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## COMPARATIVE STUDY ON ONLINE TEACHING PLATFORM WITH SPECIAL REFERENCE OF GOOGLE MEET AND ZOOM MEETING

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**ABSTRACT:** E-studying presents an event of ability improvement and know-how advantage from anywhere, each time and anyplace. Seminars and superior schooling institutes are dealing with closures because of the unfold of the COVID-19. During this era a conspicuous effect is located in soak up of virtual literacy via way of means of students and professionals. Now an afternoon there may be range in e-studying structures. These structures may be a cellular apps, videotape conferencing apps or LMS. Software .The motive of this exploration is to observe colourful conditioning executed in e-studying terrain. This paper will gift the relative evaluation of considerably espoused e-studying structures like Google meet and Zoom meeting. This observe could be salutary for teacher whilst espousing a web literacy platform.

**KEYWORDS:** Online teaching platform, E-learning during COVID-19, Google meet and Zoom meeting.

- 1. INTRODUCTION:** During the recent epidemic, colourful business and government facilities and religious institutions, conditioning must use the online hit platform. This is also the case with universities across India. The Ministry of Education and Culture urges all colleges to implement online conferencing systems during the COVID19 epidemic. As the Nimbus epidemic is expected to continue for a long time, online education will continue. in all seminars, at least until the end of 2021. According to a spokesman for the Faculty of Biology at the University of Mumbai, the online literacy he was doing was going well, although there were many obstacles in the morning because he had to acclimatize. to the system and the connections. The limits can be overcome because the best academics

are already well versed in the digital world. There may be many who are more technologically savvy than your speakers. Numerous universities in India have discontinued face-to-face courses and replaced them with online literacy courses in anticipation of the coronavirus (Covid19). The problem arises above all for the

brotherhoods in small metropolises. For example, in Aceh, there is recognition from orators and scholars, as well as those who have not learned information technology as a means of literacy. The main problem is that the Internet network is fragile, but they can overcome these obstacles. For the institutions in the big metropolitan cities like Delhi, Mumbai etc. the limitations of the technology and the internet network are much better than the universities in the lower townships. At online conferences in all universities, the choice of learning platform ensures competition between 2830 platform providers, zoom meetings and Google Match came to the model operation of some challengers. Despite being subject to security issues, there's no denying that Zoom is convenient and easy to use, at least in India. Challengers are also revamping their features so they can be analogy or similar to Zoom Meeting and Google. to match. Facebook launched Messenger Room, a video conference call tape that seats up to 50 people and has features similar to Zoom. In addition, Google is optimizing its Meet video conferencing service. Google Meet now has a feature analogous to Zoom, the gallery view. Jakarta University decides not to use Zoom Meeting but uses Google Meet for their internal security system. Although some presenters and academics are more familiar with Zoom, university policy discourages and recommends the use of Google Meet, particularly for online lectures in graduate programs. Furthermore, this document aims to present the results of the research study on the acceptance of Google Meet as an e-learning system tool among university teachers using the Technology Acceptance Model (TAM).

## 2. OBJECTIVE OF THE STUDY :

- Identify various issues faced by Zoom and Google Meet app users in India.
- Identify potential risks, security issues and theft of personal data.
- Understand how to use Zoom Meeting and the Google Meet system safely and effectively.

## 3. REVIEW OF LITERATURE:

1. Nadire, C., & Daniel , S. A. (2021) has observed that the COVID-19's modifications to the way teaching and learning is done have negative consequences for students, teachers, and the educational system as a whole. The goal of this research is to assist teachers, students, and educational institutions in making educated decisions on the best platform for them, making the selection process easier and more accurate. They employ in this study the method of comparative research for successful and dynamic communication

during online lectures, professors and students require online video conference platforms. There are several online video conferencing options available nowadays. The findings of this study demonstrated that each of the chosen online video conferences has its own set of benefits. Teachers' and students' (users of these online video conferences) needs are not the same; each has unique requirements based on their teaching style, course material, personality, and so on.

2. Fatani, T. H. (2020) study focused on the coronavirus disease pandemic of 2019 motivated King Abdulaziz University's paediatric department to continue students' educational activities online via web video conferencing. Student satisfaction was generally high at WVC, and teaching quality was based on teaching, cognitive, and social presence rather than technology. The goal of this study was to see how satisfied students were with the teaching quality of WVC's case-based discussion (CBD) sessions. As a result, incorporating a mixed paediatric course to supplement the delivery of future courses will be optimal.
3. T., S., Chakraborty, A., & Gurusamy, M. (2020) study revealed that Other than direct lecturing, seminars, and training, e-learning is the most common method of gaining additional knowledge in today's world. Zoom is an e-learning tool that allows you to gain knowledge through video conferencing, recording, audio, and screen sharing of images, graphs, and charts. Primary and secondary data are collected in the Zoom research study, with primary data collected using questionnaires from 100 respondents and secondary data collected from websites, newspapers, and magazines, among other sources. The research's findings and recommendations are to improve the overall quality of the zoom application with fresh updates. For the users' safety and security, the satisfaction and requirements of zoom users must be taken into account.
4. Rahman, S. A., Jalil, M. J., & Ghani, T. A. (2021) study focused on the novel coronavirus Covid-19 has infected millions of people and killed hundreds of thousands. As a result, all non-essential activities, including higher education institutions, were halted. The Ministry of Higher Education has proposed that teaching and learning be moved to the internet. Google Meet is a free video conferencing programme available to anybody with a Google account. Through a series of questionnaires, the study looked into the preferences and perceived ease of use of Google Meet. The students in this study showed a strong preference for and good acceptance of Google Meet for remote education.
5. Guzacheva, N. (2020) has concluded that the paper discusses the challenges of integrating successful educational technologies into university-based distant learning of a foreign language. The author presents an evaluation of his usage of Zoom technology in medical education. Zoom is a cloud-based meeting and webinar service that also allows for document sharing and video conferencing. It enables English professors, for example, to bring their students together in a frictionless atmosphere in order to accomplish more. The use of the electronic educational resource Zoom for distance learning to educate medical students a foreign language is detailed.

## 4. RESEARCH METHODOLOGY:

The study uses primary data collected through questionnaire and personal interviews. The core data for this study was gathered from 52 people, consisting of 13 teachers, 13 lecturers and 26 students. The participants in this study were educators, both teachers and lecturers, as well as students who have used the online meeting learning platform. Secondary data is collected from a variety of articles and journals written by a variety of authors. A questionnaire was created with four assertions on a five-point Likert scale. The following are some statements: Features of google meet most important to you, Features of zoom meetings most important to you, Features is least important to you in google meet.

### 4.1. SCOPE OF THE STUDY:

The scope of this study involves e-learning for students, industries, large, medium, and little businesses, company employees, IT sectors, universities, establishments in Republic of India and so on This study is to create tuned in to these numerous issues to any or all the zoom meeting and google meet users. The worth of the study is very important for the security and security problems with the Indian Zoom meeting and Google meet users.

### 4.2. LIMITATIONS OF THE STUDY:

- Lack of security and privacy issues related to users' non-public information.
- Decreases the number of users bullying the Zoom Meeting app and Google Meeting.
- Lowers the standard of customer service.

As the study participants were from the medical and dental faculty of a private university in Mumbai, so the results are only applicable to similar contexts. To generalize, a survey supporting our findings must be conducted provincially or nationally. , the results provide an understanding of the benefits, limitations and suggestions for improvement of online learning that is lacking today.

### 4.3. STATEMENT OF THE PROBLEM:

The statement of the matter may be requiring correct passwords by the users for many zoom conferences and google meet so as to be safe from security problems and be safe from hacking of our personnel information and knowledge by others. The meeting link shouldn't be shared within the social media directly as a result of sharing meeting link directly on the social media can permit the interloper to enter the meeting and therefore the stranger will cause any distractions in the meeting putt some vulgar pictures and build useless talks in the meeting. once all the corrective measures are been followed whereas conducting a zoom meeting and google meet, the zoom meeting and google meet users will defend their information and be secure in conducting the meeting effectively with none distractions by thestrangers. So, all the Indian zoom meeting and google meet users ought to remember

of the assorted privacy and security issues that happens within the on-line meeting sessions.

#### 4.4. DATA COLLECTION:

The data collection technique of the study is carried out through documentation to identify the variables or subjects under study from notes, books, papers and newspaper articles to periodical publications. The data collected by the observation instrument were obtained from instruments filled by the observer. WhatsApp groups were collected in the form of a description of the results of the interview.

### 5. THEORERICAL FRAMEWORK:

**i. E-Learning:** The provision of coaching with the use of a virtual bankroll, often known as e-learning or digital learning. Despite the fact that e-learning is based on traditional ceremonial coaching directives, it is delivered through the use of computers, notepads, and, of course, mobile phones with Internet access. This allows students to go anywhere, at any time, and take as many tests as they like, according to Elliott Maisie, who pioneered the use of e-learning. The Internet has played a significant role in the rapid dissemination and use of e-learning. Again, within the elaboration in multimedia, it is audio - visuals, peppiness, illustrations, and illustrations has also breathed a kicking in minister to the excrecence of regaining information.

#### ii . Video Learning Platform Online:

1. Students will be able to spend their time to absorb the material of the guideline at their ownpace.
2. Learning can capture the concept regardless of educator and learner closeness.
3. Online instruction is more accessible than traditional instruction.
4. Thanks to digitised and tidy classrooms, the online mandate has forced academics and teachers to improve their use of technology in education.

**iii. Distance Education and Student Satisfaction:** According to Covid19, online lessons have become the norm in many health and health schools throughout the world. Collaboration with e-learning is a critical component of promoting effective educational processes. Students were less satisfied due to technical concerns, and teachers were hampered by the extra burden and time needed to produce teaching and evaluation materials. because they have an impact on the satisfaction of students and teachers Students' satisfaction may be improved by combining synchronous and asynchronous approaches, integrating multiple apps to engage students, and providing prompt feedback, while teachers' satisfaction can be improved through institutional support and organisational policies. Thanks to COVID19, online learning has become the new normal in many medical and health science colleges across the world. Satisfaction with online learning is an important factor.

**iv. Importance of The Study:** The study's significance lies in determining the true cause of users' security and privacy concerns in meetings. The study is critical in order to understand the various issues that users of Zoom Meeting and Google Meet face, because once the company has all of the necessary data and information, it can attempt to resolve all of the users' issues. Google Meet and Zoom Meeting are two examples of online meetings. We were able to uncover the historical and current challenges that Indian users have had with the Zoom meeting and Google Meet apps as a result of this research. You may also contribute vital information about the safety of Zoom Meeting and Google Meet users in India.

**v. Reason for the Study:** The examination provides an assessment of the issues that older people have when using this zoom software and Google Meet software in India. The examination is required to identify a variety of vulnerabilities, including security concerns, that are likely to be encountered by users of the zoom software and Google Meet software. And to understand how installers can obtain personnel information from clients without the clients' knowledge. The purpose of the examination is to determine the clients' suffering from anticipated and unexpected problems, as well as how such problems manifest themselves within zoom meetings and Google meetings. The clients are confronted with critical issues.

## 6. DATA ANALYSIS:

Data analysis was done with the help of frequency distribution method and following are the results:

### RESULTS:

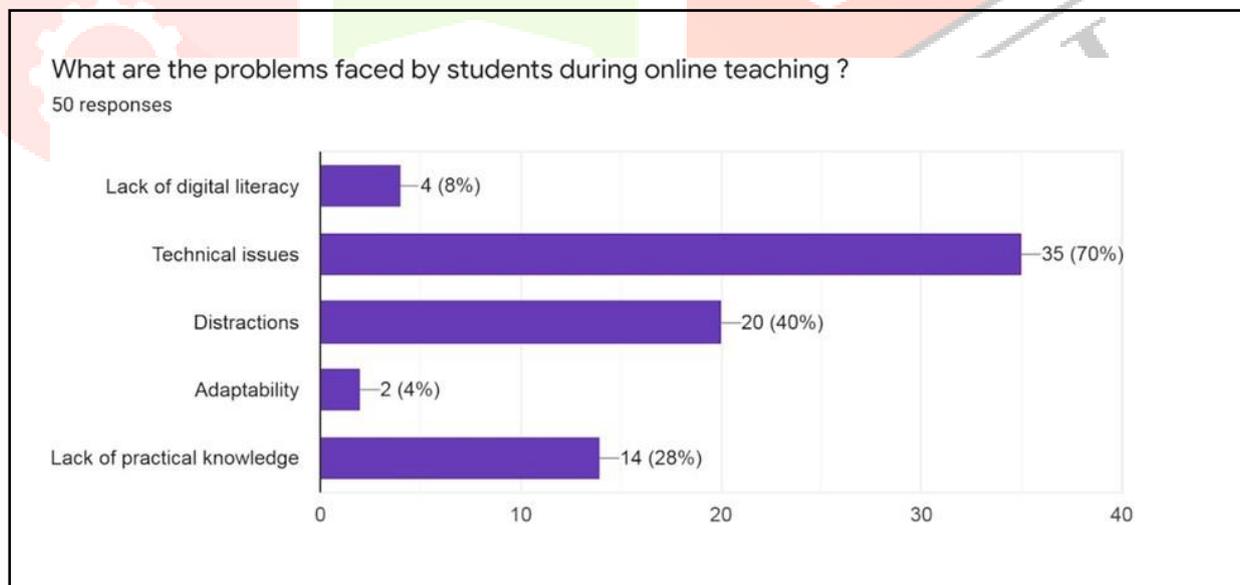


Fig: 6.1

Majority of the respondents i.e., 35 (70%) faced technical issue. 28% respondents faced lack of practical knowledge. 20 respondents faced distraction issue. 4% and 8% i.e., 2 and 4 respondents faced adaptability and lack of digital literacy.

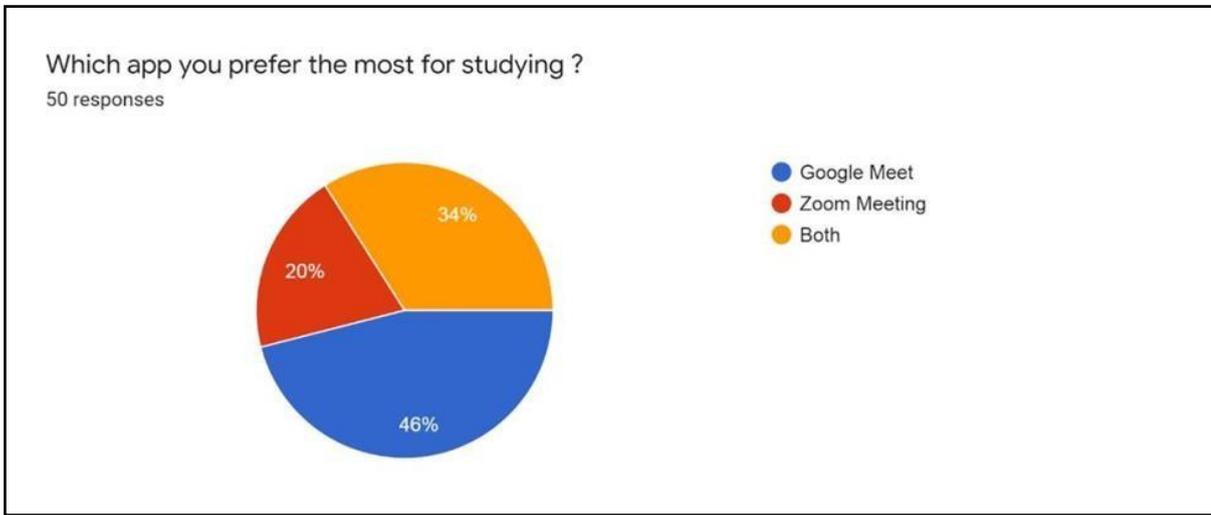


Fig.6.2

Majority of the respondents i.e.,46% prefer google meet for studying. 20% respondents prefer zoom meeting and 34% respondents prefer both for studying.

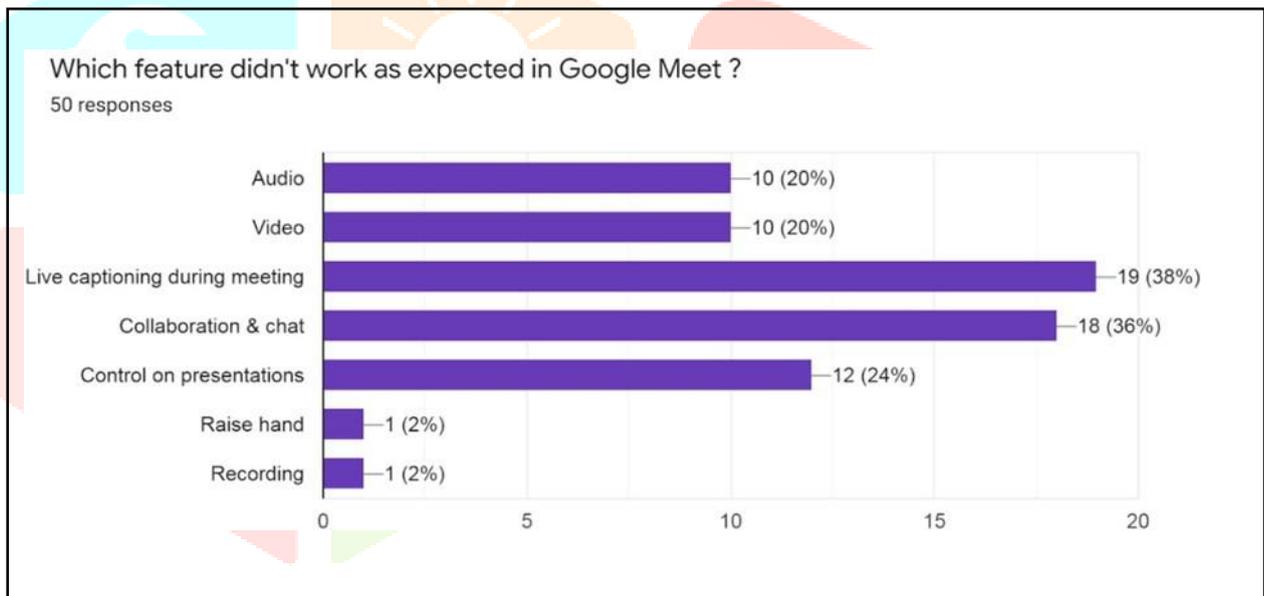


Fig.6.3

Majority of the respondents i.e.,38% (19) live captioning during meeting did not work as expected in google meet. 18 respondents are collaboration and chat didn't work expected in google meet.2% respondents are raising hand recording didn't work as expected in google meet.12(24%) respondents are control on presentations did not work as expected in google meet. 20% respondents are audio and video did not work as expected in google meet.

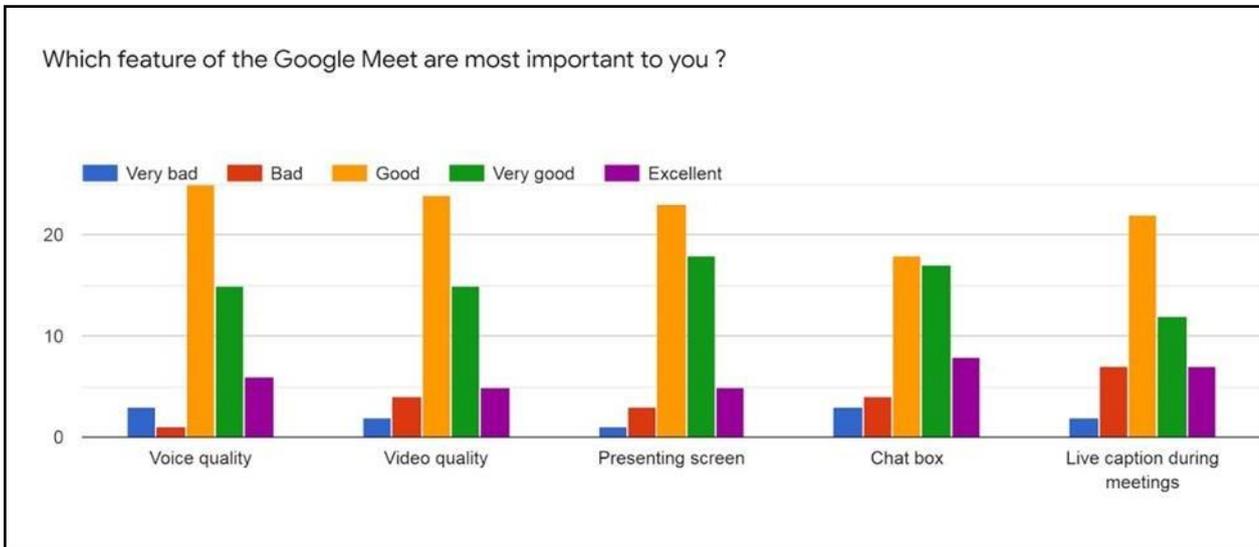


Fig.6.4

Majority of the respondents for most important feature in Google Meet are as follows. Voice quality (25%), Video quality (24%), Presenting screen (23%), Chat box (18%), and Live caption during meetings (10%).

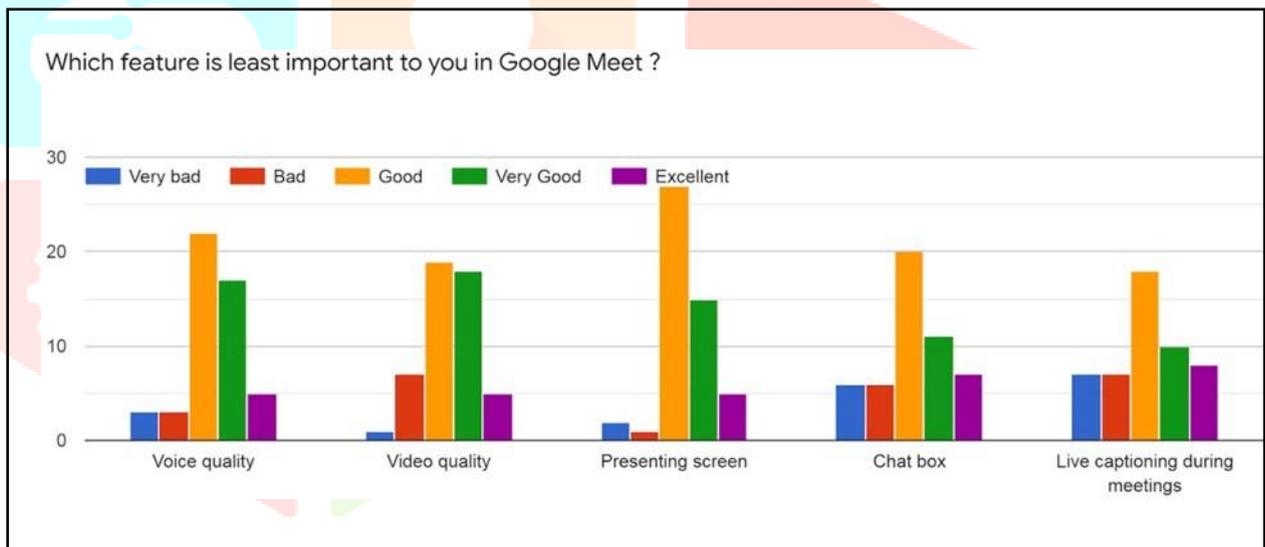


Fig. 6.5

Majority of the respondents for most least important feature in Google Meet are as follows. Livecaptioning during meeting (7%), Chat box (6%), Voice quality (3%) , Presenting screen (2%) and Videoquality(1%).

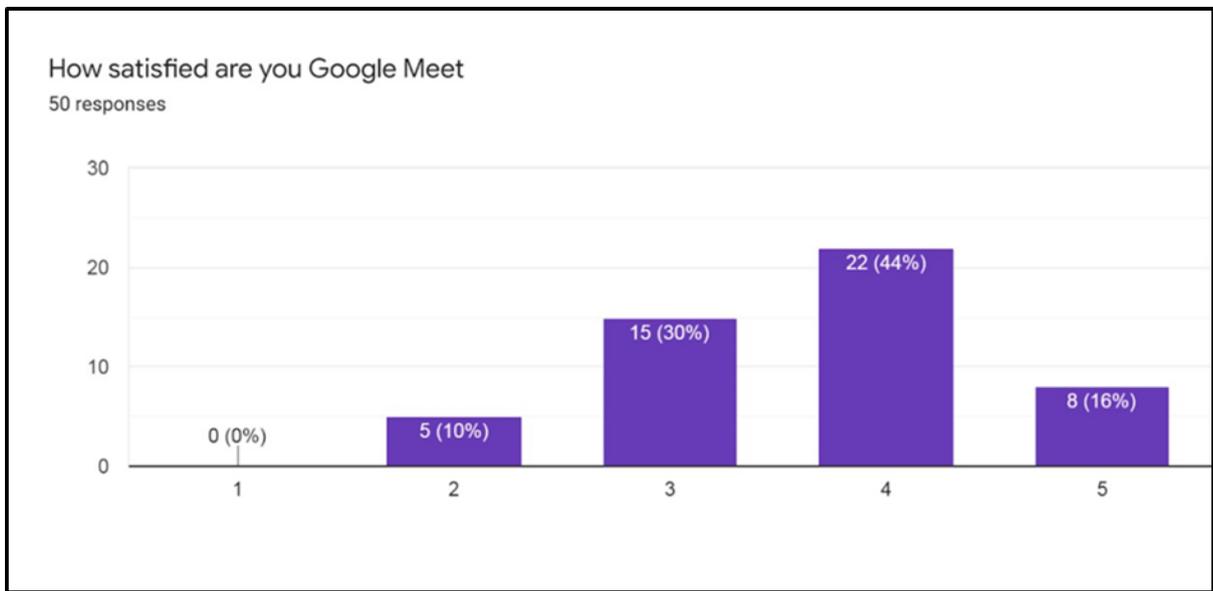


Fig. 6.6

Majority of the respondents for satisfied form Google Meet as follows. 16% (8) of students are strongly satisfy form Google Meet, 44% (22) of students are satisfy form Google Meet, 30% (15) of students are dissatisfy form Google Meet , 10%(5) of students are strongly dissatisfy form Google Meet.

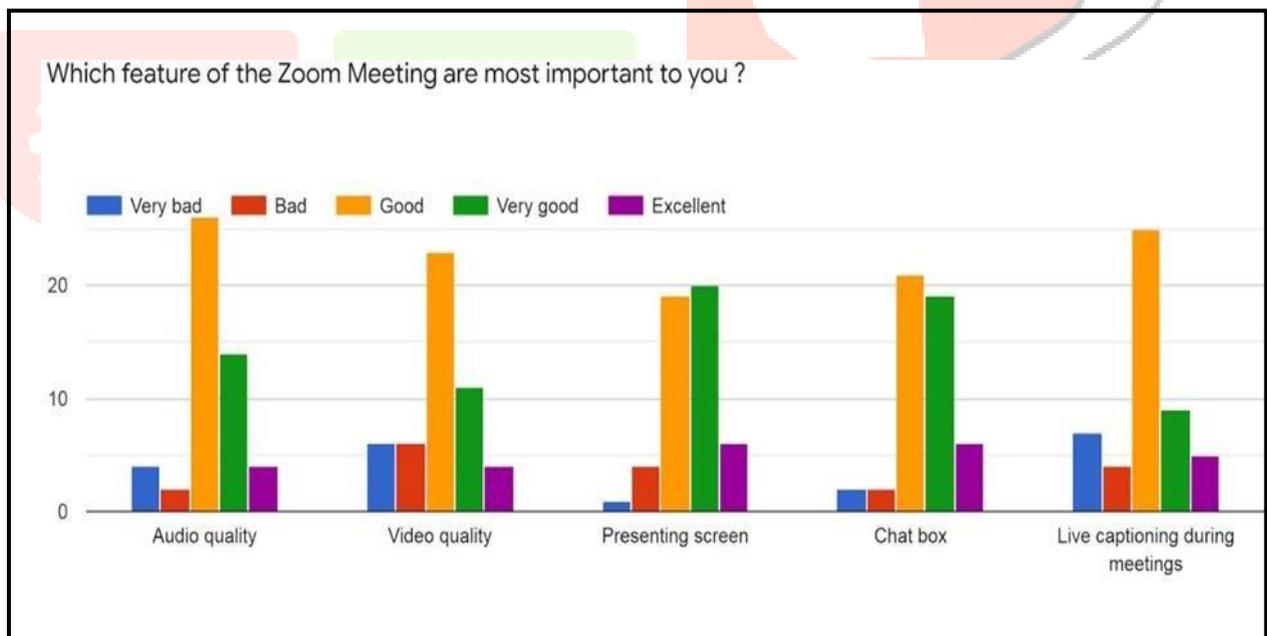


Fig. 6.7

Majority of the respondents for most important feature in Zoom Meeting are as follows. Voice quality (26%), Video quality (23%), Presenting screen (19%), Chat box (21%), and Live caption during meetings (11%).

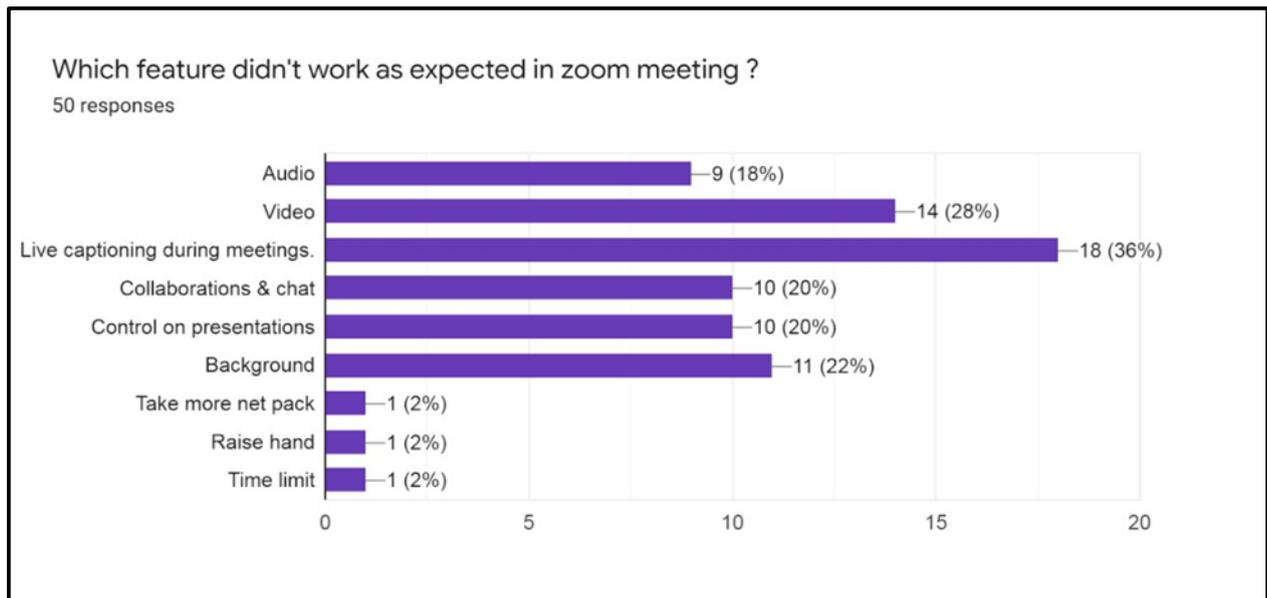


Fig. 6.8

Majority of the respondents i.e.,38% (18) live captioning during meeting did not work as expected in Zoom meeting . 20% (10) respondents are collaboration and chat didn't work expected in Zoom meeting .2% (1) respondents are raising hand recording , time limit and take more net pack didn't work as expected in Zoom meeting .20%(10) respondents are control on presentations did not work as expected in Zoom meeting . 9% (18%) respondents are audio did not work as expected in Zoom meeting. 28% (14) respondents are video did not work as expected in Zoom meeting. 22% (11) respondents are background did not work as expected in Zoom meeting.

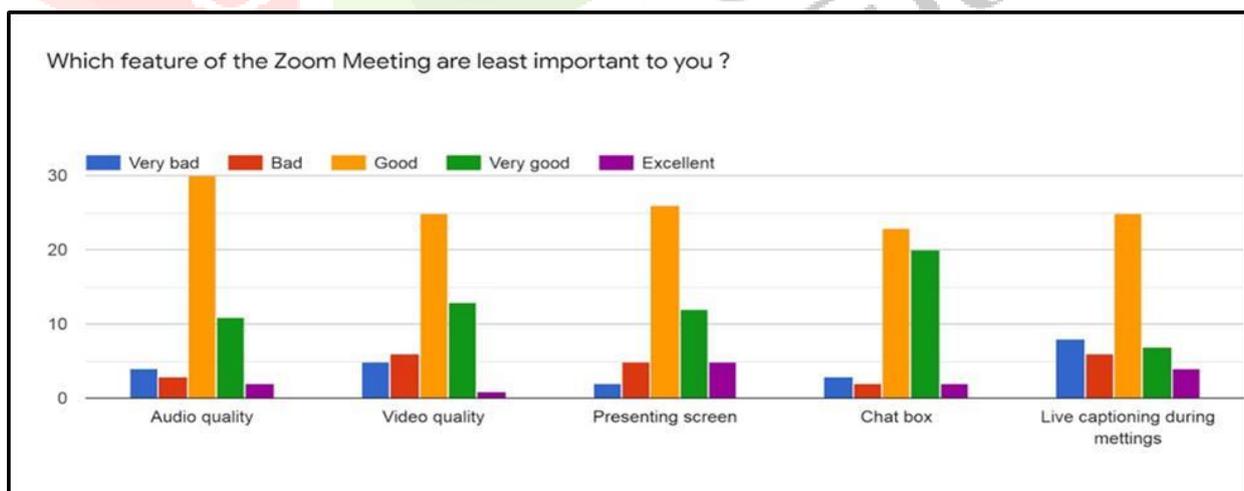


Fig. 6.9

Majority of the respondents for most least important feature in Google Meet are as follows. Live captioning during meeting (8%), Chat box (3%), Audio quality (4%), Presenting screen (3%) and Videoquality (5%).

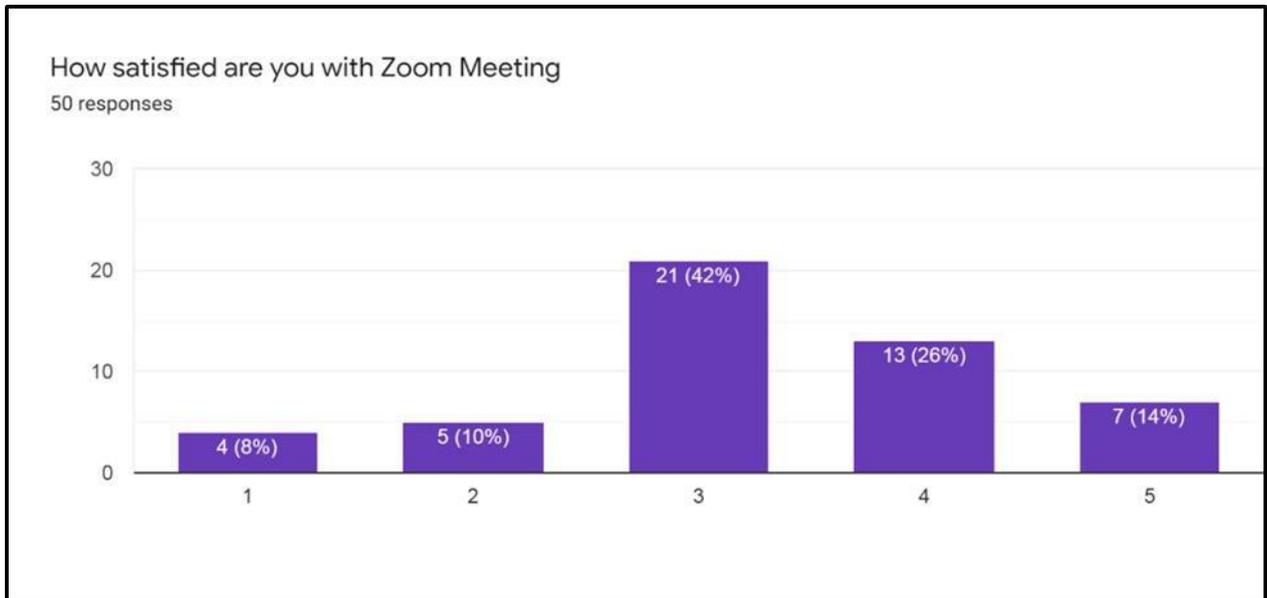


Fig 6.10

Majority of the respondents for satisfied form Zoom Meeting as follows. 14% (7) of students are strongly satisfy form Zoom Meeting , 26% (13) of students are satisfy form Zoom Meeting, 5% (10) of students are dissatisfy form Zoom Meeting , 8%(4) of students are strongly dissatisfy form Zoom Meeting. 42% (21) of students neutral Zoom Meeting.

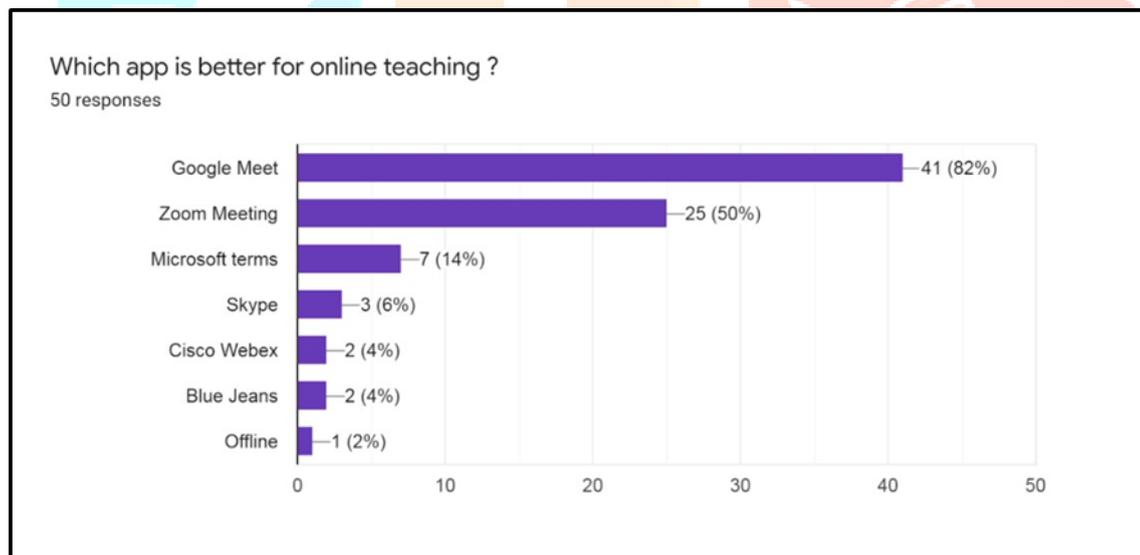


Fig. 6.11

Majority of the respondents for better online teaching platform are as follows. 41 (82%) Google meet 1<sup>st</sup> best online teaching platform , 25 (50%) Zoom meeting 2<sup>nd</sup> best online teaching platform , 7(14%) Microsoft terms 3<sup>rd</sup> best online teaching platform, 3 (6%) Skype , 2 (4%) Cisco Webex and Blue Jeans, 1 (2%) Offline.

## 7. CONCLUSION:

The study shows that attitudes towards platforms influence the intention to use online meeting platforms. Attitudes towards platforms are influenced by perceived ease of use and perceived utility. Therefore, meeting platform providers must increase the perceived ease of use and usefulness of their platforms during the intense competition in this industry. Gathering information about what competitors have done, are doing and will do is one of the market-oriented dimensions. It is the orientation towards the competitor. A company should do something in your industry to achieve a competitive advantage and sustainability. Therefore, in order to win the competition, they need to improve the usability and usefulness of the platforms to encourage a positive attitude and intention to use their platforms. The limitation of the study is that it uses TAM without considering other factors. The other caveats is that the study only focuses on Google Meet users and the respondents are from an educational background. Therefore, the recommendation for future research is: first extend TAM to other theories or models. Second, conduct a benchmark study comparing user adoption of Google Meet. And Zoom meeting other similar platforms. Third, examine the factors influencing business-to-business online meeting platforms and companies or government agencies.

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