



## Utilization of Zoom Cloud Meeting Application as a Medium of Da'wah and Spiritual Guidance in Hospital Settings

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**Keywords:**

*Zoom Cloud Meeting,  
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**Abstract:**

*The aim of this research is highly relevant to current conditions, namely to examine the use of the Zoom Cloud Meeting application as a service for da'wah and spiritual guidance in a hospital environment. This research adopts a qualitative descriptive method. In line with this approach, the study applies descriptive qualitative analysis, which means that specific findings obtained during the research are collected and abstracted. The results of this study indicate that the use of Zoom Cloud Meeting facilitates communication between patients' families—especially those in the ICU who cannot be visited—and patients themselves. The spiritual guidance process conducted by counselors consists of several stages: Muqaddimah (opening greetings by the Islamic spiritual guide to build rapport with patients and their families), recitation of prayers from the Qur'an and Sunnah, delivering advice through tausiyah as mental strengthening, and closing with positive impressions for the patients. Beyond that, spiritual guidance also aims to help patients heal from a spiritual perspective by providing motivation and encouragement while reminding them that health and illness come from God*

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### INTRODUCTION

The development of technology towards a fully digital direction is currently growing rapidly. In this digital era, humans in general have adopted a new lifestyle that cannot be separated from electronic devices. Technology has become a tool that can help fulfill most of human needs. Technology can be used by humans to make it easier to carry out any tasks and jobs. This important role of technology has brought human civilization into the digital era. The increasingly sophisticated digital technology today has made major changes to the world. The emergence of increasingly advanced digital technologies has become widespread. Various groups have been facilitated in accessing information in many ways, and can enjoy the facilities of digital technology freely and in a controlled manner.

The effectiveness of the Zoom application is very easy to access with a low cost. The effectiveness of the Zoom application also makes it very easy to use for distance learning, which can be accessed via the web or a downloadable application. What makes Zoom more effective for

learning is its supported features during the Covid-19 pandemic. Therefore, the effectiveness of the Zoom application can be easily accessed for learning because it does not require high costs. The function of the Zoom application can be used for effective learning anywhere. It can also use the side-by-side feature for the display of the Zoom screen being used. Participants can use it to facilitate communication skills and critical thinking. Thus, teaching and learning become more effective, and it can also be used to speak with one another. The advantage of the Zoom application is that it allows people to meet virtually. With the advantage of free charge that can be accessed by anyone within a certain time limit, Zoom also has the capability to accommodate 100 up to 1000 HD video recordings. Therefore, the Zoom application has advantages for its users through the features it provides.

A patient who is required to be hospitalized in a hospital certainly needs someone who can provide encouragement and stimulus for the acceleration of their recovery. Apart from family members as sources of support, there is also a need for experts who are able to provide guidance, direction, and advice for the patients. If this occurs in hospitals—especially Islamic hospitals—they should have spiritual counselors (rohaniawan) who can provide spiritual guidance to their patients. In providing spiritual guidance, hospitals and spiritual counselors must have proper methods to carry out guidance. The questions that arise are: What should spiritual counselors do and prepare? What skills should a spiritual counselor possess? What methods should be implemented? Before discussing in more depth the methods of spiritual guidance for patients, it is necessary to first discuss the definition of guidance, the foundation, objectives, and elements of Islamic spiritual guidance.

There are several previous studies related to this research, namely regarding the Utilization of Zoom Cloud Meeting Application as a Medium of Da'wah and Spiritual Guidance. For example, Anjar Sari (2019) conducted a study entitled “Analysis of the Implementation of the Digital Service Application of Pegadaian Syariah in Facilitating Customer Transactions from the Perspective of Islamic Business Ethics (Case Study: Pegadaian Syariah CPS Kebomas Gresik).” This study aimed to answer questions about the implementation of the Pegadaian Syariah Digital Service (PSDS) application system in facilitating customer transactions from the perspective of Islamic business ethics. The research method used was a qualitative approach through in-depth interviews with customers who used the PSDS application and with the management of Pegadaian Syariah CPS Kebomas Gresik. The results of this study concluded that the development of the PSDS application was able to facilitate customer transactions and had an impact on customer satisfaction.

There is also research from Ella Aprilia (2021) in her undergraduate thesis entitled “The Effectiveness of Online Learning Communication through Zoom Cloud Meetings in the Era of the Covid-19 Pandemic,” Universitas Sriwijaya. The effectiveness of online learning communication through Zoom Cloud Meetings, carried out by Communication Science students at UNSRI from the 2018 and 2020 cohorts, has been running effectively with a score of 188.9 for the 2018 cohort and 182.4 for the 2020 cohort. In addition, there was no significant difference in the effectiveness of communication between the 2018 and 2020 cohorts, with the significance result at the level of 0.054.

Furthermore, research conducted by Ati Mu'jizati entitled “The Role of Islamic Spiritual Guidance in Maintaining the Patience of Inpatients at Harapan Anda Islamic Hospital Tegal” (2008). This study aimed to describe and explore the extent to which Islamic spiritual guidance

plays a role in maintaining the patience of inpatients at Harapan Anda Islamic Hospital Tegal. The two main dimensions in this study were Islamic spiritual guidance and the maintenance of patience. Healthcare services in hospitals in general often pay less attention to psychological and spiritual aspects, even though factors affecting one's physical condition are not limited to physical aspects alone. Biological and spiritual factors also play a role in the physical condition of an individual. The main objective of this study was to determine how spiritual guidance played a role in maintaining the patience of inpatients at Harapan Anda Islamic Hospital Tegal.

Based on the above description, previous research is very useful as a reference for this study. However, there are still differences that make this research relevant and interesting to conduct, due to the clear distinctions from previous studies. The purpose of this research is also highly relevant to current conditions, namely to examine the utilization of the Zoom Cloud Meeting application as a service of da'wah and spiritual guidance in a hospital environment. Furthermore, in line with the research introduction that has been described, the macro research question in this study is: "How is the utilization of the Zoom Cloud Meeting application as a service of da'wah and spiritual guidance in hospital environments?"

## **METHODS**

This research uses a descriptive qualitative research method. In accordance with the type of approach used, this study employed a descriptive qualitative analysis method. By descriptive qualitative analysis, it is meant that the specific findings obtained in the research are collected together and then abstracted. In other words, the data and evidence obtained are not intended to prove or reject a hypothesis. Grouping and abstraction are carried out continuously during data collection without having to wait for the completion of the entire data collection process.

Djam'an Satori stated that qualitative research is conducted because researchers want to explore phenomena that cannot be quantified and are descriptive in nature, such as the process of a work step, the formula of a recipe, understandings of diverse concepts, characteristics of goods and services, images, styles, cultural practices, physical models of artifacts, and so on. In addition, Sugiyono also explained that qualitative research is a research method based on post-positivism philosophy, used to study natural objects, where the researcher is the key instrument, data collection techniques are conducted through triangulation, data analysis is inductive or qualitative, and the results of qualitative research emphasize meaning rather than generalization.

According to Nana Syaodih Sukmadinata, descriptive qualitative research is aimed at describing and illustrating existing phenomena, whether natural or human-made, paying more attention to characteristics, quality, and interrelationships among activities. Furthermore, descriptive research does not provide treatment, manipulation, or alteration of the variables studied, but rather describes a condition as it is. The only treatment given is the research itself, which is conducted through observation, interviews, and documentation.

## **RESULTS AND DISCUSSION**

### **Digital Technology**

Digital technology refers to technology that in its operation no longer relies heavily on human power, but instead emphasizes automated and sophisticated systems with computerization or formats that can be read by computers. Essentially, digital technology is a very fast calculation

system that processes all forms of information into numerical values. With digital technology, images displayed have more natural color quality and higher resolution, without breaking or decreasing in quality when shown on larger screens. This system uses bits and bytes to store and process data, employing numerous microscopic electrical switches that only have two states, namely on or off, one or zero, yes or no, black or white. Entering the 21st century, technology has developed rapidly. What once seemed impossible has now become a reality, such as computers, three-dimensional televisions, and many other advanced devices. These technological advances have truly made human life easier. Such progress is the result of scientists who sought and studied information in detail to realize their dreams, which now manifest in the technologies we enjoy today. This development has also brought a new era, namely a communication revolution, since one of the fastest-developing fields of technology is communication.

The development of digital technology can be seen in several important milestones. One of them is the evolution of computers. Data processing with computers, known as Electronic Data Processing (EDP), manipulates data into more useful and meaningful information with the help of electronic devices. Computers have undergone a long evolutionary process; in the 1940s, the first electric computer was discovered that applied Boolean algebra systems. Over time, computers have become an inseparable part of society. Another milestone is the birth of the World Wide Web (WWW), which began at CERN in Geneva, Switzerland. In 1989, Tim Berners-Lee and other researchers proposed an internet information distribution protocol system that enabled global members to share and even display information graphically. Initially, web browsers were text-based and navigation used numbered menus. In 1990, Berners-Lee continued developing his project using a NeXT computer created by Steve Jobs, resulting in the first browser and several web pages that could be accessed. This marked the first version of the World Wide Web, which Berners-Lee abbreviated as [WWW](#). The emergence of social networking sites followed, first appearing in 1997 and later expanding rapidly in the 2000s, allowing users to create profiles, connect with others, and build online communities.

Digital technology has both advantages and disadvantages. On the one hand, it facilitates access to information and provides various conveniences across many areas of life. One of its key advantages is data integrity during transmission. Digital signals, even when transmitted over long distances, remain intact because they pass through repeater stations that strengthen and protect the signals, minimizing the effects of disturbances such as bad weather or noise. Another advantage is flexible communication systems. Through Integrated Service Digital Network (ISDN) technology, digital communication networks can transmit multiple types of information—images, data, and sound—over a single system using tools like data cables and flash drives. Digital devices are also cost-efficient because they are more practical, stable, and durable, reducing maintenance costs. This efficiency is largely due to integrated circuit (IC) technology, or chips, which have replaced the large and impractical components used in earlier computers.

On the other hand, digital technology also has drawbacks. One of these is the potential for errors during digitization. When converting analog signals into digital form, information concepts from the real world may not always be represented accurately, raising concerns about distortion. Another limitation is the continued dominance of analog technology in many parts of the world. To use digital services, analog-to-digital converters (ADC) and digital-to-analog converters (DAC) are still required. Finally, adopting digital technology fully requires large-scale public investment.

Devices such as telephones, radios, and televisions that were previously analog must be replaced with digital-based ones, demanding significant costs.

### **Zoom Cloud Meeting**

Zoom Cloud Meeting is an online video-conferencing application that enables meetings and learning activities without requiring face-to-face interaction. This application provides free access with a time limitation of 45 minutes per meeting, while its paid version allows unlimited meeting durations. During the Covid-19 pandemic, when the government mandated distance learning, Zoom quickly became one of the most widely used platforms for online education due to its easy access and user-friendly features. For this reason, Zoom was often chosen as the primary application to facilitate remote learning. It can be concluded that the implementation of learning through Zoom Cloud Meeting was in direct response to government regulations encouraging non-face-to-face learning, requiring students to engage in educational activities via the internet.

Zoom was founded by Eric Yuan in 2011 and has since developed into a leading video communication company. Through Zoom, users can connect with one another, organize meetings, host webinars, engage in chat, and conduct discussions in a single channel. This application provides a solution in situations where direct interaction is not possible and has been widely applied for both remote working and learning in organizations and institutions across the globe. Zoom's wide operating system support—including Windows, MacOS, Linux, Android, iOS, web applications, as well as Firefox and Google Chrome extensions—further contributes to its popularity and flexibility.

Beyond serving as a platform for learning and professional communication, Zoom has also been utilized in the field of da'wah and spiritual guidance. Spiritual guidance is essential not only for patients suffering physically or psychologically but also for individuals experiencing personal or family problems. Patients often require more than medical treatment; they also need spiritual support to accelerate their healing process. Many patients struggle to accept their condition and frequently experience psychological distress such as anxiety, despair, dilemmas, and even anger. This is natural, since hospitalized patients face three possible outcomes: full recovery, recovery accompanied by permanent disability, or death.

In addition, spiritual guidance is fundamentally needed in human life as it serves as motivation to guide behavior and decision-making. Islamic spiritual guidance, in particular, is considered a form of healthcare service aimed at fulfilling comprehensive biopsychosocial-spiritual needs, since humans naturally have basic spiritual needs. The World Health Organization (WHO) has emphasized the importance of spiritual guidance in healthcare, recognizing spirituality as an integral element of overall health. The purpose of spiritual guidance for inpatients is largely connected to da'wah, which means guiding people toward the right path so that they may achieve happiness and prosperity in this world and the hereafter. Moreover, spiritual guidance seeks to assist patients in healing from a spiritual perspective by providing motivation and encouragement, as well as reminding them that both illness and health come from Allah. It also encourages patients to draw closer to Allah SWT. In this context, spiritual counselors carry a vital role and responsibility in strengthening patients' faith and instilling the spirit of recovery.

From the findings of this research, it can be concluded that the utilization of the Zoom Cloud Meeting application as a medium for da'wah and spiritual guidance in hospital settings involves three main stages: **planning, implementation, and evaluation**. Furthermore, this study also demonstrates that the use of Zoom is able to foster motivation in patients through the spiritual guidance they receive during the process. The availability of such services ensures that patients not only receive medical care but also the spiritual and psychological support necessary for their healing journey.

In a broader sense, the benefits of digital technology can be seen across various fields such as business, banking, education, and healthcare. In the business sector, information technology provides significant advantages, one of which is increased profitability. Entrepreneurs engaged in online-based businesses experience remarkable convenience and efficiency. With only a gadget and an internet connection, individuals can start their businesses from home, thereby reducing costs and minimizing operational expenses. This shows how technology, when integrated into daily life, can create opportunities and enhance productivity.

Similarly, in the banking sector, the benefits of digital technology are highly evident. Today, depositing and withdrawing money can be carried out online without the need to visit the bank during working hours. This development saves both time and energy for customers, highlighting how digital transformation has reshaped the convenience of financial transactions. The education sector has also gained tremendous benefits, particularly during the Covid-19 pandemic, with Zoom becoming a primary platform for maintaining the continuity of learning. In healthcare, as evidenced in this research, digital technology plays a vital role in ensuring that patients and their families remain connected even when physical restrictions are in place.

The specific benefits derived from this study highlight how families of patients, particularly those in the Intensive Care Unit (ICU) who cannot be visited physically, can still communicate with their loved ones through Zoom Cloud Meeting. This not only eases the emotional burden of patients and families but also contributes to the overall healing environment. The spiritual guidance process provided by counselors generally follows a structured pattern. First is the **Muqaddimah**, an opening greeting delivered by the Islamic spiritual counselor to establish closeness and rapport with inpatients and their families. This is followed by the **recitation of prayers** sourced from the Qur'an and Sunnah, which strengthens the spiritual dimension of the encounter. The counselor then provides **advice through tausiyah**, which serves as mental reinforcement, instilling hope and resilience in the patient. The session is closed with positive remarks, leaving patients with encouragement and comfort.

However, the implementation of Islamic spiritual guidance services in hospitals does not always proceed smoothly. Several inhibiting factors limit the effectiveness of such services, including the lack of adequate facilities and the limited number of human resources available to provide spiritual guidance. Despite these challenges, the use of Zoom as a medium for da'wah and counseling presents unique opportunities. It not only provides patients with motivation and encouragement toward recovery but also serves as a valuable platform for spreading da'wah within the hospital environment. This dual function—both therapeutic and religious—illustrates the broader impact of combining digital technology with Islamic counseling practices.

## CONCLUSION

The findings of this study emphasize that the utilization of the Zoom Cloud Meeting application as a medium for da'wah and spiritual guidance in hospital environments provides significant benefits, both for patients and their families. By facilitating communication between families and patients—especially those in critical conditions such as ICU patients who cannot be physically visited—Zoom helps reduce feelings of isolation and provides a sense of connectedness during difficult times. This virtual communication, when integrated with spiritual guidance, not only supports the emotional well-being of patients but also contributes to their psychological and spiritual recovery.

The process of spiritual counseling carried out through Zoom follows a structured model consisting of *Muqaddimah* (opening greetings to establish rapport), prayer recitations from the Qur'an and Sunnah, *tausiyah* (advice and moral encouragement as mental reinforcement), and a closing session that leaves patients with a positive impression. This structure highlights how Islamic spiritual counseling remains relevant and adaptable, even in digital platforms, without losing its essence or intended impact.

Despite several challenges such as limited facilities and the shortage of qualified human resources in hospitals, the integration of digital platforms like Zoom into spiritual counseling demonstrates a promising alternative in healthcare services. It offers an innovative solution that bridges the gap between patients, families, and counselors when face-to-face interaction is not possible. Moreover, it reflects the broader role of technology as not merely a tool for efficiency but also as a medium to fulfill fundamental human needs, including spiritual and emotional well-being. In conclusion, Zoom Cloud Meeting has proven to be more than just an educational or professional tool; it has become a vital instrument in delivering da'wah and spiritual guidance within hospital contexts. It strengthens patients' faith, provides motivation and encouragement, and reminds them that both health and illness ultimately come from Allah. As such, the combination of technology and Islamic spiritual counseling presents a new paradigm for holistic healthcare services, where medical treatment and spiritual support work hand in hand to promote recovery and resilience.

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