



## The Influence of Learning Facility Quality on Student Learning Motivation at Campus II UIN Sumatera Utara Medan

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### ABSTRACT

**Keyword:**  
*quality of learning facilities, learning motivation, students, classrooms, libraries, laboratories, educational technology.*

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This research aims to examine the influence of the quality of learning facilities on student learning motivation. The learning facilities in question include classrooms, libraries, laboratories, technology access, discussion rooms, as well as health and security support facilities. The methodology used in this research is a quantitative survey using questionnaires distributed to students at various universities. The research results show that the quality of learning facilities has a significant influence on student learning motivation. Comfortable and complete facilities, such as clean and air-conditioned classrooms, resource-rich libraries, laboratories equipped with modern equipment, and good access to technology, increase students' learning motivation. Apart from that, good campus health and security support facilities also contribute to increasing learning motivation. In conclusion, educational institutions need to improve the quality of learning facilities to create a conducive environment for the learning process and increase student learning motivation.

### 1. INTRODUCTION

Facilities related to fulfilling public infrastructure are usually included in companies or organizations (Santa & Murnisari, 2018). Learning facilities are all needed in the teaching and learning process, both directly and indirectly, to ensure it runs smoothly, effectively, and efficiently. Learning facilities are comprehensive learning tools both at home and at school. Learning facilities are external factors that influence learning outcomes and are used to support the learning process. The learning tools used by students to absorb lesson material and the learning tools used by educators to teach learning facilities. (Emda, 2018). Suharsimi Arikunto says, "Learning facilities are everything that can make the process easier and smoother." Adequate campus facilities have been proven to enhance students' desire to learn and influence their motivation. Campus facilities serve as additional supporting facilities and are part of the learning process. (Faujan et al., 2023).

Learning facilities are critical to and can increase the intensity of learning. However, in many cases, learning facilities can help students seek information about education; for example, more student awareness is needed to utilize the available facilities optimally (Febri, 2021). The institution is used to the fullest extent to support student achievement.

It is hoped that students' motivation to learn will increase, supported by the improvement of excellent learning facilities and students' ability to utilize them optimally. (William & Tiurniari, 2020). Students with complete learning facilities exhibit different behavior than those with incomplete learning facilities.

## 2. THEORETICAL FRAMEWORK

### 1. Definition of Facilities

The Great Dictionary of the Indonesian Language states that facilities are means to initiate implementation or means to provide convenience. Facilities are everything intentionally provided by service providers for use and enjoyment by consumers to provide maximum satisfaction. (Oceano et al., 2015).

Learning facilities are equipment and consumables that are directly used in the educational process, particularly in the teaching and learning process, as well as supporting the educational process, such as buildings, classrooms, books, libraries, laboratories, tables, chairs, educational tools, and media. Facilities are everything that can facilitate the progress of an endeavor and are the means and infrastructure necessary to carry out or facilitate activities. The requirements and use of learning facilities must refer to the assessment of learning objectives, methods, student interests, and instructor capabilities. (Santa & Murnisari, 2018). The utilization of learning facilities is carried out effectively and efficiently by referring to the teaching and learning process at the university. The appropriate learning facilities are tailored to your needs to support your learning activities. *Learning outcomes* are the results students achieve after a learning process over a certain period to reach their goals. (Daulay et al., 2022).

### 2. Service Quality

*Service quality* is an essential business strategy and specification that produces goods and services that enable customers to quickly meet their needs and interests with good, fast, complete, and accurate service, creating customer satisfaction. (Nofriavani et al., 2022). Customers always prioritize comfort when using a service; service quality is their primary consideration before becoming a permanent company client.

Facilities such as comfort are important for enhancing customer satisfaction (William & Tiurniari, 2020). *Service quality* is defined as students' assessment of excellence or specialization across all educational services. (Publikasi & Pattiwaellapia, 2020). The products offered to consumers are the most important part of service marketing because they greatly need supporting facilities to help deliver them.

Facilities are physical forms that enhance the product or service's value. 1. This facility is one of the service measurement tools that affects customer satisfaction because it can help customers in their activities and feel comfortable (Fakhrudin, 2021).

Quality is the key to competition across various fields. One of them is university education. The quality of this service is one of our efforts to meet the various needs and demands of our customers, who here mean students. The quality of service measures the success of the institutional services provided to consumers. (Larasati et al., 2022).

So far, customer satisfaction (students) can be considered a business investment. This means that students are valuable assets for the university, serving as a good measure of whether the university can achieve its goals. Therefore, there is a continuous need to improve service quality to meet the needs and expectations of students. *Service quality* is the essential business strategy and specification that produces goods and services that allow

customers to meet their needs and interests quickly. Satisfaction is created with good, fast, complete, and accurate service (Nofriavani et al., 2022). Customers always prioritize comfort when using a service; service quality is their primary consideration before becoming a permanent company client.

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### 1. Theory of Learning Motivation

According to (Anas & Aryani, 2014), the term motivation comes from the Latin word "motivus," which means cause, basic reason, fundamental thought, inner drive, or main idea that always has a significant impact on human behavior.

The role of motivation in the learning process: student learning motivation can be likened to fuel for driving the learning motivation engine, encouraging students to act positively to perform better in class. However, if the motivation is too strong, the theory of motivation can be applied in daily life, especially in education. Because it takes time to absorb, internalize, and implement how to use it, this can hurt the effectiveness of students' learning efforts. Motivation embodies the integrated interaction between intrinsic motivation and the observed situation. It can be defined as the realization of the individual's inner strength that can activate and enable direct action, which can help achieve the individual's expected goals, occurring in a dynamic process. Therefore, when motivation (in this case, feelings of helplessness and despair) is removed, the energy flow in our bodies can return. Motivation is a psychological manifestation of an inner urge that consciously arises within a person to take action with a specific goal. Motivation is the ability of an individual or a group to be motivated to do something because they want to achieve a desired goal or feel satisfied with their actions. (Widayat Prihartanta, 2015).

Learning motivation is a condition within a person that has the drive to do something to achieve a specific goal. (Emda, 2018). The willingness to learn is all the driving forces that encourage students to study seriously. (Anas & Aryani, 2014).

Adequate learning facilities encourage the spirit of learning and increase student motivation, while a lack of adequate facilities decreases student learning motivation. Therefore, adequate facilities have a significant impact on motivation for learning activities. Students who study without motivation (or with little motivation) will not succeed optimally. (Durrotunnisa & Nur, 2020).

The types of motivation explained by Suwanto, as cited from the journal by Widayat Prihartanta, are as follows: a. Intrinsic motivation, intrinsic motivation means that within each individual, there is already an urge to do something, so the motivation to be active or function must be externally stimulated. For example, someone who enjoys reading does not need anyone to tell or encourage them, but they eagerly seek out books to read. Then, from the perspective of the goals of the activities they engage in (e.g., learning activities), what

is meant by this essential motivation is to achieve the goals contained in the laws of learning themselves. b. Extrinsic motivation: this motivation is active and functions due to external stimuli. For example, knowing that he will take an exam tomorrow morning with the hope of getting a good grade, he will be admired by his close ones and friends because he is studying. So, what's important is not to know what studying is but to get good grades or receive a reward. Therefore, from the perspective of the purpose of the activities he undertakes, it is not directly related to the essence of what he is doing. Therefore, extrinsic motives can also be a form of motivation in which learning activities are initiated and continued based on external encouragement that is not directly related to the learning activity. (Widayat Prihartanta, 2015).

The role of motivation in the learning process, student learning motivation is to drive the learning motivation engine, encouraging students to work better and be more active in the classroom. (Rike Andriani, 2019).

## 2. The Influence of Learning Facility Quality on Learning Motivation

Learning facilities include all furniture, media, books, materials, and other equipment for student activities. Elements that are either movable or immovable intentionally provided to students to support their learning activities and help them achieve the desired results are referred to as learning facilities. According to Government Regulation Article 19 Article 42 of 2005 and the indicators of learning facilities based on field conditions, namely:

- 1) Lecture rooms,
- 2) Library rooms,
- 3) Laboratories,
- 4) Learning equipment and supplies,
- 5) Internet access, and
- 6) Books and other learning resources.

The existing learning facilities are resources that can be used to facilitate the tutoring and literacy process and create a productive literacy environment. Adequate and effective facilities result in better student performance or achievements. Campus facilities must truly be collaborative and meet all the needs of students, both in academic fields and in developing their interests and talents. Campus facilities generally include libraries, laboratories, sports facilities, arts, Wi-Fi networks, and other amenities. (Sanjun, Teguh dkk, 2022).

Campus facilities can support practical learning activities. Adequate campus facilities can increase students' desire to engage in the learning process. Learning facilities also enable effective, efficient, and orderly learning activities. Campus facilities have been proven to affect student motivation. Facilities on campus serve as supporting facilities, including parking and the learning process. Even the quality of parking, especially for motorcycles, can affect learning motivation. Good quality parking can at least protect students' vehicles from rain and heat. This can reduce stress when students are studying. In this way, students are more focused on learning and more motivated to study. In addition to the quality of campus facilities and parking spaces, the willingness to learn can also be influenced by social support. High social support allows students to interact in diverse environments to access information that can enhance their interest in learning. In addition, associating with individuals with a strong learning spirit helps students have higher motivation to learn than other students. (Meutia Dewi, 2015)

Providing adequate services and facilities in the library is key to improving student performance. Thorough planning and complete infrastructure must be prioritized to create a comfortable student environment. The close relationship between services, institutions, and student achievements cannot be denied. Good services and facilities can attract students to visit the library, where they can enhance their learning by reading various reference books. This allows library managers to identify the needs and desires of students, enabling them to

improve services and user satisfaction. The availability of library facilities is essential for the smooth operation of library activities and optimizing its functions.

Learning motivation is a driving force for individuals who are not intelligent and is related to their mental factors. In line with this opinion, every individual may have motivational factors, including the motivation to engage in activities, namely learning with specific hopes and goals. (Nuril Islamiyah, 2019).

### **3. RESEARCH METHOD**

The methodology used by the researchers in this study can be described as qualitative. This research uses a qualitative research design with descriptive methods. Research that interprets events, conditions, phenomena, objects, and everything related to the subject of the study is known as descriptive research. (Fitrah, 2018) explains that qualitative descriptive research is a segment that describes an object, phenomenon, or social environment, as explained in narrative writing, and that data and facts are collected in words and images. Therefore, when writing a qualitative research report, include quotes of data or facts revealed in the field to support what is being researched. In this study, the researcher creates a detailed description of the problem being investigated from a comprehensive and holistic perspective. Qualitative research aims to understand and provide an overview of the issues, symptoms, and phenomena that arise in society. In addition, according to the type of research, this study is divided into:

1. Types of research based on objectives, namely descriptive
2. Types of research based on benefits
3. Types of research based on time

### **4. RESULTS AND DISCUSSION**

#### **1. Research Results**

Based on interviews conducted by the author with UINSU students regarding the impact of the quality of learning facilities on students' learning motivation, the author found a positive and significant influence between the quality of learning facilities and students' learning motivation. Students who receive good quality and well-provided facilities feel more motivated to study. This is in line with what was conveyed by UINSU students as sources in this research: "When using high-quality learning facilities, it certainly becomes one of our motivations to study better." I feel this is the dream of every student pursuing education in every educational institution. Why? Yes, because with good facilities, students become more comfortable and do not lack the tools or infrastructure needed during teaching and learning. This also aligns with another source: "Of course, even with minimal facilities, we must continue to learn and seek knowledge, especially with high-quality facilities, we are definitely more motivated to always study and eager to come to campus." A comfortable environment and adequate equipment make me more focused and ready to learn. To use high-quality facilities, students will also greatly appreciate the campus for providing the best possible services that will be used.

So, the quality of adequate facilities incredibly positively impacts the motivation of students to learn. Conversely, inadequate facilities will hurt students. As the students themselves said:

"Of course, inadequate learning facilities can lower the enthusiasm for studying, for example, an uncomfortable classroom or one lacking necessary equipment like an air-conditioned room, will make it difficult to concentrate and motivation to study can decrease."

This is also in line with what another source mentioned:

"Insufficient learning facilities can certainly lower the enthusiasm for learning, as they can become distractions or obstacles during the teaching and learning process."

Then another source also agreed that:

"Insufficient learning facilities can lower the enthusiasm for studying?" I think so, yes. Because it's not interesting. Every lecturer's explanation feels like a fairy tale. If there are good facilities like speakers or projectors, they might attract students' interest in learning and make the class more active and lively.

Next, the improvement or enhancement of learning facilities on campus can also have a positive impact on students' motivation to learn. This aligns with the informant's statement: "The improvement or enhancement of learning facilities on campus will make me more motivated to study." I will feel happier and more ready to learn when the facilities are better, such as more comfortable classrooms or complete equipment. This is because I find concentrating and feeling better in a supportive environment easier. So, when the learning facilities are improved, my motivation to study will increase because I will feel better and more prepared to face the tasks at hand."

This is also in line with what another source mentioned:

"The improvement or enhancement of learning facilities on campus can positively impact my study motivation because adequate and conducive facilities can provide a better learning environment, thereby increasing interest and enthusiasm in absorbing information and achieving our academic goals. Because inadequate or insufficient facilities can affect the level of motivation." Therefore, the campus authorities need to improve and meet the needs of every student and provide adequate facilities to motivate their students. Thus, complete and comfortable learning facilities should encourage students' learning motivation. Adequate facilities help facilitate the learning process and acquire knowledge on campus. A relaxed learning environment and proper facilities can also reduce academic stress, support learning, and thus increase students' motivation to learn. Conversely, if the learning environment is unsafe, uncomfortable, and does not support learning, it will decrease students' motivation to learn.

This is in line with what the source said:

"Yes, of course." A comfortable learning environment and adequate facilities can reduce stress and increase learning motivation. When we feel comfortable and have everything we need to study, we will be more relaxed and able to concentrate easily, thus always motivated to achieve our learning goals.

This is also in line with several other sources: "Yes, I agree. A comfortable learning environment and good facilities can reduce stress and increase learning motivation, but it also depends on what, who, where, and how the campus manages it." For example, being provided with a place for practice. For the course on correspondence management, for example, the campus can lend printers for students to print letters related to the course. So, students can directly engage and be supervised by the course instructor.

"It is true that the learning environment and facilities can make students comfortable, thereby reducing stress. Actually, if we say that stress varies from individual to individual, right? Some people experience excessive stress because they believe that their education comes with different costs, and with poor environments and facilities provided by the campus, they become emotionally affected. This is where stress can arise. Therefore, if the environment and facilities are good, they will feel happy and motivated to learn. It's similar to the concept that we will be happy if our desires are fulfilled. Thus, students hope that their desires for the environment and facilities they expect to be available at the campus can be met."

Previously, the author explained how the quality of learning facilities affects student motivation from the student's perspective. Therefore, the author added that the quality of learning facilities affects student motivation from the perspective of lecturers, who are part of the learning facilities users at UINSU in the teaching and learning process. He said:

"I am speaking generally, meaning that when we talk about facilities, this is one of the most important parts of the learning process, especially since we are at a high level of

excellence and moving towards UIN with superior accreditation. Learning facilities are very important and must be provided by us as students and as lecturers to the maximum extent possible, whether at the faculty unit or the study program unit, or even general facilities including the library."

He also mentioned that:

"The existing learning facilities are quite adequate to support students' academic activities, because we are equipped with both online and offline resources. This means that we can use any platform for academic learning. For instance, when a lecturer cannot be present, we can use e-learning. When a lecturer wants to go to the library, we already have libraries here, both at the faculty and the university level."

Then, the relationship between the available learning facilities and the support from lecturers or teaching staff towards students' learning motivation, he said:

"The relationship is close, closely related to how lecturers should provide motivation regarding the complete learning facilities available on campus." For example, suppose the campus has a sound library with good circulation, good services, and complete books. However, the lecturers never give motivation or never invite students to look for MPI books in the library, download them through the repository, visit my research, write articles, and upload them to the UIN journal home. In that case, it doesn't have to be outside; it can be inside. So, these habits must also be conveyed by the lecturers. Learning facilities must be communicated as part of our teachers' and lecturers' efforts. They should be able to learn how to enjoy the learning facilities available in the faculty, products, and even the library. Tuntungan also has a library, so please make use of it. So you may have never been to the company, but if you go there, it must be to the library. Come to the library and enjoy it; you still have one more year at UIN, so please go there twice or thrice a month, once a day. On the first day, taking a nap and taking selfies is okay, but on the second day, it should be different, so enjoy your time in the library.

The development of campus facilities must be carried out sustainably, taking into account the needs and advancements of the times. This is so that the facilities available on campus remain relevant and can meet the needs of lecturers and students now and in the future.

## 2. Discussion

This study's findings align with several previous studies that show that the quality of learning facilities has a positive impact on the study motivation of students and university students. Adequate learning facilities can provide comfort, convenience, and support for students in their learning process. This, in turn, can enhance their motivation to study and achieve better academic performance.

This research also highlights the importance of universities providing quality learning facilities for their students. Good learning facilities can be one of the determining factors for students' success in their studies.

## 5. CONCLUSION AND SUGGESTIONS

### 1. Conclusion

Based on the research results the researcher has gathered, there is a positive and significant relationship between the quality of learning facilities and students' motivation. This means that the better the quality of the provided learning facilities, the higher the motivation of the students to learn. This research concludes that complete and adequate learning facilities can help students be more focused and motivated in their studies. In addition, a comfortable and conducive learning environment can also enhance students' motivation to study. The availability of easily accessible internet and information technology can assist students in their learning process. Additionally, support from the university in providing quality learning facilities is essential to enhance students' motivation to learn.

By improving the quality of learning facilities and creating a conducive learning environment, students' motivation to learn can increase, allowing them to achieve optimal performance.

## 2. Suggestions

Based on the conclusions of the research on the influence of the quality of learning facilities on students' learning motivation, here are some suggestions that the researchers can provide:

**Suggestions for the university:** Improve the quality of learning facilities available to students, such as comfortable classrooms, modern libraries, and easily accessible internet. Create a program for the regular maintenance and upkeep of learning facilities to ensure they are always in good condition. Utilize information and communication technology to support the teaching and learning process. Conduct surveys or evaluations periodically to understand students' needs and satisfaction with the available learning facilities.

**Advice for students:** Make the best use of the available learning facilities to support the learning process. Maintain the cleanliness and sustainability of the learning facilities together. Provide feedback and suggestions to the university regarding the quality of learning facilities. Actively participating in student activities can enhance learning motivation.

Suggestions for lecturers and teaching staff:

1. Create a comfortable and conducive learning environment for students.
2. Use innovative and engaging teaching methods to motivate students to learn more.
3. Provide guidance and direction to students in utilizing available learning facilities.
4. Evaluate the effectiveness of teaching methods and the utilization of learning facilities.

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