



## **The Role of School Administrators in Improving the Quality of Administrative Services**

Alya Irzzaq Nahya Alfandie, Juharyanto\*, Dedi Prestiadi  
Program Studi Administrasi Pendidikan, Universitas Negeri Malang, Jawa Timur, Indonesia  
[alya.irzzaq.2101316@students.um.ac.id](mailto:alya.irzzaq.2101316@students.um.ac.id), [juharyanto.fip@um.ac.id](mailto:juharyanto.fip@um.ac.id), [dedi.prestiadi.fip@um.ac.id](mailto:dedi.prestiadi.fip@um.ac.id)

**Abstract:** Educational administration has an important role in supporting the smooth learning process in schools. School Administrative Personnel (TAS), who are included in non-teaching education personnel, are responsible for administrative tasks that support all school activities. In an effort to improve the quality of education services, TAS play a role in various fields such as academics, student affairs, personnel, finance, infrastructure, and public relations. Each of these roles includes administrative activities that ensure the effectiveness of school operations. The quality of these administrative services reflects the quality of educational services provided, which directly affects the learning process and educational outcomes. Adequate competencies and skills are required for TAS to ensure the success of school administration, which in turn improves the overall quality of education.

**Keywords:** Role, Administrative Staff, Quality, School

### **Introduction**

UU RI No 20 Tahun 2003 explains that education is a conscious effort to create a learning atmosphere and learning process so that students can actively develop the potential that exists in themselves to have religious spiritual strength, self-control, personality, intelligence, noble character, and skills needed by themselves. Education is seen as an important aspect of life. According to Yumriani et al., 2022 Education gives birth to a generation that will always be a role model for the teaching of the previous generation. Until now, education has no boundaries to explain the meaning of education completely because it is as complex as its target, namely humans. Education is an investment that can provide social and personal benefits, making the nation dignified and the individual a human being who has a high and noble derjaat compared to other created beings. On the other hand, many educational institutions have sprung up both public and private, qualified and less qualified.

Quality is the ability possessed by a product or service that can fulfill the needs or expectations, satisfaction of customers. In education, quality is divided into two, namely internal and external. Internal, namely students or students as learners and external, namely the community and the industrial world. Quality in every educational institution must always be improved. Schools can be said to have quality if they have met the characteristics of a clear vision and mission, professional principals, professional teachers, a school environment conducive to learning, a broad and balanced curriculum, high in involving the community to participate in managing schools. (Muspawi & Robi'ah, 2020) .

Schools are educational facilities and infrastructure that have the aim of producing human resources that have noble morals and morals, based on the basic objectives of the state, educational institutions are built and processed to become a place to support the birth of generations in accordance with the character of the Indonesian nation. In



achieving the success of quality education, school climate is also needed to support it. School climate is very supportive in achieving quality education. Schools as formal institutions have a very important role in producing generations who have high skills. In order to achieve educational goals, the actions of education personnel in schools that involve collecting, organizing, coordinating work must be structured. The teaching and learning process is well organized depending on a component called educational administration.

Educational Administration consists of two words, namely Administration and Education. Each word has its own meaning. Administration comes from Latin, namely AD and Ministro. Ad means intensive ministro which means serving, helping, directing. Etymologically, the meaning of administration is to serve intensively on a particular subject. In the book Education Administration by (Dr Juli Yani, M.Hum & Srimulat FE, M.Pd., 2023) explains that the understanding of educational administration is viewed from several aspects, one of which is that educational administration has the meaning of a process in achieving educational goals. The process starts from planning, organizing, directing or guiding, and assessing.

Educational administration is important, the smooth implementation of teaching and learning activities will be achieved if the implementation of school administration goes well. With this, many researchers have conducted their research, including A Pandi (2022) with the title "The Role of Administrative Personnel in Improving the Quality of Administrative Services at MTs Hidayatul Muhsinin", SP Hidayat, D Nurhikmahyanti (2014) with the title "The Role of School Administration Personnel in Improving the Quality of School Services at MAN 1 Mojokerto City".

Therefore, school administration is something that must be addressed in improving the quality of education in school institutions. Because administration as an activity that helps, serves, directs, and organizes all activities in achieving goals. In essence, the presence of administrative staff is very important in ensuring effective and efficient school operations and is important for developing quality schools. Administrative personnel or TAS are human resources who support school administration and improve learning but are not actively involved in the implementation of teaching and learning activities.

## Method

This research analysis strategy or methodology involves the use of literature review techniques with an interpretive qualitative approach. Literature review is considered important because it is used as a foundation in preparing research reports. Literature is obtained by applying methods such as reading, understanding, examining, criticizing, or reviewing literature from certain sources. The application of literature review in a scientific research is to achieve quality research results. In writing this article, the interpretative qualitative method is applied. Interpretive qualitative is an approach that focuses on a deeper understanding of socio-cultural phenomena through the perspective of the subject under study. Interpretive views social reality as something intact, dynamic, full of meaning. The qualitative method itself is a research method based on the philosophy of postpositivism which is used to examine natural objects (Sugiyono, 2013).



## **Results and Discussion**

### **Results**

According to Zayyana R, 2016 In the learning process there are interconnected components. One of these components is administrative staff. The existence of administrative staff is very supportive in improving the quality and service of education if they have minimum qualifications and competencies according to the applicable terms and conditions. Administrative personnel are educational personnel whose job is to provide administrative services for the implementation of the educational process in schools. As a non-teaching staff, it is also called Administration. According to Permendiknas Nomor 13 tahun 2007 explains that School Administrative Personnel (TAS) are school human resources who are not directly involved in the implementation of teaching and learning activities but play a role in supporting the smooth learning process and school administration.

### **Discussion**

#### **Role of Administrative Personnel**

According to Arina Yudela, 2022 role is an action or activity required by a person or organization or institution because of the status or position they hold, which affects the environment... or group. School administration personnel can be known as administrative staff (TU). As an administrative staff they have a supporting role in the running of the educational process at school. Although as non-teaching education personnel, administrative personnel still uphold the values of education (Surya Priadi, 2012).

Mentioned again in Undang Undang No 20 Tahun 2003 concerning the National Education system explains that education personnel are members of society who devote themselves to participating in the implementation of education. Administrative personnel have the task of implementing administration, management, development, supervision, and technical services to support the educational process in educational units.

Regulation of the Minister of National Education (Permendiknas) Nomor 24 Tahun 2008 on the Standards for School/Madrasah Administrative Personnel, explains that the standard of administrative personnel includes the head of administrative personnel, administrators, and school/madrasah special service officers. In order to be appointed as a school administrative personnel, a person must meet the standards of school administrative personnel that apply nationally. The existence of administrative personnel in the learning process is very necessary. This is because the work of an administrative staff is administrative in nature. In assisting the smooth learning process, administrative personnel require special skills, certain expertise, competencies that are different from the competencies required by students, in the staffing rules, school administrative duties at the education level may not double as functional personnel (Rufqotuzzakhiroh, 2013).

describes education personnel as having the task of carrying out administration, management, development, supervision, and technical services to support the educational process in educational units. Administrative personnel have many roles in improving the quality of school services such as in the academic field, student affairs, personnel, finance, infrastructure, and public relations.

#### **Quality of Education Administration Services**

Quality in excellent service is an activity carried out to meet customer expectations. In order to achieve the goal, there are several things that are understood about the concept of service. According to (A Achruh & Haslinda, 2023) Service is the spearhead of efforts



in customer satisfaction and is an obligation that must be maximized for a person or organization. The form of service provided will reflect the quality of a person or a good organization. Quality is a quality that must be possessed by a service in meeting customer needs and satisfaction. Administrative services, quality in education is the quality of service in providing the best service in order to improve the quality of education.

When viewed in terms of the quality process, it means effectiveness and efficiency in all factors that have a role in the educational process. Educational administration services can be divided into five main types of services, namely (a) educational administration services; (b) learning services; (c) co-curricular services; (d) research services; (e) educational information services. The quality of education services includes 1) the quality dimension of a learner, associated with his scientific competence, speed of service, satisfaction with the physical environment, friendly, skilled, professional educators, and affordable education costs. Satisfaction is the most important perception of quality for students, 2) the completeness of equipment, means of supporting teaching and learning activities and teaching methods as well as the results of the teaching and learning process are considered as dimensions of the quality of an education staff (Herawan, 2011).

According to Purwaningsih S, 2012 explains that quality or quality is a dynamic condition that has to do with products, people, processes and the environment that meet or exceed quality expectations, not only emphasizing the final results of products and services, but also concerning human quality, process quality and environmental quality. According to Cloby & Witt (2000: 30) in (Suarga, 2017) explains that the quality of education services is the outcome of the interaction between a conducive learning environment, students and educators, learning materials and learning processes in the classroom. Measurement is an important element in providing good effective and efficient services. Therefore, the quality of service must start from the needs of consumers first regarding service and will end with consumer perceptions of the quality of service that has been provided.

### **The Role Of Administrative Staff In Improving Service Quality**

Administrative personnel have an important role in improving the quality of their services. According to (Hidayat Permata S & Nurhikmahyanti D, 2014) There are several main points that can be seen from the results of the research that has been done:

#### 1. Academic Affairs

In the academic field, administrative personnel have their own roles, namely procurement, binding of protas and promes, typing and distribution to teachers and students regarding lesson schedules, implementation of student learning evaluations. Assisting in making release letters for teachers who are participating in training activities.

#### 2. Student Affairs

In the field of student affairs, the role of school administration personnel is to prepare form forms, handle form collection, record student data, collect registration funds and then submit them to the school treasurer and record any extracurricular data that students participate in into report cards and student master books.

#### 3. Personnel

As an administrative staff in the field of personnel, an administrative staff helps teachers or employees complete data and letters that will be used to propose promotions and transfers. Recording data on the number of teacher attendance which



is then submitted to the school principal. Help find solutions to problems experienced by the teacher.

4. Finance

Administrative personnel in the field of finance in schools prepare school budget and expenditure plans which will later be reported. Then also look for sources of funds for school activities, can be responsible for finances in accordance with applicable regulations, recording incoming and outgoing finances in financing the activities of work organizations which can be in the form of administrative or financial bookkeepers.

5. Facilities and Infrastructure

The role of education administration personnel in the field of infrastructure facilities is to provide office stationery needed by the library, store teaching aids, collect data on borrowing learning tools. Administrative personnel also collect data related to the purchase of infrastructure if there is a loss of goods or a shortage of goods.

6. Public Relations

Administrative personnel play a role in the field of public relations, namely as minutes, organizing attendance lists, making and distributing invitations, handling permission letters and proposals from other institutions. Create notification letters that will be forwarded to the community that there are school activities. The letter that is made is one of the responsibilities of 1 person who is specifically designated to handle correspondence, which will facilitate the process of correspondence both incoming letters and outgoing letters.

As an administrative staff, they play an important role in supporting the smooth and successful school administration. Competence and skills are needed in the field of administration. In order for the school to be of high quality, the existence of this administrative staff is very necessary. Because administrative work is service work for the smooth learning process, competencies that are different from the competencies required for educators are needed.

## Conclusion

Administrative personnel play a crucial role in supporting the smooth and successful learning process in schools. Although they are not directly involved in teaching and learning activities, their role is very important in maintaining the quality of education services through various fields, such as academics, student affairs, personnel, finance, infrastructure, and public relations. Their competencies and skills are needed to support efficient, effective and professional administration. Thus, the presence of competent and well-trained administrative personnel is essential to achieve quality education and help realize the school's vision and mission.

## References

- A Achruh, & Haslinda. (2023). Manajemen Ketatausahaan Dalam Meningkatkan Mutu Pelayanan Administrasi. *Jurnal Idaarah*.
- Arina Yudela. (2022). Peranan Tenaga Administrasi dalam Peningkatan Mutu Layanan di Sekolah. *Jurnal Pendidikan dan Konseling*, 4.
- Herawan, E. (2011). Pengendalian Mutu Pendidikan : Konsep Dan Aplikasi. *Jurnal Administrasi Pendidikan*.



- Hidayat Permata S, & Nurhikmahyanti D. (2014). Peran Tenaga Administrasi Sekolah Dalam Meningkatkan Mutu Pelayanan Sekolah di MAN 1 Kota Mojokerto. *Jurnal Insiprasi Pendidikan*, 4.
- Muspawi, M., & Robi'ah, H. (2020). Realisasi Kinerja Tenaga Administrasi Sekolah dalam Peningkatan Pelayanan. *Jurnal Manajemen dan Supervisi Pendidikan*, 4(3), 232–239. <https://doi.org/10.17977/um025v4i32020p232>
- Permendiknas No 24 Tahun. (2008). *Peratura Menteri Pendidikan Nasional Republik Indonesia*.
- Permendiknas Nomor 13 tahun. (2007). *Permendiknas Nomor 13 Tahun 2007*.
- Purwaningsih S. (2012). Model Pengelolaan Administrasi Sekolah Berbasis SIM Paket Aplikasi Sekolah Untuk Meningkatkan Mutu Pelayanan Pendidikan. *Journal of Ecomonic Education*, 1.
- Rufqotuzzakhiroh. (2013). Pengaruh Kinerja Tenaga Administrasi Sekolah Terhadap Kualitas Layanan Administrasi Non Akademik. *Didaktika*, 19.
- Suarga. (2017). Efektivitas Penerapan Prinsip-Prinsip Kepemimpinan Kepala Sekolah Terhadap Peningkatan Mutu Layanan Administrasi Pendidikan. *Jurnal Idaarah*, 1.
- Sugiyono. (2013). *Metode Penelitian Kuantitatif*. Alfabeta.
- Surya Priadi. (2012). Peran Penting Tenaga Administrasi Sekolah Dalam Penguatan Budaya Sekolah Untuk Implementasi Pendidikan Karakter. *Academia edu*.
- UU RI No 20 Tahun. (2003). *Undang-Undang Republik Indonesia Nomor 20 Tahun 2003 Tentang Sistem Pendidikan Nasional*.
- Yumriani, Karlina, Y., & Fitriani, A. (2022). Pengertian Pendidikan, Ilmu Pendidikan Dan Unsur Unsur Pendidikan. *Al Urwatul Wutsqa : Kajian Pendidikan Islam*, 2.
- Zayyana R. (2016). *Peran Tenaga Administrasi Dalam Meningkatkan Mutu Layanan Administrasi Di Madrasah Pembangunan UIN Jakarta*.