



The Role of Administrative Staff in Improving the Quality of Service in Schools

Rizky Rahmad Alvaro, Teguh Triwiyanto*
Universitas Negeri Padang, Universitas Negeri Malang
ralvaroo@gmail.com, teguh.triwiyanto.fip@um.ac.id

Abstract: This study discusses the role of administrative staff in improving the quality of service in schools. The main problem raised is the low efficiency and effectiveness of administrative services that can affect the overall learning process. The purpose of this study is to identify the contribution of administrative staff to improving the quality of service in the school environment. The method used is a literature study and qualitative analysis of data collected from various related studies. The results of the study indicate that administrative staff have an important role in maintaining the smooth running of the administrative process, such as managing student data, finances, and communication between schools and parents. In conclusion, competent and trained administrative staff are able to improve the quality of service in schools, thereby supporting the achievement of more optimal educational goals.

Keywords : Role, Administrative Staff, Quality, School

Introduction

Educational organizations have very important elements that must be considered for the continuity of the educational process. Both elements that are directly related that can have a very large influence and those that indirectly affect the educational organization itself. The most important thing in the success of an educational organization is the implementation of education. When viewed from its duties and functions, the quality of administrative services is quite broad in scope in the implementation of educational organizations. The goals of education in general have been regulated by the government which are clearly depicted in the national education curriculum. To achieve the educational goals outlined in the national education curriculum, of course, quality administrative services are needed so that they can run efficiently and effectively. (Hartati Rismauli, 2022).

School administrative staff (TAS) is one of the educational staff in schools. The duties of educational staff according to the National Education System Law Number 20 of 2003 are to carry out administration, management, development, supervision, and technical services to support the education process in educational units. School administrative staff handles academic, student, facilities and infrastructure, finance, public relations and personnel. Without administration, it is difficult for schools to achieve school goals, many obstacles are faced by teachers and principals. Sahertian (1985:32) states that school administration activities that support the learning process are teaching management, student management, personnel management, school equipment management including teaching media and school books, management of buildings and equipment and school furniture, school financial management and management of school and community relations (Hartati Rismauli, 2022).

In relation to their duties to help smooth the teaching and learning process in order to achieve the expected goals, it is appropriate that administrative staff should receive special attention from both the school and the government in improving the quality of their performance. However, in reality, efforts to improve the quality of



performance are still very lacking. In fact, improving the quality of administrative staff's performance provides a significant contribution to improving the quality of school services and will ultimately also affect the improvement of school quality. The quality of service in schools is highly dependent on the efficiency and accuracy of the work of administrative staff. Excellent service will create a conducive atmosphere for students and teachers to focus on teaching and learning activities without being disturbed by administrative matters that are not handled properly. Through timely, accurate, and professional services, administrative staff play a role in ensuring that the needs of all stakeholders in the school are met, both internally and externally.

Administrative staff also act as a liaison between the school and parties outside the school, such as the education office, government agencies, and the community. In this role, they ensure that various policies, regulations, and important information can be conveyed properly. This is increasingly important in the digital era, where speed and accuracy of information are demands that must be met to support school transparency and accountability. In addition, in the context of financial management, school administrative staff are responsible for transparent financial recording and reporting. They play a role in ensuring that school funds are used appropriately and in accordance with applicable regulations. This is important to create trust from related parties, including parents and educational support institutions, that the funds used are truly for improving the quality of education.

Asmani (2011:111) in (Caron & Markusen, 2016b) stated that there are several efforts in developing the quality of school administrative staff, namely internships in more advanced educational institutions, actively participating in theoretical and practical training, encouraging innovation, instilling work discipline according to targets and forming a hard-working and never-give-up character. With competent and trained administrative staff, the education process can run more effectively and efficiently. Through internship programs, ongoing training, and the implementation of high work discipline, it is hoped that administrative staff will be able to encourage the creation of a conducive school environment for improving the quality of service. Success in carrying out administrative tasks optimally will have an impact on improving the quality of education as a whole, so that the role of administrative staff becomes increasingly vital in supporting the achievement of educational goals in schools.

Method

This article uses a qualitative method. While the material is combined with a library research method, namely examining various library literature, which uses journals, books, articles, notes or previous research reports. Where it is more focused on the role of administrative staff in improving the quality of school services. The main sources of this study are from national or international journal articles, state laws, and other sources that can make it easier to explain learning evaluation in order to improve the quality of student learning.

Results and Discussion

A. Role of Administrative Staff

Role is a dynamic aspect of status. If a person exercises his rights and obligations according to his position, then it means that he is playing a role. The two cannot be separated because one depends on the other and vice versa. Everyone has various roles that come from the patterns of his social life. This also means that the role determines



what he does for society and what opportunities society gives him. Soekanto (2013) emphasized that role is a dynamic component of status. A person plays a role if he fulfills his duties and rights according to his position. Because they depend on each other, and vice versa, the two cannot be separated. Because of their social interaction patterns, each person plays various roles throughout their life. This implies that their function simultaneously determines what they contribute to society and what opportunities it offers them. (Siregar, 2022).

The role of administrative staff is to provide administrative services to assist in the implementation of the educational process in schools. They are school employees, not teachers, who carry out administrative tasks, often referred to as administrative TU. School administrative staff are defined as school human resources who are not directly involved in teaching and learning activities but greatly support their success in managing schools in accordance with Kepmendiknas No. 053/U/2001 concerning Guidelines for the Preparation of Minimum School Service Standards.

Administration management in an educational institution plays a very important role in realizing a quality educational institution. The role of administrative staff in various fields is : (Caron & Markusen, 2016a)

1. Academic field

The role of school administrative staff in the academic field includes procurement, covering and binding of prota and promes. Typing and distributing to teachers and students regarding lesson schedules, learning unit models, class promotion norms and implementation of student learning evaluations. Summarizing daily test scores, assignments and final semester exams. Helping to make outgoing letters for teachers who will attend training.

2. Student affairs

The role of school administrative staff in the student affairs field at this school is to prepare form forms, handle form retrieval, summarize student data, collect student requirements and collect registration fees and submit them to the school treasurer. Provide information about students who are absent from school and make a letter of summons from the school. Summarize what extracurricular data the student is taking and their scores on the report card and master book.

3. Personnel field

The role of school administrative staff in the personnel field is to help teachers or employees complete the data and letters that will be needed to propose promotions and transfers. Summarize data on the number of teacher absences and report to the principal. Help find solutions to problems experienced by the teacher.

4. Finance

The role of school administrative staff in the financial field at this school is to prepare school budget and spending plans and report. This is in accordance with the opinion of Asmani (2011:61) who stated that the role of school administrative staff in the financial field is to prepare school budget and spending plans, find sources of funds for school activities, allocate funds for school activities, and be accountable for finances in accordance with applicable regulations.

5. Facilities and infrastructure

The role of school administrative staff in the facilities and infrastructure field is to provide stationery needed by the library. Store teaching aids, record borrowing of learning tools. Maintenance of teaching aids and their use is the responsibility of subject teachers. Students are responsible for the cleanliness and beauty of the



classroom. Repairs to classroom equipment are carried out every three months by the deputy for facilities and infrastructure, school administrative staff are responsible for the technical implementation and data collection and buying more if anything is lost or lacking.

6. Public relations

The role of school administrative staff in the field of public relations is that school administrative staff take minutes, organize attendance lists, and create and distribute meeting invitations. Handle permits and proposals originating from other institutions, dispose of them and reconfirm them to the institution.

B. The Role of Administrative Staff in Improving the Quality of Service in Schools

Planning, implementation, and management are methodical procedures used by administrative staff (TU) to improve the quality of service. realizing it with highly professional administrative staff in accordance with the description of their responsibilities, especially 3 (three) administrative staff, each of whom has the responsibility and duties specified in correspondence (documents/files), finance, and services in school operational activities, including improving infrastructure, communicating clearly and effectively, and providing services quickly and accurately.

Administrative staff have an important role in improving the quality of service in schools. They are responsible for various administrative tasks, such as managing student data, finances, and general administration that support the smooth operation of the school. By ensuring accurate, efficient, and organized data, administrative staff help speed up the service process, such as student admissions, information distribution, and provision of documents needed by students, teachers, and parents. Administrative staff pay close attention to time in carrying out their duties. Even in carrying out their duties, administrative staff are required to always be observant and careful because administrative staff in carrying out their duties are directly related to data. If this data is processed without any observance and care, it will be very difficult to complete properly. In addition, they also act as a liaison between the school and external parties, such as the education office, which ensures that every policy is carried out according to the rules. With fast and responsive service, administrative staff contribute to the creation of an orderly, efficient, and comfortable school environment, which ultimately supports improving the quality of education in schools. (Dalimunthe, 2022).

An administrative staff must also master and update their knowledge about technological developments. This also affects the services provided by administrative staff in madrasas. If, for example, administrative staff do not understand technology, it will hinder the administrative service process and ultimately the quality of administrative services will not increase but will decrease. Because administrative staff in carrying out their duties will be in direct contact with computers. The forms of service that can be provided by administrative staff are (1) Oral/spoken service, (2) Written service, (3) Service with actions (Sianaga, 2024).

C. Inhibiting and Supporting Factors for Administrative Staff in Improving Service Quality in Schools

Inhibiting factors usually come from the students themselves. When the administrative staff is doing basic bookkeeping activities. Some students have not collected their data to the administrative staff such as photocopies of diplomas, which makes it difficult for the administrative staff to do their jobs. In addition, the impact on



the administrative staff is the amount of time wasted to complete the work that should have been done in one day, it could be two or more or even days until the student submits a photocopy of his diploma.

Meanwhile, the supporting factors for administrative staff in improving the quality of administrative services are one of them by increasing cooperation with homeroom teachers such as in the problem of students who have not submitted photocopies of their diplomas. In addition, the motivation of the principal also greatly influences the performance of administrative staff. Because all educational and teaching staff are built with a sense of togetherness and also the need for synergy between teachers and administrative staff. Mutual support between teachers and administrative staff also has a positive impact on efforts to improve the quality of administrative services. On the other hand, giving rewards to administrative staff indirectly supports the efforts of administrative staff in improving the quality of services. The prizes given are vitamins not only for administrative staff but also for all employees at the school. (Tarbiyah et al., 2024).

Of course, an administrative staff needs education and training in the field of administration to improve the quality of administrative services. Following education and training is also a supporting factor for administrative staff in improving the quality of administrative services. With the implementation of this education and training, it is expected to be able to improve the ability and expertise of administrative staff in carrying out their duties. Even if it is only once or twice a year, administrative staff should not only rely on this education and training, but continue to hone their abilities by continuing to improve their knowledge in the field of administration independently. (Sohail Aslam, Maqsood Ahmad, 2021).

Conclusion

Administrative staff have an important role in supporting the smooth operation of schools through administrative tasks in various areas, such as academics, student affairs, personnel, finance, facilities and infrastructure, and public relations. They carry out their duties carefully and on time, which directly affects the quality of service in schools. These tasks include data management, document preparation, and communication with internal and external parties. By maintaining data accuracy and efficiency in carrying out tasks, administrative staff help create an orderly and efficient school environment, which in turn supports improving the quality of education in schools. To improve the quality of service, administrative staff need to continuously update their knowledge, especially in the use of technology. Supporting factors that affect their performance include good cooperation between administrative staff and teachers and principals, as well as motivation and appreciation from the school. Conversely, inhibiting factors such as incomplete documents from students can slow down their work. Therefore, continuous education and training are needed to improve the competence of administrative staff so that they can carry out their roles professionally and optimally in supporting school operations.

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