"THE USE OF ARCS (ATTENTION, RELEVANCE, CONFIDENCE, SATISFACTION) METHODS TO IMPROVE STUDENT LEARNING OUTCOMES IN LEARNING DECISION MAKING THEORY"

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ABSTRACT:

The purpose of this study was to find the illustration about the implementation of the Attention, Relevance, Confidence, Satisfaction (ARCS) learning model and to find the mechanism of ARCS model implementation by the lecturer to improve student learning outcomes. The method used was classroom action research (CAR) in three classes of Decision Making Theory courses. In the first cycle the results of the pre-test and post-test there was an average increase of 19.91%, while in the second cycle the results of the pre-test results increased an average of 19.82%., It showed there is consistency in achieving results in each cycle. Student learning outcomes from Scorer average Mid-Term Exam and Final-Exam, there was an increase of 8.28% which obtained the final Passed result of 88.24%. This resulted in a decline in the number of Passed from the previous academic year by 5.95%. The final score planned in the classroom action research is the Final Score based on the individual Scoreper of students who got a Score ≥ 65 , as much as 72.27% which was distributed by Score A, AB, B and BC. These results indicated that the learning method with ARCS had succeeded in improving student learning outcomes in the course of Decision Making Theory.

Keywords

ARCS Methods, Classrroom Action Research, Decision Making, Learning Outcome Article Received: 18 October 2020, Revised: 3 November 2020, Accepted: 24 December 2020

INTRODUCTION

Decision Making Theory is one of the courses taught in the Business Administration Study Program (Adbis Study Program). Initially this course is called the Quantitative Method, in line with the curriculum change in the 2016/2017 school year in the Business Administration Study Program, the Quantitative Method course changed its name to Decision Making Theory..

The reality in the field shows that the results of students' achievement on this subject are low, this is due to the assumption that learning Decision Making Theory (quantitative methods) is the same as learning mathematics which is difficult and very boring. This will affect student assumption learning achievement that indirectly influences the

success of learning in Decision Making Theory (quantitative methods). On the results of student achievement for the course of Decision Making Theory (quantitative methods) in the Academic Year 2015/2016, the achievement of Score above 65 was only 48% while Score under 65 reached 52%.



Figure 1. Graph of Decision Making Theory Value (Quantitative Method) Academic Year 2015/2016

From Figure 1 it can be seen that the achievement of Score above 65 is not optimal, learning outcomes are still dominated by Score C (Score 50-60) as much as 22%, Score D (Scor 40-50) as much as 12%, and Score E (Score <40) as much as 6%. The above phenomenon is one of the challenges that must be faced by lecturers of Decision Making Theory (quantitative methods). How to improve student learning outcomes in the course of Decision Making Theory (quantitative methods).

To teach effective decision making courses requires the ability of lecturers in learning methods. As a professional lecturer, learning methods are competencies that cannot be ignored in teaching practice. Learning methods using ARCS (Attention, Relevance, Confidence, Satisfaction) are thought to be able to improve students' understanding of abilities that must be realized in a course. Most ARCS methods are used to improve and increase motivation in learning (Li, K., Moore, DR, 2018; APA Gormley, Denise K., Colella, Christine., Shell, Dustin L., 2012; Intan Naumi Putri Putri, Mochammad Ahied , Irsad Rosidi, 2019). However, this research is used to improve learning outcomes by referring to the benefits of the ARCS model that is making students more active, not saturated, and easier to understand learning material (Intan, et al, 2019). In addition, the ARCS method can be applied in learning any field of study because its flexibility (Molaee, 2014).

LITERATURE REVIEW

ARCS is a learning method by increasing student motivation. Keller (2006) states that ARCS is a learning method by increasing motivation. Motivation consists of a number of efforts that someone wants to achieve his goal (Keller, 2006a). Motivation in learning must be in the form of tactics that must support instructional goals (Keller, 2006b). ARCS learning is an extension of: 1) Attention (A), that encourages students 'curiosity and interest, 2) Relevance (R), that is related to students' experiences and needs, 3) Confidence (C) namely success and meaningful student assignments, 4) Satisfaction (S), that is to build student appreciation and achievement. Thus, this learning model prioritizes student attention, adapts learning material to student learning experiences, creates self-confidence in students, and creates a sense of satisfaction in these students.

ARCS research results are not only directly on solving motivational problems but there are also those whose research is directed at improving student academic achievement and the results are proven if ARCS can significantly improve student achievement (Karabatak, S., Polat, H., 2019). Likewise the results of research by Rifda Alfiyana, Sri Sukaesih, Ning Setiati (2018) about the effect of the ARCS Model (Attention, Relevance, Confidence, Satisfaction) with the Talking Stick Method on Motivation and Student Learning Outcomes of the Food Digestion System Material concluded that this method was successful. Other research iw shown by Fatimah & Abdullah (2013) that applying direct learning model with ARCS motivational strategies has a positive effect on student learning outcomes. Thus, it is clear that the ARCS method can be used to improve student learning outcomes (Sholihah, Jamal, & Salam 2016; Orrahmah, A., An'nur, S., & M., AS, 2016; Ahliha, Mastuang, & Mahardika., 2017).

The ARCS method developed by John M. Keller (2006a) consists of Attention, that is, feeling of being attracted to a problem studied, Relevance, that is the relationship or appropriateness of learning material presented with student learning experiences, Confidence, that students dare to appear in the learning process to show their existence, satisfaction is a feeling of joy and positive acceptance of his achievement. This method not only succeeded in increasing motivation to learn, but also succeeded in achieving learning outcomes. Learning outcomes

are the level or magnitude of behavior change that can be achieved from an experience and leads to the mastery of mastery of knowledge, skills, and habits (Maseleno et al., 2019). Learning outcomes are the culmination of learning activities.

Changes in knowledge (cognitive), attitude (affective), and behavior (psychomotor) are continuous and dynamic and can be measured or observed (Huri Suhendri, 2013). According to Benjamin S. Bloom (1956) learning outcomes are grouped into three aspects, namely cognitive aspects, affective aspects, and psychomotor aspects. Cognitive learning outcomes, aspects related to thinking skills consisting of six levels, namely knowledge, understanding, application or application, analysis, synthesis, and evaluation. Affective learning outcomes, related to the internalization of attitudes and scores consisting of five levels, namely receiving, responding, appreciating, managing, and characterizing with one Score or complex score. Psychomotor learning outcomes, related to motor skills and individual acting abilities. Psychomotror also has six levels, namely reflexes, basic movements, perceptual abilities, physical abilities movements, skilled movements and beautiful and creative movements.

RESEARCH METHODS

This study used ARCS Classroom Action Research (attention, relevance, confidence and satisfaction). This method was used to improve student learning outcomes. The procedures of this research are: 1) Preparation stage, the activities at this stage are adjusting the semester learning plan, making pretest and posttest questions, and making observation sheets. 2) The implementation stage, are: a) provide a pretest to find out the student's entry behavior, b) Carry out learning by using the ARCS learning model (Attention, Relevance, Confidence, and Satisfaction), c) During learning the observations are made on student activities in learning with ARCS. d) Making a summary of learning material, e) giving a posttest. 3) Reflection Stage, that examines all test documents and sheets and identifies problems that occur in the first cycle that cause suboptimal results in cycle 1 based on observations and tests. Then arrange the second cycle step based on input from reflection cycle 1. Subjects in this study were students of Telkom University Decision Making Theory 2016/2017 academic year in three classes, namely Class AB-38-01 = 48 students, AB-38-02 = 47 students, and AB-38-03 = 24 students.

RESULTS

The result of the first cycle obtained from the learning process of ARCS (Attention, Relevance, Confidence, Satisfaction) of the study is Linear Programming Model: Simplex Method. The study material is expected to show an increase in student motivation and learning outcomes, but the results obtained have not yet reached the target of CAR. The following is a report on the results of the implementation of PTK grants up to the 2016/2017 Academic Year Mid Term Examination with (UTS). the following presentation structure:

1. Cycle 1 Results

A. Planning

The planning stage in this research is all forms of preparation and action plans that will be carried out on learning to improve student activities and learning outcomes, including: preparing Semester Learning Plan (RPS), determining teaching material, designing learning models to be used, providing direction for following the learning procedure, provide practice time for students, prepare learning outcomes tests, prepare student observation sheets (observation)

B. Action .

The action chosen to overcome this problem is an effort to increase the activity and learning

outcomes of decision making theory through the application of the ARCS learning model. The

Steps taken are :

No	Lecturer Activities	Student Activities
1	The lecturer starts the lesson and motivates students to	Students pay attention and
	be enthusiastic in participating the learning	listen to the lecturer's explanation
2	Lecturers provide stimulus to students by giving questions related to the material to studied \rightarrow <i>Attention</i> (A)	Students pay attention and listen
3	The lecturer describes the aims and benefits of learning to be presented along with examples that are linked in real life $\rightarrow Relevance$ (R)	Students pay attention and listen
4	The lecturer appoints students to give other examples that students have experienced \rightarrow <i>confidence</i> (C)	Students actively give examples
5	The lecturer gives an appreciation of the answers given by Satisfaction students \rightarrow Satisfaction (S)	Students collect points from appreciation given by the lecturer

Table1. Preliminary Activity

2.Core Activities

No	Lecturer Activities	Student Activities
1	The lecturer gives material for 15 minutes and	Students pay attention, listen, and record
	relates learning to daily activities (A)	lecturer explanations
2	Lecturer provides exercises in the form of	Students pay attention, listen and record
	sample questions related to the material being	lecturer explanations
	taught (A&R)	
3	The lecturer gives exercises several items	Students come to the front of the class
	related to the material being taught, then	and answer questions from practice
	appoints one student to answer the practice	questions given by the lecturer
	questions in front of the class (R&C)	
4	The lecturer asks students about the	Students tell what their difficulties when
	difficulties they felt while working on the	working on the exercise questions
	exercise questions (C)	
5	The lecturer asks students who have mastered	Students who have mastered the
	the material taught to help their friends who	material being taught help explain the
	have not mastered the material taught (S)	material taught to friends who do not
		understand the material

Table2. Core Activities

3. Closing

No	Lecturer Activities	Student Activities
1	The lecturer concludes the lesson discussed	Students pay attention and listen
	(A)	
2	Students are given practice questions related to	Students work on the tests given by the
	the material being taught (R)	lecturer
3	Students are able to complete the given	Students record assignments given by
	practice questions (C)	the lecturer
4	Students get an appreciation in the form of	Students listen and pay attention
	Score (S) points	

Table3. Closing Activites

C. Observation of Cycle I

The Results of Pre Test

Measurement of learning begins with a pretest to measure the readiness of students in receiving lessons. The results obtained in cycle 1.



Figure 2. The Results of Pre Test Cycle 2

In the first cycle, pre-test was done on each theme for attention with an average score of 62.18, an average score of 63.54, confidence with a score of 62.63, and satisfaction with an average score of 61.67. From the pre-test results the results were still below 65, but the understanding of the material to be presented can be accepted independently by students.

The Results of Post Test

Measurement of learning begins with conducting a post test to determine student learning outcomes in receiving lessons. The results obtained in cycle 1.



Figure 3. The Results of Cycle I Post Test

In the first cycle, post tests were carried out on each theme for attention with an average score of 82.18, a relevance score of an average of 83.63, a confidence level of an average score of 82.17 and satisfaction with an average score of 81.67. From the results of the post test can be seen after students get the material presented by the lecturer, students understand the material presented more, students are more confident to provide examples that are relevant in accordance with the existing case. From all these activities, students become more satisfied because they can answer the questions and get points or rewards given in additional score from all questions presented.

Cognitive Aspect

The cognitive aspect is the assessment of learning outcomes towards the student's Score achievement. Measuremen was conducted on 119 students who were divided into three classes which obtained a score of each class as follows:

Class	Question				Average Score
	1	2	3	4	
AB-38-01	9.59	12.18	12.31	18.78	52.86
AB-38-02	12.35	14.39	14.89	18.48	60.11
AB-38-03	13.33	15.21	16.46	22.29	67.29
Total Average Score					60.09

Table4. The Average Score per Class

The overall average score was 60.09 with the percentage of students 60.09%. This assessment is measured based on the results of tests / written examinations during the Midterm Examination.

Psychomotor Aspects

Psychomotor aspects related to the ability of students to demonstrate expertise and skills in the classroom. For the evaluation of psychomotor aspects observed during the learning process. For the assessment of psychomotor aspects, only 3 classifications of activities were taken, namely writing activities (exercises and examinations), drawing activities (organizing stages of work), and motor activities (doing exercises). The learning activities is calculated from Mid-Term Examination based on the individual Score of students who get a Score ≥ 65 , with the following data:

Tables. Tercentage of Tsychomotor Aspect of Student Tassed				
Class	Passed Percentage	Complete (Score≥ 65)	Not Complete (Score< 65)	Total
AB-38-01	The Number of Student	25	23	48
	Passed Percentage	52.08%	47.92%	100%
AB-38-02	Total Passed Percentage	19 59.57%	24 40.43%	47 100%
AB-38-03	Total Passed Percentage	15 62.50%	9 37.50%	24 100%

 Table5. Percentage of Psychomotor Aspect of Student Passed

Affective Aspects

Affective aspects related to the ability of students to behave and be active in participating in class activities. For affective perspectives, five classifications of activities were taken, namely visual activities (experiments in the form of class oral activities (asking questions, exercises). expressing opinions. giving suggestions, discussion), mental activities (assuming, remembering, solving problems, analyzing

decision making), listening activities (listening description, discussion), and emotional activities.

The activity was observed while learning took place. The learning activities were calculated from individual student scorers covering pre-test, posttest and class activities that get a Score of 65 with the following data:

Class	Passed Percentage	Passed (Score≥ 65)	Not Passed (Score< 65)	Total
AB-38-01	The Number of Student	43	5	48
	Passed Percentage	89.58%	10.42%	100%
AB-38-02	Total	44	3	47
	Passed Percentage	93.62%	6.38%	100%
AB-38-03	Total	20	4	24
	Passed Percentage	83.33%	16.67%	100%

Table6. Percentage of Affective Student Aspect Passed

D. Analysis and Reflection

After the learning process is carried out using the ARCS Method (Attention, Relevance, Confidence, Satisfaction) in the first cycle the following results are obtained



Figure 4. Percentage of Student Ability to Answer Mid Exam Questions

In Figure 4, it can be seen the ability of students in answering questions given in the Midterm Examination (UTS), where questions 1 represent the RPS in weeks 1 and 2, questions 2 represent RPS weeks 3 and 4, questions 3 represents RPS week 5 and questions 4 represent RPS

2. RESULTS OF RESEARCH CYCLE II

1) Cycle 2 is done as cycle 1 but with different material and with the touch of treatment according to input of cycle 1, namely:

2) Generating and stimulating the attention and interest of students by using video media in presenting cases, facts in providing examples of concepts and involving students in providing

examples of cases they experienced relating to the material.

3) In presenting the material it is also explained the benefits of the knowledge they will get by providing examples that relate directly to the material presented.

4) Provide motivation to students by inviting students who lack confidence in working on problems to be able to work on problems in front of the class together. This is intended to grow confidence when resolving a case.

5) Give verbal praise, give informative feedback to students in working on the problem.

Results of Post Test

Cycle 2 was not performed pretest, used passing standards to measure the achievement of posttest that did not compare with pretest.

The posttest results obtained in cycle 2 can be seen in Figure 6.



Figure 6. Results of CYCLE II Post Test

From the results of the post test it can be seen after students get the material presented by the lecturer, students understand the material presented more, students are more confident to provide examples that are relevant in accordance with the existing case. From all these activities, students become more satisfied because they can answer questions and get the rewards given in additional score from all the questions presented.

Presentation Results

The presentation is presented as a group assignment, where in this presentation students are

based on ARCS indicators based on cognitive, affective and psychomotor aspects that have been integrated in an assessment of the results of the presentation. The indicators used in the measurement of presentations are as follows:

METODE	INDIKATOR	PRESENTASI	
	1. Metode penyampaian dalam proses pembelajaran	Tampilan Slide Presentasi	
	penggunaan media audio dan visual	Tampilan Media Audio/Visual yang digunakan	
ATTENTION	ice breaking pada saat proses pembelajaran	Dapat menguasai audien	
	contoh - contoh dalam peristiwa nyata	Kesesuaian peristiwa nyata dengan materi	
	5. gunakan teknik tanya jawab	Mampu menjawab pertanyaan yang diajukan	
	1. menyampaikan tujuan pembelajaran	Dapat menyampaikan tujuan pembelajaran	
RELEVANCE	menyampaikan manfaat hasil pembelajaran dalam	Dapat menyampaikan hasil pembelajaran dalam	
	kehidupan nyata	kehidupan nyata	
CONFIDENCE	1. membuat mahasiswa merasa optimis dan percaya diri saat	Adanya keberanian dalam mengemukakan	
CONFIDENCE	proses belajar	pendapat	
	mahasiswa merasa lebih mudah mempelajari materi yang	Adanya keberanian dalam penyampaian	
	disampaikan	presentasi	
SATISEACTION	1. memberikan penghargaan terhadap hasil belajar	Adanya rasa puas setelah presentasi	
SATISFACTION	mahasiswa	dilaksanakan	

Table10. ARCS Indicator

The results of the measurements during the student's presentation are as follows:





From the results of the presentation it can be seen how students make a display of teaching aids sufficient to attract the audience's attention. It can be seen with an average score of 83.81. Understanding of the material presented can be seen when students link material with cases in the real world, it is measured with relevance of Average Score of 82.92 and overall conclusion assessment of presentations with satisfaction of 82.61.

The Results of Cylce II Reflection

After the learning process is carried out using the ARCS Method (Attention, Relevance, Confidence, Satisfaction) in the first cycle the following results are obtained:



Figure 8. Percentage of Student Ability in Answering Final Exam

In Figure 8 it can be seen the ability of students in answering questions given in the Final Exam , Questions 1 represent the RPS in the 8^{th} and 9^{th} week, question 2 represents the RPS in the 10^{th} and 11^{th} week, questions 3 represents the 12^{th} and 13^{th} week of the RPS and the 4^{th} question represents the 14^{th} and 15^{th} week of the RPS.

Based on the data contained in Figure 8 above, the analysis can be as follows: 1) Basically, students answer correctly on question no. 2 and 3 but there is no no final conclusion given from the answering the questions in accordance with the questions raised; 2) The understanding of the material delivered on average is almost the same, this is due to a comfortable and pleasant learning atmosphere, students are motivated to improve learning outcomes and indirectly students are competing to work on problems in front of the class.

Overall Results Analysis

The results obtained in cycle 1 and cycle 2, it showed an increase in achievement of the final score of students. The final score data obtained by 119 students for three classes is as follows:



Figure 9. Percentage of Student Passed

HasilUjianAkhir Semester 88.24% menunjukantingkatkelulusanmahasiswa dengansebaranScoreA, AB, B, BC dan C yang adapada Figure 9. SedangkanuntukScoreakhir yang direncanakanpadapenelitiantindakankelasadalahSc oreakhirberdasarkanScoreperindividumahasiswa yang mendapatkan Score≥ 65, sebanyak 72.27% vang sebarandenganScoreA, AB, B dan BC. Hasiltersebutmenunjukanbahwametodepembelajar andengan ARCS telahberhasilmeningkatkanhasilbelajarmahasiswap adamatakuliahTeoriPengambilanKeputusan.

Apabiladibandingkandengantahunakademiksebelu mnyaterjadipeningkatanangkakelulusansebesar 5.95% padasebaranScoreA, AB, B, BC dan C. SedangkanuntukScoresebaran D dan E terjadipenurunansebesar 5.95%. (table 14)

		Before		After	
Course Code	Course	A, A-, AB, B+, B, B-, BC, C+, C	D, E, T, K	A, AB, B, BC, C	D, E, T, K
BAH3J3	TeoriPengambilan Keputusan (TPK)	82.29%	17.71%	88.24%	11.76%

Table14. Comparison of Passed Score

DISCUSSION

The ARCS method is related to four component models, namely: Attention that is arousing and maintaining student attention during learning, Relevance that is Linking learning to student needs, Confidence that is Fostering selfconfidence in students, Satisfaction namely Generating student satisfaction towards learning can be applied in the delivery Decision Making Theory. This shows that the ARCS method is not only specific to improving student learning that lacks motivation to learn, but it can also be used to improve student learning outcomes. It can also be understood that the achievement of student learning outcomes is obtained from learning efforts that have successfully motivated students to learn (Sussi, Fitriyanti, N., Komariah, A., Kurniady, D.A., 2019). Keller stated (1987), that the ARCS learning model is a form of problem solving approach to design aspects of motivation and learning environment in encouraging and maintaining student motivation to learn. This high learning motivation becomes the mediator for the achievement of student learning outcomes. The ARCS learning model is closely related to motivation, especially the provision of motivation so that students gain new knowledge (Nugraha, et al, 2014).

The ARCS method succeeded in achieving student learning outcomes according to the learning plan is inseparable from the strategy of arousing student attention by the lecturers suggested in this method. Wena (2009: 36) revealed that there are three types of strategies to arouse students 'attention during learning, namely: 1) Generating students' perceptions, 2) Fostering desires to research, and 3) Using varied elements of learning. Whereas Keller (1987) explained several strategies to maintain and increase student attention, as follows: 1) Use delivery methods in various learning processes (class. group discussion. role simulation, playing, brainstorming, demonstration, case studies). 2) Use the media (media of view, audio, and visual) to complete the delivery of learning material. 3) If you feel appropriate use humor in the learning process. 4) Use real events, and examples to clarify the concepts used. 5) Use questioning techniques to engage students.

The use of ARCS in learning to achieve student learning outcomes is inseparable from the advantages of this model, as expressed by Awoniyi, LeJeune, Mostek, Muller Rundle (1997: 30), that this ARCS learning model has advantages, as follows: 1) Providing guidance: active and give direction on what students must do, 2) How to present the material with the ARCS model is not only with theories whose application is less interesting, 3) Motivational models that are strengthened by the design of student-centered learning forms, 4) The application of the ARCS model increases motivation to repeat other material that is essentially less interesting, 5) Overall assessment of abilities more than the characteristics of students so that learning strategies are more effective.

CONCLUSION

Descriptive analysis results showed that the atmosphere of a pleasant learning environment can motivate students to accept material that will be delivered by the lecturer. Assignments given by the Lecturer can be well received and done in accordance with the instructions available. During the learning process measurements are made using ARCS indicators in assessing pre-test, post-test and presentation. In the first cycle the results of the pre-test and post-test there was an average increase of 19.91%, while in the second cycle the results of the pre-test and post-test and post-test results increased an average of 19.82%. For the average presentation obtained was 83.23%.

Improved student learning outcomes can be seen from the average score Mid-Exam and Final-Exam where an increase of 8.28% was obtained the final Passed result of 88.24%. This resulted in a decline in the number of Passed from the previous academic year by 5.95%. Thus, the ARCS method can be used to improve student learning outcomes.

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