



## Challenges and Opportunities for School Administrative Staff in the Future

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**Abstract:** This article discusses the challenges and opportunities faced by school administrative staff in preparing for future modernization. The main issue highlighted is how modernization, particularly in the context of information and communication technology, affects the roles and responsibilities of school administrative personnel. The aim of this study is to identify the new skill requirements needed by administrative staff to adapt to these changes. The research methods used include qualitative analysis through interviews with administrative staff and direct observations at several educational institutions. The findings show a gap between the current skills possessed by administrative staff and those needed to meet the challenges of modernization. The conclusion of this article emphasizes the importance of ongoing training and professional development for school administrative personnel so that they can function effectively in an increasingly complex and technology-based educational environment.

**Keywords:** Challenge, Opportunity, School Administration, Future

### Introduction

School administrative staff plays a very important role in ensuring the smooth operation of the school. They are responsible for document management, student administration, finances, and various other tasks that support an effective learning environment. Without competent administrative staff, many aspects of school operations will be disrupted, which ultimately affects the quality of educational services to students and teachers.

The role of administrative staff in the digital era is increasingly vital. The world of education today continues to develop rapidly, and schools are not only required to follow technological developments, but also to integrate them into administrative processes. Administrative staff must be able to use various software and digital platforms to process data more quickly, efficiently, and accurately. This digital transformation demands new skills that not only include data management, but also mastery of information and communication technology (ICT).

The demands on administrative staff in the modern education era also include the ability to adapt to ever-changing educational regulations and policies. School administration is often the first to have to adjust their procedures when there is a change in policy. This makes their role very dynamic, requiring continuous improvement of competencies. In addition, administrative staff are also required to be able to work more collaboratively with teachers, students, and school management.

The success of school administration in the modern era is not only measured by how well they manage documents and data, but also by their contribution in creating an efficient and data-driven school environment. They must be able to optimize the use of technology and implement innovative management systems, which in turn support



better decision-making by school management. This shows the importance of their role in ensuring better quality education.

The challenges facing school administrative staff today range from the ability to adapt to new technologies to limited training and development. Many administrative staff may not be familiar with the use of advanced technologies such as cloud-based school management systems or complex data management software. Lack of ongoing training is also a significant obstacle to improving the performance of administrative staff (Yandra et al., 2024).

In the future, these challenges are expected to become more complex. Rapid changes in education policy and increasing demands for work efficiency will continue to put additional pressure on administrative staff. In addition, global competition in education encourages schools to continue to innovate, which requires administrative staff to participate in developing these innovations. Without the right strategy, administrative staff may be left behind in terms of skills and competencies.

The opportunities for developing school administrative staff are quite extensive, especially with the rapid development of technology. The implementation of technology-based administrative systems such as artificial intelligence (AI) and big data provides opportunities for administrative staff to work more efficiently. In addition, there are great opportunities for competency development through digital training and expertise certification, which can help them manage more modern and sophisticated administrative systems (Murtafiah, 2021).

Educational policies that increasingly favor the use of technology in school management also open the door for administrative staff to be involved in strategic decision-making. They are no longer just technical supporters, but can also become partners in designing and implementing sustainable educational innovations. Thus, administrative staff have the opportunity to increase their role in the school environment, making them an integral part of the management process (Suryadi, 2019).

This study aims to analyze in depth the challenges faced by school administrative staff in the future. Identification of these challenges will include aspects of technology, policy, and individual competency. By understanding these challenges, it is hoped that the right strategy can be found to overcome problems that may arise and improve the performance of school administrative staff in the future. In addition, this study also aims to identify opportunities that arise for the development of school administrative staff. These opportunities are not only limited to the use of technology, but also include educational policies that support the development of human resources in the field of administration. This study will provide guidance to maximize these opportunities through training, competency development, and application of technology in the school administration system.

For academics, this study can be a basis for further studies related to the management of school administrative staff in the digital era. This study will provide a more comprehensive understanding of how technology and educational policies affect the role and competence of administrative staff. Thus, academics can use the results of this study to develop more relevant and effective theories and models of administrative management in the future.

For policy makers, the results of this study can be an important consideration in formulating policies related to the development of school administrative staff. Policies designed based on the results of this study are expected to support the development of administrative staff professionalism, including in terms of technology skills training and



improving their welfare. In addition, this study can also provide recommendations related to more inclusive and collaborative school management policies.

School administrators can also benefit from this research in an effort to improve the efficiency and effectiveness of school administration. The results of this study are expected to provide insight into how better administrative management can support the achievement of school educational goals. By utilizing technology and implementing a more modern administrative system, schools can improve the quality of educational services provided to students and the community.

For school administrative staff themselves, this study is expected to provide motivation to continue to improve their competence and skills. By understanding the challenges that exist, administrative staff can be better prepared to face change and take advantage of existing opportunities to develop. This study is also expected to provide guidance on practical steps that can be taken to improve their performance in the future.

## **Method**

The research approach in this article uses a qualitative method with a descriptive analytical approach. This approach was chosen because it is able to describe in depth the phenomenon being studied, namely the challenges and opportunities in the development of school administrative staff in the future. Qualitative methods allow researchers to understand the perspectives of various parties related to the management of school administrative staff, such as principals, teachers, and the administrative staff themselves. Thus, this study seeks to explore data thoroughly and comprehensively so that it can provide a real picture of the problems faced and the potential that can be developed.

The data collection technique used in this study is literature study. Literature study was conducted by examining various educational policies and documents related to the management of relevant school administrative staff. The data were then analyzed using thematic analysis techniques (Eprilianto et al., 2021). This technique allows researchers to identify key themes that emerge from the data collected, such as challenges in implementing technology in the administration field or opportunities for more modern competency training. Through thematic analysis, researchers can compile a picture of challenges and opportunities from various perspectives, providing a strong basis for policy recommendations for the development of school administrative staff in the future.

## **Result and Discussion**

### **Challenges of School Administrative Staff Development**

The lack of training and ongoing professional development is a major challenge for school administrative staff. Many administrative staff still do not have the opportunity to take part in training that is relevant to the development of their duties. The training that does exist is often sporadic and not integrated with real needs in the field. This results in a gap between the current capabilities of administrative staff and the increasingly complex work demands in the future (Caron & Markusen, 2016).

The low adoption of technology by some administrative staff is also a major obstacle in their development. Many administrative staff are not yet accustomed to using digital devices or management software that are increasingly being adopted by modern schools. The inability to adapt to new technologies makes it difficult for them to carry out tasks that have now largely shifted to digital systems. This lack of digital



literacy creates a dependency on manual administrative methods that are slow and prone to errors.

Limited budget allocation is also an important factor affecting the development of school administrative staff. Many schools do not have sufficient budget to organize training or skill improvement programs for their administrative staff. Budget priorities are often allocated to other needs, such as infrastructure development or educational programs for students, while the development of administrative human resources is considered less urgent. As a result, administrative staff must face increasingly difficult task challenges without adequate training support (Sari et al., 2024).

The increasing workload without increasing skills is a problem for school administrative staff. As the education system and regulations become more complex, administrative tasks are increasing and becoming more diverse. However, many administrative staff feel that they are not equipped with the skills or support to manage these tasks. This creates a situation where they are overwhelmed and prone to errors, which ultimately impacts the overall quality of school management.

### **School Administrative Staff Development Opportunities.**

The increasing need for technology-savvy administrative staff in the digital era opens up great opportunities for developing their competencies. Amidst the increasingly widespread digital transformation, schools are beginning to realize the importance of having administrative staff who are able to use technology to support daily operations. This opportunity provides incentives for administrative staff to improve their skills, especially in the use of school management software, data management applications, and digital communication devices (Fajar & Hartanto, 2019).

Opportunities for competency-based certification and training are increasingly open through programs organized by the government and the private sector. These programs often provide access for administrative staff to develop their abilities according to the competency standards required in the modern era. This certification not only improves their skills but also provides official recognition of their abilities, so that it can have a positive impact on their careers and well-being.

Education policies that increasingly support the development of human resources, including administrative staff, are another opportunity that can be utilized. The government has begun to develop various policies that support the development of administrative staff as an integral part of improving the overall quality of education. These policies include the allocation of special funds for training and development of human resources in the education sector, including administration (Sarjito, 2023).

Collaboration with educational and training institutions is also a great opportunity to improve the quality of school administration human resources. Many educational or training institutions offer special programs for developing administrative staff competencies. Collaboration between schools and these institutions can be an effective solution to improve the capacity of administrative staff, both in terms of time management, data management, and the use of the latest technology (Windasari et al., 2024).

### **Impact of Technologi**

The impact of automation and digitalization in easing administrative tasks is very significant. Automation technology allows routine tasks, such as student data



management, archiving, to financial administration, to be done faster and more accurately. This not only reduces the manual workload that has been a challenge for administrative staff, but also provides more time to focus on strategic tasks that require human interaction (Ririh et al., 2020).

The implementation of a digital-based school management system provides a great opportunity for administrative staff to improve the efficiency and effectiveness of their work. With an integrated system, various administrative processes can be carried out automatically, thereby accelerating the decision-making process and increasing data accuracy. This system also allows administrative staff to more easily monitor the development and operational needs of the school, as well as provide better support for teachers and principals.

The use of technology in administration not only impacts efficiency, but also increases transparency in school management. The digital system allows every process and transaction to be recorded properly, thus minimizing the risk of errors or misuse of data. This provides a sense of security for schools, while increasing the accountability of administrative staff in carrying out their duties.

Administrative staff who are able to adapt to technology can also be agents of change in the school environment. They can encourage wider adoption of technology, both among teachers and students. With adequate digital skills, they not only improve individual performance, but also contribute to the transformation of the school's work culture to be more modern and efficient. (Arta Wida et al., 2023).

In addition, opportunities for developing administrative staff skills are also driven by increasing collaboration between the education sector and the industrial world. Several technology companies are starting to see the education sector, including school administration, as a potential market for their solutions. This collaboration can provide access to the latest technology and the training needed for administrative staff to utilize it optimally.

Government policies that support the digitalization of education are an important momentum for the development of administrative staff (Ririh et al., 2020). Programs such as "Digital School" or "E-Government" in the education sector provide incentives for schools to invest in technology and human resource training, including administration. This policy support also includes increasing budget allocations to strengthen technological infrastructure in schools, which will facilitate the implementation of digital-based administration systems.

Amidst the challenges, school administrative staff have a great opportunity to be part of the transformation of education in the future. With the right support in the form of training, certification, and technology, they will not only be able to overcome challenges but also improve their performance significantly. Optimal use of technology will enable them to work more efficiently and make a greater contribution to improving the quality of education in schools.

## **Conclusion**

Modernization brings significant challenges for school administrators, especially in terms of adapting to new technologies. These changes require a deep understanding of digital tools and systems that can improve operational efficiency in schools. Developing relevant skills for administrators is also essential. Ongoing training and professional development programs are needed to ensure that they can meet the increasingly complex demands of the modern educational environment. Skills such as data



management, digital communication, and the use of educational software are becoming crucial. By taking advantage of the opportunities offered by modernization, school administrators can play a more effective role in supporting the learning process and school management. Thus, investment in training and skills development will greatly contribute to the future success of school administration.

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