



**THE RELATIONSHIP OF WORK MOTIVATION AND  
THE USE OF COMMUNICATION AND INFORMATION  
TECHNOLOGY (TIK) WITH QUALITY SERVICE AT  
ISLAMIC SCHOOL (MAN) IN BANJARMASIN, INDONESIA**

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**Abstract:**

The purpose of this research is: (1) to describe the relationship between work motivation and quality service of Islamic Senior High School in Banjarmasin; (2) to describe the relationship between the use of information and communication technology and quality service of Islamic Senior High School in Banjarmasin; (3) to describe the relationship between work motivation and the use of information and communication technology simultaneously with quality service of Islamic Senior High School in Banjarmasin. This research used quantitative approach and descriptive method. The population of this research is all Islamic Senior High School teachers in Banjarmasin. This research also used proportional random sampling to take sample. The amounts of the samples are 127 teachers. Data collecting technique that is used in this research is questioner and teacher performance technique. The research used statistic test, analysis of correlation and T-test as data analysis technique. The research showed that: (1) there is significant relationship between work motivation and Quality service Islamic of Senior High School in Banjarmasin, (2) there is significant relationship between the use of information and communication technology and quality service Islamic of Islamic Senior High School in Banjarmasin, (3) there is significant relationship between relationship between work motivation and the use of information and communication technology simultaneously with quality service of Islamic Senior High School in Banjarmasin. The recommendation for the teacher is to concern and improve the work motivation especially in teaching and learning process. Attending some workshop based on his job in order to function the use of information and communication technology at school. This can be strengthened by concerning some factors related to the improvement of quality service.

**Keywords:** motivation, information and communication technology, quality service

## 1. Introduction

The problem of quality and quantity of education is not independent, but dependent to influential system. Output quality is influenced by input and the process of quality. The problem of education quality is a big work that needed the participation of many sectors and any resources. One of promising resources is communication and information technology means (TIK/ICT) (Haddad, 2005). TIK competency is capable of supporting the efforts of quality increasing and expanding the education link to another city.

In improvement of Education quality, the availability of teacher and educational staff is one of significant and strategically factor that influenced the education quality. The problem here is the lack of teacher's quantity, discrepancy of whom and teaches some lesson that belongs to teacher ability (mismatch) (Sidi, 2003). Work Motivation is needed in learning process. Motivation is basic instigation that moved someone to do something from the one self-based in their own. Therefore, what one do from their instigation consist of a theme based of what is based (Uno, 2007). Beside motivation, TIK also is expected to help the improvement of service and quality of education.

Based on Mulyadi (2004) quality is the product that always referred to consumer's satisfaction because they are the main keys that created the competitive organization and keep the continuity of organization in a long term. Therefore, teaching learning process must be designed as good as possible at school in order to give a good service for the students. One of the efforts to do is optimizing the use of communication and information technology in teaching and learning process in the classroom.

## 2. Methods

Based on research plan, this research is meant to describe whether there is significant relationship between work motivation and the use of TIK with Quality service in Islamic Senior High School (MAN) in Banjarmasin or not. The quantitative method is used in the research with correlational technique. This technique is used to describe whether there is a significant relationship between two variables or some. By using this technique, it can be described various relationship into one variable to another (Arikunto, 2010).

The relationship between one variable to another is describes by coefficient and significances. The research variable is consist of two independent variables that is, Work Motivation (X1) and The Use Of TIK (X2) and one dependent variable that is Learning Quality Service (Y). the relationship among variable are capable of being explained by this formulation of the problem: (1) The Relationship between work motivation (X1) and quality Service (Y) Islamic Senior High School in Banjarmasin, (2) The relationship of the use of TIK (X2) and the quality service (Y) Islamic Senior High School in Banjarmasin, (3) The relationship of of work motivation (X1) and the use of

TIK continuously with quality service (Y) Islamic Senior High School (MAN) in Banjarmasin.

Population is the whole research object (Arikunto, 2003). Hadi (1999) explained that population is all the members of group that will be researched or the obvious limited object. Population is the object or subject that takes place in a region by fulfilling some requirements related to the research conducted ahead. Population in this research is all the teachers of Islamic Senior High School (MAN) in Banjarmasin. The total amount of all the teachers of Islamic Senior High School (MAN) in Banjarmasin is 185 from 3 different schools.

Based on Sugiyono (2008) Sample is a part of amount and characteristic owned by population. The sample must be taken from the represented population. The sample used Proportional Random Sampling technique that is used Slovin formula that is:

$$n = \frac{N}{1 + N(e^2)}$$

Notes:

N = The Amount of Population

n = The Amount of sample

e = trust level 0, 05

Based on Slovin formula above, the sample of the research is following:

$$n = \frac{N}{1 + N(e)^2}$$

$$n = \frac{185}{1 + 185(0.05)^2} = 127$$

The researcher take the total population of Islamic School Teacher (MAN Teachers) N= 185, error deviation 5%, so the researcher have sample 127 teachers for being the sample of this research.

### 3. Results and Discussion

#### A. The Relationship between Work Motivation and Service Quality

Questionnaire survey results are processed into data tested for normality and homogeneity before entering the hypothesis testing stage. Data is assessed to meet the distribution of normal distribution and fulfill homogeneity so that it can proceed to the next testing phase. If normality and homogeneity test have been fulfilled, hypothesis can be tested. The Result of hypothesis is shown by the Table 1 below.

**Table 1:** Correlation between Work Motivation and Service Quality

Correlations			
	Y	X1	
Y	Pearson Correlation	1	,893**
	Sig. (2-tailed)		,000
	N	127	127
X1	Pearson Correlation	,893**	1
	Sig. (2-tailed)	,000	
	N	127	127

\*\* . Correlation is significant at the 0.01 level (2-tailed).

Based on the table above, it can be seen that the Sign value is 0,000. Because sign  $0.000 < 0.05$  then  $H_0$  is rejected. Thus it can be concluded that there is a relationship between work motivation and Service Quality. To determine the strength of the relationship between work motivation variables and teacher performance can be seen from Pearson Correlation, based on calculations obtained by Pearson Correlation of 0.893 which shows a very strong relationship.

### B. The Relationship between TIK Perspectives and Service Quality

After analyzing the correlation test, the following results are obtained:

**Table 2:** Correlation between ICT Perspective and Service Quality

Correlations			
	Y	X2	
Y	Pearson Correlation	1	,954**
	Sig. (2-tailed)		,000
	N	127	127
X2	Pearson Correlation	,954**	1
	Sig. (2-tailed)	,000	
	N	127	127

\*\* . Correlation is significant at the 0.01 level (2-tailed).

Based on the table it can be seen that the Sign value is equal to 0,000. Because sign  $0.000 < 0.05$  then  $H_0$  is rejected. Thus it can be concluded that there is a relationship between TIK perspectives and service quality. To determine the strength of the relationship between variables using TIK and service quality can be seen from Pearson Correlation, based on calculations obtained by Pearson Correlation of 0.954 which shows a very strong relationship.

**C. Relationship between Work Motivation and ICT Perspective Together with Service Quality**

To determine whether or not there is a relationship between work motivation and ICT perspective together with service quality is done through the calculation of multiple correlation. The results of testing the correlation between each variable can be seen in the table below.

**Table 3:** Correlation between Motivation and Perspective of ICT with Service Quality

Correlations			
	X1	X2	Y
X1	Pearson Correlation	1	,945**
	Sig. (2-tailed)		,000
	N	127	127
X2	Pearson Correlation	,945**	1
	Sig. (2-tailed)	,000	,000
	N	127	127
Y	Pearson Correlation	,893**	,954**
	Sig. (2-tailed)	,000	,000
	N	127	127

\*\* . Correlation is significant at the 0.01 level (2-tailed).

Based on the table above it is known that the correlation coefficient of teacher work motivation with service quality (rY.1) is 0.893 (very strong correlation), ICT perspective with service quality (rY.2) is 0.954 (very strong correlation), and work motivation teacher and utilization of ICT (r1.2) together with service quality is equal to 0.945 (very strong correlation) and a significance value of  $0.000 < 0.005$  then  $H_0$  is rejected. Based on the calculation of the correlation of 0.945. Means together there is a significant relationship of independent variables (motivation and utilization of ICT) with the dependent variable (Service Quality) acceptable. The results of the R square multiple regression analysis are 0.945. This means that 94.5% changes in service quality variables are influenced by changes in work motivation variables and ICT perspective.

**4. Conclusion**

Based on the result of research, data processing, and discussion, so that the result of the research can be concluded as follows: (1) There is significant relationship between teacher work motivation with the use of TIK at Islamic Senior High School in Banjarmasin; (2) There is a significant relationship of the use of TIK with the quality service of Islamic Senior High School (MAN) in Banjarmasin; (3) There is significant relationship teacher work motivation and the use of TIK continuously with quality service of teaching and learning process at Islamic Senior High School (MAN) in Banjarmasin.

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