

Knowledge of the Utilization of Telegram for Learning Among Primary Students in Kuantan

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Abstract— There are various online learning platforms already available such as Google Classroom, Coursera, Skillshare and Udemy. In this regard, the Ministry of Education Malaysia (MOE) has launched a learning platform, Digital Educational Learning Initiative Malaysia (Delima). This platform offers all the digital applications and services needed by teachers, and students in the Malaysian school system. However, the use of Delima did not get the response as expected. Telegram can be seen as one of the effective platforms for students in online learning to support these efforts. The focus of this study is to identify the utilization of Telegram for learning among primary students, to determine the factors that influence the utilization of Telegram among primary students and determine students' perceptions of Telegram as a learning platform. This quantitative study was conducted by conducting a questionnaire to 361 primary students aged 11 to 12 years around Kuantan, Pahang. The TAM model was used in this study. The study results show nine factors influence students' utilization of Telegram in learning: usefulness, usability, accessibility, ELearning Attitude, functionality, enjoyment, subjective norms, behavioral intentions, and actual use. The results showed that the utilization of Telegram for learning based on the factors that have been identified is in the range of 57% to 72%. With this, the utilization of Telegram as a learning tool can increase productivity, performance, and thus motivation to primary school students.

Keywords— *online learning, Online Social Networks, Telegram, Technology Acceptance Model*

I. INTRODUCTION

The development of information and communication technology in the current global era has caused almost everyone to access the internet easily. Parents, teenagers, and even children already know what the internet is [1]. Online social networks (OSN) are part of web 2.0 technology. OSN is a phenomenon in which internet users are connected within a website. It includes users performing various activities and communicating with each other or sharing with other users. Facebook, WhatsApp, Instagram, Twitter, LINE, Snapchat, Youtube, Telegram, and TikTok are some of the popular social networks. There are more than 95 sites in online social networks.

All the information regarding education is on the internet where students can access existing materials, latest information and share info with friends and educators easily and quickly [2]. Thus, the quality of students can be improved and as a result, there is improvement in the quality of education of an institution. As one of the platforms in OSN, Telegram is seen as being one of the most suitable platforms for online learning. The features found in the telegram are seen as appropriate and meet what is required in online learning. Telegram was originally an instant message service, and then it grew until it became one of the free applications favoured by internet users. Telegram is considered simple because the user only needs to register a phone number without the need to complete their personal information.

Telegram is a revolutionary Instant Messaging programme that offers essential functionality for both public and private messaging [3]. Now Telegram is known as a cloud-based application that enables users to share files, images, audio, video and other information hosted on a server without requiring users to download the file to their mobile device [4],[5].

Even though Telegram was designed as a social media platform, it has many advantages over other OSN, including a lifetime free application, no advertising, unlimited media capacity, and a simple user interface. Not only can the Telegram application be used to send and receive text, photos, audio, and video, but it can also be used to send and receive documents in a variety of formats, including word (docx), excel (xlsx), and portable document format (pdf). The fact that these types of documents are the primary format in which teachers or educators compose notes, tutorials, and assignments for the purpose of sharing them with their students should not be overlooked.

In December 2020, Telegram added group voice chats. Voice chats have become integrated into current text chats and serve as a persistent option for live communication with friends or family. Telegram currently supports "a few thousand people," which means that even larger groups for things like live events will enable voice chats [6]. In June 2021, Telegram has expanded its Voice Chats function to include group calls and screen sharing, enabling these features to be used across multiple devices simultaneously. This includes smartphones, tablets, and desktop computers [7].