

The Influence of Motivation, Discipline and Work Environment on the performance of PGSD-UPBJJ S1 Program Tutorial at Open University of Makassar

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Abstract: This study aims to determine the effect of work motivation, work discipline and work environment on the performance of tutors. This study uses case study methods supported survey research and who became respondents is a student S1 program PGSD on Pokjar Pangkep which amounted to 100 people. Respondents were pulled by simple random sampling method. Data analysis was done by using multiple linear regression analysis. The results showed that the motivation, work discipline and work environment have a positive and significant effect on the performance of tutors. From these results can be concluded that high work motivation, and high work discipline and a good working environment, will improve the performance of tutors in implementing tutorial face to face.

Keywords: work motivation, work discipline work environment and tutor performance.

1. INTRODUCTION

Open University is one university in Indonesia that implements a distance learning system which means learning is not done face to face. Thus distance learning students (PTJJ) learn from printed materials (modules, textbooks), as well as from non-printing materials (CD, VCD, Cassette, Computers, internet) provided by the organizing institution. In addition, students can also learn with their own initiative and ways such as group learning or self-study (Buford, 2005). Discussions and frequently asked questions with tutors in a course can take place through various forms of tutorials available such as face-to-face tutorials (TTM), written tutorials, radio tutorials, and electronic tutorials via the internet. Albright and Zvacek (2012) suggests that in distance learning the lesson emphasizes student centered learning rather than teacher centered learning. Oblinger (1999, in Simonson, Smalldiro, Albright and Zvacek (2012)) suggests the transformation from teacher centered to student centered, among others: (1) from lectures to guidance; (2) of attendance in the classroom become independent or on line; (3) from competitive to collaborative; (4) from library collections, into internet connections; (5) from passive learning, to active learning; and (6) from textbooks to module teaching materials. Therefore, learning at the Open University promotes an independent learning system.

The distance learning model applies to all Open University programs is no exception to the Open University Primary School Teacher Education (PGSD-UT) Master Program. The Open University Primary School Teachers Education (PGSD-UT) Program is held with the aim of improving the quality of primary school teachers, which in turn can contribute to improving the quality of basic education or in other words the PGSD S1 Program is intended to provide opportunities and improve quality the student self becomes a professional elementary school teacher who is embodied in a broad and deep mastery of the system and process of learning in elementary school, as well as mastering the expertise in the field of study taught in elementary school.

To achieve the above mentioned competencies one aspect that needs special attention is the quality of the implementation of the tutorial (learning assistance). Tutorials are a learning and support program developed by UT aimed at triggering and

spurring students' self-learning process. A face-to-face tutorial is implemented in a learning group (Pokjar). Through the tutorial students are expected to conduct learning activities with more active so that they can understand the material modules better.

Whether or not the quality of tutorials depends on the performance of tutors in performing their duties when faculty tutorial activities take place. According to Gibson JI, JM Ivancevich, and Donnelly Junior (1997: 15) explains that there are three groups of variables that influence the work behavior of a person, which in turn affects their performance, namely individual, psychological and organizational variables. Further Gibson, et al (1997) explains that the individual factors that influence work behavior are skills and skills, background and demographics. The psychological factors consist of perception, attitude, personality, learning and motivation. Furthermore, organizational factors consist of resources, communication, leadership, rewards, structures and work plans. Mangkunegara (2003) states that a person's performance is always consistent then at least the organization should always consider the factors of work environment, work motivation and discipline.

Based on the results of preliminary observation on the implementation of face-to-face tutorial activities of the Open University Primary School Teachers Education (PGSD-UT) Program Academic Year 2014.1 in Pangkep district found some tutors did not attend the implementation of face-to-face tutorials initially, in the tutorial implementation some tutors ended faster than time set 2 hours per meeting, carrying out tutorials without carrying tutorial tools such as modules, RATs, SATs and tutorial meeting notes besides some classes where the implementation of the tutorial is still less conducive as there is noise from traffic, there are some classes where lighting is lacking, poor air circulation, visual aids such as improper blackboards and other equipment such as toilets or toilets that do not work anymore and all of which are suspected to affect the performance of the tutor so that the impact on the quality of the tutorial.

In this research try to study and analyze the influence of motivation, work discipline and work environment to tutor performance either partially or simultaneously.

Tutorial:

Tutorials can be interpreted as a process of providing assistance and guidance of learning from someone to others (Cohen, Kirk, and Dikson, 1972). People who provide assistance and mentoring to others in the distance learning system (SBJJ) called tutor, while people who receive guidance and assistance learning is tutee, in this case the student.

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The tutorial venue for the PGSD S1 Program is determined by the sub-district level manager. The requirement to follow the tutorial, the student must involve themselves mentally, physically, and socially in the tutorial activities. Students should prepare by reading and studying modules, discussing problems found in studying modules in groups, and preparing questions and issues to be asked in tutorial activities.

The face-to-face tutorials can be distinguished into ordinary face-to-face tutorial (TTMB) and design-specific face-to-face tutorials (TTMRK). Typical face-to-face tutorials are a form of tutorial that gives students the opportunity to interact with tutors and other students directly through face-to-face meetings. It aims to reduce students' sense of isolation, as well as to establish student mastery of lecture materials through direct discussion, task work, and other relevant activities. While the face-to-face tutorial is a form of tutorial that is delivered directly with special treatment. Specificity lies with place (UT Centre and UPBJJ-UT), time (ahead of UAS), cost (adjustment to local area), tutor (from UT or PTN Pembina accredited tutor), and task (review module each time meeting).

Tutor Performance:

Performance in a job is the answer to the success or failure of the work goals that have been set. According to Anwar King Mangkunegara (2000: 67) argues that performance is the result of work in quality and quantity achieved by an employee in performing his duties in accordance with the responsibilities given to him.

As a tutor who was recruited by UPBJJ-UT Makassar, should have a good performance in accordance with the responsibilities given to him. A tutor should be able to act as a tutor who guides students to solve problems in learning UT teaching materials and not as a lecturer who provides course material. A tutor is sometimes unaware of having performed his role as a teacher or a lecturer, as they usually do in their class every day. The performance of a tutor is a combination of ability, effort, and opportunity that can be judged by the work.

There are five dimensions within the tutor's performance variable. The five dimensions are 1). Tutorial preparation by tutors to carry out tutorials among others includes preparation of tutorial plans, preparation of tutorial materials, preparation of assignments for students. 2). Mastering tutorial material by tutors as materials to be given to students to help them understand the teaching materials. The tutor should repeat or review the material that will be given to the tutorial participants. 3). The ability of tutors in presenting teaching materials so that students feel helpful in understanding the teaching materials. 4). The ability of tutors in communicating and interacting with students so that students can be motivated to be active in the tutorial process and motivated to learn. 5). Discipline tutor in carrying out its duties such as efficient utilization of the timing of the tutorial, giving tasks on schedule, and announcing the value of the task on time. Herman (2010).

Motivation:

Motivation is the enthuse, the spirit and the exactness of a person in performing a task or obligation it carries. Employee motivation is needed in improving its performance. Veithzal Rivai (2005), said that understanding of work motivation is a series of attitudes and values that affect the individual to achieve the specific according to individual goals. Motivation is something that raises the spirit or encouragement of work, so that strong or weak employee motivation work also determine the performance because the performance of a person depends on the strength of his motive.

Motives are meant here is the desire and encouragement or movement that exist in each individual to achieve a goal. Someone who has high motivation, he will work hard, maintain hard work, and have self-controlled behavior toward important goals. Thus high motivation of an employee in the work will result in high performance as well.

Motivation indicators can be used according to McClelland's Achievement Motivation Theory (Robbins, 2006), among others:

- a. Need for achievement 1) Have opportunity for achievement 2) Opportunity to follow education and training 3) Proud of the work become a reference for colleagues.
- b. The need for power 1) Have the authority and responsibility to the success of the company 2) Have the authority to complete the work by own method 3) Get a better position by competing in a healthy
- c. The need for affiliation 1) Establish relationships with fellow employees and superiors. 2) Have the opportunity to help colleagues 3) Got recognition from the community for their work

Work Discipline:

Work discipline is the awareness and willingness of a person to comply with all the rules of the company and the prevailing social norms (Hasibuan, 2003). With high work discipline will help improve performance.

Discipline is a form of obedience or compliance with rules that apply both written and unwritten. According Hasibuan (2003) argued that discipline is the awareness and willingness of a person to obey all corporate rules and social norms that apply. This obedience can be manifested in the form of attitudes, behaviors, and powers that are in accordance with the rules. Discipline as proposed by Nitisemito (2002) is as an attitude, behavior and production in accordance with the rules of the company written or not. Discipline in practice contains the meaning of two elements, namely: a. Positive element, that is attitude in carrying out the duty of the respective person, he / she accept the duty and take responsibility for the completion and the success of the task. b. Negative elements, ie discipline of the dead or not soulless, discipline that is owned by a person who is not honest in his soul. When a task is run by such a person, it is difficult to develop and accountability will not be good.

Another opinion of work discipline according to Heidjrachman and Husnan, (2002) reveals "Discipline is every individual as well as a group that ensures compliance with the command" and takes the initiative to perform a necessary action in the absence of the "And" command. Discipline is the management action to encourage the implementation of organizational standards, this is the training that leads to justify and involve knowledge- knowledge of attitudes and behaviors of employees so there is a willingness in the employees to lead to cooperation and better achievement.

Work environment:

The work environment is everything that exists around workers who can influence themselves in carrying out the tasks charged (Nitisemito, 2002). According to Supardi (2003) work environment is a situation around the workplace both physically and non physically can give the impression of fun, securing, reassuring, and the impression to feel at work and so forth. Meanwhile, according to Dale (2002) pleasant work environment may be a driver for employees to produce peak performance. According Sudarmayanti (2011) work environment can be broadly divided into two types, among other physical and non physical work environment. The factors of the physical work environment are coloring, lighting, air, noise, ruddling, security and cleanliness. While the non-physical environment is the work structure, work responsibilities, attention and support leaders, intergroup cooperation and communication smoothness. Each company building must meet the requirements for (Nitisemito, 2002): 1. Avoiding the possibility of fire and accident hazards 2. Avoiding possible danger of poisoning, disease transmission / incidence of occupational diseases. 3. Maintain cleanliness and order 4. Have sufficient information and qualify to do the job. 5. Get a decent temperature and sufficient air exchange. 6. Eliminating disturbances gas, steam and materials that are not fun.

Based on the above description, it can be explained that factors that include the work environment are as follows:

1. Cleanliness. Every work environment should always maintain the cleanliness of the environment because in addition to affecting physical health, will also affect the mental health of a person.
2. Air exchange. A good and sufficient air exchange in the work environment is necessary if the space is full of people. Adequate exchange of air will cause physical freshness, and conversely less air exchange will create a stuffy taste that can easily lead to fatigue in a person.
3. Information. In performing the task often someone needs adequate lighting, especially when the work done requires precision.
4. Security. Security is meant here is the security in the work environment consisting of the security of employees' property during the workplace left behind. If in places where they work often occurs theft, so this will cause anxiety that result in enthusiasm and excitement of work and concentration in work decreased, so that work productivity will also decline.
5. Noise. Continuous noise will be perceived as a disturbance, if certain types of work require concentration. Actually, continuous noise will cause health disturbance and disrupt the concentration in work.
6. The relationship between the boss and the subordinate. A good and harmonious relationship between the leadership with subordinates will lead to excitement of subordinates in the work. But if the relationship is bad, it will obviously cause work productivity to decline. Therefore need a healthy climate and harmonious between the leadership with subordinates.

2. RESEARCH METHODS

Based on the type of research, this research is a research that explains the causal relationship between the variables or the so-called explanatory research (explanatory research) is research to determine and explain the influence between variables that exist and followed by testing the hypothesis. This study uses primary data in cross section.

The population of this study are all undergraduate students of S1 PGSD Program. The sampling technique used in this research is stratified random sampling. While the sample collection using purposive sampling is taking samples based on certain considerations or criteria in accordance with the purpose of research (Cooper and Emory, 1997) using cross section techniques. then set the number of samples as many as 100 people, with the proportion of 25 respondents in each class of 4 classes targeted sampling.

In this research, the type of data used is qualitative and quantitative, ie data obtained in the form of interviews and the numbers (numeric) of the questionnaire results. Sources of data used in this study are primary data that is data obtained directly from the respondents also in the form of secondary in the form of written in the form of hotel documents and other written information that has a direct link to the problems studied.

Techniques to be used in data collection research tailored to the purpose of research. In this study the techniques used include: Observation, Interview and Questionnaire.

The method of analysis used in this research is multiple linear regression. The analytical tool used is with the help of SPSS statistical application program ver. 20. to test the hypothesis used F test for simultaneous and T test for partial.

The operational definition is intended to be explained in detail as follows:

a. Job motivation variable:

Motivation of work is a motivation (motivation) or behavioral changes that arise due to the desire for the needs of an employee who is internal. This variable uses the Likert scale by converting into 5 (five) options consisting of: a) strongly agree, b) agree, c) neutral, d) disagree e) strongly disagree, as follows:

a) Need for achievement 1) Have opportunity for achievement 2) Opportunity to follow education and training 3) Proud of the work become a reference for colleagues

b) The need for power 1) Have the authority and responsibility to the success of the tutorial 2) Have the authority to assess themselves with the method set 3) Get a better position by competing in a healthy

c) The need for affiliates 1) Establish relationships with fellow tutors and managers. 2) Have the opportunity to help tutor friends 3) Got recognition from the community for their work,

b. Variable work discipline:

Work discipline is the attitude of the tutor who is obedient and obedient to the norms and regulations that have been established by the Organization. This variable uses the Likert scale by converting into 5 (five) options consisting of: a) strongly agree, b) agree, c) neutral, d) disagree, e) strongly disagree, as follows:

a) Timely presence

b) Timeliness of completion of the implementation of the tutorial

c) Comply with work regulations

d) Run a tutorial procedure

e) Use the equipment well

c. Work environment variable:

Work environment is the physical environment and work relationship of a tutor individually and in groups. These variables use the Likert scale by converting into 5 (five) options consisting of: a) strongly agree, b) agree, c) neutral, d) do not agree e) strongly disagree, as follows:

a. Classroom

b. Teaching Tools

c. Communication of fellow tutors and managers

d. Conducive working atmosphere

Tutor Performance Variables

Performance Tutor is the result of work or work performance performed by a tutor based on the ability to manage teaching and learning activities, which include learning planning, implementation of learning, learning evaluation and foster interpersonal relationships with students, In this study Performance Tutor using Likert scale with convert into 5 (five) options consisting of: a) strongly agree, b) agree, c) neutral, d) disagree, and e) strongly disagree, as for indicators used:

a. Tutorial preparation by tutors to carry out tutorials among others includes preparation of tutorial plans, preparation of tutorial materials, preparation of assignments for students.

b. Mastering tutorial material by tutors as materials to be given to students to help them understand the teaching materials. The tutor should repeat or review the material that will be given to the tutorial participants.

- c. The ability of tutors in presenting teaching materials so that students feel helpful in understanding the teaching materials.
- d. The ability of tutors in communicating and interacting with students so that students can be motivated to be active in the tutorial process and motivated to learn.
- e. Discipline tutor in carrying out its duties such as efficient utilization of the timing of the tutorial, giving tasks on schedule, and announcing the value of the task on time.

3. RESEARCH RESULT AND DISCUSSION

The results of this study found that the motivation, work discipline and work environment have a positive and significant effect on the performance of tutors either simultaneously or partially. This indicates that when tutor motivation increases will be followed by improvement of tutor performance, improvement of work discipline will be followed by improvement of performance and improvement of work environment will be followed by improvement of tutor performance.

Motivation is something that raises the spirit or the drive of work, so that strong or weak employee motivation to determine performance depends on the power of one's motives. Motives are meant here is the desire and encouragement or movement that exist in each individual to achieve a goal. Someone who has high motivation, he will work hard, maintain hard work, and have self-controlled behavior toward important goals. Thus, the high motivation of a tutor in the implementation of the tutorial will produce high performance as well. This result is in line with research done by Kestria Senja Octaviana and Teguh Ariefiantoro (2011) I WayanSiwantara (2009), Adietya Arie Hetami (2009) and Ololube (2006) which stated that motivation has positive and significant effect on performance.

Good discipline reflects the magnitude of one's responsibility for the tasks assigned to him. A person is said to have a high discipline of work if the person is consistent, consistent, consistent, responsible for the duty mandated to him or her. Work discipline is a tool used by managers to communicate with employees so that they are willing to change behavior and as an effort to raise awareness and willingness to comply with all corporate rules and social norms.

In this research found positive influence and significant work discipline to the performance of tutor. with high work discipline will help improve tutor performance. This research is in line with research conducted by Adietya Arie Hetami (2008) which produce work discipline has a positive and significant effect on the performance

The work environment is everything around the worker that can influence him in carrying out the tasks charged (Nitisemito, 2002). In order for the performance of the tutor to be consistent then at least UT managers always pay attention to the environment in which the tutor performs his duties. The work environment is everything around the worker that can influence him in carrying out the tasks charged (Nitisemito, 2002).

In this study found the work environment has a positive and significant effect on the performance of tutors. these results are in line with the research Mega Arum Yunanda (2011) and Kestria Senja Octaviana and Teguh Ariefiantoro (2011) who found that the work environment has a positive and significant impact on performance.

4. CONCLUSIONS AND SUGGESTIONS

Based on the analysis and theoretical study, it can be concluded as follows:

There is a positive and significant influence of motivation, work discipline and work environment on tutor performance in PGSD S1 program of Distance Learning Unit (UPBJJ) Open University of Makassar, either simultaneously or partially. So the high level of tutor performance depends on the high or low motivation, work discipline and good and bad work environment.

Based on the results of the analysis and theoretical study it can be suggested that in order to obtain high and continuous tutor performance then as much as possible the Open University UPBJJ UT Makassar always evaluates the motivation, work discipline and work environment where tutor implement face-to-face tutorial.

There are still many variables that affect the performance of the tutor but in this model only to the motivation, discipline and work environment, for further researchers to add variables that have not been accommodated in this model, such as organizational commitment, etc.

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