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Effectiveness of Administrative Services at SMK Negeri 6 Makassar

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ABSTRACT

The effectiveness of administrative services has the ability to provide efficient, responsive, and quality administrative services to all students in the school environment. This includes various aspects, such as student administration management, financial data management, new student admissions, school inventory management, and other administrative support. This study aims to determine the effectiveness of administrative services at SMK Negeri 6 Makassar. This research is qualitative. focusing on service procedures, service time, service costs, service products, facilities and infrastructure, and service officer competence. Based on the results of this study, it is shown that the effectiveness of administrative services at SMK Negeri 6 Makassar is categorized as Good. This can be seen from a number of factors or indicators that describe administrative services. Service procedures in schools are categorized as good because they have provided satisfactory services for students, as shown by effective communication between students and administrative staff, as well as the implementation of structured procedures, which are key factors in the success of the service. Service time is categorized as poor because students feel that despite efforts to improve service time efficiency, there are still various obstacles in implementation in the field. The main obstacles include the willingness of the principal's signature and the absence of service staff. Administrative service fees are categorized as good because the fees have been regulated according to school policy. Not all services are charged, school administration is categorized as good because the administration has tried to provide comprehensive and efficient services to meet various needs of students. Adequate facilities are categorized as good because they not only help in administrative services, but also support student learning as a whole, even though the facilities and infrastructure in the administration are quite good, there is a need for improvement and updating of equipment to further increase the effectiveness of administrative services and support student learning. The competence of Service Officers is categorized as good because they have technical and non-technical competence, service officers can carry out their duties more effectively and efficiently, and provide optimal service to students and all parties involved in the school.

Keywords: Effectiveness, service, administrative

INTRODUCTION

Administrative services must be organized and regulated and perfected as best as possible to create the effectiveness of the work of employees, teachers and staff in schools. If not organized, it will result in work piling up which causes work delays in each available unit so that in the end it results in the scattering of existing work resources. Good service quality can cause a feeling of satisfaction for those served and create a positive attitude. It is true that satisfaction is a person's feeling of joy or disappointment that arises from the match between what he receives and what he receives from a ministry.

Service is a series of processes or procedures that are related to each other, so that it shows the existence of clear and definite stages and the ways in which the flow is taken in order to complete a service (Arhas & Isgunandar, 2024; Darwis & Haerul, 2024; Saleh et al., 2024). Service is all forms of service that are carried out to support all forms of community interests (Mirdawati et al., 2018; Suprianto et al., 2023; Tunggul, 2021). Administration is an important part of a school in order to support the smooth running and fulfillment of school administrative goals (Arhas, 2022). For example, the role of administration is to provide information for those in need, the task of administration itself is to collect, record, prepare, manage, send and store documents that are considered important for an organization,

including schools. And one of the benefits of school administration is to facilitate administration in schools and prevent possible errors in work.

By Decree of the Minister for Administrative Reform and Bureaucratic Reform Number 63 of 2003 concerning General Guidelines for the Implementation of Public Services, Public service standards must at least include: 1) service procedures carried out in this case, among others, to simple, namely the ease of providing services to the community and the ease of meeting service requirements. 2) The completion time is determined from the time of submission of the application is the same as the completion of the service, including the complaint must be related to the certainty of time in providing services which must be related to the certainty of time in providing services in accordance with the determination of the length of each service time. 3) Service fees or service rates, including details stipulated in the process of providing services, must be related to the cost of fees that are reasonable and detailed and do not violate existing provisions. 4) service products received in accordance with the provisions that have been set. This is related to the reality in the provision of services, namely the results of services according to the determined and free from technical errors, both in terms of writing applications that have been submitted previously. 5) adequate facilities and infrastructure by public service providers. This is related to the unavailability of adequate service support devices such as desks, chairs, typewriters, etc. As well as the comfort and convenience of obtaining a service. 6) the competence of service officers in the abilities that must be possessed by the implementation includes the knowledge, skills, attitudes, and behaviors needed. Management services in schools are something that needs to be improved to achieve school quality. Administrative services also provide services in administrative matters. The services provided to all school departments within the school framework within the school framework are the main goal that cannot be avoided, because it has become the duty of the administrative institution to provide services by creating good services for all components of the school.

The ministry must also pay attention to its effectiveness, effectiveness is a barometer to measure the success rate (Akib et al., 2024; Isgunandar et al., 2024; Rahman et al., 2024). The business administration activity aims to provide excellent administrative services to education users in order to support and facilitate the implementation of education activities in schools. Good service quality can cause a feeling of satisfaction for those served and create a positive attitude. It is true that satisfaction is a person's feelings of pleasure and disappointment that arise from the comparison between what he receives and what he receives from a service, a person's disappointment with the service may arise because his expectations and the reality he receives do not match. The quality of service certainly depends on the quality and quantity of human resources. Therefore, a person towards service may arise because his expectations and the reality he receives are not suitable.

Based on initial observations from January 2 to February 2, 2024 at SMK Negeri 6 Makassar, there are several problems encountered, especially in terms of administrative effectiveness at the school. It is known that the performance of administrative employees still has several implementations of standard operating procedures that are not carried out optimally, namely, administrative service officers provide poor service in this case, the service officers are not friendly and polite. Because serving well is polite and polite is one of the standard operational aspects of the procedures of administrative services in schools.

METHODS

This research is entitled The Effectiveness of Administrative Services at SMK Negeri 6 Makassar using qualitative approach/research. In this study, a qualitative descriptive

approach is used because qualitative research methods require a deep understanding of a phenomenon, fact, or reality requires a deep understanding of qualitative. The method of data accumulation or collection includes observation, interviews, and documentation.

The focus of this research focuses on the effectiveness of administrative services at SMK Negeri 6 Makassar with several indicators of research on the effectiveness of administrative services, namely service procedures, completion time, service costs, service products, facilities and infrastructure, and the competence of service officers. The description of the focus in this study is the achievement of the goal in the effectiveness of administrative services at SMK Negeri 6 Makassar by using the following indicators: 1) the service procedures carried out in this case include, namely the ease of providing services to the community and the ease of meeting service requirements. 2) The settlement time is determined from the time of submission of the application is the same as the completion of services, including complaints must be related to the certainty of time in providing services that must be related to certainty. 3) service fees or service rates including details set out in the service delivery process. 4) service products received in accordance with the provisions that have been set. 5) adequate facilities and infrastructure by public service providers. This is related to the unavailability of adequate service support devices such as desks, chairs, typewriters, etc. As well as the comfort and convenience of obtaining a service. 6) the competence of service officers in the abilities that must be possessed by the implementation includes the knowledge, skills, attitudes, and behaviors required.

RESULT AND DISCUSSION

Service Procedure

Service Procedures A set of steps or rules that must be met when providing services to customers or users. The goal is to ensure that the services offered are consistent, efficient and meet customer needs and expectations. With the help of service procedures for students, administrative services provide convenience in serving students.

Based on the results of research and interviews with five informants, the service procedures in school administration are very structured and efficient. Students and staff are ensured to adhere to the measures that have been set to meet the needs of students. Administrative staff are responsive to student requests such as ATK collection and permit processing, although there are some services that take longer such as official permits.

Service procedures are a series of systematic steps to provide services to customers efficiently and consistently. These steps include receipt of requests, verification of data, needs assessment, implementation of services, and follow-up. The goal is to ensure that every request is handled in a timely manner and according to quality standards, thereby increasing customer satisfaction and loyalty. Good implementation of service procedures also includes the use of technology to simplify processes and increase service transparency. Effective service procedures require good coordination between various departments within the organization and the use of appropriate technological tools (Arhas et al., 2022; Juharni et al., 2023; Niswaty et al., 2020). This helps to reduce errors, increase productivity, and ensure that each service is delivered according to the set standards. Periodic evaluations and feedback from customers are also important to improve and refine existing procedures.

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processing, although there are some services that take longer such as official permits. Service Procedures A set of steps or rules that must be met when providing services to customers or users. The goal is to ensure that the services offered are consistent, efficient and meet customer needs and expectations. With the help of service procedures for students, administrative services provide convenience in serving students.

Service Hours

The service time required to complete a service or process from start to finish. It is often used in the context of services, such as the time it takes for a service person to be on site or the time it takes to respond to and fulfill student requests.

Based on the results of research and interviews with five informants, the school administration has special staff for services that require time, focusing on efficiency and student needs. Although the service is arranged by recording time, the time promise is often not fulfilled due to the limitation of the principal's signature. This results in students often having to wait days for the process to complete, especially if there are meetings or staff are unavailable. This is the main obstacle in managing services in administration.

Although the head of administration and staff stated that the service time was well organized and measured, some students revealed that the service time often did not match what was promised. The main obstacle faced is delays caused by the absence of the principal or authorized staff. This indicates that there are still gaps in time management and staff attendance that need to be improved to improve the efficiency of service time. In the context of public services, service time is one of the main indicators of service performance. Inconsistencies in service times can reduce customer satisfaction and hinder administrative processes that should be efficient (Ayu et al., 2019; A. C. Nur et al., 2023; Takdir et al., 2021). Therefore, better time management strategies as well as proper scheduling are needed to ensure that all student requests can be addressed quickly and on time. This increase will have a positive impact on student satisfaction with administrative services at SMK Negeri 6 Makassar.

Based on the results of research and interviews with five informants, the administrative service time has special staff for services that require time, with a focus on efficiency and student needs. Although the service is arranged by recording time, the time promise is often not fulfilled due to the limitation of the signature of the head of the house. This results in students often having to wait days for the process to complete, especially if there are meetings or staff are unavailable. This is the main obstacle in managing services in administration.

Service Fee

Service fee The cost of the cost required or incurred to compensate for the service that provides the space and time to meet the demand for the service. These costs are intended for handling costs and more benefits from the activities carried out.

Based on the results of research and interviews with three informants, the school administration has regulated service fees with clear standards and according to demand, although not all services are paid. Transparency in the determination of fees is highly prioritized to provide clear information to students, prevent confusion, and ensure a good understanding of the purpose of the service fees charged.

Service fees at SMK Negeri 6 Makassar have been regulated according to the policy and informed transparently to students. However, there are some students who feel that information about service fees is still unclear. This shows that even though the fees charged are in accordance with the standards, there needs to be an improvement in the delivery of

information so that students are not confused or burdened by the service costs that may arise (Asrijal et al., 2020; M. Nur & Seran, 2019; Supriati et al., 2020). Transparency of service costs is very important in maintaining customer trust and satisfaction. By providing clear and easy-to-understand information about the service fee, it can ensure that students understand the purpose and needs of the fees charged. This can also prevent potential misunderstandings or dissatisfaction in the future. Therefore, effective communication regarding service costs must be a priority to improve the quality of service at SMK Negeri 6 Makassar.

Based on the results of research and interviews with three informants, the administration has regulated service fees with clear standards and according to demand, although not all services are paid. Transparency in the determination of fees is highly prioritized to provide clear information to students, prevent confusion, and ensure a good understanding of the purpose of the service fees charged. required or incurred to compensate for services that provide space and time to meet service requests. These costs are intended for handling costs and more benefits from the activities carried out

Service Products

The result of a process or activity carried out to meet a need or request. Service products in the context of an organization or institution mean various services or assistance to individuals in need.

Based on the results of research and interviews with three informants, administrative services in schools provide useful assistance for students, especially in the management of documents such as transcripts and certificates. Although there are sometimes constraints in service time, the staff provides helpful services and also facilitates daily needs such as ATK.

The service products provided by the administration at SMK Negeri 6 Makassar are considered adequate by the students. Services that include document management, stationery provision, and counseling services assist students in meeting their administrative and academic needs. The quality of this service shows that the administration is able to provide the necessary support for teaching and learning activities in the country (Cui & Aulton, 2023; Maryadi Maryadi, 2023). Comprehensive and efficient services are an important indicator of the success of public services. By providing a variety of quality and timely services, administration can increase student satisfaction and support students in the learning process (Alsheyadi, 2020; Baharuddin, 2019). This not only increases the efficiency of the local administration, but also creates a conducive learning environment for students. Therefore, continuing to improve the quality-of-service products is the right step to maintain and increase student satisfaction at SMK Negeri 6 Makassar.

Based on the results of research and interviews with three informants, administrative services in Seholah provide useful assistance for students, especially in the management of documents such as transcripts and certificates. Although there are sometimes constraints in service time, the staff provides helpful services and also facilitates daily needs such as ATK. The result of a process or activity carried out to meet a need or request. Service products in the context of an organization or institution means various services or assistance to individuals in need

Facilities and Infrastructure

Facilities and infrastructure are a set of tools used for an activity, both main and auxiliary tools. They are designed to facilitate the course of activities and help achieve the desired activity goals. Equipment, work equipment, or facilities related to the Company may be included in the category of facilities and infrastructure.

Based on the results of research and interviews with five informants, the facilities and infrastructure of school administration provide adequate services with available facilities, although some improvements and improvements are needed to support service efficiency. However, students and staff consider the existing facilities to be supportive enough for daily needs, including the administration and management of school assets.

The facilities and infrastructure at SMK Negeri 6 Makassar are considered quite adequate by the head of administration and staff, although there are several aspects that need to be updated. Facilities such as computers, printers, and complete office stationery help in the administrative service process. However, there is a need to upgrade and update some equipment to support the efficiency of further (Hasdinawati et al., 2021; Kencana, 2020).

Students also acknowledged that the available facilities and infrastructure support relaxation learning activities. Complete facilities not only help in administrative services but also support the learning process as a whole. However, there are still hurdles such as the number of computers that are sometimes insufficient, so there is a need for repairs and improvements in facilities so that services can run more smoothly and efficiently.

Based on the results of research and interviews with five informants, the administrative facilities and infrastructure provide adequate services with available facilities, although some improvements and improvements are needed to support service efficiency. However, students and staff consider the existing facilities to be supportive enough for daily needs, including the administration and management of school assets.

Service Officer Competence

Someone who has the competence or ability, knowledge, and expertise to perform tasks effectively and efficiently. Activities are assisted by service standards. The principles and standards of public service function as a handler for the course of service, and the quality of service itself is greatly influenced by it.

Based on the results of research and interviews with five informants, the competence of administrative staff in schools needs to have strong technical competence in administration, the use of office equipment, and mastery of administrative software. In addition, non-technical skills such as effective communication, excellent service. The operational capabilities of computers and software are key. Time management and efficiency in document management are also important aspects. In providing services, administrative staff must be responsive, friendly, and able to meet various administrative needs of students efficiently, in accordance with their main duties

The competence of service officers at SMK Negeri 6 Makassar is considered quite good by the informants. Administrative officers have technical skills such as the use of office equipment and administrative software, as well as non-technical competencies such as effective communication and problem-solving skills. These competencies are essential to ensure that the services provided can meet the needs of students efficiently and effectively. The expertise and competence of service officers are key factors in the quality of public services. By having skilled staff and able to communicate well, they can provide optimal service to students. In addition, the ability to manage time and operate modern technology is also an important aspect in improving service efficiency. Therefore, the development of the competence of administrative officers must continue to be carried out to ensure quality services at SMK Negeri 6 Makassar.

Based on the results of research and interviews with five informants, the competence of administrative staff in various places needs to have strong technical competence in administration, use of office equipment, and master administrative software. In addition, non-

technical skills such as effective communication, excellent service. The operational capabilities of computers and software are key. Time management and efficiency in document management are also important aspects. In providing services, administrative staff must be responsive, friendly, and able to meet various student administrative needs efficiently, in accordance with their main duties.

CONCLUSION

Based on the results of the study and discussion, it can be concluded that the efficiency of administrative services at SMK Nelgelri 6 Makassar is carried out in a maximum manner even though there is a stage where the maximum path is not carried out due to the obstacles that have been completed. The process of the service has been carried out in good time, the service is still in the process of being carried out, the service is being carried out well, the service is still there, the facilities and infrastructure are quite good for students, the service is quite good.

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