model assumes that verbal words, non-verbal signals, certain symbols will stimulate other people to respond in a certain way. This S-O-R pattern can occur positively or negatively; For example, if someone smiles and they smile in return, this is a positive reaction, but if they smile in return with their face turned away, this is a negative reaction. The basic assumptions of SOR theory according to Houland, et. Al (1953) is the cause of changes in behavior depending on the quality of the stimulus (stimulus) that communicates with the organism.

As many new media emerge with the help of increasingly sophisticated technology, there are more and more interesting things to research. In similar previous research, researchers can conclude that each media has its own method of providing features for users to convey information effectively. Therefore, it still relies on similar research with the research focus, namely social media, which is increasingly developing along with the times. With differences in research, namely the social media studied, the focus of the information conveyed and the location of research chosen are different from previous research.

This research on the effectiveness of communication via zoom media on student attitudes is strengthened by the results of previous research conducted by Novi Herlina in the title Communication Effectiveness of the Instagram account @sumbar\_rancak as Online Information Media for West Sumatra Tourism. The results of previous research show that the results of calculating the Communication Effectiveness of the Instagram Account @sumbar\_rancak obtained a score of 3.26. Where this value falls into the Very Effective scale range (3.26 – 4.00). From the results of this research, it can be concluded that the Instagram account @sumbar\_rancak has very effective communication as an online information medium for West Sumatra tourism based on six indicators of communication effectiveness, namely Receiver or User, Message Content, Media, Format, Source Message (Source), and Timeliness (Timing) (Herlina, 2017).

Research conducted by Eribka Ruthellia David, Mariam Sondakh, Stefi Harilama in the journal "Acta Diurna" Volume VI. No. 1. 2017. The title of this research is "The Influence of Vlog Content on YouTube on the Formation of Attitudes of Communication Science Students, Faculty of Social and Political Sciences, Sam Ratulangi University". The results of this research state that if students often watch vlog content, there will be a unidirectional relationship between vlog content and student attitudes. Then there will be an attitude formation in the students. This attitude formation occurs because the students are happy and like watching vlogs and want to try the things in the vlogs, some even have the desire to become Vloggers (Eribka Ruthellia David, 2017)

Research conducted by Danin Haqien and Aqilah Afiifadiyah Rahman entitled Using Zoom Meetings for the Learning Process. The results of this research state that Zoom Meetings are considered less effective because there are often problems with the network or signal which impact the quality of the learning they receive. However, using Zoom Meetings has advantages, namely that Zoom Meetings are considered practical and efficient for students

because they make it easier to communicate with lecturers compared to communicating via chat (Haqien, 2020).

In this research, the researcher chose to target students at the Faculty of Communication Sciences, Garut University because the researcher wanted to know the attitudes, impacts and responses of students in implementing their communication science practices by carrying out distance learning using Zoom Meeting media.

The element of novelty or newness in this research can be seen from an educational perspective which makes media the number one learning tool today. Previously, a lecturer and students needed to interact directly face to face in the learning process before the pandemic. The uniqueness of this research so that it can differentiate it from other research is that the research conducted examines student attitudes which are rarely recognized by the educational community.

This research was conducted on the grounds that the researcher was interested in the theme being studied and the researcher who was also a student wanted to know how much the effectiveness of current learning influenced student attitudes.

Based on what has been explained, it is important for us to conduct research with the title "Effectiveness of Communication Through Zoom Meeting Media on the Attitudes of Students at the Faculty of Communication Sciences, Garut University" which is expected to provide additional knowledge and development for communication science. Based on the research background that has been explained, the formulation of the problem in this research is as follows: "How is the Effectiveness of Communication Through Zoom Meeting Media on the Attitudes of Fikom Uniga Students, Garut University".

## 2. Methods

This research uses descriptive research methods using a quantitative approach. This research was carried out quantitatively so that statistical-based analysis could be carried out. Data collection methods are carried out through distributing questionnaires, interviews (usually structured) and documentation (Sugiyono, 2018). Data analysis techniques are carried out through statistical hypothesis testing.

In this research, the population will be active students at the Faculty of Communication Sciences, Garut University. The target population in this research is active students at the Faculty of Communication Sciences, Garut University, numbering around 700 students (BAAK FKOMINFO, 2021). This was chosen because students from the Faculty of Communication Sciences are considered to be good media observers, and are expected to be able to have an influence in spreading messages to those around them. Sampling was carried out using a probability sampling design technique, namely using disproportionate stratified random sampling. The sample taken from the population among students was 88 people. So 88 people will be taken from 700 students.

The research variables used in this research are communication effectiveness through zoom meeting media as variable X and student attitudes as variable Y. The operationalization of the variables in this research is presented in the table.

**Table 1. Operational Variables**

Variable X	Indicator	Dimension	No. item	Scale
Communication Effectiveness	users	Accuracy of Message Reception	1-2	Likert
		Received content vs intended content		
	Message Contents	Clarity of Content	3-4	

		Ease of understanding		
	Punctuality	Message Transmission Process	5	
	Communication Channels	Media Quality	6-7	
		Media Type		
	Format	Received structure vs Sent structure	8	
	Source	Source Credibility	9-10	
		Source Competency		
<b>Variable Y</b>	<b>Indicator</b>	<b>Dimension</b>	<b>No. item</b>	<b>Scale</b>
Attitudes of students from the communication sciences faculty at Garut University (Y) (Azwar S, 2010)	Cognitive	Knowledge	11-14	Likert
		Trust		
		Experience		
	Affective	Feeling	15-18	
		Evaluation		
	Connotative	Willingness to receive information	19-21	
Want to do somethigs				

Source: Azwar S, 2010.

### 3. Result and Discussions

In this research, the researcher wants to find out how effective communication is when using zoom meeting communication media on the attitudes of students in the Garut University Communication Science study program. Researchers chose the students who study communication and undergo offline and online lecture systems so they can assess the effectiveness of online lectures via zoom meetings.

The data collection method was carried out using a questionnaire distributed via Google Form. The reason the researcher distributed the questionnaire via Google Form. Due to the virus, the government emphasized that every activity should be carried out at home and using an online system.

This research took a sample of 88 student respondents consisting of 36% students from the class of 2017, 16% students from the class of 2018, 8% students from the class of 2019, 7% students from the class of 2020 and 33% students from the class of 2021. The respondents that were obtained consisted of 51% women and 49% men. From the results of this research, it can be seen that the hypothesis that can be raised based on the theories that have been used is that there is a significant influence of the effectiveness of communication via zoom media on the attitudes of students.

#### ***Effectiveness of Communication in Zoom Meeting Communication Media***

*The definition of effectiveness is a measure used to state how far targets (quantity, quality and time) have been achieved by management, where these targets have been determined in advance. So it can be interpreted that communication is related to how far the target is achieved in conveying a statement or message from one person to another.*

Stimulus Organism Response (SOR) theory is a theory in communication that explains the communication process in which there is a special reaction or response to the message conveyed, so that a communicator can adjust the message conveyed to the response that will be received. This theory has 3 elements, consisting of stimulus (message), organism (communicant), and response (effect) (Effendy, 2003). SOR theory is used in this research

because this research is in accordance with the basic assumptions of SOR theory, namely that the cause of changes in individual behavior is based on the quality of the stimulus or stimuli they receive. The components of SOR in this research are the effectiveness of communication through zoom meeting media as part of the stimulus, the attitude of students at the Communication Science Faculty of Garut University who become organisms, and changes in attitudes related to the effectiveness of learning using the zoom meeting application which is a response.

According to Hardjana in (Ihsan, 2018) the effectiveness of communication can be measured by several things, including the recipient/user (receiver), message content (content), timeliness (timing), media communication (media), format (format), and message source (source). These 6 dimensions are used as measuring tools for the communication effectiveness variable.

Validity testing carried out on the communication effectiveness instrument, there was one invalid question item with a correlation coefficient value of less than 0.207, thus this statement item was not used for further measurement of the instrument test. And to test the reliability of communication effectiveness instruments, all statement items have a value above 0.600 so that all job satisfaction instruments are declared reliable, so these instruments can be used for data collection.

Based on the results of research and discussions, can be perceived that the effectiveness of communication through zoom meetings for students in the Communication Science study program at Garut University received a positive response. The results of the respondents' answers to the questionnaire are in the good category.

### **Student Attitude**

The situation following the Covid-19 pandemic that hit Indonesia has forced people from various circles to change their lifestyle and lifestyle to be able to adapt to environmental conditions that are currently less friendly. The 3M movement set by the government, namely wearing masks, maintaining distance and washing hands, is an obligation for the community to break the chain of spread of the Covid-19 virus. The consequences of Covid-19 also have an impact on the world of education. So, in order to suppress the spread of the Covid-19 virus, the government through the Minister of Education and Culture issued a new regulation to no longer require face-to-face (offline) teaching and learning processes which can be replaced with PJJ or online via online platforms. such as Zoom Meeting, Google Classroom, WhatsApp and other media so that students can study from home. With this new policy, it is hoped that teaching staff can continue to provide material effectively and more innovatively so that the material provided can be easily accepted and understood.

New media is clear evidence of the development of communication technology that we can immediately feel, and E-Learning is here to be the solution to the development of New Media in the world of education during this pandemic. E-Learning is a system that uses a computer, especially the internet, as a learning medium (Mondry in Munir, 2009). The presence of E-Learning as an effective innovation in the world of education certainly has an impact which certainly affects various aspects of life, including communication and everyone's attitudes.

According to several psychologists such as Louis Thurstone, Rensis Liker, and Chareles Osgood in Azwar, attitude is something that results from the process of evaluating or reacting

to feelings. Meanwhile, the attitude structure consists of three components that support each other, namely cognitive attitudes, affective attitudes and conative attitudes (Azwar, 2010).

Validity testing was carried out on the student attitude instrument, all statement items had a validity value above 0.207, thus all statement items were declared valid, as well as testing the reliability of the job satisfaction instrument, all statement items had a value above 0.600 so that all job satisfaction instruments were declared reliable, so These instruments can be used for data collection.

Based on the results of the research and discussion, can be perceived that the attitude of students carrying out distance learning received a good response, this is because the results of respondents' answers to the questionnaire were in the category Good.

### The Influence of Communication Effectiveness Using Zoom on Student Attitudes

To determine the effect of communication effectiveness on student attitudes, a simultaneous (F test) and partial (T test) correlation test was carried out. The results of simultaneous testing using SPSS 24 are presented in the following table.

**Table 2. F Test Results**

Model	Sum of Squares	Df	Mean Square	F	Sig
1 Regression	1524.004	1	1524.004	36.870	.000
Residual	3554.819	86	41.335		
Total	5078.864	87			

Source: results of primary data processing with SPSS 24, 2023.

Based on the results of simultaneous tests between communication effectiveness and student attitudes, the F count was 36.870 with a significance level of .000. This shows that the Fcount value is greater than Ftable 3.950 and the significance value is smaller than 0.05. Thus H0 is rejected and H1 is accepted. This means that there is an influence on the effectiveness of communication via zoom media on the attitudes of students at the Faculty of Communication Sciences, Garut University.

Meanwhile, the t test value will calculate the magnitude of the influence of each independent variable on the dependent operational variable, which will be divided into 3 dimensions, namely cognitive attitude, affective attitude and conative attitude. Where the decision making criteria are as follows:

If t count > from t table or -t count < from -t table then Ho is rejected and H1 is accepted

If t count < from t table or -t count > from -t table then Ho is accepted and H1 is rejected

### Effectiveness of communication on cognitive attitudes

**Table 3. Cognitive Attitude T Test Results**

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	24.667	4.140		5.958	.000
	X	.253	.071	.360	3.575	.001

**a. Dependent Variable: Y1**

*Source: results of primary data processing with SPSS 24, 2023.*

Based on the research results, the calculated t value is 3,575 which is greater than the t table of 2,000 with a significance level of .001 less than .005 so it can be concluded that the effectiveness of communication via zoom meetings has an influence on the cognitive attitudes of students at the Faculty of Communication Sciences, Garut University.

**Effectiveness of communication on affective attitudes**

**Table 4. Affective Attitude T Test Results**

Model		Coefficients <sup>a</sup>			t	Sig.
		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta		
1	(Constant)	11.680	2.397		4.872	.000
	X	.209	.041	.482	5.101	.000

**a. Dependent Variable: Y2**

*Source: results of primary data processing with SPSS 24, 2023.*

Based on the research results, the calculated t is 5,101, greater than the t table of 2,000 with a significance level of .001, less than .005, so it can be concluded that the effectiveness of communication through zoom meetings has an influence on the affective attitudes of students at the Faculty of Communication Sciences, Garut University.

**Effectiveness of communication on conative attitudes**

**Table 5. Conative Attitude T Test Results**

Model		Coefficients <sup>a</sup>			t	Sig.
		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta		
1	(Constant)	6.155	1.791		3.436	.001
	X	.103	.031	.342	3.370	.001

**a. Dependent Variable: Y3**

*Source: results of primary data processing with SPSS 24, 2023.*

Based on the research results, the calculated t value is 3,370 which is greater than the t table of 2,000 with a significance level of .001 less than .005 so it can be concluded that the effectiveness of communication through zoom meetings has an influence on the conative attitude of students at the Faculty of Communication Sciences, Garut University.

#### 4. Conclusion

Based on the results of the analysis and discussion, the conclusion can be drawn that the effectiveness of communication via zoom meeting media in the Garut University communication science study program is in the good category. The attitude of students from the Garut University communication science study program during learning via zoom media is in the good category. The effectiveness of communication via zoom media has a positive and significant effect on student attitudes. The partial hypothesis test states that the effectiveness of communication via zoom meetings has a positive and significant influence on students' cognitive, affective and conative attitudes. Cognitive attitudes are measured through the dimensions of knowledge, belief and experience, affective attitudes are measured through the dimensions of feelings and judgments, and students' conative attitudes are measured by their willingness to receive information and their desire to do something.

#### Acknowledgment

We would like to thank the Faculty of Communication and Information Sciences, Garut University as the research sponsor, the respondents and all parties who have contributed to the success of the publication of this article.

#### References

- Annur, C. M. (2020, Juni 4). Pengguna Video Melonjak Selama Pandemi, Pendapatan Zoom Naik 169%. *KATADATA*.
- Ardianto, Komala & Karlinah. 2007, *Komunikasi Massa Suatu Pengantar*, Bandung: Simbiosis Rekatama Media.
- Azwar, Saifudin. (2010). *Sikap manusia teori dan pengukurannya*. Yogyakarta: Pustaka Belajar.
- Cangara, H. (2010). *Pengantar Ilmu Komunikasi*. Jakarta: Rajawali Pers.
- Darmawan, Deni. 2013. *Metode Penelitian Kuantitatif*. Jakarta: Kencana Prenada Media.
- Effendy, Onong Uchjana. (2003). *Ilmu, teori dan filsafat komunikasi*. Bandung: Citra Aditya Bakti.
- Effendy, O. U. (2009). *Human Relations & Public Relations*. Bandung: Mandar Maju.
- Eribka Ruthellia David, Mariam Sondakh, Stefi Harilama . (2017). Pengaruh Konten Vlog dalam Youtube terhadap Pembentukan Sikap Mahasiswa Ilmu. *"Acta Diurna"*, 18.
- Haqien, D. (2020). Pemanfaatan Zoom Meeting untuk Proses Pembelajaran Pada Masa Pandemi Covid-19. *SAP (Susunan Artikel Pendidikan)*, 55.
- Herlina, N. (2017). Efektivitas Komunikasi Akun Instagram @Sumbar\_Rancak Sebagai Media Informasi Online Pariwisata Sumatera Barat. *Jom Fisip Vol. 4 No. 2, 3*.
- Kartini Rosmalah, & Agustianingrum, S. (2021). The Effectiveness of Ruangguru Instagram Account Message as Digital Marketing Communication. *Jurnal Spektrum Komunikasi*, 9(2), 162-179. <https://doi.org/10.37826/spektrum.v9i2.124>
- Kriyantono, Rachmat. 2012 *Teknik Praktis Riset Komunikasi: Disertai Contoh Praktis*. Bandung: Kencana Prenada Media Grup.
- Kusmana, A. (2011). *E-Learning Dalam Pembelajaran*. *Lentera Pendidikan*.
- McQuail, D. (2010). *McQuail's Mass Communication Theory*. Netherlands: SAGE Publications, Ltd.
- Morissan. 2013. *Teori Komunikasi: Individu Hingga Massa Edisi Pertama*. Jakarta: Kencana Prenada Media Grup.

- Mulyana, D. (2014). *Ilmu Komunikasi: Suatu Pengantar*. Bandung: PT. Remaja Rosdakarya.
- Mustakim. (2020). Efektivitas Pembelajaran Daring Menggunakan Media Online. *Journal Of Islamic Education*, 12.
- Nova, S. P. (2018). Efektivitas Komunikasi Aplikasi Telegram Sebagai Media Informasi Pegawai Pt.Pos Indonesia (Persero) Kota Pekanbaru. *Jomfisip*, 7.
- Nugroho, A. (2012). Pengembangan Model Pembelajaran Jarak Jauh Berbasis Web. *Jurnal Transformatika*.
- Rahman, A. (2020). Apa Beda Webinar dan Meeting Online. *Cyberthreat.id*.
- Rakhmat, Jalaludin. 2009. Psikologi Komunikasi. Bandung: Remaja Rosdakarya.
- Rahmawati, A. (2020). Analysing Communication Barriers Students-Supervisors in the Covid-19 Pandemic. *Jurnal Spektrum Komunikasi*, 8(2), 104-113. <https://doi.org/10.37826/spektrum.v8i1.104>
- Riniwati, H. (2014). Efektivitas Komunikasi Sebagai Mediator Terhadap Kinerja Sdm dalam Organisasi Di Sektor Perikanan Dan Kelautan. *Academia.Edu*.
- Riswandi, 2009. Ilmu komunikasi. Jakarta: Graha Ilmu Hardjana, Agus M. 2003. Komunikasi Intrapersonal dan komunikasi Interpersonal. Yogyakarta: Kanisius.
- Silahuddin. (2015). Penerapan E-Learning dalam Inovasi Pendidikan. *Jurnal Ilmiah CIRCUIT*.
- Siregar, S. (2011). *Statistika Deskriptif Untuk Penelitian*. Jakarta: PT. Raja Grafindo Persada.
- Sugiyono. (2010). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta.
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta, CV.
- Wibawanto, T. (2020). Pemanfaatan Video Conference Dalam Pembelajaran Tatap Muka Jarak Jauh Dalam Rangka Belajar Dari Rumah.
- Yeliany & Roesminingsih. (2021). Efektifitas Pembelajaran Jarak Jauh. *Inspirasi Manajemen Pendidikan*. 9.(4).