UTAUT and WebQual Models for Measuring User Acceptance of Text Minutes from Video Conferencing Services

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Abstract.
Purpose: This observes ambitions to determine consumer popularity in adopting text minutes at the Zoom assembly video conference provider for online meetings in order that it could offer insights for video conferencing carrier company organizations in developing text minutes on their structures.
Methods: This study uses a mixture of UTAUT and WebQual. A studies instrument becomes prepared inside the shape of a web questionnaire containing query objects. All the items had been adapted from previous research. Then, data became amassed by way of administering an online questionnaire through diverse social media structures, along with WhatsApp and Telegram to respondents with several demographic questions and a five-factor Likert scale from strongly disagree to strongly agree (scored from 1 to 5) from eleven constructs. The obtained facts had been analyzed the usage of PLS-SEM.
Results: The existence of text minutes on the Zoom Meeting video conference service has not been fully adopted by users in carrying out learning activities or online meetings. Primarily based on the studies that have been executed, there are four hypotheses accepted, namely H2, H3, H5, and H10. Meanwhile, six different hypotheses, namely H1, H4, H6, H7, H8, and H9, have been rejected. Elements influencing person adoption of the text of the Zoom assembly video conferencing carrier depend on the nice of the information generated from the text minutes from video conferencing in which the statistics ought to be accurate, reliable, well timed, relevant, easy to apprehend, and provided in the right format.
Novelty: As a result, the construct of information, interaction, and performance expectancy has been shown to affect user satisfaction with text minutes in video conferencing services with an R square value of satisfaction of 0.516 (moderate). From the outcomes of the research conducted, video conferencing service providers can improve and expand text mins capabilities extra sophisticatedly but nonetheless easy in order that overall customers sense greater satisfied with video conference textual content mins and could reuse and endorse others to apply the same era. In the next look at, its miles predicted that the scope of the survey will be wider globally with the growth within the wide variety of respondents, in addition to including a few constructs that have now not been used.

Keywords: UTAUT, WebQual, User acceptance, Speech recognition, Video conferencing
Received August 2023 / **Revised** August 2023 / **Accepted** August 2023

INTRODUCTION
Online learning can be defined as a learning interaction that is carried out by utilizing the connectivity, accessibility, and flexibility of the internet network. Online learning is able to make it easier for lecturers and students to interact with learning by using the help of the internet network and other devices such as computers, laptops, smartphones and tablets to access information that can be done anytime and anywhere [1], [2]. In the last few years, online learning has become a fundamental demand in the world of education [3]. In the time of the industrial revolution 4.0, online learning is needed and online education mode can become the new normal in the present and future [4], [5]. This happens considering that in achieving distance learning goals, the use of mobile technology has a big role in educational institutions [6].

There is a platform that provides online interaction services for the learning environment and automates the administration, organization, delivery, and reporting of educational content and learning outcomes, namely Learning Management Systems (LMS) [7], [8]. It can connect students with learning resources to use even when they are in a distant place to be able to communicate, collaborate and interact synchronously and asynchronously [9]. Beside using LMS, various media that can also be used in carrying out this online learning such as Zoom Meeting, Google Meet, Edmodo, Google Classroom, Schoology to WhatsApp to open virtual classes [10]–[14]. Learning can also be carried out online using video conferencing services. The existence of video conferencing allows teachers to provide the same teaching and learning experience as in a regular classroom, as well as providing an additional platform for students who request additional classes according to their needs [15]. Referring to previous research, video conferencing services can cut time and rates between remote locations, fill gaps in teaching, grow training productivity, and access to learning [16]. The advancement of information technology continues to grow in line with the increasing years [17]. One of the technologies that is increasingly developing and can be done effectively, namely speech recognition or Automatic Speech Recognition (ASR) which is a development technique that allows computers to accept spoken words as input to the system [18]. Speech recognition can be done in many applications [19]. Seeing the opportunity for speakers to simplify the task of translating speech, speech recognition can be one solution that many utilize technology to perform speech recognition without focusing on one speaker but on several speakers, such as on system calls that can hit various voices. Zoom Meeting, as a video conferencing service, has a speech recognition live transcript feature that can recognize voices and convert voices into downloadable text.

Research on Meeting Assistant Systems based on Speech-to-Text technology discusses how voice technology helps in online meetings and makes it easier to tell. Spontaneous conversations are converted into audio recordings, and the obtained text is summarized using extractive summary techniques [20]. Previous research focuses on developing SimulSpeech that can translate voice to text directly [21]. SimulSpeech consists of a speech encoder, speech segmenter, and text decoder with a wait-k strategy for simultaneous translation. The researchers then used data-level distillation and attention levels to improve SimulSpeech accuracy. In the study, experiments on the MuST-C spoken language translation dataset showed the superiority of SimulSpeech in terms of accuracy and delay.

However, technology must not only be sophisticated for the user but must also be tested to determine whether the technology or feature has indeed been well accepted and adopted by the user. So that later the application service provider, when getting feedback from users, the provider can develop the service or feature even better and can be received better in the future, and the feature can be used repeatedly by users because the user is satisfied with the feature. Barnes and Vidgen developed WebQual 4.0 to assess the quality of e-commerce with three variables, namely, usability, information quality, and service interaction quality. Usability, information quality, and service interaction quality of Barnes and Vidgen which is a variable of website service quality can be analyzed regarding how it relates whether it can affect user satisfaction and loyalty in other e-commerce studies [22]. Bayastura et al. used the Unified Theory of Acceptance and Use of Technology (UTAUT) [24], [25] to find out the factors influencing the users' technology adoption of video conferencing application. Meanwhile, Jang and Choi used WebQual [22] to evaluate the quality of video conferencing quality. Both frameworks are considered suitable and effective for use in various studies in measuring user acceptance of technology and evaluating it.

Based on the description of the problem and some previous literature reviews, this study will measure how user acceptance of direct transcript text minutes in Zoom Meeting and determine what factors influence users' use of text minutes. This study uses a combination of UTAUT and WebQual. The impact of this study is to give service providers insights related to the further development of such features or technologies to support treatizes during learning, meetings, as well as online activities through video conferencing services.

LITERATURE REVIEW
The use of video conferencing is now widely offered in various fields, from those that are used for online learning in university to online meeting in many companies. Previous research investigates the acceptance and utilization of video conferencing software by using constructs drawn from the technology acceptance model (TAM) [27]–[30], and from the UTAUT/UTAUT2 [24], [31], [32]. It integrates them with the construction of perceived interactivity [32]–[34] to understand students' readiness to use video conferencing technology. In particular, the study explores the facilitation conditions of educational institutions and

examines the attitudes of students as well as their intention to adopt them. At the same time, it explains the performance and expectations of their efforts from the use of this interactive technology.

Another study used UTAUT to determine teachers' perceptions of web 2.0 technologies used for learning [35]. The results showed that participants' perceptions of Web 2.0 technologies were positive and the acceptance and willingness to use such technologies were high. Most learners prefer to use audio/video conferencing technology over other technologies because they are more familiar with it. On the other hand, in Vietnam [36], acceptance of the use of video conferencing services was also studied using UTAUT. The results showed that significant elements influencing the use of video conferencing for teaching during Covid-19 included effort expectations, habits, hedonic motivation, and behavioral intentions to use, which accounted for 59 percent of video conferencing for teaching use (R2=0.59). Meanwhile, another research [26] have focused on Video Conference Quality, Social Presence Theory, and Flow. There are also studies investigating user acceptance of video conferencing that integrates UTAUT 2 with DeLone and McLean frameworks [23]. In addition to UTAUT, a model that is often used to measure and evaluate user acceptance of technology is the TAM model [37]. Researcher [38] evaluated the video conferencing service, Google Meet, which results in that the most significant relationship is between the attractiveness of the content and the pleasure felt, the second most significant relationship is between pleasure and intention to use, and there is no effect between ease of use and perceived usefulness. In online learning, the quality of web conferencing can also be measured using WebQual, as has been done in previous studies [39], [40]. Sujono and Santoso (2017) used 90 respondents at a university to test the quality of web conferencing with 22 items of questionnaire questions from WebQual that resulted in the quality of the web conferencing usability dimension satisfying users that positively affected user satisfaction.

This study uses the proposed research model, as illustrated in Figure 1, to achieve the research objectives. The proposed research model is a combination of UTAUT and WebQual consisting of eleven constructs or variables, namely Usefulness (U), Information (IF), Interaction (IN), Service Quality (SQ), Performance Expectancy (PE), Effort Expectancy (EE), Facilitating Condition (FC), Prive Value (PV), Habit (H), Satisfaction (SAT), and Continuance Intention (CI). As for, the research community for quantitative research has recognized Structured Equation Model (SEM) to assess the relationship between independent variables and dependent variables in research models [41], [42]. SEM combines the benefits of factor analysis, path analysis, and multiple regression analysis and establishes a robust methodology for evaluating relationships between variables [41], [42].
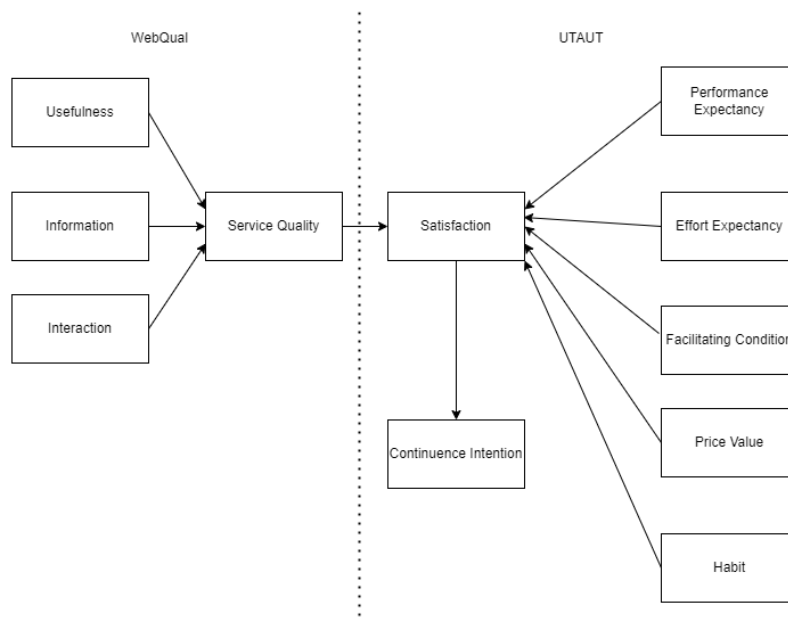

Figure 1. Proposed model UTAUT and WebQual for measuring text minutes adoption of video conferencing service

The Usefulness, Information, and Interaction used in this study came from WebQual [22] and has been used in previous studies that also evaluate how the quality of video conferencing services [26].

H1:   Usefulness (U) has a positive and significant effect on Service Quality (SQ)
H2:   Information (IF) has a positive and significant effect on Service Quality (SQ)
H3:   Interaction (IN) has a positive and significant effect on Service Quality (SQ)
H4:   Service Quality (SQ) has a positive and significant effect on Satisfaction (SAT)

The next constructs comes from UTAUT [24], [25], i.e. Performance Expectancy [24], [43], Effort Expectancy [24], Facilitating Conditions [24], Price Value [23], [25], Habit [25], Satisfaction [23], and the last construct is Continuance Intention [44].
H5:   Performance Expectancy (PE) has a positive and significant effect on Satisfaction (SAT)
H6:   Effort Expectancy (EE) has a positive and significant effect on Satisfaction (SAT)
H7:   Facilitating Condition (FC) has a positive and significant effect on Satisfaction (SAT)
H8:   Price Value (PV) has a positive and significant effect on Satisfaction (SAT)
H9:   Habit (H) has a positive and significant effect on Satisfaction (SAT)
H10:   Satisfaction (SAT) has a positive and significant effect on Continuance Intention (CI)

METHODS
Our study was conducted from the stage of problem formulation, then reviews the appropriate literature, then formulates a research model that combines the UTAUT and WebQual frameworks. A research instrument was prepared in the form of an online questionnaire containing question items from eleven constructs, such as Usefulness, Information, Interaction, Service Quality, Performance Expectancy, Effort Expectancy, Facilitating Condition, Price Value, Habit, and Satisfaction. All the items were adapted from prior research. Then, data was collected by administering an online questionnaire through various social media platforms, such as WhatsApp and Telegram to respondents with several demographic questions such as gender, age, province, and frequency using Zoom Meeting, and a five-point Likert scale from strongly disagree to strongly agree (scored from 1 to 5) for each item from eleven constructs. Referring to Wong's (2013) study, Partial Least Squares (PLS) is well known for its capability of handling small sample sizes. So, the samples used in this study ranged from 100-200 samples because a sample size of 100 to 200 is usually a good starting point in carrying out path modeling [46]. The sample criteria used are women/men who have used the Zoom Meeting video conference service application. After obtaining sufficient data, the next stage is the processing and analysis of questionnaire data using PLS-SEM data analysis techniques and the utilization of SmartPLS 3 tools. Then the last stage is to draw conclusions.

In this study, data analysis using PLS-SEM was tested in two types [47]: the measurement model to test the validity and reliability of each item and construct and then the structural model to find out the relationship between constructs. According to the previous research [47], there are three test criteria in the measurement model test: convergent validity, discriminant validity, and internal consistency reliability. Convergent validity testing was performed with the outer loading value having to be greater than 0.708 and the average variance extracted (AVE) value having to be greater than 0.5. Then the discriminant validity is seen from cross-loading and the Fornell Larcker criterion. And the latter for the reliability of internal consistency is measured by looking at the value of composite reliability (CR) should be higher than 0.70.

Next, before processing data for structural model tests, there are criteria for assessing fit models that can see how fit or good a model used in the study is. One of the criteria of the fit model is that if the residual value of the standardized root mean square (SRMR) is less than 0.1, then the model is considered suitable [48]. While in the structural model, there are several tests, namely collinearity (VIF value < 5), path coefficient and hypothesis test (p value < 0.05; t value < 1.96; two-tailed test with significance level = 5%). Besides that, in the structural model, this study conducted R square test to measure the predictive strength of the model (R-square 0.75, 0.50, or 0.25 for endogenous latent constructs, as a rule of thumb, each be described as substantial, medium, or weak) [49], [50]. After that, there is F square test to find out the effect size of the R squares (0.02, 0.15, and 0.35, respectively, representing small, medium, and large effects) [51], and the last test is Q square to measure predictive relevance (Q square > 0) [47]. There are eleven constructs and 50 items used in this research.

RESULTS AND DISCUSSIONS
Based on the data collection that has been carried out, by distributing an online questionnaire containing demographic questions and question items from eleven constructs with 5 Likert scales to respondents, a total of 156 respondents were obtained. The obtained data (N=156) were distributed in the age range ranging from 16 to 58 years old. The number of male respondents was 47 (30,1%), meanwhile the number

of female respondents was 109 (69,9%). As well as the various educational stage from high school (33,3%) to postgraduate (0,6%) and provincial backgrounds in Indonesia. Meanwhile, the highest number of respondents with the frequency of using Zoom Meeting was accessed two times a week (31.4%).

Measurement Model
Data processing was then continued with PLS-SEM, the first is measurement model test. There are three tests in the measurement model test: convergent validity, discriminant validity, and internal consistency reliability. In convergent validity tests, the outer loading and AVE values are compared. Then in internal testing, the consistency of reliability is measured from the composite reliability value. Figure 2 shows the outer loading value of the valid item used in the study, i.e., the outer loading value is more than 0.708. Items with an outer load value of less than 0.708 are removed because they are invalid [47]. Items with an outer load value of less than 0.708 are deleted and not used in subsequent calculations and data analysis.
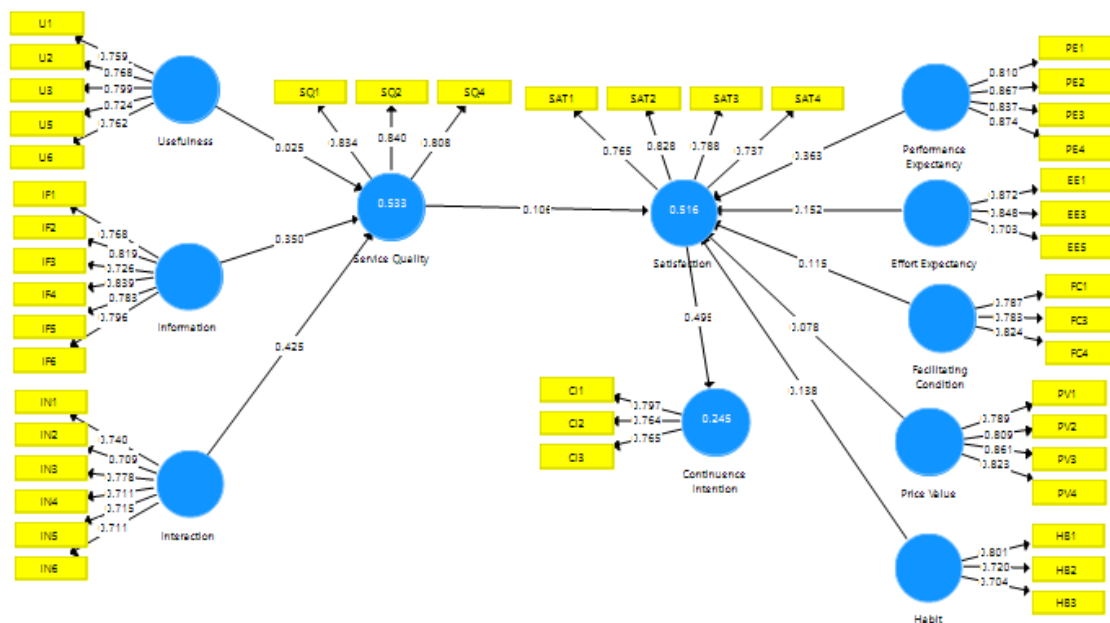

Figure 2. Convergent validity test with outer loading result

Furthermore, the convergent validity test with AVE criteria of more than 0.5 and the internal consistency reliability with composite reliability of more than 0.7 can be seen in Table 1. The results show that the item and the overall construct are valid and reliable because the AVE is more than 0.5, and the CR value is more than 0.7. The eleven latent constructs in this study can explain the variance of each item. In addition, the answers given by the respondents are stable and consistent with statements representing each item on related construct.

Table 1. Convergent validity and internal consistency reliability test with AVE and CR result

Construct	Average Variance Extracted (AVE)	Composite Reliability (CR)	Description
Continuance Intention (CI)	0.601	0.819	Valid & reliable
Effort Expectancy (EE)	0.658	0.851	Valid & reliable
Facilitating Condition (FC)	0.637	0.840	Valid & reliable
Habit (H)	0.552	0.786	Valid & reliable
Information (IF)	0.623	0.908	Valid & reliable
Interaction (IN)	0.529	0.871	Valid & reliable
Performance Expectancy (PE)	0.718	0.911	Valid & reliable

Construct	Average Variance Extracted (AVE)	Composite Reliability (CR)	Description
Price Value (PV)	0.674	0.892	Valid & reliable
Satisfaction (SAT)	0.609	0.861	Valid & reliable
Service Quality (SQ)	0.684	0.867	Valid & reliable
Usefulness (U)	0.582	0.874	Valid & reliable

The measurement model test also performs a discriminant validity test by looking at cross-loading and the Fornell Larcker criteria. From cross-loading results, all items are declared valid because the value of the items in the construct is higher when compared to the value of each item on other constructs, and each item has a high degree of discriminant validity. The result shows that construct is completely different from another construct. Next, discriminant validity test results using the Fornell-Larcker criteria can be seen in Table 2. From the result, each construct is declared valid and has a high discriminant validity because the value on each construct is higher when compared to others value of the construct. In other words, the square root value of AVE on latent constructs has a higher value than the correlation between other constructs.

Table 2. The Fornell Larcker criterion discriminant validity test

	CI	EE	FC	H	IF	IN	PE	PV	SAT	SQ	U
CI	0.775										
EE	0.373	0.811									
FC	0.430	0.515	0.798								
H	0.604	0.346	0.459	0.743							
IF	0.445	0.623	0.549	0.424	0.789						
IN	0.381	0.532	0.614	0.420	0.695	0.728					
PE	0.323	0.690	0.354	0.277	0.462	0.390	0.847				
PV	0.478	0.575	0.377	0.457	0.445	0.327	0.441	0.821			
SAT	0.495	0.608	0.473	0.419	0.451	0.416	0.622	0.468	0.780		
SQ	0.328	0.502	0.550	0.374	0.661	0.682	0.386	0.336	0.464	0.827	
U	0.396	0.714	0.537	0.331	0.618	0.547	0.659	0.450	0.532	0.474	0.763

From several measurement model tests that have been carried out in this current study, namely in the form of convergent validity tests, discriminant validity tests, and internal consistency reliability tests, six items were deleted and were not used for further data analysis of structural models because they did not meet the criteria previously described. The six items include EE2, EE4, FC2, HB4, SQ3, and U4. In addition to these six items, items and constructs are declared to meet the criteria and can be declared valid and reliable so that they can be used for the next stage of analysis.

Structural Model
After obtaining these valid and reliable items and constructs, a structural model test is carried out. In testing this structural model, there are several test criteria. The first is fit model testing to determine how well the model uses SRMR values [47]. The result of the fit model in this study is the SRMR value = 0.076, which has met the SRMR criteria < 0.1 [48] so that this research model can be said to be suitable, then the research model can be seen in Figure 3. Based on these figures, the model used in this study includes a combination of UTAUT and WebQual with eleven constructs and 44 items.
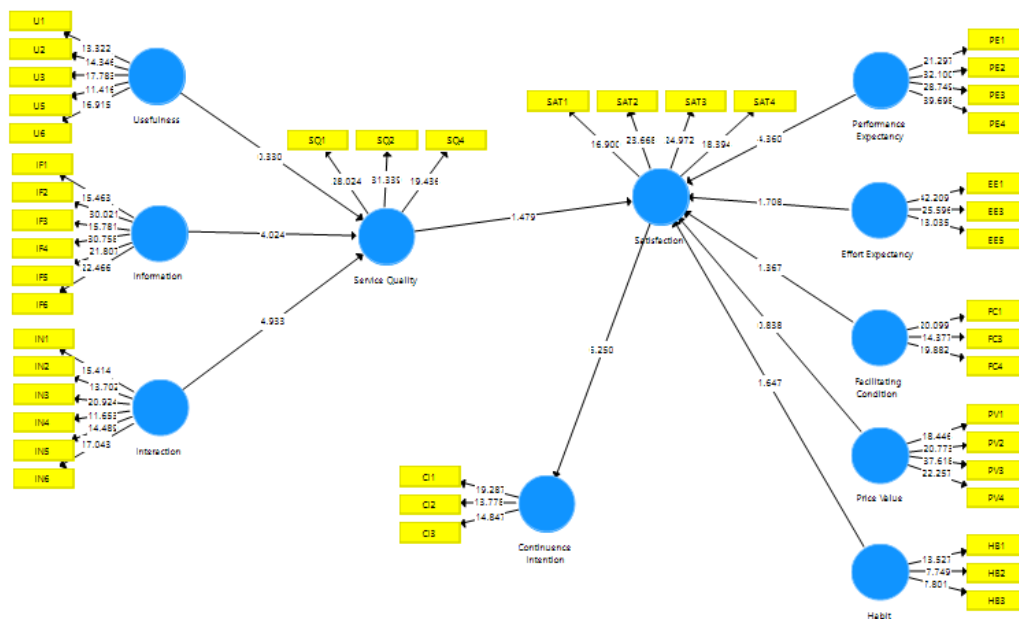
Figure 3. Research model UTAUT and WebQual for measuring text minutes adoption of video conferencing service

The next analysis is the collinearity test. Collinearity increases the standard error and thus reduces the ability to show that the estimated weight differs significantly from zero [47]. VIF value above 5 indicates a critical degree of collinearity, so the collinearity value must be below 5. The existing VIF values in this research show that all items are free of collinearity issues because the VIF values on all items are below 5. Next is the analysis of the test path of the coefficient hypothesis, the R square, the F square, and the Q square. The square R-value (coefficient of determination) evaluates the predictive power of the model and is calculated as a quadratic correlation between the actual value and the prediction of a certain endogenous construct. The square R-value in the CI construct is 0.245, then the predictive power of the model in the construct is categorized as low. While the square R-value in the SAT and SQ construct are categorized as medium with each value 0.516 and 0.533. From the results of the study, this endogenous construct is already quite good in the research model because it has moderate model predictive power.

The F square test (effect size) shows how much influence each exogenous construct has on the endogenous construct. The value of F square in the exogenous construct SAT is 0.324, which means that SAT has a significant effect on the endogenous construct CI, so it can be interpreted that this user satisfaction has a major effect on the continuance intention towards Zoom Meeting. Then the exogenous construct IN also has a major effect on the endogenous construct SQ. While the F-square value of the construct EE, FC, PV, SQ, and U indicates that the exogenous constructs have a moderate influence on its endogenous constructs. The F-square value on constructs H, IF, and PE indicates that exogenous constructs have a low influence on their endogenous constructs.

Furthermore, the Q square test that tests the predictive relevance of each construct. The value of Q square must be more than zero. In this study, the entire square value of the Q endogenous construct was more than zero, namely, in the CI construct it was worth 0.138, while in the SAT construct it was worth 0.293 and in the SQ construct it was worth 0.349. So, it can be said that all endogenous constructs in this study have predictive relevance.

The results of hypothesis testing can be seen in Table 3. Four accepted hypotheses exist because the p-values < 0.05 are H2, H3, H5, and H10. While the other hypotheses are rejected because the p-values > 0.05 (i.e., H1, H4, H6, H7, H8, and H9). The original value (path coefficient) of the sample on the whole hypothesis is more than zero, so it can be said that the entire hypothesis has a positive relationship. Constructs of usefulness, information, and interaction have positively affect service quality. If users feel a good perception of these three constructs, then the user's perception of the service quality from Zoom

Meeting with text minutes will also be good. Meanwhile, the constructs of performance expectations, effort expectations, facilitation conditions, price values, and habits also have a positive effect on satisfaction, and satisfaction positively affects the continuance intentions.

Furthermore, if the t value of each hypothesis accepted is more than 1.96, then it can be said that the relationship of constructs in the four hypotheses is significant. Whereas in the rejected hypothesis, the t value is less than 1.96.

Table 3. Hypothesis testing results

	Hypothesis	Original Sample (O)	t Statistics (|O/STDEV|)	p Values	Description
H1	U → SQ	0.025	0.330	0.741	Rejected
H2	IF → SQ	0.350	4.024	0.000	Accepted
H3	IN → SQ	0.425	4.933	0.000	Accepted
H4	SQ → SAT	0.106	1.479	0.140	Rejected
H5	PE → SAT	0.363	4.360	0.000	Accepted
H6	EE → SAT	0.152	1.708	0.088	Rejected
H7	FC → SAT	0.115	1.367	0.172	Rejected
H8	PV → SAT	0.078	0.838	0.402	Rejected
H9	H → SAT	0.138	1.647	0.100	Rejected
H10	SAT → CI	0.495	6.250	0.000	Accepted

From the study results, the quality of services provided by the Zoom Meeting application with the text minutes is good. It can be seen from the results of the study that shows that in the hypothesis of H2 and H3 are accepted, information (IF) and interaction (IN) in the Zoom Meeting application with the text minutes feature meet user perceptions to affect the service quality (SQ) felt by users. The Zoom Meeting video conference service with the text minutes feature many people currently use to carry out learning activities, or users have well-received online meetings. Users feel that the quality of the information in the Zoom Meeting application with text minutes is accurate and reliable. In addition, the results of the study also show that the information is relevant, timely, easy to understand, and presented in an appropriate format. This affects the service quality (SQ) felt by users in using the Zoom Meeting application with text minutes. Meanwhile, from the interaction (IN) construct, the results show that the quality of interaction in the Zoom Meeting application with the text minutes is felt good by users, both interaction between participants and interaction with the host or moderator. Therefore, it can be said that with good quality information and interaction in the Zoom Meeting application with the current text minutes feature, then the service quality felt by users will also be better.

On the other hand, this study also shows that video conferencing services with text minutes have been well received by users in terms of performance expectations (H5 is accepted), as in previous studies conducted [23]. Users are satisfied because the text minutes of the Zoom Meeting are effective and can be useful in helping online meetings so that they can improve meeting performance, as explained by the performance expectancy (PE) construct.

As for usefulness (U), the results showed that usefulness (U) does not affect the service quality felt by users on H1. These results are in line with the previous research that has been carried out [26]. From this study, users feel the overall design of the Zoom Meeting video conferencing application is in accordance with the characteristics of the conference and app layout is interesting, although users do not feel comfortable and easy enough to use the text minutes feature in Zoom Meeting, it will not affect the service quality that will be felt by the user later. Then in H4, the relationship between the effect of service quality on satisfaction (SAT) is rejected. Users still do not feel the good service quality of video conferencing services with this text minutes feature mainly because the usefulness part is also not good. But it will not affect the satisfaction that will be felt by the user later.

However, in terms of the relationship of influence of each construct, namely effort expectancy (H6), facilitating condition (H7), price value (H8), and habit (H9), on satisfaction, the hypotheses are rejected.

As for effort expectancy (EE), in Zoom Meeting itself, there are several steps to be able to use the text minutes to download the full transcript, and it is necessary to set up themselves whether the user is the host of the meeting or as a meeting participant. It can be said that this video conferencing service provider should prepare a simple step-by-step guide so that users can easily understand the technicalities when using text minutes in a video conferencing service application.

Furthermore, in facilitating condition (FC), which is also hypothesized to be rejected, this can happen because the infrastructure owned by users is not adequate to adopt the use of text minutes in video conferencing services, it seems that the internet/Wi-Fi network is hampered and the gadgets or equipment they have. To anticipate this, video conferencing service providers can develop applications that are lightweight only so that they are compatible with standard types of devices used by many users.

Meanwhile, on the price value (PV) construct, this hypothesis is rejected because users feel that when using video conferencing services, it still costs a lot of money, such as to buy an internet package or pay for Wi-Fi to make it easier for users to stay connected. Then related to Habit (H), this hypothesis was rejected, because currently the use of video conferencing services with text minutes is not as aggressive as it used to be at the beginning of the pandemic, but there are still many who use this video conferencing service for various online activities with a fairly frequent frequency in one week. The data can be seen in the demographics section of the respondents. In addition, the choice of video conferencing providers is also diverse, not only Zoom Meeting so that users can choose the platform they think is suitable. Therefore, Zoom Meeting video conference service providers, in this case, need to provide development and highlight the uniqueness of the services they have, one of which is by improving the quality of the text minutes service. Previous research [23] also rejects effort expectancy (EE), facilitating condition (FC), and price value (PV) hypotheses. This is because the results show that users need efforts to learn the use of the text minutes features in Zoom Meetings.

As for H10, which is related to satisfaction (SAT) and has a positive and significant influence on continuance intention (CI), this hypothesis is accepted. This is because, in the study, the results were obtained that at overall user satisfaction with video conferencing services with text minutes, users are satisfied because the service has been able to support and facilitate the continuity of online meetings and is the right tool. From the results of the study, the items on the CI construct show that users will continue to use video conference services with text minutes until the future and will recommend to others to use video conference services with text minutes.

CONCLUSION

The existence of text minutes on the Zoom Meeting video conference service has not been fully adopted by users in carrying out learning activities or online meetings. Based on the research that has been carried out, there are four hypotheses accepted, namely H2, H3, H5, and H10. Meanwhile, six other hypotheses, namely H1, H4, H6, H7, H8, and H9, were rejected. Factors influencing user adoption of the text of the Zoom Meeting video conferencing service depend on the quality of the information generated from the text minutes from video conferencing in which the information must be accurate, reliable, timely, relevant, easy to understand, and presented in an appropriate format. Meanwhile, the quality of communication interactions is also influential in adopting video conferencing services. Users' expectations for the performance of text minutes from video conferencing services lie in their effectiveness and usefulness in supporting online meetings and improving the performance of online meetings. From the results of the research conducted, video conferencing service providers can improve and develop text minutes features more sophisticatedly but still simple so that overall users feel more satisfied with video conference text minutes and will reuse and recommend others to use the same technology. If video conferencing service company later develops the feature, it will further improve user perception and perceived service quality that can affect user's satisfaction and continuance intention to use text minutes feature in video conferencing service. This research is limited to the number of respondents who are within the demographic scope of several provinces in Indonesia only. In the next study, it is expected that the scope of the survey will be wider globally with the increase in the number of respondents, as well as adding some constructs that have not been used.

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