



School Administrative Staff: Duties and Responsibilities in Modern Education

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Abstract: In this context, this article will discuss in depth the various duties and responsibilities of school administrators in the modern education era. By understanding these duties and responsibilities, it is hoped that educational administrators can optimize the education system. This research uses the library research method, which focuses on analyzing literature and secondary sources relevant to the research topic. Researchers collected and reviewed various sources of information such as books, scientific journals and research reports related to the research topic. Administrative personnel play an important role in improving school administrative services and developing school quality improvement with several activities carried out. School administrative personnel are tasked with providing administrative service support for the implementation of the educational process at school. Their duties and responsibilities include various aspects that are all interrelated to create an optimal learning environment and as a liaison between various parties in the school, for effective communication.

Key Words: School Administrative Staff, Duties and Responsibilities, Modern Education

Introduction

Globalisation era and rapid technological advancement, education faces complex challenges and dynamics. The duties and responsibilities of school administration personnel are increasingly vital in supporting the teaching and learning process. Educational administration is one of the key elements in ensuring that the education system can adapt and meet the demands of the times. School administrators are not only responsible for administrative management, but also contribute to creating an effective and efficient learning environment. Therefore, every school is in need of school administrators. Because school administration personnel are an important part of the school in order to support the smooth running and fulfilment of school goals. For example, the task of school administration personnel is to provide information for the principal. With this information, the principal in considering his decision will be more precise. because the task of school administration personnel itself is to collect, record, procure, manage, send and store documents that are considered important for schools. And one of the benefits of school administration personnel is the smooth running of school work and preventing possible errors in work. School administrative personnel are activities carried out including, assisting the teaching and learning process, student affairs, staffing, school equipment, school infrastructure affairs, finance, working in laboratories, libraries and public relations.

The development of information and communication technology brings new challenges and opportunities, which require administrative personnel to have broader skills. The rapid development of technology has changed the way education is conducted, encouraging innovation in teaching and learning methods. In this context,



technology serves not only as a tool, but also as a key driver in improving the quality of education in the era of globalisation (Lestari, 2018). In the midst of these changes, they are expected to adapt new technologies, such as student data management systems, online learning platforms and digital communication. The ability to manage information well is key in supporting academic and non-academic activities in schools. In addition, administrators should also have expertise in data analysis to help make better decisions on education policies and school programmes. School administrators need to play an active role in managing change, ensuring that all elements of education, including the curriculum and teacher training, are aligned with the changing needs of the times (Muspawi & Robi'ah, 2020).

The duties and responsibilities of education administration are not only limited to the management of institutions, but also include strategic aspects that directly affect the quality and success of the teaching and learning process. Modern education demands a more holistic and innovative approach. The curriculum must be designed to develop 21st century skills, which include critical thinking, collaboration and creativity. 21st century learning is required to master the use of technology. Technology is an instrument that can be used in the world of education is necessary for the continuity, and comfort of human life as a basis that must be introduced to all students (Sasmita & Darmansyah, 2022). Educational administration plays a role in formulating policies that support the development of this curriculum, as well as ensuring that all resources - human, financial and technological - are optimally utilised.

In this context, this article will discuss in depth the various tasks and responsibilities of educational administration in the modern education era. By understanding these duties and responsibilities, it is hoped that education administrators can optimise the education system to create a future-ready generation.

Method

This study uses the library research method, which focuses on analysing literature and secondary sources relevant to the research topic. In this case, researchers collect and review various sources of information such as books, scientific journals, research reports and documents related to the duties and responsibilities of school administration personnel in the modern education era. The data sources in this research are literature or documents relevant to the research topic. The data used is secondary data that already exists and is available to the public.

The data collection technique is through searching and collecting various sources of information relevant to the research topic. The researcher used selection criteria to determine the relevance and reliability of the data sources used in the study. Such selection criteria may include year of publication, accuracy and reliability of the author, relevance to the research topic, and diversity of perspectives represented in the data sources. Data analysis in this research is conducted through a process of reading, synthesising and understanding the information found in the data sources. The researcher will identify patterns, themes, and relationships between concepts in the relevant literature. The results of data analysis will then be used to build research arguments and conclusions.



Result and Discussion

The school institution is a means of education which basically aims to make moral and moral human resources, on the basis of which based on the basic objectives of the state, educational institutions are established and processed in such a way as to become a support to produce or produce moral people in accordance with the personality, character of the Indonesian nation in particular. To achieve quality education, of course, a supportive school climate is needed (Muspawi & Robiah 2020). Every educational institution is required to always improve its quality. This is in addition to fulfilling the expectations of the community as well as fulfilling Government Regulation of the Republic of Indonesia Number 19 of 2005 concerning National Education Standards, Article 91 paragraphs 1 and 2 states that: 'Each educational unit in the formal and non-formal channels is obliged to guarantee the quality of education as referred to in paragraph (1) with the aim of meeting or exceeding the National Education Standards.

Talking about school administration is quite important, given that the smooth implementation of teaching and learning activities will be achieved if supported by the implementation of good school administration. So it is natural that this school administration has been studied by many researchers, including Fitriani (2014) with the title 'Performance of School Administration Personnel at SMA Negeri 1 Kasihan and SMA Muhammadiyah 1 Bantul'. Wiyanta (2016) with the title 'The Role of the Head of Administration in Improving the Performance of Education Personnel at SMA Negeri 1 Pleret Bantul Yogyakarta'. Zakhroh (2013) with the title 'The Effect of School Administrative Personnel Performance on the Quality of Non-Academic Administrative Services' Therefore, school administration is something that needs to be addressed in order to improve the quality of education in schools.

School administration is all joint efforts to utilise resources, both personal and material, effectively and efficiently to support the achievement of optimal educational goals in schools. School administration personnel are educational personnel whose job is to provide administrative service support for the implementation of the educational process in schools. Therefore, an institution needs to manage its archives properly (Ardiana & Suratman, 2021). School administration is a personnel who has a role and responsibility in realising the smooth running of educational activities, the role of administrative personnel as support and services in the school administration process (Muniarti & Usman, 2009).

Administrative personnel are education personnel who play an important role in improving school administration services. In the development of improving the quality of schools, administrative personnel have several activities carried out such as management, development, and technical implementation. School administration personnel are education personnel whose job is to provide administrative service support for the implementation of the education process in schools. Administrative personnel are education personnel who are in charge of improving school administrative services. Kuncoro (2002) explains that school administration personnel are services that function to alleviate the facilitation function towards achieving the objectives of substantive activities. Administrative personnel are non-teaching staff commonly known as administrative staff who have the task of supporting the running of the educational process in schools through administrative services as described in Law Number 20 of 2005 article 39 paragraph 1 that 'Administrative personnel are tasked



with carrying out administration, management, development, supervision, and technical services to support the educational process in educational units’.

Based on the exposure of the law, it can be seen that in realising education to educate the nation's life, experts in the administrative field are needed to provide optimal services, especially to education consumers. School administration personnel play a crucial role in carrying out educational tasks and activities. They are responsible for supporting the teaching and learning process and ensuring that all administrative aspects of the school run efficiently. In this case, the main tasks of school administration personnel in general in providing school administrative services to improve school quality are as follows:

Document Management

(1) Archiving is organising and managing all important school documents, such as student report cards, correspondence, and official documents. Good records management not only facilitates information retrieval but is also important for legal compliance. (2) Digitisation i.e. implementing a digital system for document storage, thus facilitating access and reducing the risk of data loss.

Information Services

(1) Internal Communication is a liaising between various parties in the school, including students, teachers and staff. Providing clear and accurate information on school activities and policies. (2) Socialisation to Parents i.e. organising meetings with parents to provide information related to students' academic progress and activities.

Financial Management

(1) Budgeting is a managing the school budget by planning expenses and income in detail. This includes managing BOS (School Operational Assistance) funds and other donations. (2) Financial Reporting i.e. preparing transparent and accountable financial reports to be presented to the principal and other related parties.

Student Administration

(1) Student Data is a managing all student-related data, from registration, attendance, to alumni data management. This is important to monitor students' academic and non-academic development. (2) Diploma Supervision is compiling and distributing diplomas and certificates to graduating students.

Activity Coordination

(1) Event Planning is organizing school activities such as competitions, seminars, and extracurricular activities. Involve teachers and students in planning to ensure the event runs smoothly. (2) Meetings and Meetings i.e. organizing meeting schedules and agendas to ensure every party is involved in the decision-making process.

School administrators serve as the backbone in carrying out various educational activities. Through their duties and tasks, they create an effective and supportive learning environment. Therefore, it is important for schools to pay more attention to developing the capacity and professionalism of school administrative personnel. Investing in their training and competency development will not only improve operational efficiency but also contribute to the overall quality of education. In this modern era, adaptation to technology and innovation in school administration management are becoming increasingly important to support broader educational goals. According to the 2008 Minister of National Education Regulation on School Administrative Personnel Standards, school administrative personnel include chief administrative officers, administrators, and special service officers. If explained in detail,



the duties of school administration personnel based on their respective tasks are as follows:

1. Head of School Administration

Daily Service Program (Filling in the daily activity book, making Principal's Instruction Letter, making power of attorney, coordinating personnel administration, coordinating correspondence and filing, coordinating caraka duties (7K), providing services to the community / other agencies. Weekly Program/Service (Making Principal's Decree). Monthly Programs/Services (coordinating School Finance administration, coordinating Public Relations administration, coordinating Student Affairs administration, coordinating Curriculum administration, coordinating Dapodik administration, coordinating Library administration, coordinating Science, Social and Language Laboratory administration, coordinating Counseling administration. Quarterly Program/Service (Coordinating the administration of infrastructure and facilities). Semesterly Program/Service (Coordinate the implementation of school activities (MOPDB, US, UN, UTS, UAS, TO, RAKER), carry out supervision and evaluation of employee performance, foster and develop employee careers, carry out assessments of the World of Business and the World of Industry (DUDI). Annual Program/Service (Creating a Work Program, compiling a School Activity and Budget Plan (RKAS) with the team, compiling the division of tasks for implementing affairs, School regulations, coordinating New Learner Admission activities (PPDB), conducting employee performance assessments, making reports.

2. Personnel Administration Executor

Daily Service Program (filling in the daily activity book, making certificates) Monthly Program / Service (making attendance lists of teachers and employees, making monthly reports) Semesterly Program (making reports on the condition of teachers, positions in schools, supervisors and education personnel) Annual Program / Service (making work programs, proposing promotions, making teacher and employee needs analysis, proposing teacher retirements, proposing employee pensions, proposing the making of Karpeg, Career, Karsu, and Taspen, proposing employee insurance (BPJS), making Employee Performance assessments, making Rank Order Lists (DUK), making reports).

3. Financial Administration Executor

Daily Service Program (Filling in daily activity books, managing goods and services finances, managing BOS and BOP finances, making SPPD details) Monthly Program / Service (Making General Cash Books, making Cash Auxiliary Books, making Bank Auxiliary Books, making Tax Auxiliary Books, making employee salary proposals (OL DPPKAD), making proposals for periodic salary increases) Quarterly Program / Service (Making reports on the use of BOS and BOP funds) Annual Program / Service (Making a financial administration work program, compiling RKAS with the team, making annual tax reports (OL via Effin), making reports).

4. Administration of Facilities and Infrastructure

Daily Service Program (filling in the daily activity book, making a book for recording receipts and disbursements of Inventory and Non-inventory Items, making a book for borrowing and returning inventory items) Weekly Program / Service (Signing all invoices for goods received from APBD / APBN funds) Monthly Program / Service



(Filling in the master book / class book of inventory items, making Item Inventory Cards (KIB, A-E), making Room Inventory Cards (KIR), making a book recording the receipt of inventory and non-inventory items, carrying out maintenance and repair of inventory items, carrying out numbering of inventory items, making a book of stationery items that must be added / purchased) Quarterly Programs/Services (Make Stock Cards of inventory items in the warehouse, carry out stock-taking of existing stationery items, make quarterly and annual reports on inventory and non-inventory items) Annual Program/Service (Create a work program, propose the need for goods for 1 fiscal year, propose the elimination of inventory items, make reports).

5. Administrative Officer for School Community Relations

Daily Service Program (Filling in the daily activity book, making cooperation agreement letters / MOUs, implementing MOUs with the community) Monthly Program / Service (Making Minutes, making announcements) Annual Program / Service (Making Public Relations Work Program, making DUDI / Employer attendance lists, making reports).

6. Administrative Affairs Officer for correspondence and archiving

Daily Service Program (Filling in the daily activity book, scheduling incoming and outgoing letters, forwarding incoming letter dispositions, making official letters, making invitation letters, making circular letters, making assignment letters, making SPPD, making cover letters, making certificate letters) Weekly Program/Service (Classifying letters and the nature of letters, archiving letters in the letter file according to the code) Monthly Program/Service (making statement letters, making minutes) Annual Program/Service (making work programs, making reports).

7. Student Affairs Administrative Officer

Daily Service Program (Filling in the daily activity book, recording report card grades and test scores to the student master book, serving teachers and the public about student data, making student parent summons, making suspension letters) Monthly Program/Service (Making student information fibers, recording incoming and outgoing student mutations, making student statistics) Annual Program/Service (Create work programs, collect student data, create student rosters, create student identification numbers, create Klaper Books, create prospective student statements, prepare PPDB activities, create BSM proposals, collect data on students participating in final exams, create proposals for students entering PTN through interest and talent pathways for SMA / SMK, record student learning progress and graduates who are accepted at PT or work (specifically PT for SMA / SMK, make reports).

8. Implementation of Curriculum Administration Affairs

For curriculum-related matters, given that administrative staff is very limited, curriculum administration matters can be carried out by the Curriculum Section / Head of Curriculum. Daily Service Program (Filling in the daily activity book, preparing and making teacher tools) Weekly Program / Service (Preparing and making extracurricular agendas, preparing and making MGMP work agendas, preparing and making assessment forms) Semi-annual Program/Service (Making activity schedules, preparing semesterly test equipment) Annual Program/Service (Making work programs, making learning journal books, making teaching agenda books, making reports)



9. Special Services Administrative Officer

Special service administrators in an educational environment, especially in schools, refer to individuals or teams who are in charge and responsible for managing and implementing various administrative aspects and coordinating activities that support the smooth operation of schools.

School Guard

Daily Service Program (Filling in the daily activity book, maintaining school security and order, monitoring the entry and exit of students, teachers, staff and school guests, recording the identity of school guests, arranging vehicle parking, controlling security and order, routinely walking around the school, escorting school guests to their destinations, recording incidents of security disturbances at school and reporting them to the local security, making drinks for teachers and staff. local security, making teacher and employee drinks) Annual Program/Service (Make a work program, make a report)

Gardener

Daily Service Program (Filling in the daily activity book, caring for, maintaining and planting crops in the garden, preparing cleaning equipment and materials, cleaning the school yard, and the outside environment) Annual Program/Service (Make a work program, make a report).

Cleaning Staff

Daily Service Program (Filling in the daily activity book, cleaning the school yard according to the division of tasks, cleaning the office, classrooms, laboratories, and toilets, according to their duties, serving the needs of teachers, employees, students, and school guests, cleaning the yard, garden, office room, teacher's room, and fountain garden) Weekly Program / Service (Repairing minor damage to school facilities) Monthly program (Preparing meeting rooms) Annual Program / Service (Making work programs, making reports).

Errand boy

Daily Service Program (Filling the daily activity book, cleaning the school yard according to the division of tasks, cleaning the office, classrooms, laboratories, toilets, according to their duties, serving the needs of teachers, staff, students, and school guests, delivering school official letters) Weekly Program/Service (Repairing minor damage to school facilities) Monthly Program/Service (Preparing meeting rooms) Annual Program/Service (Making work programs, making reports).

Driver

Daily Service Program (Filling in the daily activity book, taking/picking up students, teachers and employees, taking the needs of students, teachers and employees, filling in the work control book to take/pick up teachers, employees, and students, maintaining and caring for vehicles) Weekly Program/Service (Repairing minor damage) Annual Program/Service (Making work programs, making reports).

Security Guard



Daily Service Program (Filling in the daily activity book, opening and closing the school gate, maintaining security during KBM activities, receiving and recording the arrival of guests during KBM, recording the identity of school guests, arranging vehicles in front of the school when students come and go home, maintaining environmental cleanliness) Annual Program/Service (Makingwork programs, making reports).

Dapodik Operator

In accordance with the development of technology that requires every school to fill in the Dapodik. dapodik related to data collection of teachers, students, facilities and infrastructure, as well as other data collection, schools may appoint dapodik operators.

Schools may appoint dapodik operators, either from teachers or other education personnel. Teachers or other education personnel. For junior/middle/high school/vocational level, schools can utilize ICT teachers as dapodik operators.

Daily Service Program (Filling in the daily activity book, doing student data entry) Monthly Program/Service (Checking for data input related to certification allowances, checking GTK data verifying data on the website) Semesterly Program/Service (Doing GTK data entry, doing data entry sourced from F-SEK.F-PD and F-GTK, doing data input according to the form filled in) Annual Program/Service (Create work programs, create forms for students, create reports).

School administrators have diverse responsibilities that are integral to the success of educational institutions. With their duties and tasks in supporting various administrative aspects, school administrators help create a conducive and efficient learning environment. Not only do they influence the smooth operation of the school, but they are also responsible for the success and smooth running of the school administrative system, from document management to coordination of activities and financial management as well as contributing to the quality of education received by students. Therefore, it is important for schools to provide adequate training and support to school administrators so that they can optimally perform their duties and responsibilities.

School administration personnel in carrying out their duties and responsibilities require qualified skills and competencies so that all assigned tasks can be completed optimally. These skills and competencies, such as: Organizational skills, namely being able to organize various tasks and schedules well, Communication skills, namely being able to communicate well with all parties involved, including students, parents, and colleagues, Technology skills, namely mastering the use of administrative software and other technology aids, Analysis skills, namely being able to analyze data and information to support decision making.

Referring to the results of Ndibo's research (2018) which says that the order and orderliness of school administration is needed to achieve service effectiveness and efficiency. To support this, it requires good communication between all staff, good quality human resources, adequate infrastructure support such as internet access,



computer equipment, and support from the leadership. Thus, the presence of competent and professional administrative personnel will contribute to a better quality of education and a positive learning experience for students.

Conclusion

School administrators play a crucial role in supporting the functioning and operational efficiency of educational institutions. Their duties and responsibilities cover various aspects, all of which are interrelated to create an optimal learning environment, such as document management, financial administration, timetabling, and information services to students, parents and staff. In addition, they also act as liaisons between various parties in the school, ensuring effective communication. With their professionalism and good organizational skills, administrative personnel help create a conducive learning environment, thus contributing significantly to the quality of education. In this context, the presence of competent and dedicated administrative personnel is crucial. They not only carry out administrative tasks, but also serve as key supporters in achieving educational goals. By managing various operational aspects, administrative personnel ensure that the main focus of educational institutions remains on teaching and learning. Overall, the role of school administrators is strategic in improving the quality of education. By optimizing their duties and responsibilities, educational institutions can create a better environment for students, faculty and the entire school community.

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