



## **The Influence of School Administrative Staff Performance on Quality Non-Academic Administration Services**

Dwi Anggia Rahmania, Maisyaroh\*, Asep Sunandar

Program Studi Administrasi Pendidikan, Universitas Negeri Malang, Jawa Timur, Indonesia

[dwi.anggia.2101316@students.um.ac.id](mailto:dwi.anggia.2101316@students.um.ac.id), [maisyaroh.fip@um.ac.id](mailto:maisyaroh.fip@um.ac.id), [asep.sunandar.fip@um.ac.id](mailto:asep.sunandar.fip@um.ac.id)

**Abstract:** Schools as public institutions must be able to satisfy their customers. The paradigm of public service at the educational unit level should be changed from conventional conditions to conditions that are continuously updated so that when needed they are ready to provide services (on-service). School administrative staff must represent civil servants who are proactive, responsive and anticipatory towards the needs, aspirations and expectations of school stakeholders in accordance with Permendiknas Number 24 of 2008 concerning School Administrative Personnel Standards. Therefore, in addition to mastering various hard skills including technical skills, school administrative staff must also master various soft skills that are always displayed when providing services to create customer satisfaction.

**Keywords:** Administrative Staff Performance, Service Quality, Non-Academic

### **Introduction**

Schools as educational institutions are institutions that play an important role in producing Human Resources (HR) who have high qualifications and competencies. Schools are required to be able to provide positive contributions to the development and improvement of HR. Schools are one of the educational institutions created by the government and the private sector as the best place to learn so that it is expected to create a whole person with develop intellectual, potential, spiritual, personality and social abilities and form democratic and responsible human beings. Therefore, schools must be managed efficiently and effectively to achieve these goals.

The existence of school administrative staff in the learning process is very necessary. One component in the learning process, administrative tasks and functions cannot be carried out by educators. This is because the work is administrative in nature which is subject to special rules. Administration is a service job to help smooth the learning process, requires special skills, certain expertise, competencies that are different from the competencies required by students.

In the world of education, the quality of non-academic administrative services plays an important role in supporting the learning and development process of students. Quality school administrative staff can be a key pillar in creating an effective and efficient learning environment. The performance of school administrative staff not only affects document and data management, but also contributes directly to the satisfaction of students, parents, and teaching staff.

The importance of administrative staff performance in providing quality non-academic services can be seen from several aspects, such as responsiveness, accuracy of information, and ease of access to services. Dissatisfaction with administrative services can cause negative impacts, such as decreased student motivation and parental trust in educational institutions. Therefore, understanding the influence of administrative staff performance on the quality of non-academic administrative services is very relevant.

The demand for fast, accurate, and responsive administrative services is increasing. Students and parents expect clear and timely information, as well as easy access to the various services they need. Therefore, low administrative staff performance can have a negative impact on the user experience of the service, which in turn can affect the school's reputation.

However, even though the importance of administrative staff performance has been recognized, many schools still face challenges in optimizing this function. Various factors, such as lack of training, high workload, and lack of managerial support, can hinder their performance. By understanding the influence of administrative staff performance on the quality of non-academic administrative services, it is hoped that strategic steps can be identified that can be taken to improve the effectiveness and efficiency of these services.

## Method

This research uses a qualitative research approach, namely literature study. by using literature sources such as books, academic journals, online databases accessed through google scholar. Reading and analyzing each source to understand the concepts and findings related to the performance of administrative staff and service quality.

## Results and Discussion

Results obtained in this study using literature studies through the method of book literature, academic journals, and scientific articles can be seen that the influence of the performance of school administrative staff on the quality of non-academic administrative services is interrelated. However, in fact in the field it was found that there were several school administrative staff who did not have optimal performance, this was influenced by the lack of training for school administrative staff to face challenges, excessive workloads and lack of managerial. With this discovery, it is hoped that more attention will be paid to school administrative staff so that they work more optimally, effectively, and efficiently.

## Discussion

The performance of administrative staff is the result of work that can be achieved by administrative staff in the form of providing services to parents of students and the community in accordance with their respective responsibilities and authorities in an effort to achieve the vision, mission and goals of the school, and the achievement of the goals of school administrative services is only possible due to the efforts of administrative staff.

Educational administration consists of two words, namely Administration and Education. Both have their own meanings. Administration comes from Latin language consisting of AD and MINISTRO. The word ad means intensive while ministro means to serve, help, or direct. The etymological definition of administration is to serve or devote intensively to a particular subject. While education itself according to Law No. 20 of 2003 on National Education System is a conscious and planned effort to realize the learning and teaching process of students so that they can actively develop their potential to have spiritual religious strength, self-control, personality, intelligence, noble morals, and skills needed by themselves, society, nation and state. All that is stated has a purpose. The purpose is national education based on Pancasila, aimed at improving the quality of Indonesian people to God Almighty, noble character, personality, discipline, hard work, tough, responsible, independent, intelligent, and skilled and healthy spiritually and physically. Educational administration is the process of integrating all collaborative efforts to utilize personnel and material resources as an effort to improve human quality development effectively and efficiently.

Effective in the sense that the results achieved by the effort are the same as the goals that have been set. While efficient is related to the use of financial resources, power, and time. Resources are everything that helps achieve goals, whether in the form of manpower, materials, money, or time. Educational administration is understood as a process to achieve educational goals. The process begins with planning, organizing, directing or guiding, and evaluating.

Educational administration can be seen as a framework of thinking of a system. A

system is a whole consisting of parts that interact with each other in a process of changing input into output. Where the people involved in it interact with each other and exchange ideas about their respective opinions and knowledge in order to change input that was initially not understood, then exiting an educational institution into output that is intellectual and highly dedicated.

The purpose of educational administration is to improve the efficiency and effectiveness of the implementation of educational operational activities in achieving educational goals. The purpose of educational administration in general is so that all activities support the achievement of the main goal of education is to develop the personality and abilities of students to become citizens who have quality, in accordance with the ideals of the nation based on Pancasila.

Luther Gulick in his book "Papers on the Science of Administration" formulate the administrative function as Planning, Organizing, Staffing, Directing, Coordinating, Reporting, and Budgeting which are abbreviated as POSDCORB. A slightly different opinion was put forward by H. Koontz & O, Donnell who grouped administrative functions into five processes, namely: Planning, Organizing, Staffing, Directing, and Controlling which are abbreviated as PODICO.

Administration consists of two words, namely "Tata" and "Usaha" which each have more or less the following meanings. Tata is a regulation that must be obeyed, and Usaha is an effort by moving energy, thoughts to achieve a goal. Administration is a rule or regulations contained in a rule or regulation contained in a work implementation process. In the Big Indonesian Dictionary it is explained that what is meant by the term Administration is the implementation of writing (finance and so on) in companies, countries and so on, while administrators are people who organize administration.

The Liang Gie in his book Modern Office Administration defines administration as a series of activities for collecting, recording, manage, organize, send and store the information needed in every work effort. Administration or often also called administration, is part of the entire administrative process. In English In English, some call it *Clerical Work* or *Reporting and Recording System* or *Office Management*, namely all mechanisms that can assist, facilitate, improve the activities and efficiency of the administrative process by providing all the necessary data and information, so that the administration runs smoothly. With this understanding, the administration or administration does not only include letters but all information or information in the form of documents. Administrative work includes a series of activities to collect, record, manage, duplicate, send and store the information needed in each collaborative efforts.

Administration is important because administration can help and facilitate other subsystems such as student affairs, curriculum, personnel administration, and others. In this case there is a term called an auxiliary mechanism, meaning that school administration activities can be used to help leaders (principals) in making decisions, so that they can facilitate and improve the effectiveness and efficiency of the administration process, with the necessary data. If the administration of administration runs well, then activities related to learning and learning objectives can also run well.

Staff The performance of administrative staff is the work results that can be achieved by administrative staff in the form of providing services to people parents, students and the community in accordance with their respective responsibilities and authorities in an effort to achieve the vision, mission and goals of the school, as well as achieving the goals of school administrative services is only possible due to the efforts of administrative staff.

In order to meet customer expectations to get better administrative services, it is also necessary to improve the performance of administrative staff. Meanwhile, to improve the performance of administrative staff, it can be seen in the service process provided by all components in the school through the fulfillment of excellent service to students and stakeholders.

Prime service is a translation of the term "*Excellent Services*" which literally means excellent service and or the best service. Called excellent or the best, because it is in accordance with the applicable service standards or owned by the agency providing the service. If the service agency already has service standards, then the service is called excellent or the best or will be excellent, when it can or is able to satisfy the party being served (customer). Excellent service is a service that meets the desires and expectations of customers. Referring to the National Education Minister No. 24 of 2008 concerning School/Madrasah Administrative Personnel Standards, there are competencies that must be met by school administrative personnel, namely personality competency, social competency, technical competency, and managerial competency (specifically for the head of school administrative personnel).

The customers of school administrative staff are students, parents, and the community. They have different levels of satisfaction, depending on their individual needs. The level of satisfaction is the difference between perceived performance and expectations. Customer satisfaction is the main goal of excellent service. Therefore, every service person is obliged to strive to satisfy their customers, both internal and external customers. The goal of excellent service is to provide services that can meet and satisfy customers or the community and provide service focus to customers. The role and performance of school administrative staff have valuable value in supporting tasks in an agency. The quality and performance of school administrative staff are still less than optimal and many administrative staff who do concurrent tasks other than administrative tasks themselves add to the problem of administrative staff. Most agencies at the elementary or elementary school level do not have competent and capable administrative staff in their fields. It can be said that it is still not neatly organized.

Non-academic administration/special services are providing special services or an effort that is not directly related to the teaching and learning process in the classroom. However, it is specifically provided by the school to its students so that they are more optimal in carrying out the learning process. There are various types of special services including school libraries, school cooperatives, school health services, and school cafeterias.

Special service administration in schools is determined and organized to facilitate or smooth the learning process, and can meet the special needs of students in schools. Among them include management of guidance and counseling services, school library services, health services, dormitory services, and management of school cafeteria/canteen services. These services must be managed properly and correctly so that they can help facilitate the achievement of educational goals in schools.

Non-academic administration involves the management of various resources, including finances, facilities, and manpower. This includes budgeting, procurement, and maintenance of infrastructure that supports school activities. Non-academic administration also includes organizing extracurricular activities that support the development of social skills and student interests. This includes sports, arts, and clubs that provide learning experiences outside the classroom. Administrative staff also play a role in establishing good communication between the school, parents, and the community. This includes organizing meetings, communicating information through social media, and answering questions or concerns that arise.

## **Conclusion**

The quality of education cannot be separated from the role of school administrative staff in providing administrative services, both academic and non-academic. Administration is a series of collecting, recording, calculating, duplicating and storing data related to school administration. Administrative staff also play a role in establishing good communication between schools, parents and the community.



## References

- Afkari, SG, Hasibuan, L., & Anwar, K. (2021). Basic Concepts of Educational Supervision Along with the Administrative Studies Related to It. *Hikmah: Journal of Education Islam*, 10(1), 45-62.
- Darmalaksana, W. (2020). Qualitative research methods of literature studies and case studies field. *Pre-Print Digital Library of UIN Sunan Gunung Djati Bandung*.
- Hakim, MN, & Iskandar, MN (2023). Developing talents and interests with student management. *Kharisma: Journal of Administration and Management Education*, 2(1), 26-37.
- Haq, MS (2022). Implementation of Management Information Systems in Improving School Education Services During the Covid-19 Pandemic. *Inspiration Journal Educational Management*, 9(5), 1221-1235.
- Wisdom, N. (2022). Implementation Of Archives Administration Administration Of Balusu 1 State Middle School, Barru District. *Reigning Journal*, 5(3), 284-328.
- Jeflin, H., & Afriansyah, H. (2020). Quality and Facilities and Infrastructure on Postgraduate Student Satisfaction at IAIN Ponorogo in the Academic Year 2022/2023 (Doctoral Dissertation, Iain Ponorogo). Indonesia, PR (2003). Law of the Republic of Indonesia Number 20 of 2003 on the national education system. *Jakarta: Ministry of Research, Technology, and Higher education*.
- Ismanda, SM, et al. (2021). Performance of School Administrative Staff in Management Student Affairs at Turangie Private Employee Junior High School. *Journal of Education Tambusai*, 5(3), 11141-11147.
- Muspawi, M., & Robi'ah, H. (2020). Realization of School Administrative Staff Performance in Service Improvement. *Journal of Educational Management and Supervision*, 4(3), 232-239.
- Putri, JF (2024). *Administrative Management in Improving Service Quality At State Senior High School 2 Siak Hulu* (Doctoral dissertation, University of Islamic State of Sultan Syarif Kasim Riau).
- Sari, DP, Aisyah, N., & Noviani, D. (2023). Educational Administration; A Concept and Theory. *Definition: Indonesian Education Journal (PJPI)*, 1(2), 245-254.
- Uno, HHB (2024). *The teaching profession: problems, solutions, and reforms. education in Indonesia*. Bumi Aksara.
- Yani, J., & Srimulat, FE (2023). *Educational administration*. CV. Tatakata Grafika.
- Zakhiroh, R. (2017). The Influence of School Administrative Staff Performance on Quality of Non-Academic Administrative Services. *Didaktika: Journal of Thought Education*, 19(2), 59-70. <https://doi.org/10.00000/pjpi.v1n22023>.