THE IMPACT OF INFORMATION SERVICES THROUGH WHATSAPP MOTIVATION OF CLASS X STUDENTS OF SMAN 3 SAMARINDA IN THE PANDEMIC PERIOD OF THE 2020/2021 ACADEMIC YEAR

Carolina Trianita Tabut[1], Masnurrima Heriansyah[2], Andi Wahyu Irawan[3]
[1]Universitas Mulawarman
[2]Universitas Mulawarman
[3]Universitas Mulawarman
E-mail:carolinatrianita1009@gmail.com/081258398500

ABSTRACT

The background of this research is due to a decrease in students' learning motivation during the pandemic so that BK teachers provide information services with the help of Whatsapp Group media to increase students' learning motivation during the pandemic. The formulation of the research problem is how the impact of information services through Whatsapp Group in increasing the learning motivation of class X SMA Negeri 3 Samarinda students with the aim of knowing the impact of information services through Whatsapp Group in increasing the learning motivation of class X students of SMA Negeri 3 Samarinda during the pandemic. The type of data used is quantitative research with ex post facto correlational design research methods. The population is all students of class X in SMA Negeri 3 Samarinda with a sample of 138 respondents, purposive sampling technique. Data collection techniques are questionnaires on information services and students' learning motivation. The instrument validity test used the Pearson Product Moment correlation formula, and the instrument reliability test used the Cronbach Alpha coefficient approach reliability index calculation using the SPSS 25 program. The data analysis technique used descriptive analysis and simple linear regression analysis. Before testing the hypothesis, the analysis requirements test was conducted, namely normality and linearity tests using the SPSS 25 program. The results of the research from information services had an average of 132, a frequency of 60% with a useful category and learning motivation in the medium category had an average of 195, a frequency of 71%. In the results of tcount 10.253 > ttable 1.97756, a significance level of 5% means that information services through the Whatsapp Group media have a significant impact on increasing students' learning motivation during the pandemic with an R Square of 44% being in the strong category. This shows that information services through Whatsapp Group can be used as a strategy in increasing students' learning motivation, especially during this pandemic. This research is expected to be used as a reference and reference material to further innovate in providing information services to students' learning motivation.

Keywords: Impact, Information Services, Learning Motivation, Whatsapp Group

I. INTRODUCTION

Education is basically a conscious and planned effort in terms of creating learning and learning activities through interactions between students and educators as well as learning resources in a learning environment. from within students so that ultimately the goals expected by education can be achieved optimally. The purpose of education is to develop the potential of students so that they become human beings who believe and fear God Almighty, have noble

character, are healthy, knowledgeable, capable, creative, independent and democratic and responsible citizens. (Pasal 3 UU RI No.20 Tahun 2003 Sistem Pendidikan Nasional).

The paradigm of learning and learning activities with direct interaction has become a classic with the emergence of the Covid-19 pandemic at this time. The outbreak of the Covid-19 pandemic has caused changes in the system of teaching and learning activities that were originally direct, but now turned into online teaching and learning activities.

This online teaching and learning activity is in accordance with the Circular from the Minister of Education and Culture Number 4 of 2020 which essentially contains an appeal to all learning institutions not to carry out the teaching and learning process directly or face to face, even must be done online or in other words remotely.The change in the learning system at this time certainly causes problems for all students, especially in terms of learning, where students experience a decline in learning achievement during this pandemic, and one of them is caused by low learning motivation.

The problem with student learning motivation is the decrease in enthusiasm in the learning process during this pandemic so that student learning outcomes also decline. Koca Ftih (2016: 5) says that "What is the role of motivation in achievement? It has been argued that motivation is not only a key ingredient in extraordinary work but is also an extraordinary achievement. Thus it is very important motivation for self-achievement for students, especially in terms of learning so that it becomes an extraordinary achievement for him.

Factors that cause a decrease in students' learning motivation include internal factors and external factors. From the results of the interview with the Guidance and Counseling teacher at SMA Negeri 3 Samarinda, it was explained that the problem of learning motivation was due to the lack of a sense of enthusiasm for learning both from oneself and the environment around students.

The problems of the students were based on the pre-research conducted at SMA Negeri 3 Samarinda which showed that there was a decrease in students' learning motivation during the pandemic. This is adjusted to the Student Needs Questionnaire (AKPD) via Google Form to 42 students in class X.

AKPD data which is one of the focus of the problem is in terms of learning this because from the results of data analysis obtained in the field of learning, it is the second highest problem with a percentage of 28.40% where students experience the highest problems, including feeling lazy to study, bored, and sleepy. during class hours.

The efforts of Guidance and Counseling teachers in providing services are very necessary in dealing with the problems of learning motivation of students during this pandemic. Here Guidance

and Counseling teachers are required to be creative in using technology so that service delivery can be delivered to students. The Guidance and Counseling teacher at SMA Negeri 3 Samarinda explained that in overcoming the problem of learning motivation during this pandemic, it was by optimizing the distribution of information services and discussion topics to increase students' learning motivation.

Based on the above background, the researcher assumes that this research is a research that is urgent or important in the continuity of the service provided by BK teachers during the pandemic because it is to find out the impact on students' learning motivation. The purpose of the research is to know the impact of information services through Whatsapp Group media in increasing the learning motivation of class X students at SMA Negeri 3 Samarinda during the pandemic period of the 2020/2021 academic year.

II. METHOD

This research uses ex post facto quantitative research method with correlational design. Ex post facto research is the independent variables that have occurred when the researcher begins by observing the dependent variable in a study. In this study, the attachment between independent variables and independent variables and between independent variables and dependent variables has occurred naturally and researchers with these settings are used to determine causal relationships without manipulating data.
Sukardi (2018: 34).

In this study there are two kinds of variables, the first is the independent variable, and the second is the dependent variable. Sugiyono (2015: 61) explains that "independent or independent variables are variables that influence or cause changes or the emergence of dependent variables. While the dependent or dependent variable is a variable that is influenced or is the result of the existence of an independent variable. In this study, researchers determined Information Services through the whatsapp group media as an independent or independent variable (X) and learning motivation as a related or dependent variable (Y).

The data collection method uses a questionnaire of information services and students' learning motivation. Test the validity of the instrument using the Pearson Product Moment correlation formula, and the reliability test of the instrument using the calculation of the reliability index of the Cronbach Alpha coefficient approach using the SPSS 25 program. Population of all students of class X inthe SMA Negeri 3 Samarinda . 138 samples were taken by purposive sampling adjusted to the criteria, namely the learning motivation of students decreased. In this study, the

author uses a non-probability sampling technique, more precisely on the purposive sampling technique. Non-probability sampling is a sampling technique that does not provide equal opportunities/opportunities for each element or member of the population to be selected as a sample, while purposive sampling is a sampling technique with certain considerations. (Sugiono 2015:124).

In accordance with what was achieved in this study, the data that has been collected will be analyzed. Statistical analysis technique begins with descriptive statistics, continues with requirements analysis test and ends with hypothesis testing.

III. RESULTS AND DISCUSSION.

1. Information Services via Whatsapp Group Media

Based on the results of the research above, it shows that information services through whatsapp group media for class X students at SMA N 3 Samarinda fall into the category of agreeing or with quite useful interpretations. The results of the descriptive analysis show that the mean score of students' learning motivation is :

Information Services via Whatsapp Group Media				
Max	*Min*	*Range*	*Mean*	StaDeviasi
220	44	176	132	29.33

From the results of the descriptive data above, then the value obtained is given meaning or categorization in the relative position of the value intended to be used as a parameter for interpreting the usefulness of providing information services through whatsapp groups. The way to determine the categorization is as follows:

Interval	Categori	Frequency	%	Interpretation
X ≥ 161	High	55	40%	Beneficial
103 ≤ X < 161	medium	82	59%	Quite Useful
X ≤ 103	Low	1	1%	Useless
Total		138	100%	

The results of the descriptive analysis illustrate that information services through the whatsapp group media are quite useful or fall into the medium category so that they can be used as a strategy in increasing students' learning motivation, this is

also supported by research by Fataruba Djahra (2017: 15) "The provision of information services is classified as high or liked by students with 18 students or a percentage of 81.82% stating that they are happy with the provision of information services so as to increase student interest in learning and the rest are 4 students or with a percentage of 18.18% students feel unhappy and lack interest to learn" .

From the explanation above, it can be concluded that the provision of information services through whatsapp group media is beneficial for students and can be used as a way to prevent a decrease in students' learning motivation and can be used in other information services with material or problem topics by using whatsapp group media first. in times of pandemic

2. **Motivation to Learn**

Based on the results of the research above, it shows that class X students of SMA Negeri 3 Samarinda have good learning motivation during this pandemic. Descriptive analysis of the learning motivation variable data was processed using the help of Microsoft Excel, it can be seen that from the learning motivation data, namely :

Motivation to Learn				
Max	*Min*	*Range*	*Mean*	Std. Deviasi
195	39	156	117	26

From the results of the descriptive data above, then the value obtained is given meaning or categorization in the relative position of the value intended to be used as a parameter for interpreting the usefulness of learning motivation.

Interval	Categori	Frequency	%
X ≥ 143	High	40	29%
91 ≤ X < 143	medium	98	71%
X ≤ 91	Low	0	0%
Total		138	100%

The results of the descriptive analysis above illustrate that class X students of SMA Negeri 3 Samarinda have good learning motivation during this pandemic based on the results of the interpretation parameters, namely learning motivation is in the medium category with a percentage of 71 percent , this is also supported by research from Permana (2018: 57) which explains that from "the results of the analysis of learning motivation using a motivational questionnaire and described between the

treatment class and the control class, it was obtained on average that the 80% treatment class had a higher tendency than the control class, namely 70%, finally it can be concluded that there is an effect of using social media as a learning resource on students' learning motivation ". From the explanation above, it can be concluded that the provision of services using whatsapp group media has a positive impact on students in increasing students' learning motivation during the pandemic.

3. **Impact of Information Services through Whatsapp Group Media**

Based on the results of the research above, it shows that there is an impact of information services through whatsapp group media in increasing students' learning motivation. Based on the results of hypothesis testing using simple linear regression analysis with the help of the IBM SPSS Statistics 25 program, it is known that

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	81.404	5.569		14.618	.000
	Variabel X	.355	.035	.660	10.253	.000

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.660	.436	.432	8.229

it is known that the value of the correlation / relationship (R) between the two variables is 0.660, this shows that there is a strong relationship from information services through whatsapp group media in increasing students' learning motivation. The determinant coefficient (R Square) is 0.4356, which means the impact of information services through whatsapp group media in increasing students' learning motivation is 44%. Then based on the significance value of the research results obtained a significance value of 0.000 < 0.05, and the t value is known to be 10.253 > t

table 1.97756, so it can be concluded that information services through WhatsApp group media have an impact on increasing the learning motivation of class students. X at SMA Negeri 3 Samarinda during the pandemic. In addition, the regression coefficient value is positive, namely 0.355, so it can be said that the direction of the influence of the information service variable through the whatsapp group media on the learning motivation variable is positive. This is in line with the results of research by Irfan Muhammad, et al (2019: 262). The results of inferential statistical analysis show that there is a positive and significant positive and significant effect on the use of social media positively on students' learning motivation with a value of tcount 4.615 > ttable 2.009 with a significance value of 0.000 < 0 ,05.

Based on the results of the study, information services through the whatsapp group media have an impact on increasing the learning motivation of class X students at SMA Negeri 3 Samarinda during the pandemic period of the 2020/2021 school year, so from this research it can be explained that if students are provided with information services through whatsapp group media it will support students in increasing students' learning motivation during this pandemic and help stimulate students in achieving maintenance and development of students' abilities. On the other hand, if the guidance and counseling teacher does not provide information service assistance through WhatsApp group media to students, then the thing that can happen is a decrease in students' learning motivation, especially during the pandemic.

IV.   CONCUSION

Based on the results of the research and discussion, it can be concluded that information services through the whatsapp group media have an impact on increasing the learning motivation of class X students at SMA Negeri 3 Samarinda during the pandemic period of the 2020/2021 school year with numbers tcount > ttable and the impact of information services through whatsapp group media in increasing the learning motivation of students is included in the strong category. From these results, the provision of information services through whatsapp group media can be used as a strategy in increasing students' learning motivation.

V.   SUGGESTION

1. For School

The results of this study can be used as an illustration that information services through whatsapp group media can be used for schools as a strategy in providing service

assistance and prevention for students in terms of increasing students' learning motivation.

2. **For Guidance and Counseling Teachers**

    Seeing that the provision of information services through the whatsapp group media has an impact on increasing the learning motivation of class X students at SMA Negeri 3 Samarinda, therefore it is hoped that BK teachers can be more innovative in providing information services to students, so that students can be more interested and gain service optimally.

3. **For Further Researchers**

    The results of this study can be used as material for comparison or reference to conduct research that focuses more on providing information services to students' learning motivation.

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