University Students' Perception of Making Virtual Tour Guide Video in the Time of COVID-19 Pandemic

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Abstract

This study aims to investigate the students' opinion of their experiences making virtual tour guide videos during the COVID-19 pandemic. The data were garnered from the four items of open-ended questions distributed through Google-form and semi-structure interviews by zoom. The number of participants were 114 and they were convenient sample as they took Communicative English as compulsory subject. The study elicits four important data themes, they are, the participants' obstacles in creating virtual tour-guide video (if any), how the participants solve the problems particularly technology one, their feeling, and whether they have self -confidence or not. The data, then, were analyzed in the lens of thematic- positive and negative emotion. Findings show that they have problem of speaking English and get permit from parents or the owner of the place to make video outdoor. However, the positive thing is the participants become more relaxed and regarded the task of making video as an entertainment as he can go out. This study emphasizes the important role of parents, teacher, friends, and also technology literacy for the participants to accomplish the English subject of final project, that is, making a virtual tour-guide video and strengthen their mental to overcome any obstacle. Thus, not only hard skill but soft skill as well is required in this part.

Keywords: *Students' Perception, Positive Emotion, Negative Emotion, COVID-19 pandemic*

Introduction

In the context of global education, the COVID-19 pandemic has had physical and non-physical impacts such as feelings of sadness, disappointment, and anxiety. In a previous study, Murphy (2020) reported that the sudden change in the pattern of learning models from face to face to online had an impact on relations among lecturers, students, and institutions. Both lecturers and students must adapt and lecturers also required to make learning innovations (Moorhouse, 2020; Xue, Li, Li, & Shang, 2020; Zhu & Liu, 2020). However, the learning process is not easy because it is carried out in the midst of anxiety, panic, despair, fear and dilemma regarding the COVID-19 outbreak itself. Xue, Li, Li and Shang (2020) reported that in China COVID-19 had a significant impact on the learning process, for example online learning led to a reduced frequency of interaction with each other and this change led to psychological even psychiatric problems.

During the COVID-19 pandemic, Communicative English class teachers had some challenges, namely how with the existing platform students could study effectively and efficiently, including in giving assessments. Finally, it was decided to assign individual virtual tour guide videos. This is in line with several previous empirical findings which state that video project is effective for student to practice their target language, that is, English and enables them to have collaborative, enjoyable and conducive environment. Besides, video project can make the students creative and reflective meaning they can realize their limitation in completing the task. They are challenged to perform their speaking skill and record that into a video, so that they

will do their best (Aksel & Kahraman, 2014; Jensen, Mattheis & Johnson, 2011; Nikitina, 2009; Sihem, 2013; Kuswardani & Wahyuni, 2013.

This is a descriptive study with a qualitative approach. The research questions
that we seek to address are: 1) Do you have any obstacles or difficulties in making video? To what extent do you have obstacles?2) How do you solve the problem in terms of technology in creating tour guide video? 3) Do you think you have self -confidence after creating a tour guide video?, 4) How is your feeling after finishing the final project?

Methodology
Using purposive-convenience sampling, a total of 114 university students from two non-English department classes volunteered to take a part in the present study. The choice for two departments was based on the following reasons: first is the students of both departments are taking Communicative English as a compulsory subject at the first semester; second, both are non-English department, yet English is used as a medium of instruction; and third, the students were accessible because the researcher was teaching the students at the time of the study. A majority of the participants (87 students) were female and 27 persons were male students. Participants' ages ranged from 17 to 20 years with the following details: 9 participants were 17 years old, 66 participants were 18 years, 29 participants were 19 years, and 10 participants were 20 years old. A questionnaire containing four open-ended questions was developed to assess the perception of university students on creating virtual tour-guide video during the COVID-19 pandemic issues. The study was part of the final project of Communicative English as a compulsory subject, which has a focus on speaking skill.

Results and Discussion
First, when asked to comment to what aspect they have an obstacle in making video, students response reported the following:
1. Speaking English (39 mentions)
2. Everything fine, no problem (25 mentions)
3. Using technology (25 mentions)
4. Rainy season (12 mentions)
5. Closed tourist destination (10 mentions)
6. Getting parents' permit (10 mentions)

The responses were arranged in decreasing order of opinions. The majority obstacle was speaking in English. The second biggest response was about using technology. Interestingly there were 25 participants stated they had no any constraint. The third obstacle was due to rainy season. It affected the participant to take the video with good quality. Next, the obstacles where some tourist destinations were closed and it was hard to get permit from parents due to COVID-19 pandemic.

Some of the positive interview responses are cited below:
- *Me personally not, i made the video was really fun and i have a reason to go outside but not force my parents to allow it. As well, we can practice our speaking in English like the pronunciation and get more knowledge about around us especially in Indonesia*
- *Nothing, because on the other hand I make videos it's also my hobby to make videos and edit photos, so I make it a little entertainment.*
- *No, I don't have any problems with the task of making videos, instead I was happy that I was able to go out and take time to refresh, even though I was doing my assignments.*

- *No, thank God, it's a bit difficult to say, because there are some words I have to practice again, keep the spirit, yes, I went to the natural tourist spot Lamongan, I have been allowed by my parents*
- *There are no problems in making videos, because my parents allow me to use English in the videos, I don't mind even though I like it because I am learning and I support technology so I enjoy making this final project because I can go for a walk.*
- *There are no problems or difficulties when I make a video tour guide, because I take videos from YouTube sources and I don't go outside or make videos in the place I choose*
- *No, because my parents have allowed me to make videos and use English there were no problems at all. At first, I was nervous and now I can speak English more, and the technology that supports me makes me more relaxed in making these assignments.*
- *I don't have obstacles, but I think mam. we must make the deadline earlier because the longer deadline make us be lazy and thank you mam i learn a new thing about tour guiding.*

While the negative emotions of participants toward the obstacle they faced were as the following:

- *Speaking English because my English grammar is so bad.*
- *yes. I can't really speak in English so it's kinda difficult for me to make the script. I use google translate to translate some of my script because i am afraid that my grammar is wrong. I kinda confused about how to make the video or what should i shoot.*
- *in working on this project I had some difficulties, namely I had thought about using a green screen but I couldn't figure out how to edit a green screen other than that the video editing application on my cellphone didn't support me so I thought to just come in place so I don't have to bother editing , at first I thought to just go to Kenjeran, but after Mom told me that I could go shopping, I chose the mall because apart from working on the final project I can also refresh with my friends, so I think this final project will allow me to go out of the house, because So far I'm not allowed to leave the house.*
- *Actually, for me it's hard to went outside for shooting, but i also find difficulties while search the footage on internet/YouTube because most of them doesn't suit my concept. Finally, i choose a place that's not that crowded and shoot it by myself.*
- *First, I had problems with the places I visited because since the COVID-19 pandemic many tourist attractions and historical places were closed and I had to ask permission from the authorities to visit them, the second was the language barrier because I used a lot of sentences that I have never used on a daily basis.*
- *Some of the difficulties I face in making the video are the lack of lighting and the quality of the phone camera that is not as good as the camera. Besides those, my voice wasn't clear enough during the video shoot, so I ended up having to do a voice-over. I also had some little trouble while editing videos.*
- *the obstacles i faced during doing the finals project of communicative English was probably going outdoor. i planned to do it completely at home and relying on YouTube videos, but the moment Ms Yenny said that it would be better for us to go to the real place, i changed my mind and decided on the place. it was hard because i cannot go too far and go to a place too crowded. so, i chose a place that's near my home.*
- *Write subtitle because I forgot to save the script that i need to write one by one again.*
- *I don't like going out of my house, so I feel very lazy to go. When I arrived at the place, I forgot to download "Peduli Lindungi" plus I didn't bring my KTP and vaccination certificate, luckily, I was allowed to enter after I showed a photo of my vaccination certificate. When I was there, I had a hard time making videos because many people passed by and disturbed me, especially the sound of motorbikes passing by. All those obstacles*

became a new experience for me to travel alone even though not all of them were beautiful experiences.

- *Using technology mam because editing videos requires skill and creativity*
- *Yes, there is. my parents don't let me go on the beach or the sea because the current ombak (wave) is very high*
- *So far when making the video, there were several obstacles starting from when I was going to the location of making the video, on my way it was affected by very heavy rain. then when we got to the place the problem was still around the rain so when I wanted to take a video outside, I couldn't and had to wait a long time for the rain to stop. Then another obstacle is in operating the editing application, I still have limited ability to operate the editing application, and my device speakers may have problems so that in my video the sound is not audible.*
- *The big memories of the video, the editing, and voice over*
- *it's quite hard to capture stable videos especially when not being used to. I find it a bit difficult t to speak English because of the letter "L" and "R".*
- *The obstacles that I experienced include difficulty shooting videos because I was alone and not accompanied by other people.*

Second, toward the way to solve the problems, the participants had some following solutions to overcome the problem related to technology during taking virtual video until editing it.
1. Searching YouTube (60 mentions)
2. Asking other's help (47 mentions)
3. Self-edit (40 mentions)
4. Googling (36 mentions)
5. Searching Instagram (1 mention)

Again, the responses were arranged in order of the most frequently mentioned too the least. It seemed that YouTube is the most favorite channel to choose, firstly and intuitively mostly the participants were searching YouTube once they stacked to look for the information. The second way out was asking a help from others, they are friends or family (mother, sister, older brother, cousin). Asking friend's assistance was more dominant (37 opinions) than family (10 opinions)

Toward whether the participants had self-confidence or not after completing the task, the following is the classification of responses:
1. Confident (90 mentions)
2. Not (very) confident (19 mentions)
3. Shy (5 mentions)

Some of the positive interview responses are cited below:
- Yes, i feel confident after making a video tour guide because i don't feel bad in editing the video and i am quite confident with the videos i made even though i have to take a lot of videos from YouTube and other channels but i can still make quite well and don't forget put my video source.
- Yes, I think I have self-confidence, especially in speaking English after creating a tour guide video. I just realized that my ability in English is not that bad actually, and what I have to do in the future is keep improving it at all aspects (balance reading, writing, and speaking). I think I won't stop studying English in the future because it's fun with a lot of creative ways such as tour guide video.

- after making this video I understand myself better, it turns out that so far, I can speak English quite well in terms of speaking even though it's not very good, but I prefer to make myself able to learn more in terms of speaking so that I can develop it
- Yes. I just feel have confidence because I can do it and talk normally even that a little bit embarrassing. I'm still praised myself that I'm also good at this.
- Honestly yes, because I can better express the beauty of a place or atmosphere, I can explain more calmly and make me more confident.
- Yes, I feel more confident after making this video. because by making this video, it trains my ability to speak English, choose vocabulary that is easy to understand and the correct way of pronunciation, practice creativity and hone my skills in the fields of technology
- Yes, because I feel I can explain and give directions to tourists with the place I chose 3. I solved it by looking for video tutorials on YouTube so I felt I could make a pretty good video tour guide when I saw sample videos on YouTube
- I feel a little nervous when talking at tourist attractions that have quite a lot of visitors, but I feel that I have become a little more confident because I can speak English as a guide.
- Yessss. After i finished my edit, and i see the video, i thinks it's quite good for me, who doesn't have any editing skills before. Turns out i love the result
- Yes, i feel more confident to speak in front of the camera

The following are some negative comments cited:

- I still feel shy when doing a tour guide video because many people are watching
- I don't think so. Mostly i just record the scenery and a just a little footage of myself when i was there because i was shy.

The last part of the responses is related to the feeling the participants toward the video project can be drawn as following:

- Happy (73 mentions)
- Relieved (43 mentions)
- Satisfied (10 mentions)
- Proud (6 mentions)
- Free (4 mentions)
- Sad (4 mentions)
- Released (2 mentions)
- Afraid (3 mentions)
- Relax (3 mentions)
- Released (2 mentions)
- Great (1 mentions)
- Awkward (1 mention)
- Excited (1 mention)
- Shy (1 mention)

There were no negative comments concerning the participants' feeling. Mostly the participant felt happy and relieved after finishing the final project, even some of them were proud of themselves as they were able to create a tour guide video and became a guide.

Conclusion

The result of the research can be concluded as the following: Mostly the participant faced the obstacles in making virtual tour guide video, there was only 22% had no difficulties at all as they had experience or got familiar with technology, the problem was speaking in English, using technology, bad weather, closed tourist destination, and parents' permit. To overcome

the problem particularly about technology mostly participants searched YouTube, and/or google or asking others help (family or friend).79% of participant had self- confidence after completing the video project, while the rest were shy or had self-confidence. The participant had positive feeling, mostly they felt happy and relieved as they have burden anymore and proud of their video. Thus, making a virtual tour guide video is a good practice not only in speaking but in using technology as well.

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