

ABSTRACT

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THE EFFECT OF UNDERSTANDING OF ONLINE LEARNING AND SCHOOL SERVICE QUALITY DURING THE COVID-19 PANDEMIC ON PARENTS' MOTIVATION IN ASSISTING THEIR CHILD STUDYING ONLINE AT MENTARI PRESCHOOL GRAND SURYA WESTERN JAKARTA

(xiv + 113 pages; 8 figures, 20 tables; 22 appendixes)

During the Covid-19 pandemic, preschool students had to face an online learning. Due to this, parents were assigned to assist their child in their learning. Some parents, who were not motivated, decided to pull their child out; they saw online school as ineffective for the early years' students. This research seeks to determine whether each variable, understanding of online learning (X1) and school service quality during the Covid-19 pandemic (X2) has an effect on parents' motivation in assisting their child studying online (Y), and whether X1 and X2 simultaneously have an effect on Y. This research applies quantitative design with a sample of 91 mothers from Mentari Preschool Grand Surya. Data was collected online using Google Form, in rating scale. The research results reveal that understanding of online learning and school service quality during the Covid-19 pandemic influence positively the parents' motivation in assisting their child studying online, with path coefficient value 0,384 and 0,385 each. Simultaneously, understanding of online learning and school service quality during the Covid-19 pandemic influence the parents' motivation positively in assisting their child studying online, with R-square value 0,456. The effect of X2 on X1 was also calculated, with path coefficient value 0,546.

Keywords: Understanding of Online Learning, School Service Quality, Parents' Motivation in Assisting their Child Studying Online, Covid-19 Pandemic

References: 70 (1985–2021)

ABSTRAK

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PENGARUH PEMAHAMAN TENTANG PEMBELAJARAN DARING DAN KUALITAS PELAYANAN SEKOLAH PADA MASA PANDEMI *COVID-19* TERHADAP MOTIVASI ORANG TUA SISWA DALAM MENDAMPINGI ANAK BELAJAR DARING DI MENTARI PRESCHOOL GRAND SURYA JAKARTA BARAT

(xiv + 113 halaman: 8 figur; 20 tabel; 22 lampiran)

Pada masa pandemi *Covid-19*, siswa PAUD terpaksa menjalani pembelajaran daring. Oleh karena itu, pemerintah “menugaskan” orang tua siswa untuk mendampingi. Tidak sedikit orang tua siswa yang tidak termotivasi sehingga menarik mundur anaknya dari pembelajaran daring dengan anggapan pembelajaran ini tidak efektif bagi anak usia dini. Penelitian ini bertujuan untuk mengetahui apakah pemahaman tentang pembelajaran daring (X1) dan kualitas pelayanan sekolah pada masa pandemi *Covid-19* (X2) berpengaruh terhadap motivasi orang tua siswa dalam mendampingi anak belajar daring (Y), dan apakah X1 dan X2 secara bersama-sama berpengaruh terhadap Y. Penelitian ini adalah penelitian kuantitatif, dengan 91 sampel yang merupakan ibu dari siswa Mentari Preschool Grand Surya. Data diambil secara daring melalui *Google form*, dalam skala *rating*. Hasil penelitian menunjukkan terdapat pengaruh positif pemahaman tentang pembelajaran daring dan kualitas pelayanan sekolah pada masa pandemi *Covid-19* terhadap motivasi orang tua siswa dalam mendampingi anak belajar daring, dengan nilai koefisien jalur masing-masing 0,384 dan 0,385. Secara bersama-sama, terdapat pengaruh positif pemahaman tentang pembelajaran daring dan kualitas pelayanan sekolah pada masa pandemi *Covid-19* terhadap motivasi orang tua siswa dalam mendampingi anak belajar daring, dengan nilai *R-square* sebesar 0,456. Pengaruh X2 terhadap X1 juga dihitung, dengan nilai koefisien jalur 0,546.

Kata kunci: Pemahaman tentang Pembelajaran Daring, Kualitas Pelayanan Sekolah pada Masa Pandemi *Covid-19*, Motivasi Orang tua Siswa dalam Mendampingi Anak Belajar Daring

Referensi: 70 (1985–2021)