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About this Journal

Role of Social Studies Teacher to Inculcate Student Character Values

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Abstract: This study aims to investigate the role of social science subject teachers in instilling character values in students through the process of teaching and learning activities. This study used a quantitative approach with a case study type conducted at SMP Muhammadiyah Indramayu. The results of the study show that teachers of the Social Sciences subject at SMP Muhammadiyah Indramayu have tried their best to carry out their duties, especially in instilling historical awareness as well as values of nationalism, identity and character in their students. This is proven when the writer observes while teaching in class being able to use strategies, various methods and modes so that the classroom atmosphere is lively and full of enthusiasm and is able to develop students to think historically analytically with various assignments. Besides that, teachers outside the classroom always monitor the character and attitudes of students to measure the extent to which what has been taught has an effect.

Keywords: Teacher Modelling, Character Education, Learning Process, Value of Nationalism

Introduction

In essence, the teacher's modelling in the teaching and learning process has an important role. The teacher is the key to the success of the students. How the form of students will be formed is very dependent on the teaching staff, If the teacher educates according to the basic concept of a teacher as an educator, then success is achieved, both specifically, namely the students or general, namely the achievement of the national education goal ([Zhang, Yu, &](#)

[Jiang, 2020](#)). This study will explore the role of social studies teachers in inculcating character values through some activities and habituation in the school ([Chan & Li, 2020](#)).

In conditions like this, the teacher has a very important, even very decisive role, not only in directing the teaching and learning process but in designing and controlling the learning process. Because if the teacher can implement it effectively and efficiently in engineering teaching in schools by itself, there will be an effective and efficient teaching and learning process. So, in the end, the expected behaviour pattern is realized ([Huang, Yang, & Li, 2019](#); [Kim, Im, & Shin, 2021](#)).

The teacher is a figure who becomes an idol for students. Its existence as the spearhead and heart of education cannot be denied. Good or bad education really depends on this one figure. All efforts must be made to equip teachers to carry out their functions as driving actors in the history of human civilization by producing future cadres of the nation who are of excellent quality both in terms of cognitive, affective and psychomotor ([Arribas-Marin, Hernandez-Franco, Plumed-Moreno, & Blanco-Blanco, 2021](#)).

In line with the challenges of global life, the roles and responsibilities of teachers in the future will be increasingly complex, thus requiring teachers to constantly make various improvements and adjustments to their professional abilities. Teachers must be more dynamic and creative in developing the learning process of students (Lent, do Céu Taveira, Cristiane, Sheu, & Pinto, 2018). Teachers in the future will no longer be the only people who are most well informed about various information and knowledge that are growing, developing, and interacting with humans in this universe. In the future, the teacher is not the only person who is smarter in the midst of his students.

In line with what E. Mulyasa said that the teacher's function is multifunctional. He is not only an educator but also a teacher, mentor, coach, adviser, reformer, model and personal role model, researcher, promoter of creativity, generator of views, routine worker, camp changer, storyteller, actor, emancipator, evaluator, preservative and culminate. In the context of character-based education or nationalism, the teacher's role is very vital as someone who is idolized, as well as being a source of inspiration and motivation for his students because the teacher's attitude leaves a deep impression on a student ([Strickland & Horney, 2022](#)).

The results of the research conducted by Putri The basic problem that needs to be addressed immediately is to find and find the right and effective way to build the nation's character. This task is not easy and can be carried out quickly, but it is a long-term process that must involve the awareness, duties and responsibilities of all parties involved ([Yang & Zhang, 2022](#)). The value of forming the nation's character needs to be designed and engineered in

such a way, then disseminated and instilled widely. It is within the scope of this last discussion that it is important to revitalize the values embodied in the national consensus ([Fitchett & Moore, 2022](#)).

Based on the results of the preliminary study, it is necessary to conduct research on social studies subject teachers' practices in instilling commendable character values in students, such as integrity, discipline, honesty, mutual respect, and so on. In order to improve and maintain this nation, that is, every social studies subject, a teacher should approach historical values whether it's historical values that smell local or national to increase their spirit of nationalism. Because in the next 100 years, there will definitely be a lot of challenges that the Indonesian people will face. To face it all, the youth who are the spearhead of this nation's struggle relay must have a solid shield, one of which is a high spirit and spirit of nationalism ([Aftab, Abid, Sarwar, & Veneziani, 2022](#)).

The focus of this study is to investigate the teaching of character education through social studies learning, the learning model in social studies based on Curriculum 2013, and some of the character values that have been implemented in the Senior High School of SM Muhammadiyah Indramayu. Indonesia's plural culture, diverse ways of life, and different cultural backgrounds are elements that can be used as indicators that this country is very rich in cultural values. This factor has become a strength in itself for the Indonesian nation to remain united and fight against various types of oppression. It is on this basis that the author tries to explore the richness of Indonesian culture to instil a strong spirit of nationalism ([Lee, Kang, Choi, Lee, & Olds, 2019](#)).

Research Method

The paradigm of this research is a qualitative approach with case studies. The case study was chosen by considering: (1) the title of the research relates to the role of social studies teacher in inculcating character education values, thus requiring in-depth interviews to be able to reveal how students can actualize the values of local wisdom in themselves and what values have been successfully actualized in their behaviour, (2) the object of research is social studies teachers, headmaster, and students, (3) learning model to train the students about character values ([Yip, Yip, & Tsui, 2022](#)).

The subjects of the study were the principal, teachers, and students in SMA Muhammadiyah Indramayu. Determination of the research subject is done by purposive sampling. The purposive sampling technique is done by selecting a number of respondents adjusted to the purpose of the study. In the study of individual phenomenology, the researcher will use informants who can provide a good explanation. In the study of individual phenomenology,

the informants are those who can explain well from the principal, senior teachers, and students.

Data collection method

Data collection techniques used by researchers are non-participant observation, in-depth interviews, and documentation. The following explanation is observation. In this case, the researcher jumps directly into the research location and participates in activities that occur in the school environment while making observations. The forms of activities that researchers observed include; learning activities in class, extracurricular activities, a celebration of Islamic holidays (PHBI), and other activities organized by the school.

In-depth interviews, in this study, are the form of interviews with informants using interview guidelines to make notes about the main questions in accordance with the research objectives (Cao, 2022). The documentation in this study is a process of taking several documents that serve as rational and empirical evidence related to the research objectives. The documentation method is carried out by investigating written objects such as vision and mission, teacher learning administration, and school programs.

Data analysis

The researchers use the interactive model to analyse the data introduced, which includes: the first stage is collecting data. The second stage is reducing data, the purpose of reducing this data so that data is not biased, then the third stage is presenting the data, and the last stage is concluding and withdrawing data that has been verified. As long as the research is ongoing, any conclusions set are continuously verified until a valid and solid conclusion is obtained. In this study, the data analysis model follows this figure 1.

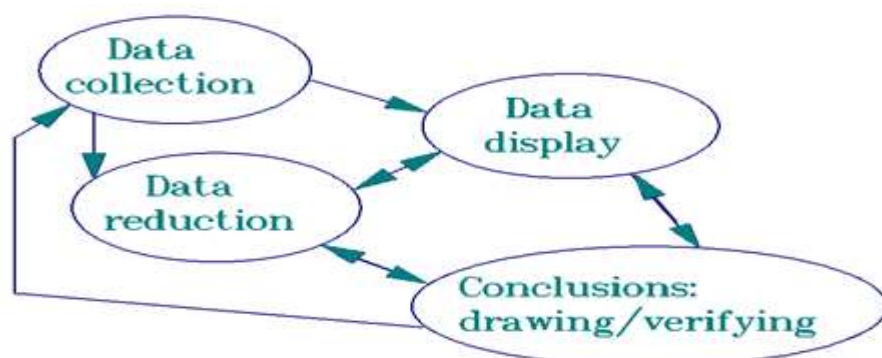


Figure 1 Data Analysis Model

Data Validity

Checking the validity of the data in this study through several techniques. This technique is intended to find the characteristics and elements in the situation that are most relevant to the preparation and issues being sought and then focus on these matters in detail. The persistence of observation can result in the depth of the data obtained. For this reason, researchers make careful and detailed and continuous observations of visible phenomena. The techniques referred to include:

1. Credibility implies that the data and information collected must contain a truth value, meaning that the results of qualitative research must be trusted by critical readers and acceptable to respondents who provide the information collected. To get it all, in this case, the researcher used a social approach to the respondents. Thus, the respondent no longer hesitates to provide actual information because the researcher and the respondent already feel close due to the openness of the researcher. In addition, researchers also approached informants as supporting instruments in gathering research information and obtaining results that could be accounted for.
2. Dependability, namely the criteria for examining whether the research process is of quality or not. To check whether the results of qualitative research are quality or not, researchers do this very carefully so that there is little potential for error. Therefore, before going to the field, the researcher had conceptualized the plan beforehand. After obtaining data from various sources, researchers collect data so that the data does not accumulate. Researchers interpret the data that has been collected in a written research report.
3. Confirmability is a criterion for assessing the quality of research results by recording data and information tracking as well as interpretations supported by existing material on audit tracking or tracing. To fulfil this audit tracing, the researcher has prepared the necessary materials such as raw material data (field notes and interview transcripts), recorded results (documents and photos), results of data analysis (summaries, working hypotheses and concepts), and notes regarding the implementation process (methodology, strategy, and legitimacy efforts).
4. Transferability means that the results of research conducted in a particular context can be applied or transferred to other settings to build the transferability of this research that can be applied to other situations. Therefore, the researcher immediately writes a report on the findings as carefully as possible, which describes the context in which the research was conducted with reference to the focus of the research. This detailed description reveals everything that is needed by the reader in order to understand the findings obtained by the researcher (Moleong. In addition, the researcher discloses all

research findings in detail so that the results of this study can be used to see similar problems in different places.

Result and Discussion

Teaching Character Education

As the goal of national education is to educate the nation's life so that Indonesian people become dignified human beings and can compete with other nations. Therefore, professional educators are needed who are able to create a learning climate that is not only able to transfer knowledge but able to transfer values and good character to students (Chan, 2019). So as to be able to give birth to students who are intellectually intelligent and have good character, and have a good understanding of carrying out the values and norms that exist in society. Education is the future asset in shaping human resources (HR). Thus, education plays a key role in the provision of quality human resources and even determines the success or failure of a nation's development. To fulfil these human resources, education has a very important role. This is in accordance with Law No. 20 of 2003 concerning the National Education System in article 3, which states that national education functions to develop capabilities and shape the character and civilization of a dignified nation in order to educate the nation's life. National education aims to develop the potential of students to become human beings who believe and are devoted to God Almighty, have a noble character, and are healthy, knowledgeable, capable, and creative ([Grinerud, Aarseth, & Robertsen, 2021](#)).

Based on the functions and objectives of national education, it is clear that education at every level must be organized systematically in order to achieve these goals. This is related to the formation of nationalist values, identity and character of students so that they are able to compete, be ethical, moral, polite and interact with the community. Because character education is one of the goals of national education. Article 1 of the 2003 National Education System Law states that among the goals of national education is to develop the potential of students to have intelligence, personality and noble character. This is where the importance of internalizing and implementing the values of nationalism, identity and character in the world of education, especially in schools in an intensive and systematic manner with exemplary, wisdom and togetherness, both in intra-curricular and extracurricular programs as a useful foundation for the future of students.

Nationalism education is an education system that focuses more on instilling the values of nationalism, identity and character in school members, which include components of knowledge, awareness or will, and actions to carry out these values, both towards God

Almighty (YME), yourself, others, the environment, and the nation so that you become a good human being (al-Insan al Kamil). In nationalist education in schools, all components (stakeholders) must be involved, including the education component itself, namely curriculum, learning and assessment processes, quality of relations, handling or management of subjects, school management, implementation of curricular activities or activities, empowerment of infrastructure facilities, financing, and the work ethic of all residents and the school environment.

Nationalism-based education is an effort to help the development of children's souls, both physically and spiritually, from their natural nature towards a humane and better civilization. Character education teaches habits of thinking and behaviour that help individuals to live and work together as a family, community, nation and state. As well as helping others to make responsible decisions. In other words, this nationalism education teaches students to think intelligently and to activate their thinking naturally (Rosita, 2016).

In the past, a teacher was highly respected by his students. It was rare that there were almost no cases where students dared to fight against the teacher. While today's students mostly only spread their sweetness in front of the teacher, outside of that, it is very concerning that student who has achievements and abilities in the academic field can be snared by the flow of educational problems. The teaching and learning process of history at SMP Muhammadiyah Indramayu Regency emphasizes more on inculcating the values of historical awareness and vigilance, namely by motivating and familiarizing students with analytical, critical and historical thinking, and this has all been done for a long time. It can be seen in the preparation or making of lesson plans. And Syllabus on these subjects and from extracurricular activities in SMP Muhammadiyah Indramayu Regency.

During the teaching and learning process, there are students who openly skip classes and make excuses for being late for lessons because nowadays, students who are late for school are sanctioned to clean the school hall and bathroom from the first hour to the third hour. Not to mention when outside the classroom, many students treat their teachers as friends with inappropriate words, making the teacher not have authority in the eyes of students. Even though they have received a verbal warning, writing and even such actions will still be repeated. Moreover, there is an assumption that Social Science subjects are not so important when compared to mathematics and other subjects. When going to the UN, the students suddenly feel good and want to hear what the teacher says (Sudrajat, 2011). Even though they change for the better, not because they want to listen to the teacher's words but because they are afraid of not passing, nevertheless, students are students who need to be given understanding not only in material but also in morality. Especially students at the upper secondary level. Here, the role of the teacher is only as a facilitator. That is, a teacher must

provide motivation and enthusiasm for students so that they can study well and diligently, and this should be given more attention.

Teaching Social Studies should no longer place too much emphasis on teaching memorization of facts and doctrinal effectiveness but more on the practice of critical analytical thinking. With this new approach, students (especially higher school levels) are accustomed to seeing/receiving historical images with critical historical logic (not passively receptive). So that the teacher does not always have to be guided in interpreting the various events of history lessons, in this new history teaching scenario, it is necessary to provide more portions to familiarize students with discussing (reviewing) various historical writings and comparing them on the basis of solid historical logic.

During these several periods, history learning had problems, the crucial of which was the method, approach and professionalism of the teacher. From these problems, it is necessary to revitalize historical learning. History learning can use cooperative learning methods, expository methods, inquiry methods, PAKEM methods, problem-based learning methods and others so that Social Science subjects can be fun lessons and have their own charm as other subjects. The results that can be expected from the above approach are expected to be able to foster the ability/skills in students to deal with the fact that historical works tend to contain subjective nuances and then be able to distinguish which historical works are correct (strong historical logic and solid supporting facts) and which are crooked (containing trick).

In line with PP No. 19 of 2005 concerning National Education Standards (SNP) Article 20, "Planning the learning process includes syllabus and lesson plans which contain at least learning objectives, teaching materials, teaching methods, learning resources and learning assessments". Classroom teaching at SMP Muhammadiyah Indramayu Regency is an educational process for students. Knowledge, concepts and skills of reading, writing, arithmetic, and the right attitude as a tool for further learning that must be built at the beginning of student education are broadly called basic skills in learning.

Conveying the information contained in knowledge in daily educational activities is not an easy thing. Teachers must convey ready-to-use experiences, carry out administrative tasks, hold approaches to students and so on. In the teaching process, the teacher must instil "how to", not "what to".

As professionals, teachers must prepare applicable teaching plans. Planning teaching in the form of teaching preparation derived from the Syllabus requires the professional skills of teachers to find and interpret competencies to implement the curriculum. Teaching planning must be done systematically and logically to study teaching problems in order to get solutions that are tested for validity and can be implemented.

Historical education is an important vehicle in the formation of national character. This is because, through historical education, the younger generation learns about problems that occurred in the past and the present and solves these problems, and the younger generation learns to take experience from past events to be used as a mirror to look at a better future. Therefore, historical education has a strategic function to develop the soul and character of the nation. Pak Aryadi, S.Pd is a Social Science subject teacher at SMP Muhammadiyah Indramayu Regency. He has been teaching at the school since 2008. In describing the atmosphere of learning history, he stated that there were a few changes that occurred in the world of teaching when it was still very young. Very few people can use internet media, so the material provided is based on what is in the book. Unlike now, the material in the textbook can be combined with the insights of teachers and students obtained from the internet. The teaching media now uses power points because every teacher at SMA Muhammadiyah Karangampel, Indramayu Regency, already has a laptop. Some even carry a tablet.

At this time, learning history is faced with the development of the era, which provides all-around convenience and many learning resources that should be able to produce better quality learning and are required to present learning schemes that are active, creative, effective, innovative and fun for students. In the process of teaching and learning history, Muhammadiyah high school teachers develop more of the CBSA approach (active learning way of students). Here, it should not merely emphasize students' activeness in learning, but more than that, it is necessary to pay attention to its broader meaning, such as developing an analytical, critical attitude in accepting descriptions. Teacher or in observing historical phenomena/events and various critical historical thinking skills.

Learning Model in Social Studies

Social Studies subject matter is commonly used as material or media to develop the values of nationalism, national identity and character. Teachers do not need to change the existing subject matter but use the subject matter to develop cultural values and national character. Also, teachers do not have to develop specific learning processes to develop grades. One thing that must always be remembered is that a learning activity can be used to develop abilities in the cognitive, affective, and psychomotor domains. The social studies learning strategies at SMA Muhammadiyah Indramayu Regency are grouped into 3, namely: first, strategies for organizing teaching materials. Historical material must be organized through a group approach so that it becomes a structural building for history teaching materials. Second is the strategy for delivering teaching materials, which is often termed the teaching method. Third, learning outcomes will be determined by learning conditions which include students, fields of study and teaching methods used ([Nowell & Poindexter, 2019](#)).

While the history learning method carried out at Muhammadiyah High School Karangampel Indramayu Regency is divided into two major parts, namely the expository method and the inquiry method, only limited to learning methods for the cognitive domain. For the affective domain, there are other methods such as sociodrama, value clarification methods, simulation methods, brainstorming methods and so on. Learning methods for the psychomotor domain include a number of practical methods, project methods, role-playing methods and so on. And all of these methods must be mastered by all teachers, especially social science teachers.

Meanwhile, the learning principles used in the development of cultural education and national character seek to make students recognize and accept the cultural values and character of the nation as their own and are responsible for the decisions they make through the stages of recognizing choices, assessing choices, determining a stance, and then making a decision. Value according to self-confidence. With this principle, students learn through the process of thinking, acting and acting. These three processes are intended to develop students' ability to carry out social activities and encourage students to see themselves as social beings.

The following are the principles used in the development of cultural education and national character.

1. **Sustainable;** implies that the process of developing cultural values and national character is a long process, starting from the beginning students enter until they finish an educational unit. Actually, the process starts from grade 1 of elementary school or the first year and lasts at least until grade 9 or the final grade of junior high school. Culture and national character education in SMA is a continuation of a process that has been going on for nine years.
2. **Through all subjects, self-development and school culture;** requires that the process of developing cultural values and national character be carried out through every subject and in every curricular and extracurricular activity.

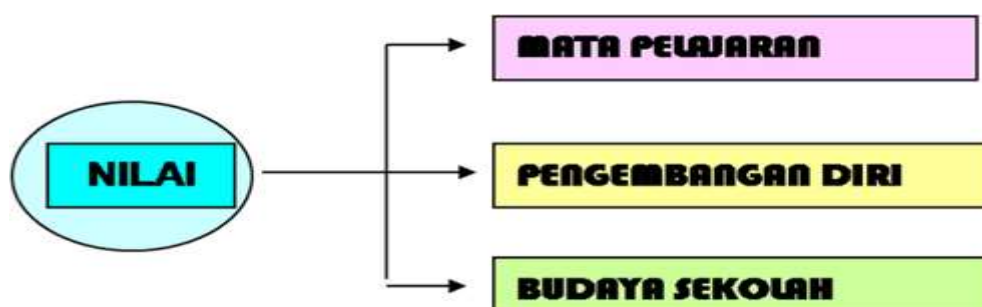


Figure 2 Below Shows the Development of Values Through These Pathways

The development of cultural values and national character through various subjects that have been defined in the Content Standards (SI) is described as follows:

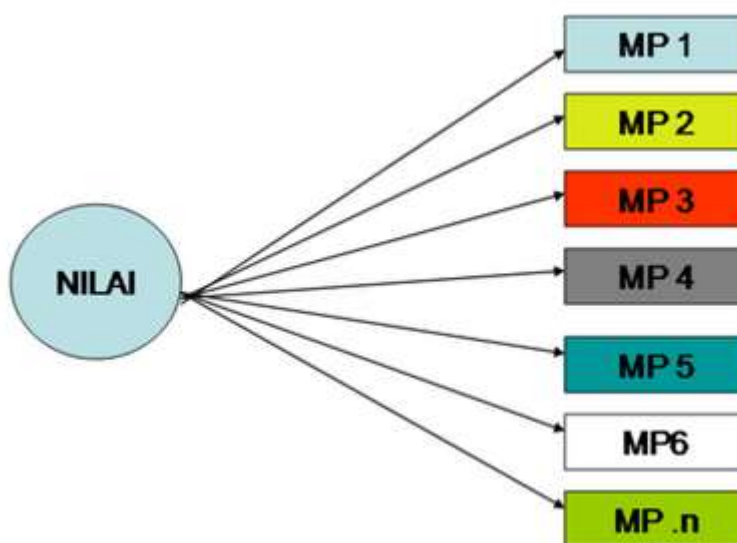


Figure 2 Development of Cultural Values and National Character through Each Subject

3. ***Values are not taught but developed;*** which implies that the material of cultural values and national character is not ordinary teaching material; meaning these values are not used as the subject matter that is put forward, as is the case when teaching a concept, theory, procedure, or facts such as in religious subjects, Indonesian language, Civics, Science, Social Sciences, mathematics, physical education and health, art, and skills. The subject matter is usually used as material or media to develop cultural values and national character. Therefore, the teacher does not need to change the existing subject matter but uses the subject matter to develop cultural values and national character. Also, teachers do not have to develop specific learning processes to develop grades. One thing that must always be remembered is that a learning activity can be used to develop abilities in the cognitive, affective, and psychomotor domains. As a consequence of this principle, cultural values and national character are not asked in tests or exams. However, students need to know the meaning of a value that they are growing in themselves. They should not be in a position of not knowing and not understanding the meaning of that value.
4. ***The educational process is carried out by students in an active and fun way;*** This principle states that the process of educating cultural values and national character is carried out by students, not by teachers. The teacher applies the principle of "tut wuri handayani" in every behaviour shown by students. This principle also states that the educational process is carried out in a learning atmosphere that creates a sense of pleasure and is not indoctrinating.

Beginning with an introduction to the meaning of values developed, the teacher guides students to be active. This is done without the teacher telling students that they must be active, but the teacher plans to learn activities that cause students to actively formulate questions, seek sources of information, and gather information from sources, process information that they already have, reconstruct data, facts, or values. , presenting the results of the reconstruction or value development process, cultivating cultural values and character in themselves through various learning activities that occur in class, school, and assignments outside of school.

The Implemented of Character Values

Based on the findings in the field through interviews, observations, and documentation analysis conducted from July to September show that in the planning of educational activities in actualizing the values of local wisdom through the learning process. There are several character values developed through the learning process contained in lesson plans, Syllabus, and school programs, the table below will explain a number of local wisdom values that will be developed, namely.

Table 1 Content of Character Values would be actualized

No.	Character Values	Description
1	Religious	Positive behaviour, in this case, is that students have obedience to prayer in congregation and follow the guidance of reading the Alquran
2	Honesty	Most negative cases are cheating during practice and daily tests.
3	Responsibleilities	In this educational context, students are guided to be consciously responsible. As students are given assignments and homework, besides that, when students violate the rules, they are trained for the responsibility of receiving sanctions.
4	Curiosity	Students have the enthusiasm and high interest to learn and understand the values of traditions that are around them.
5	Respect	in the school environment, both in the classroom and outside the classroom, students are trained to be respectful to the theme, educators, education staff, and the community.
6	Environmental care	This attitude and action is in the form of a desire to preserve and maintain the surrounding environment in order to remain clean, healthy, and comfortable
7	Social care	This attitude and action take the form of a desire to help each other in the classroom and outside the classroom.
8	Love of motherland	Positive cases that occur in this case are students have an awareness to love and preserve the local culture where they live
9	Discipline	Students have the enthusiasm and high interest in extracurricular activities and have good achievements in various competitions. But the most negative cases are not doing homework and arriving late to school.

The process of actualizing the character values that are integrated through the learning plans listed in the lesson plans and school programs conducted by the teacher can be seen as determining the values of local wisdom that will be developed in teaching and learning activities. More in detail, Rosyad developed character education integrated into the learning process, which is carried out starting from the planning, implementation, and evaluation of learning in all subjects (Rosyad, n.d.). Among the principles that can be adopted in making learning plans (designing learning activities and assessments in syllabi, lesson plans, and teaching materials) and implementing the learning process. At this stage, the Syllabus, lesson plans, and teaching materials are designed so that the content and learning activities facilitate/are insightful of local wisdom values.

Conclusions

The process of teaching and learning in Social Sciences subjects at Muhammadiyah High School Karangampel, Indramayu Regency, uses a variety of strategies, methods and models that vary. This is done so that the social sciences, especially history lessons, do not have a negative impression like history is just a fairy tale, and it is boring. The demands of a teacher in the teaching and learning process are to try as much as possible to create an active, creative, effective and fun learning atmosphere. The teacher here plays an important role in the development of history learning. This learning not only conveys material so that students are smart but more than that so that students have personal characteristics that are sensitive and responsive to reason in order to solve social problems in social life. Moreover, the character values that have been actualized well in the daily behaviour of students in SMP Muhammadiyah are the values of democracy, religion (religious observance), cooperation, social care, respect, and responsibility. At the same time, the value of honesty and discipline has.

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Effectiveness of Using the Quizzz Application in Islamic Religious Education

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Abstract: Since the Covid-19 pandemic, in human life there have been many influences in the field of education—both in the form of systems and characters, as well as the learning media used. Every time there is a change, it is sure that there will be an innovation regarding learning media which is, of course, IT-based. This research was conducted to determine the effectiveness of the Quiziz application media in Islamic Religious Education subjects in improving student learning outcomes at SMA Negeri 7 Malang. This research uses descriptive quantitative methods, with data collected through observation, documentation and questionnaires. Data sourced from this study were taken from students and students of class X SMA Negeri 7 Malang. Based on the results of research conducted by researchers, it can be concluded that: (1) learning media using the Quizizz application can be applied in teaching and learning activities because the Quizizz application is an interactive and fun application in which there are various features such as quizzes, surveys, games and discussions. (2) in its application, learning media using the Quizizz application is quite liked by students. (3) from the results of this study, the researcher feels that learning media using the Quizizz application is very effective and can increase the motivation and desire of students to understand and explore the subject matter given by the teacher, especially Islamic Religious Education subjects.

Keywords: Interactive Learning, Quizizz, Islamic Religious Education

Introduction

After implementing the Online (In-Network) system during the Covid-19 pandemic, the use of social media is indirectly overgrowing. Several factors encourage each individual to be creative and innovative to develop their potential further when facing an increasingly sophisticated and advanced developmental process, which is increasing rapidly. A teacher's activities in managing the classroom learning process can motivate students to be more active and competitive so that the planned goals can be realized ([Bao, 2020](#)). Therefore, a teacher must be able to arrange learning strategies that are more varied and also more enjoyable. In the 21st century, students are required to improve their creativity and skills further to face increasingly fierce competition in the world of work. Therefore, it is necessary to increase students' hard skills and soft skills to increase their ability to be higher in dealing with changes and times ([Lyu & Liu, 2021](#)).

Learning media that use Android or mobile phones are examples of operational facilities that exploit arguments and advances in applied science and information in the field of knowledge. In teaching and learning activities, there is a unit that cannot be separated and has become something integrated into several learning methods that will be used, namely, a learning program that uses interactive learning media. More and more people are using cell phones with various kinds and variations of their use in everyday life so that in the future, they will not experience difficulties if one day they face various kinds of technology-based learning fields ([Widad & Abdellah, 2022](#)). In addition, Android users who can operate multimedia functions properly can also use it to play games on the internet that are still related to teaching and learning activities. Meanwhile, many interactive applications or games can currently be used for the learning process ([Montandon et al., 2021](#)). The users of interactive media or online games are beneficial in the course of activities during the learning process, mainly so they do not get bored while in class and can further improve the quality of student learning so that it is better than before in terms of the technology that takes place when learning to the results which will be obtained by students later.

E-learning or electronic learning is one of the utilization of the functions of information and communication technology that can be used as a media facility and infrastructure for teachers and students in conducting learning both online (in the network) and offline (outside the network). E-learning is learning by utilizing internet technology to make it easier for teachers to convey material in the distance learning process ([Rudd et al., 2019](#)). One of the e-learning media that is often used is Quizizz. Quizizz itself is an application with game features where 1 (one) player and another can interact with each other. This Quizizz application can also be operated or accessed using the website, or you can also download the

application directly from the Apps store or the Google Play store. The Quizizz application is an online game-based application in the form of an affordable quiz for students in the class. In addition, various kinds of features are already available in the media, so it attracts students' attention at school to be used as an example in making the desired Quiz ([Orhan Göksün & Gürsoy, 2019](#)). Thus, the Quizizz application is suitable for forming interactive relationships between 1 (one) student and another. Because by using this application, students can simultaneously take quizzes with their classmates and see their scores or rankings directly. So, enthusiasm to be the best arises in students' minds ([Jia, Hew, Jiahui, & Liuyufeng, 2023](#)).

This research was conducted to gain knowledge about the effectiveness of Quizizz media in the subject of Islamic Religious Education in developing student learning outcomes at SMA Negeri 7 Malang. With the formulation of the problem taken by the researcher, namely: the effectiveness of the use of the Quizizz application on the subject of Islamic Education and Ethics in the CHAPTER "Understanding Itself and Realizing Monotheism with *Syuhabul Faith* (Branch of Faith)" in SMA Negeri 7 Malang in terms of student responses and student achievement.

Thus, it is hoped that using the Quizizz application media can become a bridge or the alternative way to e-learning-based learning, especially in the process of teaching and learning activities online and offline because in addition to developing oneself in technological advances, this is also expected to be able to help students in understanding and exploring the material explained by the teacher, to increase their learning motivation. In the 21st century, there have been many technological advances in the field of education, especially during the current industrial revolution 4.0; researchers are interested in researching "Effectiveness of Using the Quizizz Application in Islamic Religious Education Class X Class SMA Negeri 7 Malang".

Research Method

The research results we present are in the form of a descriptive quantitative research method, which later in the data collection process is obtained through observation at SMAN 7 Malang during Field Experience Practice. The distribution of questionnaires, documentation and data sources for this research were taken from students of class X SMA Negeri 7 Malang.

1. Quantitative research, in which there is a technique in the form of data analysis description, uses statistics in the form of pie charts and explanatory descriptions. Two

types of statistics are used, the first is inferential statistics and descriptive statistics ([Goulouti et al., 2021](#)). Analysis of the data used in this study using descriptive statistical analysis techniques.

- a. What is meant by descriptive analysis is the analysis used to examine data by describing or reflecting on the data collected during the research. New data from research variables require a description that must be submitted as the final result of the research. This analysis consists of the mean, median, variance, skewness, kurtosis, minimum, maximum, and frequency distribution tables. Then the data collected is processed using the normality test followed by a partial correlation test to determine the variables between influences. To make it easier to find the results of the tests in this analysis, the author also uses *26 for windows software*.
- b. The normality test or prerequisite test is carried out before the hypothesis test. The normality test is the first part of examining data more precisely than what was initially general. Use the *SPSS for the Windows version 26* program for this normality test.
- c. This hypothesis test is used to measure how accurately the influence of independent variables in quantitative research is individually and partially associated with the dependent variable.

Data collection procedures

This research collected data through observation, questionnaire, and documentation regarding the research focus.

1) Observation

In research, observation can be interpreted as a method of making detailed accounting of ethics by looking at the behaviour of individuals or groups that will be studied directly. According ([Cousineau, 2020](#)), observation is the detailed bookkeeping of phenomena that appear on the analysis topic. Observations can be carried out in content or not depending on the needs of the research being carried out. Random observation means that the researcher directly reviews the topic of his research at the place and time of the incident. At the same time, indirect observation can be interpreted as observations made through specific tools or intermediaries, such as audio-visual, documentary films, video recordings, series of slides and several series of photos.

2) Questionnaire

The questionnaire method is a method of accumulating data in several arrangements of questions arranged sequentially to be disseminated to the informants.

3) Documentation

Documentation technique (documentary) is a technique of collecting research data that uses several documents, both in the form of written documents and recorded documents. Written documents can be in the form of diaries, memorials, clippings, collections of personal letters, autobiographies, archives, and so on. Meanwhile, recorded documents can be in the form of microfilm, tapes, photographs, films and so on.

Research Design

This analysis proposal is a methodological perspective in research projects. It can be interpreted that research projects have a broader meaning than research designs because research proposals have a more scientific flow than research that contains perspectives and literature reviews ([Mac Giollabhui, 2021](#)). However, is more interested in calling research proposals by the term research design or research design (in a broad sense). This research was conducted in response to the researcher's questions in CHAPTER one. The researcher's design for this study is to determine the problem formulation, data accumulation procedures and data analysis.

Sample and Population

1) Sample

The sample is part of the population and is the object of research. In collecting samples from the population, have a systematic; the sample is representative (representative) in the population. The sample in this study was taken from students and students of class X – 4 and X – 2 SMA Negeri 7 Malang.

2) Population

The population is something that will be studied as a whole. The population is also often referred to as the universe. This study's populations were all class X - 4 and X - 2 SMA Negeri 7 Malang, totaling 68 students.

Result and Discussion

Meaning of Effectiveness

In the Indonesian dictionary, the word Effectiveness has three meanings, the first being effect, consequence, and influence. The second meaning is efficacious or efficacious, and the third can bring results or use. So effectiveness can be interpreted as success or influence after doing something, according to John. In the Indonesian English dictionary, M. Echols and Hasan Shadily, etymologically, the word effect means result. In the General Dictionary of

Indonesian, effectiveness is a description that measures the results of tasks or success in achieving goals ([Wang & Ma, 2021](#)). We can understand that meaningful effectiveness shows the achievement of goals, and efforts can be said to be effective if the efforts achieve goals. The definition of effectiveness according to experts, namely as follows:

- 1) According to Agung Kurniawan, Effectiveness is the ability to carry out a mandate (operational program activities or mission) within the group's scope without being coerced into carrying this obligation.
- 2) According to Hidayat, Effectiveness is a measuring tool in describing how far the target is in the form of quality, and quantity within a predetermined time with the principle that the greater the percentage of targets achieved, the higher the effectiveness.
- 3) According to Effendy, effectiveness is an indicator of achieving a predetermined goal for evaluation where a target has been achieved with what was planned.

Effectiveness in general, can be interpreted as the existence of an influence and effect. Effectiveness does not only influence but also relates to success and goals, professionalism, setting standards, setting targets, and the existence of material programs, materials, which have to do with means or methods. facilities or targets can influence the goals to be achieved/achieved.

Understanding the Quizizz Application

Quizizz is a new application that can be used in the learning process. Quizizz can be used to make multiple-choice questions with four answer choices, with one of the choices being the answer to that question, which can be an open question or something else. If an educator asks a question that requires pictures, tables, graphs and some of it in this application, it is possible to display the desired illustration. After the questions have been prepared and are ready, the questions can be demonstrated to students by giving directions using a six-digit code that appears automatically when the questions are distributed to students. This application will also inform the analysis of questions; who can know the questions answered correctly by students and answered incorrectly by students? Another information is that the teacher will get information on students with the highest to lowest scores ([Azlan et al., 2020](#)). The advantage contained in this media is that it can be used outside of class hours, for homework (PR), for example. The time limit can be set if this application is used to make PR assignments. The questions in this application are also very likely to be randomized, so if used for a written exam, the opportunity to imitate other friends can be reduced ([Zainuddin, Shujahat, Haruna, & Chu, 2020](#)).

Definition of Islamic Religious Education

Experts put forward several definitions of Islamic Religious Education that Islamic religious education is a conscious and planned effort to prepare students to know, understand, be pious with good morals, disseminate Islamic religious teachings originating from the holy book of the Koran and hadith through training, teaching, as well as experience. According to that, Islamic religious education is a part of Islamic education in which there are efforts to educate Islamic teachings and their values so that they become one's views and attitudes in life. The form in this sense is (1) someone who carries out all activities to help a person or group of students in developing Islamic teachings and their values to serve as a way of life, which is manifested in attitudes and is applied in everyday life; (2) all phenomena or the growth and development of Islamic teachings and their values on one or several parties. Zakiah Daradjat said, quoted by Abdul Majid, that Islamic Religious education is a way of developing and increasing a thorough understanding of the religion of Islam for students. To explain and make Islam a guide to life (Saada, 2020). The results of the seminar on Islamic Religious Education throughout Indonesia, which was held from 7 to 11 May 1960 in Cipayung, Bogor, describes Islamic education, namely guidance in increasing physical and spiritual development according to Islamic teachings with the wisdom of controlling, educating, forming, nurturing, supervising the enactment of all Islamic teachings. From the above understanding, it can be concluded that Islamic Religious Education is a way of teaching, educating, guiding, and caring for the attitudes and characteristics of children. It is hoped that after their education, children can understand, live up to, and practice Islamic teachings as a guide and guideline for life in the world and the hereafter (Dogra et al., 2021).

Data Exposure and Analysis

The Effectiveness of Using the Quizizz Application to determine the effectiveness of using Quizizz via the students' responses, the researchers distributed questionnaires to find out the results of these responses. The form of a questionnaire that researchers to students have given is as follows:

Table 1 Student Questionnaire Grids

No	Observed Aspects	No. Items
1	Students' interest in using Quizizz media	3, 4, 5, 6
2	Achievement of goals by using Quizizz media	1, 2, 9
3	Learners' perception of the use of Quizizz media	7, 8, 10

Table 2 Questionnaire related to class X student's responses in learning PAI and Quizizz

No	Query	Answer			
		STS	TS	Q	SS
1	Learning PAI and Morals using Quizizz media can make it easier for me to go through the material "Understanding Reality and Creating Monotheism with Syu'abul Iman (Branch of Faith)."				
2	Learning PAI and Morals using Quizizz media can make it easier for me to answer the question "Understanding the truth and Creating Monotheism with Syu'abul Iman (Branch of Faith)", which was presented by the teacher.				
3	I was motivated when working on the question "Understanding the Reality and Establishing Monotheism with Syu'abul Iman (Branch of Faith)" using Quizizz media.				
4	I am enthusiastic about understanding the material when doing tasks through Quizizz media.				
5	I am motivated to pay attention to the learning of PAI and Budi Pekerti when using Quizizz media.				
6	I was more serious when answering the question "Understanding the reality and Creating Monotheism with Syu'abul Iman (Branch of Faith)" via Quizizz media.				
7	I easily understand the material presented, and I like working on questions using Quizizz media.				
8	It is easier to remember the material conveyed when answering questions using the Quizizz media.				
9	When working on questions through the Quizizz media, I am challenged to be superior.				
10	With Quiz media, I can think more critically.				

The results of the research data on the effectiveness of Quizizz can be reviewed from the 4 (four) Likert scale questionnaire with the following details:

1. STS (Strongly Disagree)
2. TS (Disagree)
3. S (Agreed)
4. SS (Strongly Agree)

To find out the students' interest in using Quizizz media, we can see the results of the questionnaires at numbers 3, 4, 5 and 6. The results of The four questionnaires above are as follows:

1. I am motivated when working on the problem "Understanding the nature and Realizing Unity with Syu'abul Faith (Branches of Faith)" by using Quizizz media

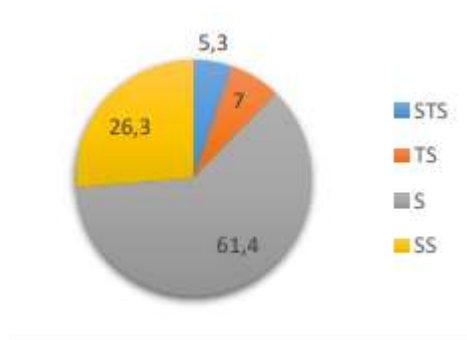


Figure 1 Motivated Students to use Quizizz Media

From the diagram above, we can see that the percentage of students who STS (Strongly Disagree) is 5.3% with a total of 3 students' answers, TS (Disagree) is 7% with a total of 4 students' answers, S (Agree) of 61.4% with a total of 35 students' answers and SS (Strongly Agree) of 26.3% with a total of 15 students' answers. Be concluded that students were very motivated to work on the question "Understanding the essence and Realizing Oneness with Syu'abul Faith (Branches of Faith)" when using Quizizz media because the highest percentage is in option S (Agree).

2. I am enthusiastic about understanding the material when doing assignments through Quizizz media.

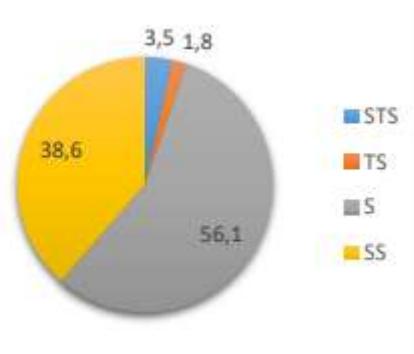


Figure 1 Enthusiastic students to use quizizz media

From the diagram above, we can see that the percentage of students who STS (Strongly Disagree) is 3.5% with a total of 2 students' answers, TS (Disagree) is 1.8% with a total of 1 student's answers, S (Agree) of 56.1% with a total of 32 students' answers and SS (Strongly Agree) of 38.6% with a total of 22 students' answers. Thus, men who answered questions through Quizizz can encourage students to explore the material because the highest percentage is in option S (Agree).

3. I am motivated to pay close attention to PAI learning and ethics when using Quizizz media.

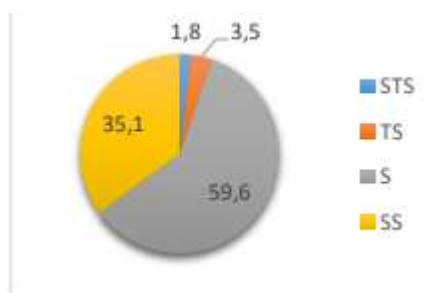


Figure 3 Motivated students to pay close attention

From the diagram above, we can see that the percentage of students who STS (Strongly Disagree) is 1.8% with a total of 1 student's answer, TS (Disagree) is 3.5% with a total of 2 students' answers, S (Agree) of 59.6% with a total of 34 students' answers and SS (Strongly Agree) of 35.1% with a total of 22 students' answers. Thus, using Quizizz media can increase student motivation to understand better learning well because the highest percentage is in option S (Agree).

- I am more serious when answering the question "Understanding the nature and Realizing Unity with Syu'abul Iman (Branches of Faith)" through Quizizz media.

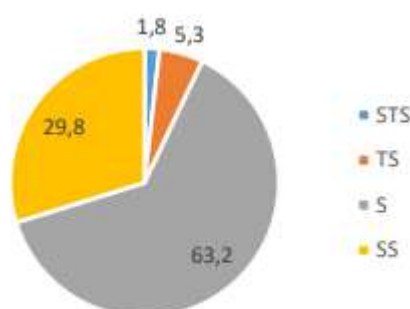


Figure 4 Serious when answer the question

From the diagram above, we can see that the percentage of students who STS (Strongly Disagree) is 1.8% with a total of 1 student's answer, TS (Disagree) is 5.3% with a total of 3 students' answers, S (Agree) of 63.2% with a total of 36 students' answers and SS (Strongly Agree) of 29.8% with a total of 17 students' answers. Thus, it can be concluded that students are serious when working on the question "Understanding the nature and Realizing Monotheism with Syu'abul Iman (Branches of Faith)" through Quizizz media because the highest percentage is in option S (Agree). To find out the achievement of the goals of using Quizizz media, we can find out by looking at the results of the questionnaires at numbers 1, 2 and 9. The results of the 3 (three) questionnaires are:

- Learning PAI and Characteristics using Quizizz media can make it easier for me to understand the material "Understanding Reality and Realizing Unity with Syu'abul Faith (Branches of Faith)."

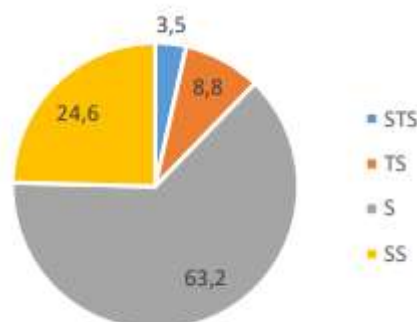


Figure 5 The students feel easier when using media

From the diagram above, we can see that the percentage of students who STS (Strongly Disagree) is 3.5% with a total of 2 students' answers, TS (Disagree) is 8.8% with a total of 5 students' answers, S (Agree) of 63.2% with a total of 36 students' answers and SS (Strongly Agree) of 24.6% with a total of 14 students' answers.

The conclusion that can be drawn from the percentages above is that learning using Quizizz media makes it easier for students to understand the material "Understanding Reality and Realizing Monotheism with Syu'abul Faith (Branch of Faith)" because the highest percentage is in option S (Agree).

- Learning PAI and Morals using Quizizz media can make it easier for me to answer the question "Understanding the truth and Creating Monotheism with Syu'abul Iman (Branch of Faith)", which was presented by the teacher.

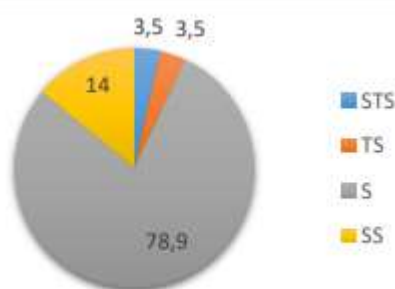


Figure 6 Quizizz media can make it easier for me to answer questions

From the diagram above, we can see that the percentage of students who STS (Strongly Disagree) is 3.5% with a total of 2 students' answers, TS (Disagree) is 3.5% with a total of 2 students' answers, S (Agree) amounted to 78.9% with a total of 45 students' answers and SS (Strongly Agree) amounted to 14% with a total of 8 students' answers.

The conclusion that can be drawn from the percentages above is that learning using Quizizz media makes it easier for students to understand the questions "Understanding the nature and Realizing Monotheism with Syu'abul Faith (Branch of Faith)" given by the teacher because the highest number of percentages is in option S (Agree).

7. When working on questions through the Quizizz media, I am challenged to be superior.

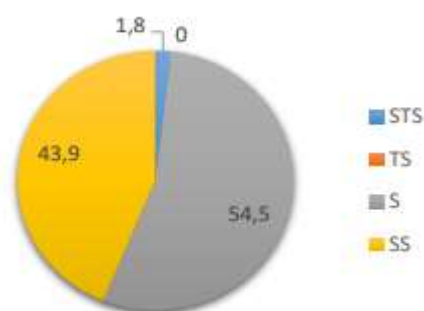


Figure 7 Working on the question through quiziz media

From the diagram above, we can see that the percentage of students who STS (Strongly Disagree) is 1.8% with a total of 1 student's answer, TS (Disagree) is 0% with a total of 0 students' answers, S (Agree) of 54.5% with a total of 31 students' answers and SS (Strongly Agree) of 43.9% with a total of 25 students' answers. Thus, when students work on questions through the Quizizz media, I feel challenged to be superior because the highest percentage is in option S (Agree). To determine students' attitudes towards the effectiveness of the Quizizz media, we can find out by looking at the results of the questionnaires at numbers 7, 8 and 10. The results of the 3 (three) questionnaires are as follows:

8. I easily understand the material presented, and I like working on my questions using Quizizz media

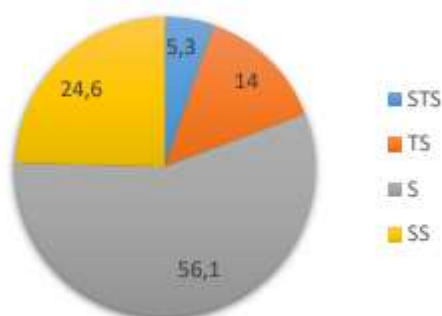


Figure 8 Easy to understand the presented subject in using media

From the diagram above, we can see that the percentage of students who STS (Strongly Disagree) is 5.3% with a total of 3 students' answers, TS (Disagree) is 14% with a total of 8 students' answers, S (Agree) of 56.1% with a total of 32 students' answers and SS (Strongly Agree) of 24.6% with a total of 14 students' answers. Thus, it can be concluded that students enjoy working on questions using the Quizizz media because it makes it easier for students to understand the material provided. After all, the highest percentage is in option S (Agree).

9. I find it easier to remember the material conveyed when answering questions using the Quizizz media.

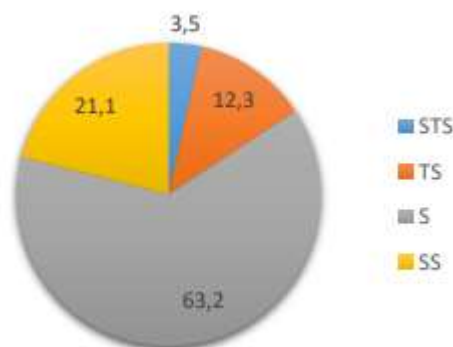


Figure 9 More straightforward to remember the subject when using media

From the diagram above, we can see that the percentage of students who STS (Strongly Disagree) is 3.5% with a total of 2 students' answers, TS (Disagree) is 12.3% with a total of 7 students' answers, S (Agree) of 63.2% with a total of 36 students' answers and SS (Strongly Agree) of 21.1% with a total of 12 students' answers. Thus, students it is easier to remember the material conveyed when answering questions using the Quizizz media because the highest percentage is in option S (Agree).

10. With Quiz media, I can think more critically.

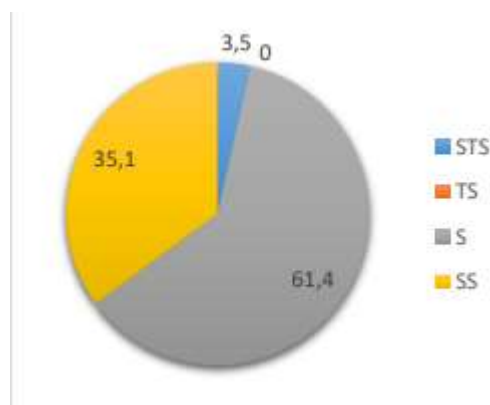


Figure 10 Quizizz media can improve the critical thinking

From the diagram above, it can be seen that the percentage of students whom STS (Strongly Disagree) is 3.5% with a total of 2 students' answers, TS (Disagree) is 0% with a total of 0 students' answers, S (Agrees) is 61.4% with a total of 35 students' answers and SS (Strongly Agree) of 35.1% with a total of 20 students' answers. Thus, it can be concluded that Quizizz helps students to think critically because the highest percentage is in option S (Agree). From some of the circle diagrams above, it can be concluded that students agree with IT-based learning or learning using Quizizz media because it is more profitable during the learning

process. The components as supports and barriers to the effectiveness of the Quizizz Application Usage Factors There are several components, namely as follows:

- 1) Support Several factors influence or support the use of Quizizz media, namely accessing media which is relatively easy and does not need to use a lot of internet quota. Teachers are greatly facilitated when managing questions; some competitions and questions can be changed.
- 2) Obstacles The obstacles to using the Quizizz media or application are that at one time, this application can open two accounts at once, making it easier for students to go up and down. It is not easy to know who is accessing it.

Conclusions

The research regarding the effectiveness of the application of Quizizz media as a tool and learning material for Syu'abul *Iman* SMA Negeri 7 Malang can be concluded: Quizizz as a learning tool has various characters, namely, quizzes, surveys, games, & discussions. Furthermore, Quizizz has existed since 2015, and this application can be easily accessed from the website. However, unfortunately, this application has just been introduced and used in 2020. This application can also make students think quickly. This application is suitable as a media learning that is fun and interesting for students & girls. They can learn and understand the material easily because the process is relaxed, like playing games. Furthermore, the steps to use this application, namely: The teacher explains the material through Powerpoint. It can also be through each student's textbook, after that the students begin to understand, the teacher immediately tests it using quizzes by providing links and giving steps to take quizzes like games, and Furthermore, after that, the student scores will automatically appear after finishing the Quiz. From the *Syu'abul Iman X* subject quiz at SMAN 7 Malang and the student & student responses that took place effectively. All forms of learning media must produce results and change. Likewise, with the Quizizz media, either directly or indirectly. This is in line with the definition put forward by Purwanto: 2011 that learning outcomes are a change that causes humans to change their attitudes and behaviour. Thus, it is hoped that students can improve learning achievement with Quizizz media.

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Teacher Role as Professional Educator in School Environment

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Abstract: Teachers play an essential and strategic role in education. This is because the teacher is a component of education and is at the forefront of carrying out educational goals. This educational component impacts improving the quality of teaching and students' character in schools. The teacher works directly with students to instil science and technology and instil positive values by leading and setting good examples. The method in this study uses a qualitative approach with the type of library research, in which the researcher collects data from literary sources such as books and journals and utilizes online sites and other relevant references. Related. After data analysis, it can be concluded that the teacher plays an essential role in school and society. From the point of view of society, teachers are people who provide education in a particular field. Teachers have a respectable position in society. Starting from his position as a teacher, he must show the correct behaviour as a teacher and make it the norm in all situations inside and outside the school according to society's expectations.

Keywords: Teacher Competence, Learning Model, Learning Motivation

Introduction

Education is a system that regularly influences students to adapt as much as possible to their school environment. Schools provide opportunities for students to act according to their competence and in harmony with community life ([Paschalidou, Salta, & Koulouglotis, 2022](#)). Therefore, in terms of understanding, education is a business of conscious action by

families, communities and governments through leadership, learning and practices that occur inside and outside school ([Viswanathan, Meacham, & Adedoyin, 2022](#)). This awareness problem manifests in the form of learning, where there are teachers who support their students in carrying out learning activities, evaluating teachers, and measuring student learning success using appropriate methods and strategies to support educational goals in general ([Kwon, Elliott, & Velardo, 2020](#)). This research will explore the role of a teacher in the educational system, especially in the school

National Education Goals are written based on Pancasila and the 1945 Constitution of the Republic of Indonesia. The meaning of education is contained in Law no. 20 of 2003, article 1, paragraph 1, which states, "education is a conscious and planned effort to create a learning atmosphere and learning process so that students actively develop their potential to have religious, spiritual strength, self-control, personality, intelligence, noble character, and the skills needed himself, society, nation and state" ([Dimiyati et al., 2021](#)).

The teacher must realize National Education because the teacher's character plays a critical role in creating the next generation who are intellectually and morally qualified so that they will succeed in leading the nation. The duties and responsibilities of a teacher are substantial, and a teacher is an educator. Teaching students is different from teaching science. Student educational activities aim to improve student's behaviour so that they also become good members of society ([Tadege, Seifu, & Melese, 2022](#)). There are different challenges in teaching students at school. To be successful in educating students, intelligent teachers must be able to be role models for their students so that they have good character and can develop according to the changing times ([Lund & Cyvin, 2022](#)).

The challenges of today's times are developing very fast. ([Briones, Gallego, & Palomera, 2022](#)). Therefore, the challenges as educators should not be left behind and must always be in line with changes and immediately improve themselves to face changes. Changes can also come from various directions and cover all fields, such as student psychology and learning evaluation. If the teacher still relies on old-school techniques, then the educator will be very slow in improving student psychology and conducting learning evaluations. For this reason, the challenge of the teaching profession must be overcome that teachers need to provide a psychological and academic touch; teachers are expected to play a central role in facilitating and igniting the learning fires of their students. This learning facilitation has a central role in the success of student learning. Teachers must further adapt teaching techniques to suit current and future educational needs ([Toker, 2021](#)).

Not surprisingly, what teachers see as the backbone of the nation's progress is poorly served. It is a public spectacle that most teachers do not, or are not allowed to fulfil their minimum

needs as members of society, as written in the subject background section. This can result in the teaching profession becoming something to be proud of, which in turn has an impact on neglecting teaching duties in teaching ([Cook, Lavertu, & Miller, 2021](#)).

I stated that the fate of teachers had received attention from the government through teacher certification, which has increased teacher welfare but has not been evenly distributed among all teachers due to limited government budgets. Here the actual task of the teachers' union is to fight for teachers' rights. Therefore, the problems teachers face appears to be increasingly complex, both in their role as teachers and in their relationships with fellow teachers, creating communication and a high spirit of togetherness to fight for common interests ([Lash, 2021](#)).

This research will focus on the teacher's role as a professional educator in the school system. The teacher is obliged to develop educational goals into action plans. General objectives must be translated into specific and operational objectives. Students should be involved in the design to ensure it is relevant to their development, needs and experience level. This role demands that design is always responsive to social conditions, student study habits, student experience and knowledge, and harmonious and fun learning methods ([Trinkoff et al., 2015](#)).

Research Method

This research uses the library research method (library research) or content analysis. The data collection technique is by recording data from various sources from written materials and then identifying contextual evidence, namely by looking for a relationship between the data and the reality the author has been researching.

Data collection method

In this research, the data collection technique is by recording data from various sources from written materials and then identifying contextual evidence, namely by looking for a relationship between the data and the reality that the author has been researching from more than 40 documents regarding teacher roles ([Feng, Duives, Daamen, & Hoogendoorn, 2021](#)). The documentation in this study is a process of taking several documents that serve as rational and empirical evidence related to the research objectives. The documentation method is carried out by investigating written objects such as vision and mission, teacher learning administration, and school program.

Data analysis

The writers use the interactive model to analyse the data introduced, which includes: the first stage is collecting data. The second stage is reducing data, the purpose of reducing this data so that data is not biased. The third stage is presenting the data, and the last stage is concluding and withdrawing data that has been verified. The data processing in this survey is qualitative, so it is carried out through critical analysis, comparison and interpretation of different search results from sources from books and journals and other references. Therefore, in the data analysis process, the writer selects the collected data, and then after the election, the researcher starts coding according to the discussion and topic. In addition to referring to various reading materials related to research, in discussing this material ([Lutz, Ferreira, Noel, & Bruder, 2022](#)).

Data Validity

To check the validity of the data in this study through several techniques ([Svanström, Sjöblom, Segalàs, & Fröling, 2018](#)). This technique is intended to find the characteristics and elements in the situation that are most relevant to the preparation and issues being sought and then focus on these matters in detail ([Fu et al., 2022](#)). The persistence of observation can result in the depth of the data obtained. For this reason, researchers make careful, detailed, and continuous observations of visible phenomena. The techniques referred to include:

1. Dependability is the criteria for examining whether the research process is of quality. To check whether the results of qualitative research are quality or not, researchers do this very carefully, so there is little potential for error. Therefore, before going to the field, the researcher had conceptualized the plan beforehand. After obtaining data from various sources, researchers collect data so that the data does not accumulate. Researchers interpret the data that has been collected in a written research report.
2. Confirmability is a criterion for assessing the quality of research results by recording data and information tracking and interpretations supported by existing material on audit tracking or tracing. To fulfil this audit tracing, the researcher has prepared the necessary materials such as raw material data (field notes and interview transcripts), recorded results (documents and photos), results of data analysis (summaries, working hypotheses and concepts), and notes regarding the implementation process (methodology, strategy, and legitimacy efforts).

Result and Discussion

Teacher concept

The teacher is understood as a professional related to teaching. This profession is generally in contact with the world of education to transmit knowledge and stimulate changes in student behaviour. Syah argued that the term teacher in Arabic is called a *Ustadz*, whereas, in English, it is called a teacher, defined as someone whose job is to teach others. Firdausi and Barnawi suggested teachers as learning agents. Thus, teachers must carry out learning well within the scope of national development. Whereas in Law Number 20 of 2003 concerning the National Education System, it is explained that educators are professionals who plan and carry out learning. Besides that, Thanks giving said teachers could be classified into two meanings. The first is the meaning of the teacher as a person who can impart knowledge to others. Both teachers are interpreted as people who follow the teacher education level, and their main task is to teach.

The teacher functions as a parent or spiritual father, a glorified person, and the goodness given is divine. In addition, the teacher's role is to bring students to wisdom, fill the child's soul with high wisdom and show them eternal life and eternal pleasure. The educator meant by Ibn Maskawaih is the ideal human being as contained in his conception of the ideal human being. From that view, an understanding can be taken that teachers who do not reach the degree intended are valued the same as friends or relatives because knowledge and culture can be taken from them.

Therefore, teachers are professional educators in carrying out their duties, educating, teaching, directing, training, assessing and evaluating students. The teacher is the main force opening the horizons of thinking for students to enter the world of society where they will implement what they get from their teacher and their practice while at school.

The Role and Position of the Teacher

Educators, in this case, teachers, *ustadz* or lecturers, play an essential role in the continuity of teaching and educational activities to achieve the goals set. While students, in the future, referred to as students, students, students, or students, are the target of teaching and education activities, which needs careful attention. Student differences can cause differences in material, methods, approaches and so on.

The teacher's role is determined by his status as a teacher and adult educator, so he must behave towards teachers according to society's expectations. As educators and coaches of the younger generation, teachers must be role models inside and outside school, emulated by the

community, especially by students. Deviations in ethical behaviour by teachers are more scrutinized and criticized, and society cannot justify violations such as gambling, drunkenness, sexual crimes, corruption and others.

The status of a teacher is also determined by becoming an adult in Indonesian society, and older people must be respected; therefore, a teacher is older than his students and has a respectable position because of his age. In addition, the teacher is seen as a substitute for parents. Children's respect for their parents must also be shown to their teachers; conversely, teachers must also be able to see students as their children in public service.

Aside from being a teaching obligation, it is also a professional improving the competence of academic qualifications. In this case, Sujono details the duties of educators as follows:

1. The teacher is required to find the traits possessed by students in various ways, such as by observing interviews, questionnaires and so on.
2. Teachers try to encourage students to develop good traits and suppress bad traits, so they do not develop.
3. The teacher shows students the work of adults by introducing various areas of expertise and skills so that students choose them appropriately.
4. The teacher conducts evaluations every time to determine whether student development is going well.
5. The teacher provides guidance and counselling when students encounter difficulties developing their potential.

A teacher's position determines a nation's future, which means that a teacher plays a crucial and strategic role. Given this change and the nation's fate, it is understandable that this must come from a school (educational institution) whose chief editor is a teacher. That is why teachers are highly valued in many developed countries. That is the weight of the role on the shoulders of the teacher, so the teacher's position as a professional position must be respected as other professional duties. This happens in developed countries like Japan, which provide high salaries to the teaching profession. They argue that innovative changes, both in the form of ideas and concrete works in the form of objects and their parts, are the result of brilliant thinking by teachers. Many teachers' ideas were adopted and adapted to inspire the nation's progress. As for the learning process, no matter how good the curriculum is in setting high content standards, reasonable curriculum goals and content standards will only be valid if there are professional teachers.

Teacher Role at school

In the educational process, the teacher not only carries out the function of transferring knowledge but also functions to inculcate values and sustain character-building in students. Educators are responsible as models who must have moral values and always take advantage of opportunities to influence and engage their students. In this case, the teacher or educator who is in the school or madrasah environment should be able to be a role model or *uswatun Hashanah* for all his students. Teachers should be open and ready to discuss with students or students about various things and values that benefit students' lives.

If we connect with the motto of the national education figure Ki Hajar Dewantara, it is very suitable; namely, the teacher must have the role of *ing also sung tulodo* (the teacher, if he is in the front, must set an example), and *madya manguk karsa*, (if he is in the middle, he must be able to arouse a sense of wanting to learn), as well as *Tut Wuri Handayani* (the teacher, if he is behind him, must be able to motivate students) (Nasution, 2010). This has an understanding that the teacher must be able to set an example and influence and control students properly and correctly.

WF Connell, as quoted by Beni S. Ambarjaya, said there are seven roles of the teacher: educator, model, teachers and mentors, students, communicators to the community, administrative workers and loyalty to institutions.

1. The role of the teacher as an educator

This role is related to the tasks of providing assistance and encouragement, supervising and coaching as well as disciplining students so that students become good individuals in cognitive and behavioural terms.

2. The role of the teacher as a model

The teacher is an example for students, a mecca and a trend centre. Therefore, the teacher's behaviour must be under the norms adopted by society because students always see the teacher in every aspect, both physical and behavioural, and students tend to follow him.

3. The role of the teacher as a teacher and guide

A teacher must provide knowledge, skills and other experiences outside of school functions. Allows students to get new things and knowledge effectively.

4. The role of the teacher as a student

Teachers must always increase their knowledge and skills to stay in style.

5. The role of the teacher as a communicator to the community

It is expected that a teacher can play an active role in development in all areas that are controlled so that they can apply it in the community environment to create synergy for development

6. Teacher's role as administrator

Teachers are not only educators and instructors but also administrators. Therefore, implementation related to the teaching and learning process needs to be appropriately administered because it indicates that he has carried out his duties properly.

7. The role of the teacher as a loyalist

A teacher is expected to be able to help colleagues who need help in developing their abilities. About the role of teachers in schools, the discussion is directed at two contexts, namely:

a. Teacher-student relationship

Role teaching towards students is vital to the many roles that must be undertaken. This is because the leading community, which is the teacher's task area, is in the classroom. In that class, a teacher provides knowledge, experience, and exemplary. At school, teachers deal with their students, both in formal and non-formal situations. Teachers must position themselves as someone who has high authority and authority. In addition to authority, the teacher must also have an example.

b. Connection teacher with colleagues

Teachers and colleagues or colleagues must understand each other and the relationship between colleagues while maintaining their position and role as teachers. The principal's role can also involve constructive criticism of school practices or policies. Teachers do not only play a role in realizing student learning. However, they can also contribute and criticize what is happening in schools, not only the monopoly of the principal but also the teachers' opinions.

Conclusions

Teachers are part of education that has a very strategic role and mission. The role of the teacher at school is determined by his status as an adult, teacher, educator and employee. The most important thing is his position as a teacher and educator, that is, as a teacher. Because of his position as a teacher, he is required to show his students' behaviour following society's expectations. Teachers' ethical, intellectual and social demands are higher than those of other adults. A teacher is a human figure who should be admired and imitated. He

bears this title since the morning he wakes up, and because of that, the teacher is often the foundation of all people's life, especially in rural areas.

Teachers play an essential role both in school and in society. The effectiveness and efficiency of individual learning in schools are highly dependent on the role of the teacher. From the point of view of society, teachers are people who provide education in a particular field. Teachers have a respectable position in society. Starting from his position as a teacher, he must show the correct behaviour as a teacher and make it the norm in all situations inside and outside the school according to society's expectations.

The teacher has a critical and vital position. This position can be seen in the school environment as well as in the community environment. The existence of these two roles instils respect, respect and respect for teachers from all walks of life and peers, students, principals and the community. To support teachers' success, the community must be involved. The role of society gives teachers particular points. Teachers and the community must work together to advance education (especially learning). Learning will only be successful if it is supported adequately, precisely and correctly by the role of the teacher.

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Effectiveness of E-Learning Learning to Improve Student Learning Outcomes at Madrasah Aliyah

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Abstract: E-learning is a new learning model carried out by the government to support student learning activities during a pandemic. This study uses a quantitative approach. Given the total number of students, more than 100 people, the researchers took a sample of 25% of the total population. In this research, systematic data collection uses an interview system to determine the use of e-learning-based learning models. The results of the study show that 1) the learning activities carried out by teachers through e-learning-based learning are still considered to be less than optimal, this is evidenced by the results of a questionnaire of 24.5% indicating that students' low interest in learning through the e-learning based model, 2) the calculation of the average value of student learning outcomes or the average value is 89.8. categorized as very good, 3) the results of the discussion that has been submitted show that there is no effect of e-learning-based learning on the learning outcomes of aqidah morals, the results obtained 0.221, where the significant value is smaller than the "r" table, both at the 5% level and at the 1% level.

Keywords: Effectiveness, E-learning, Learning Outcomes, Aqidah Morals

Introduction

The development of informatics technology in the era of globalization has been very rapid and has begun to penetrate various aspects of human life. Technological developments have a high impact on multiple aspects of life, ranging from the governance of the economy and even entering the realm of education and many other things. For example, in the education system, many have used information technology to teach learning to students. The availability of software or hardware supports this development. Along with the rapid growth

of information technology, the need for a concept and mechanism for teaching and learning based on information technology has become unavoidable in the world of education—the idea which became known as e-learning ([Pramod et al., 2022](#)). E-learning is an effective learning process that combines the digital delivery of material consisting of support and services in learning ([Gordon, Pink, Rosing, & Mizzi, 2022](#)). Using e-learning as a technology also requires a design to carry out learning effectively ([Yoong, Liao, Goh, & Zhang, 2022](#)). Achievement of educational goals if there is an increase in student learning outcomes. The purpose of the learning outcomes is a change in individual students after carrying out a series of lessons that the teacher has taught. In formal education, there is always a connection with the existence of measurement and assessment, as well as the teaching and learning activities process. Knowing the learning outcomes can assess the level of ability of innovative and less intelligent students. A teacher can use and master appropriate learning methods in teaching and learning activities to achieve learning goals. The correct method is compatible with materials, teacher readiness when teaching, and student readiness. The teacher has a significant role in intellectual maturity and spiritual and emotional learning. In the world of education, teachers are critical, namely as people responsible for educating students and for all their attitudes and behaviour ([Duong, 2022](#)).

According to Rie SM Lumenta, E-Learning can generally be divided into two big categories: static e-Learning and dynamic e-Learning. The most important thing needed in building an E-Learning system is the interaction between the user and the computer. E-Learning has the following philosophy: (1) E-Learning is the delivery of information on online communication, education, and training, (2) E-Learning provides a set of tools that can enrich the value of conventional learning so that it can answer the challenges of globalization development, (3) E-Learning does not replace conventional learning models in the classroom, but strengthens it through content enrichment and development of educational technology, (4) Capacity varies greatly depending on the form of content and the method of delivery ([Farthing et al., 2022](#)).

E-learning is a learning medium that utilizes electronic media as a tool in teaching and learning activities to improve student learning outcomes. E-learning can help teachers in teaching and learning activities because e-learning can be used at any time, even though class time is over ([Phipps et al., 2022](#)). E-learning can be used without a face-to-face meeting between the teacher and students. So if during the learning process there is a problem, for example, the teacher cannot attend because there are other activities, there are meetings services, students can still carry out the learning process, other examples such as lack of study hours at school students can continue learning at home. Schoology is one of several Learning Management System (LMS) which provides facilities for teachers and students to

interact with each other and exchange information online. With Schoology, it is expected that students can download subject matter, presentation slides, video tutorials, and games, do quizzes, exams, and discussions, and collect assignments given by the teacher. Schoology can also be used via a smartphone ([Al-Mamary, 2022](#)).

This paper will focus on student learning outcomes after using E-learning can be categorized as increasing, with ease of use and internet networks that support the learning process as well as quick assessments carried out by subject teachers when students have finished submitting their assignments by uploading them into Knowledge Competency or Skill Competency ([Sulaiman, Mahomed, Rahman, & Hassan, 2022](#)).

Research Method

The research method that will be used in this study is a survey method with a quantitative approach. The object in this study is Madrasah Aliyah Equity students ([Nguyen-Phuoc, Phuong Tran, Nguyen, Le, & Su, 2021](#)), where the variable measured 3P includes Presage, the process of contributing to learning outcomes ([Basco, Hair, Ringle, & Sarstedt, 2022](#)). By the proposed proposition, a statistical study suitable for a causal model (cause and effect) will be used, namely Partial Least Square (PLS-SEM) analysis, to overcome deviations from the normality assumption and adequacy of the sample ([Hair & Alamer, 2022](#)).

Population and Research Samples

In this study, the population was all Madrasah Aliyah Equity students. Based on respondents who returned the questionnaire, more than 100 respondents from the questionnaire were distributed so that the study sample consisted of only 90 students ([Kang & Shao, 2023](#)).

Method of collecting data

The data collection method used to obtain information and data is filling out a questionnaire, which is a method for collecting primary data using a set of questionnaires about variables measured through careful planning, arranged and packaged in such a way that the answers all questions can describe the state of the actual variable ([Mandhani, Nayak, & Parida, 2020](#)).

Data analysis method

This research uses Partial Least Square (PLS) as an analysis tool. In this case, each indicator treats students' e-learning experiences, learning processes, and learning outcomes as latent

variables (Kumar, Singh, & Jain, 2022). PLS is one method to carry out modelling using SmartPLS software. This PLS model is used when the basic theory of designing a weak model and measurement indicators does not meet the ideal measurement model. PLS can be used with several samples that are not large and can be applied at all data scales (Chuah, Tseng, Wu, & Cheng, 2021).

Result and Discussion

Based on the finding data in the fields about the effectiveness of E-learning in improving students learning outcomes at Madrasah Aliyah showed that:

1. Prerequisite Analysis Test

The analysis prerequisite test is a step to test the data obtained from the primary respondents so that they meet the requirements before proceeding to the hypothesis testing stage.

2. Normality test

The normality test is carried out to determine whether the residual values (existing differences) studied have a standard or abnormal distribution. Researchers used the Kolmogorov-Smirnov test to test the normality of each research variable. The normality test results are as follows:

Table 1 Normality Test Results One-Sample Kolmogorov-Smirnov Test

N		E-Learning Learning	Student achievement
		31	31
Normal Parameters, b	Means	26.48	60.13
	Std. Deviation	1930	8024
Most Extreme Differences	Absolute	.175	.139
	Positive	.169	.078
	Negative	-.175	-.139
Kolmogorov-Smirnov Z		.976	.773
asympt. Sig. (2-tailed)		.297	.589
a. Test distribution is Normal.			
b. Calculated from data.			

Based on the results above, it is known that the Sig value of variable X (E-Learning learning) of 0.297 and the variable Y (student learning achievement) of 0.589. This value is then compared with the critical value = 0.05. So, the Sig values of variables X and Y are more significant than the alpha values ($0.297 > 0.05$) and ($0.589 > 0.05$), so the data from these variables are normally distributed. Thus, it can be concluded that the two research variable

data, namely variable X (online learning with E-Learning and variable Y (student learning achievement) are typically distributed α .

3. Linearity test

The researcher carried out the linearity test to determine whether the independent and dependent variables had a linear relationship. The linearity test uses the Test for Linearity tool. The results of the linearity test are as follows:

Table 2 Linearity Test Results ANOVA

			Sum of Squares	df	Mean Square	F	Sig.
Student Achievement Online Learning E-Learning	Between Groups	(Combined)	765,227	8	95,653	1,804	.130
		Linearity	237,959	1	237,959	4,489	.046
		Deviation from Linearity	527,267	7	75,324	1,421	.247
	Within Groups		1166,257	22	53,012		
	Total		1931,484	30			

Based on the results of the linearity test above, it can be seen that the value of Sig. The linearity of the X variable (online e-learning learning) and the Y variable (student learning achievement) is 0.046. It is said that a variable has a linear relationship with other variables if its significance value is less than 0.05. From the results of the table above, it is known that the value of Sig. Between variable X and variable, Y is smaller than the alpha value of 0.046 < 0.05, so it can be concluded that variable X (E-Learning learning) and variable Y (student learning achievement) has a linear relationship. To prove the hypothesis in this study, researchers analyzed data from the two research variables through a simple linear regression analysis technique in which the calculations were assisted by the Statistical Product and Service Solution (SPSS) ver. 24 for windows. The t-test was conducted to determine the effect of the independent variables partially on the dependent variable and whether the effect is significant. The results of the t-test are shown in the table below.

Table 3 Test Results T Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	Q	Sig.
		B	std. Error	Betas		
1	(Constant)	100,879	19,043		5,297	.000
	Online Learning with Google Classroom	-1,539	.717	-.370	-2.145	.040

Result and Discussion

Definition of e-learning

E-learning is a new learning media device developed during the Covid-19 pandemic; this learning consists of hardware and software; these two devices are used in making learning websites on e-learning-based learning, while e-learning based. This learning can occur

because of the increasing development of technology, such as in three fields, for example, the field of distance learning, learning using computers, and the development of internet technology. Darin E. Hartley defines "e-learning as a type of teaching and learning that allows the delivery of student teaching materials using the internet or other computer network media." The understanding he describes is widely accepted by many people.

Meanwhile, Mary Daniels Brown and Dave Feasey argued that e-learning is a learning activity that utilizes networks, such as the internet, Local Area Networks (LAN) OR Wide Area Networks (WAN). Explaining that the use of a situation in a specific situation is highly recommended, as explained in the verse where Allah describes the situation experienced by the prophet David AS who reportedly made armour as a protector in war. Thus in Islam, it is recommended to create something valuable for other Muslims or for all humans that can be used to facilitate human work. The use of technology in the world of education must be directed to create an Islamic personality in students and master the learning of science and technology.

E-learning learning process

According to Gora, in e-learning, the main focus is on students. The atmosphere that exists in e-learning can help students be more independent and active in their learning because the students carry out the lesson plans. In this case, the teacher acts as a simulation of the material to be taught; then, students actively find material sources. Searching for information is unlimited because students may choose teaching materials according to their needs. The stages in e-learning base learning consist of the following:

a. Socialization of the Use of E-learning

The teacher gives directions to students regarding the procedures for using e-learning in subjects that the teacher or educator will deliver. The teacher provides materials and conveys assignments that students must complete later.

b. Use of E-learning-based learning

Students can access the e-learning web made by the teacher at home or anywhere to find the teaching materials and assignments that the teacher has submitted.

c. Assessment of E-learning Learning assignments

The application of e-learning learning that has been implemented will be assessed primarily on the delivery of assignments carried out by students.

Based on the description above, it can be concluded that the e-learning learning process starts with the teacher providing socialization and carrying out e-learning learning activities. Students are directed to enter the e-learning web that the school has prepared. The teacher

provides teaching materials for students to study. Finally, the teacher gives a test in the form of questions related to the material submitted to be assessed based on the test results that students have collected.

The advantages of e-learning learning

Lantrip Diet Prasajo revealed that there are four advantages of using e-learning-based learning, namely as follows:

- a. Personal experience in learning independent choices makes students try to move forward, choose their equipment and materials used for the delivery of teaching and learning, and try to collect materials as needed.
- b. Reducing costs institutions that organize learning activities on an e-learning basis can reduce travel and training costs, class-building training costs and reduce the time students spend going to school. Furthermore, development costs can be allocated to the availability of quotas which will later be distributed to students and educators as support for e-learning-based learning.
- c. Easy to achieve, users can easily access e-learning anywhere as long as they are connected to the internet.
- d. Responsible ability, level increase, testing, assessment, and validation, can be followed optimistically so that all students can be responsible for their respective obligations in the teaching and learning process.

Disadvantages of e-learning-based learning

In addition to having advantages, the e-learning learning model also has several disadvantages, including the following:

- a. Lack of interaction between educators and students.
- b. Students who have low learning motivation will be increasingly left behind.
- c. Not all locations are reachable with a good internet network.
- d. The costs incurred to support internet access are relatively expensive.

Learning is always related to changes in those who learn, whether it leads to better or worse. Learning is a personality change, manifested as a new response pattern in the form of skills, attitudes, knowledge and skills. The lesson is a series of events deliberately designed to influence students so the learning process takes place efficiently and according to the purpose. Thus learning and learning activities cannot be separated from one another. Because the two are interrelated. The explanation concluded that a correct understanding of the meaning of learning with all aspects, forms and manifestations is necessary for

educators, especially teachers and parents. Learning is a change that occurs in individuals who learn, not only changes in knowledge but skills in forming knowledge, habits, attitudes, understanding, mastery, and appreciation in individuals who learn. Identical to concluded that learning outcomes are the result of changes in behaviour that have the following characteristics:

- a. Change occurs consciously.
- b. Learning change is continuous and functional.
- c. Learning changes are active and positive.
- d. Learning changes are not temporary.
- e. Learning changes are purposeful and directed.
- f. The change covers the whole behaviour

Drawing conclusions that can be drawn from the quotations of the theories of experts in explaining the above understanding, namely, learning outcomes are changes in behaviour experienced by a person after undergoing a series of learning activities, the changes described here are changes in attitudes, knowledge, behaviour and skills in developing knowledge. Implementing e-learning-based learning is believed to positively impact student memory during the pandemic because the material that the teacher has delivered can be studied repeatedly to improve students' cognitive. However, in a learning activity, there will always be other obstacles that hinder the achievement of an e-learning learning objective, such as students who are in Islamic boarding schools find it challenging to share their time because there are time restrictions while using gadgets, costs for purchasing quotas and adjusting the available network in their study location which is sometimes still constrained by a slow signal. E-learning learning activities carried out by aqidah moral subject teachers through e-learning-based learning are still considered less than optimal, this is evidenced by the results of a questionnaire of 24.5% indicating students' low interest in learning through the e-learning-based model. Student learning outcomes through calculating the average value of student morals learning outcomes or the average value is 89.8. This means that the average value of student learning outcomes in the Aqidah Akhlak subject is categorized as very good. This proves that there is no effect, which is equal to 0.221. With the following information: It is known that the result of $r_0 = 0.221$. With respondents/ $N = 55$ and at a significance level of 5% $r_t = 0.279$. While at a significance level of 1% $r_t = 0.361$. Thus at a significance level of 5% or $< r_t$ ($0.221 < 0.279$). Likewise, at a significance level of 1% or $< r_t$ ($0.221 < 0.361$).

Conclusions

E-learning learning that students are interested in, evidenced by the results of a questionnaire of 24.5%. Student learning outcomes show excellent results, as evidenced by calculating the average value of student learning outcomes, or the average value is 89.8%. The calculation results show no influence between e-learning-based learning and student learning outcomes.

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An Analysis of Online Transportation Applications Between Gojek and Grab for Students

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Abstract: The use of technology is overgrowing. In today's era, every field in everyday life utilizes technology. One of them is in the transportation industry. Currently, online delivery is viral, especially among students and students who are easy to remember as Millennials and Generation Z. Smartphones are used not only for communication but also for buying fast food and drinks online using online delivery services. Online like Gojek. This research examines the user experience of online transportation applications. Students from various regions in Indramayu and Computer Engineering students at Universitas Wiralodra participated in this study as respondents. Experience using online transportation application services via smartphones has been collected in an online questionnaire using a Google form and distributed on social media such as Instagram, Twitter, Facebook, WhatsApp and Telegram. This study uses a user experience questionnaire (UEQ). This study aims to determine user experience in using online transportation application services. This study provides results indicating that all UEQ categories obtain positive scores. The highest score is in the "Intelligence" category, while the "New" type gets the lowest score. Online transportation shows that Gojek has a "good" rating scale. Overall the Gojek application is excellent in providing an experience for those who use it.

Keywords: Online Transportation of Mobile Applications, User Experience Questionnaires, Millennials and Generation Z.

Introduction

The era of globalization or population growth is very influential in developing alternative actions in society by contributing to technological developments. Advances in information technology change to mobile applications as well as computers. Currently, computers are electronic machines that are not only used to process information data. Technology always experiences innovation at all times. Technology that was initially still traditional has shifted to the digital world, such as the internet ([Irawan, Rizki, Chalermpong, & Kato, 2022](#)). Internet users are increasing all the time. The internet can be easily accessed anytime and anywhere by various groups of people. The shift to all-digital technology certainly impacts the market, consumers, companies and marketing. The internet network expansion can be utilized as a medium for the business's success ([Safira & Chikaraishi, 2022](#)).

One of the most versatile devices commonly combined with computers is the "smartphone", with the latest technology. Smartphones have become gadgets that are very often used by most people, from small children to adults, especially young people or what is commonly called the millennial Generation and the current generation Z. Along with the development of time, various businesses are trying to use the internet as one of the supports for their success. Company management must be able to implement marketing strategies that can create, maintain and increase customer satisfaction ([Paundra, van Dalen, Rook, & Ketter, 2020](#)). One of the businesses that use the internet as a milestone for the company's operations is a company engaged in online transportation services, namely Gojek and Grab. The company's work system is the same as motorbike taxis, and passengers ask to be taken to their destination. However, one thing that is very different from motorcycle taxis, in general, is that Gojek and Grab use the internet as a media liaison between the driver and the consumer. The drivers will take customers to their destination according to the request on the application ([Ilahi, Belgiawan, Balac, & Axhausen, 2021](#)).

Online transportation users are increasing every time from various groups, both children, students, students, and parents. Of course, there are several factors why consumers prefer to use online transportation over conventional motorcycle taxis, namely: ease of ordering, speed of travel time, the price offered, and quality of service that is trusted by most people in increasing consumer satisfaction ([Seetharaman, 2020](#)). The company's success factor is primarily determined by customer satisfaction. Customers are satisfied with the company for various reasons, such as service quality and price. Service quality focuses on meeting customer needs and delivering accuracy to match customer expectations. Online transportation companies try to fulfil consumer needs. The features in the online transportation application are made as complete as possible as consumers ([Sarram & Ivey,](#)

[2022](#)). The quality of the existing service is, of course, the price given by the company to consumers. Prices or tariffs are suitable for all ages, young people and parents. The brand image of online transportation has been embedded in people's minds. So this brand image also provides added value for the company. The Younger Generation is a perfect example of the existence of the "ubiquity of computing technology" and its focus on improving the user experience. The UEQ questionnaire quickly assesses the user experience of any interactive product. This research will analyse how the experience of online transportation users in the millennial Generation and Generation Z uses online applications. The object of his research is students in the Indramayu area who actively use online transportation applications ([Chiscano & Darcy, 2022](#)).

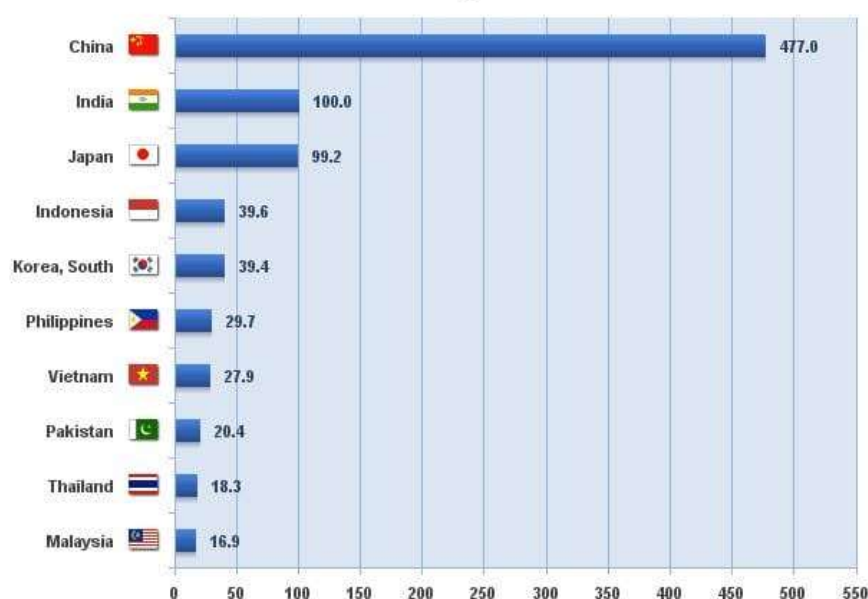


Figure 1 Graph of online transportation users in Asia

Many academics and practitioners have conducted some previous research on service quality related to aspects of consumer behaviour (especially the effect on customer satisfaction). This research follows up on research that has been conducted. Kurnia's research resulted in the conclusion that service quality, price, and brand image have a significant favourable influence on customer satisfaction. The results of Tangguh et al.'s research show that service quality and price significantly positively affect customer satisfaction. In contrast, brand image has no significant effect on customer satisfaction. This research will analyse online transportation applications used by students between Grab and GoJek. Indonesia is now ranked 4th as the country with the most users of online transportation services in Asia. According to statistical data, the number of users of online transportation applications in Indonesia has reached approximately 39.6%. "Indonesia is ranked fourth", he said in a Focused Group Discussion (FGD).

Literature Review

The various theories used in this study can describe the experiences of computer engineering students and students from other campuses using online transportation services ([Farazi et al., 2022](#)).

Online Transport Mobile Application

Mobile application-based transportation combines transportation and communication technology. Millennials and Generation Z can easily order online delivery using only smartphones ([Campos Ferreira, Dias, & Falcão e Cunha, 2020](#)).



Figure 2 Home view of Grab Application

The main advantage of online transportation is that the driver and their customer both know the whereabouts of each other's position. Payment can be made by transfer in the application itself, such as Gojek's Go-Ride and Grab's GrabBike ([Biduski, Bellei, Rodriguez, Zaina, & De Marchi, 2020](#)).

User Experience Questionnaire

Smartphone user experience is expected to improve significantly after using the software. A questionnaire is most commonly used to determine the software's user-controlled quality and usability. The concept of user experience combines familiar aspects, such as efficiency,

with improved behavior, such as aesthetics (fun), the joy of use and interest ([Santoso, Schrepp, Hasani, Fitriansyah, & Setyanto, 2022](#)).

Millennials and Z

The millennial generation or generation Y is the Generation born from 1980 to 1995, when technology was advanced, ages 23 to 38. Millennials are proficient in using social media and smartphones, so they are automatically very proficient in technology ([Pant, 2022](#)). They are often seen as a lazy generation because they often play with cell phones. However, the millennial Generation is inquisitive and self-confident ([Jimenez Correa et al., 2021](#)). Generation Z is the Generation born between 1997 to 2000. This Generation has never known life without technology, so it is sometimes referred to as the i-gen.

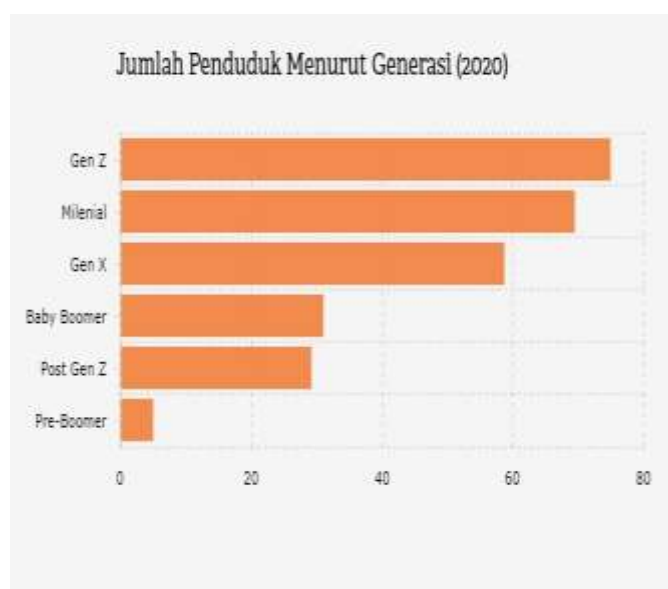


Figure 3 Graph of the population by Generation

The majority of Indonesia's population are millennials and generation Z, the results of the 2020 population census. The percentage of generation Z is 75% of the total 270.2 million Indonesian population. Millennial Generation is 70% of the total population. While the last Generation, Pre-Boomers, as much as 5% of this Generation were born before 1945.

Research Method

This research is qualitative research using questionnaires and a literature review. These methods aim to describe all relevant facts using students' experiences throughout Indramayu.

User Experience Questionnaires

User Experience Questionnaire or questionnaire is an instrument consisting of a list of questions commonly used in collecting research data from respondents. Questions that are made in a structured manner will affect the results of the research ([Biduski et al., 2020](#)).

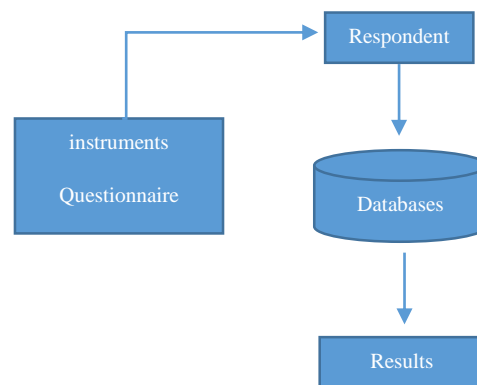


Figure 4 Stages of analysis of online transportation application users

In this study, a questionnaire instrument was used to collect data to facilitate retrieval of questionnaire data so that it is better, accurate, complete and consistent as research conducted in easy processing. The purpose of this questionnaire instrument is expected to produce something that is expected to be empirical data. The reason for taking this research method is to receive valid data so that the data obtained cannot be arbitrary or justifiable ([Pei, Huang, & Ding, 2022](#)).

Respondents are people who respond to answers from someone's research. Respondents will respond if given access to the questionnaire in the study. The database is a collection of questionnaire data created and then processed into questions or interrelated to facilitate data processing. The result is the result of the questionnaire that is obtained automatically from the Google form.

Data analysis

Data analysis is carried out automatically through the tools provided by the User Experience Questionnaire. The tool can be downloaded on pagewww.ueq-online.org; with this tool, the data entered will be calculated as the mean and variance ([Birrell, Payre, Zdanowicz, & Herriotts, 2022](#)).

Result and Discussion

The Gojek application and questionnaire analysis will explain some of the observations below.

The appearance of the Gojek Application

Gojek makes it easy for customers to choose various services that are frequently used or available as favourite services. The Gojek application is equipped with a place to search and an account icon on the main screen above. Gojek uses stimulants to provide various promotions to attract consumer interest. Second, there is GoPay balance information, then there are four menus, namely: 1) payment, 2) promo, 3) enter balance, and 4) others. The middle part of the Gojek application layer has seven primary services used as popular consumer services. This section has an eighth menu, namely the "other" menu. If the consumer presses another menu, all services not included in the favourite service will appear.

Gojek is an Indonesian start-up company that started operating in 2010 in certain cities, such as Surakarta. This internet-based transportation service helps people's needs, as evidenced by the increasing number of Gojek users. Apart from being able to take someone to their destination, companies that offer various other facilities, such as Go-Food (food delivery), Go-Shop (order for shopping), Go-Send (delivery of goods), and other features offered on the application Gojek also provides other attractive offers that result in customer satisfaction, such as customers can pay via non-cash, namely Go-Pay. Payment via Go-Pay is more profitable for customers because companies can offer cheaper rates than cash payments. Another advantage of using Go-Pay is that customers will get points. If the points are used, the customer will get a discount on specific services, as when a customer uses Go-Food, he will get a discount on the food he buys, but it applies to only a few restaurants. The bottom of the Gojek application is equipped with 4 (four) menus, namely: 1) homepage, 2) promos, 3) orders, and 4) chat. This section will continue to appear when consumers make transactions for services.



Figure 5 View of Gojek Application homepage

UEQ Analysis Results

Table 1 UEQ analysis results

No	Question	Respondents	positive response
1.	Troublesome/fun	83	46
2.	Hard/easy to find	83	63
3.	Efficient/inefficient	83	34
4.	Difficult/easy to learn	83	46
5.	Difficult/easy to use	83	54
6.	Monotonous/creative	83	35

The analysis shows that all categories of question items have positive results from 100% of respondents, and more than 55% gave a positive response to the Gojek application. This proves that the Gojek application is prevalent among students, especially in the Indramayu area.

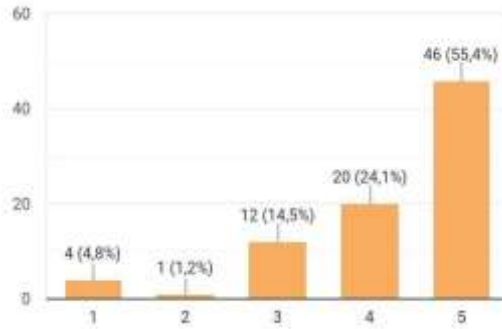


Figure 6 Troublesome question graph

The question "difficult or reassuring" scored 46 out of 83 respondents with a percentage of 55.4%, which is a positive evaluation score. This means that the Gojek application is fun with the available features.

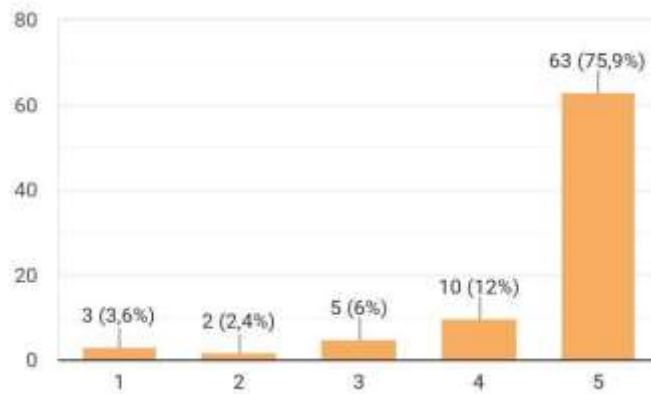


Figure 7 Difficult question graph

The highest score of all existing questions is on the "difficult or easy to find, getting a score of 63 out of 83 respondents with a percentage of 75.9%.

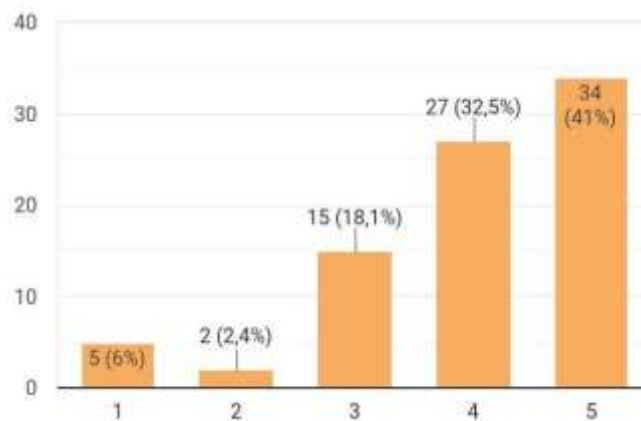


Figure 8 Query graphs are neither streamlined nor efficient

The question "not efficient or efficient" gets a positive response from students and students with a percentage of 41%.

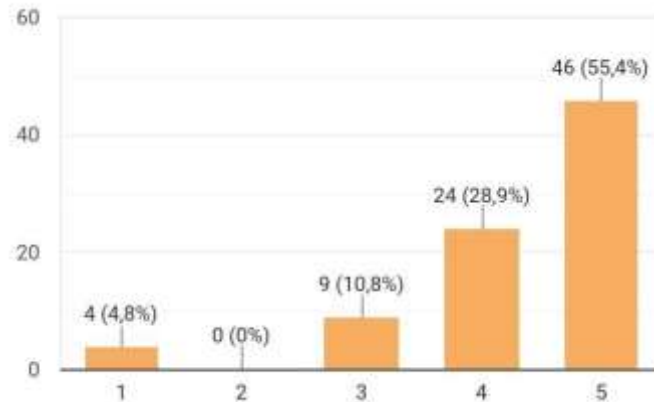


Figure 9 Difficult or easy-to-learn questions graph

The question "difficult or easy to learn" scores 46 with a percentage of 55.4%. This means that the Gojek application is easy for students to learn.

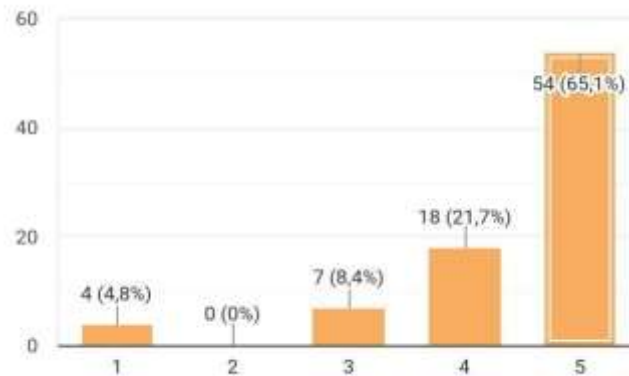


Figure 10 Difficult or easy-to-use question graphics

Questions that are difficult or easy to use receive a score of 54 with a percentage of 65.1%, which is in the positive area. Besides being easy to learn, the Gojek application is also easy to use.

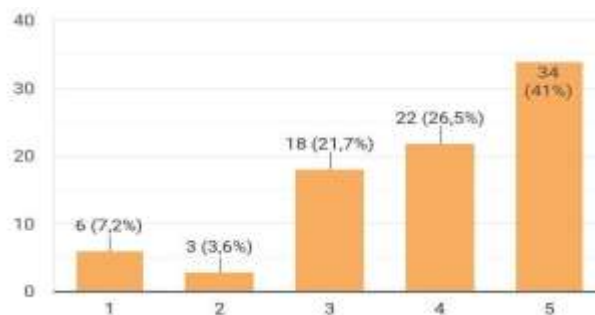


Figure 11 Monotonous or creative question graph

The last question, "monotonous or creative", obtained a value of 34 respondents with a percentage of 41%, which means having a positive evaluation. Showing the features of the Gojek application can attract students' interest in using the Gojek application. Quality of service both in terms of the reliability of the driver driving, the responsiveness of the driver, the empathy of the driver, the guarantee of getting to the destination, and also the physical form or equipment of the vehicle are things that are assessed by students of the Faculty of Economics and Business when using online transportation services. According to Lupiyoadi, service quality is a factor that determines the level of success and quality of the company where the company's ability to provide quality service to consumers and as a company strategy to defend itself and achieve success in facing competition. Service quality has a significant influence on customer satisfaction. The better the quality of service provided, the higher customer satisfaction with the service.

According to Fandy, price is often used as an indicator of satisfaction when the price is associated with the perceived benefits of an item or service. Satisfaction is the ratio between what is expected and the actual price. Thus, at a certain price level, if the benefits felt by consumer's increase, then their satisfaction will also increase. Vice versa, satisfaction with an item or service will decrease along with the perceived benefits at a certain price level. If the price is too high, the company is considered not to care about customers or is considered to be a fraud. Conversely, if the price is too low, customers may doubt the company's ability in terms of service quality. Respondents considered that the prices set by online transportation services were affordable and that the existing application services were to the needs of students. Prices that are easily accessible by the public can increase consumer satisfaction in using the products or services of the company.

The brand image signifies a certain quality so satisfied buyers can with the product. Although competitors can imitate product processes and designs, they cannot easily convey impressions that have lingered in the minds of people and organizations for years through product experiences and marketing activities. Branding can help secure a competitive advantage. This case shows that brand image in online transportation influences consumer satisfaction. Brand image is an element that contributes to the success of a marketing organization, both business and non-profit companies, manufacturers and service providers, and local and global organizations.

Conclusions

The study results can be concluded: from all categories of user ratings, the experience with the Gojek application shows a positive assessment. The Gojek application provides an experience for its users. The benchmark for this application can be found on a "good" scale compared to Grab's online transportation application. This proves that the Gojek application is a high-quality online transportation application worldwide that is relatively balanced with other applications. In general, the User Experience Questionnaire can analyze the user experience of millennials and generation Z who use online delivery services, namely Gojek.

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