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Administrative Management in the Implementation of School Administrative Services at SMKN 1 Gowa

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ABSTRACT

Learning facilities have a major role in improving the quality of learning. Adequate facilities can create This study aims to determine the description of administrative management in carrying out school administration services at SMKN 1 Gowa. This study focuses on planning, organizing, implementing, and supervising school administration services. The research instruments used are observation and interview guidelines. The data collection technique employed in this study involves testing for data validity through credibility assessment. The data obtained were analyzed using the Miles, Huberman, and Saldana analysis model. Based on the results of the study, it shows that administrative management in carrying out administrative services at SMKN 1 Gowa is in a "fairly good" condition. This can be seen from the aspects of (1) administrative planning in carrying out school administration services by recruiting administrative staff, formulating the division of tasks and obligations of each staff member, and procuring any resources needed during the implementation. (2) Organizing administration in carrying out school administration services by determining the distribution of facilities and infrastructure that will later support the implementation of administrative management and creating a detailed concept for the mechanism for dividing administrative staff tasks. (3) Implementation of administration in running school administration services by carrying out or fulfilling planned activities and identifying what things need to be paid attention to in the process of implementing these activities. (4) Supervision of administration in running school administration services by confirming the preparation and implementation of tasks carried out and carrying out monitoring every two months or per semester to find out what obstacles there are during the implementation process.

Keywords: Management, Administration, Administrative Services

INTRODUCTION

A key component in the implementation of education from elementary to high school levels is the educational staff, often referred to as administrative staff. Educational policymakers must pay significant attention to school management staff because they play a crucial role in the education system, particularly in school management. In educational institutions, administrative work plays a crucial and strategic role at the school level. Their functions and roles include carrying out school management and providing services to the school community. Therefore, the importance of the role and function of administrative staff in schools should not be overlooked, and they are responsible for the educational process at the school level.

Law of the Republic of Indonesia No. 20 of 2003 concerning the National Education System states that "education personnel are members of the community who dedicate themselves and are appointed to support the implementation of education." Article 1 of Law No. 39 of 2000 concerning Education Personnel stipulates: Educational activities are related to the learning process, and their role is crucial in supporting the smooth running of teaching

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and learning activities in schools, achieving school goals, and improving the quality of education. Trainers for educational staff can be ineffective if the process is not running smoothly. Educators include teaching staff such as supervisors, instructors/teachers, and trainers; educational unit leaders such as principals, directors, chairpersons, headmasters, and heads of extracurricular educational institutions; as well as owners, supervisors, administrative staff, educational researchers, and developers. This scope also includes librarians, laboratory assistants, learning resource technicians, and examiners.

Schools are educational institutions established by the government and the private sector as optimal learning environments. Schools are expected to support individual development by fostering human potential in intellectual, spiritual, personal, and social dimensions. Therefore, to achieve this goal, schools must be run effectively and efficiently. School management is essential to support the smooth running of learning within the school. Management activities encompass the complete communication process, which includes collecting, recording, managing, reproducing, transmitting, and storing all data required by the organization (Kochhar, 2011; Lunenburg & Ornstein, 2021a; Serkina & Logvinova, 2019; Škudienė, 2020).

Management can also influence the quality of service facilities. Good service has unique characteristics, and almost all institutions use the same criteria to define good service characteristics. Several supporting factors directly influence the service provided, which must be able to serve customers quickly and accurately. (Olimat et al., 2023; Raczkowski, 2015; Sholihah, 2019). In addition, employees must have good communication skills and be polite, friendly, and fully responsible towards their customers. Second, good service must also be accompanied by the availability of facilities and infrastructure that support the speed, accuracy, and precision of work. Your own systems and infrastructure must be up-to-date. Finally, qualified personnel must operate your systems and infrastructure.

A series of work service management activities are carried out systematically and regularly by individuals or groups to achieve institutional goals. School administrators are responsible for leading educational services, which include providing both internal and external support to schools, as well as performing operational tasks to meet organizational goals within the framework of school management. This enables key school leaders to make decisions and take appropriate actions, which support the overall development of the organization.

From initial observations from June 19-21, 2023, it was revealed that services for managing school data encompass various activities such as receiving, recording, sorting, managing, storing, inputting, and duplicating data. All these activities, including written data transmission, demonstrate that the information and data needed by educational institutions and schools are not running effectively. The role of school administration is crucial for the smooth running of administrative services in schools. School management has a strategic role and function. Consequently, school management requires a strategic role. Because these activities are still small, we know there are still problems in school management. In school management, there are some staff who do not pay attention to their work, which causes problems in the quality of school management services.

METHODS

This study, entitled "Administrative Control in the Implementation of School Service Management at SMKN 1 Gowa," uses a qualitative method. The chosen research method is descriptive. The purpose of this approach is to provide a comprehensive explanation of the observed phenomenon through this type of research. This study seeks to elucidate the

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implementation of management arrangements in school service management at SMKN 1 Gowa.

Administrative control in the provision of school management services is a management activity carried out by the administration to implement school management according to school standards. Service activities include planning, which can also be used as an effort to utilize available resources, taking all factors into account, to achieve predetermined goals.

Planning, as the initial stage in management, is intended to allocate all organizational resources towards achieving future organizational goals. Assignment is the process of assigning individuals involved in organizational activities, based on the capabilities of available human resources. Therefore, this work can be described as the entire process of selecting employees within the organization, allocating space and infrastructure to support their work, establishing working conditions, and ensuring the fulfillment of operational plans and objectives. During the implementation stage, the personnel gathered to implement the plans developed in the previous stage are retained. Monitoring is the process of ensuring that implementation is proceeding according to plan. This phase monitors the preparation, implementation, and results of the program. Adjustments are made during program implementation and based on feedback on how the program is performing.

RESULT AND DISCUSSION

Administrative management in the implementation of school administrative services involves several important aspects, namely planning, organizing, implementing, and monitoring. The research at SMKN 1 Gowa used observation, interviews, and documentation methods to collect data. All collected data will be presented in descriptive or explanatory form. The responses of informants provide an overview of administrative management at SMKN 1 Gowa. A more detailed explanation will be outlined in detail in the following focus description:

Overview of administrative management in carrying out school administration services at SMKN 1 Gowa

1. Planning

The process of providing school management services starts with the planning stage, which necessitates an organized approach. Planning is the initial step in the administrative management process. In this phase, the principal plans, develops, and prepares school service programs in coordination with administrative officials and administrative staff directly involved in educational activities. They also manage all school administrative services. Effective management is inseparable from sound and thorough planning, making planning a crucial initial stage that should not be underestimated. Planning involves organizing activities and programs to accomplish specific objectives. (Alexander, 2008; Burke, 2013; Lockwood, 2012; Olimat et al., 2023).

The management planning process for providing school management services ensures that the needs and requirements of the management staff are met by excellent tools and resources available within the school. We can conclude that in terms of providing school management services, we are very well equipped with three computers, two printers, and, of course, filing cabinets. The availability of adequate resources and facilities to support administrative services in the school, along with the need for sufficient resources and ongoing training of administrative staff, are crucial for the successful implementation of school administrative services.

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Planning for the provision of management services at SMKN 1 Gowa begins with the selection of competent and highly qualified management staff. Selecting high-quality personnel will ensure excellent administrative services for the school community. Furthermore, in providing administrative services, administrative staff consistently collaborate with the head of administration and the principal to ensure high-quality service delivery. Furthermore, administrative staff are divided into several roles during planning, with each staff member's duties and responsibilities varying depending on their specific role. Facilities and infrastructure are also always a consideration, as they support the delivery of government services.

2. Organizing

Organization in management is carried out through a planned division of tasks to build cooperation among administrative staff in administrative service activities. This is arranged within a specific structure to achieve predetermined goals. To divide tasks according to staff capabilities, it is necessary to create an organizational structure and have processes that clarify the duties and qualifications of all existing employees.

Research indicates that, as the executive leader of a school, the principal has the authority to establish the work schedules for school staff within the organizational framework. The resulting work structure is organized in a way that clarifies the job descriptions of office staff. This organizational structure improves the performance of each management staff member and helps avoid misunderstandings among employees.

Organization relates to how the strategies and tactics formulated in the planning process are planned within an appropriate organizational structure. Groups of people carry out activities within this organizational structure, utilizing their tasks, responsibilities, and authorities to achieve organizational goals. Each employee is organized within the management team (Asad et al., 2022; Cooley, 1922; Entwistle, 2015).

Management is defined as a process and method that is developed from a pre-planned strategy, ensuring the cooperation of all parties involved. This finding was discovered by researchers at SMKN 1 Gowa, who developed a division of labor organization designed to build cooperation between staff in service activities designed to achieve goals within a specific structure.

3. Actuating

Using available resources, the implementation phase effectively and efficiently implements the outcomes established at the beginning of the planning process. However, in administrative management, this refers to the transfer, instruction, and motivation of managers to achieve goals. This ensures that all administrative services, such as recording, data collection, archiving, maintenance, and so on, are carried out effectively and assist the principal in decision-making. The goal is to improve employee performance.

Efforts to improve the performance of administrative staff who provide administrative services to the school community are certainly not simple. To develop administrative staff who carry out their work qualitatively and quantitatively, the principal must be directly involved in management activities.

Based on the findings, it can be concluded that the implementation of management control at SMKN 1 Gowa requires the effective and efficient use of available resources. The head of the administrative department plays a key role in guiding and motivating employees to achieve goals and also ensures that administrative services, such as recording and archiving, are implemented properly to support decision-making. Administrative services are

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provided not only to students but also to lecturers, staff, alumni, and all employees. Efficient management of administrative tasks, provision of appropriate facilities, and ongoing staff training and development contribute to smooth administrative processes and improved service quality in schools.

Implementation involves implementing a plan for each administrative staff member to ensure they provide high levels of service and motivation, enabling them to initiate and follow through on a project with clear objectives and high-quality products. Management activities are regulated by providing incentives, support, and motivation to employees through management and training to ensure all management activities, such as storage, collection, and maintenance, are carried out effectively by the principal.

The implementation or application of administrative functions in running school administrative services is carried out by improving the capabilities of administrative staff. Superior human resources enable the provision of services that also meet educational needs. Efforts to improve existing administrative staff include involving staff in training and providing flexibility to carry out educational activities. (Lunenburg & Ornstein, 2021b; Saputri et al., 2024; Tanjung & Elfrianto, 2023).

4. Controlling

After the entire process is complete, monitoring is conducted at this stage to help identify weaknesses, strengths, and influencing factors. Supervision can ensure that government delivery does not deviate from the established plan. Improving your performance is never easy for managers. To create a skilled and adequately sized school administrative workforce, school administrators must actively participate, both through communication and actions, in the management processes that enhance staff performance within the school community.

The researchers concluded that monitoring administrative services in schools is crucial to ensuring that their implementation achieves planned goals. The principal is responsible for overseeing administration and providing guidance to improve staff performance. The supervisor directs all administrative activities and ensures their execution under the principal's supervision. Assessments are conducted periodically to assess performance and resolve problems. The principal provides instruction by setting performance standards, recognizing good performance, and addressing poor performance. Continuous monitoring evaluates progress and pinpoints challenges that require attention. Administrative staff also conduct self-evaluations and have implemented a communication system to measure their performance and motivate them to improve.

Supervision is carried out to ensure that previously agreed-upon activities are carried out properly through organization and implementation, thereby achieving the desired objectives on a regular basis over a long period of time. This procedure ensures that all agreed-upon activities are systematically modified and implemented, ensuring they continue to run according to their intended objectives, despite various changes within the educational institution. In this supervision process, the principal acts as the primary assessor of whether the project is meeting its stated objectives through daily, weekly, and monthly activity evaluations.

We carry out supervision by continuously observing how activities align with the established objectives and implementing any necessary corrective actions. This is a control issue that requires the efforts of enthusiastic employees, who have been assigned tasks and initiated activities, to ensure the school operates in accordance with its aims, objectives, and mission (Ahmad, 2021; Jatmikowati, 2021; Kochhar, 2011).

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Supporting factors and inhibiting factors of administrative management in carrying out school administration services at SMKN 1 Gowa

When discussing inhibiting and supporting factors, we need to understand that they always accompany every goal-oriented task. Likewise, the provision of school management services is inseparable from inhibiting and supporting factors that arise from various aspects of ongoing management activities.

Administrative performance in providing administrative services is based on the strategy developed by the principal, the presence of professionally performing administrative staff, and other supporting factors, such as collaboration among administrative staff. Second, factors that influence the management performance process in providing school management services are insufficient staff capacity, the lack of a comprehensive human resources database system, and the absence of the principal when a signature is required.

School management service performance is influenced by supporting factors, namely strategic planning and collaboration between professional and administrative staff, while inhibiting factors include staff competency issues, the lack of a comprehensive human resources database, and delays due to the lack of a signature requirement from the principal

1. Supporting factors

Strategies implemented by the principal and head of administration: a leader needs to have a strategy to motivate and inspire his team members to be enthusiastic in carrying out previously planned tasks. A consistent management process reflected in this type of behavior is known as "leadership style" (Entwistle, 2015; Hysa, 2014; Igbaekemen, 2014). Leadership is one factor that can help a school effectively implement its vision, mission, goals, and objectives through carefully planned and implemented programs.

The strategies provided by the principal and the business head significantly hamper the process of providing business services in school administration. Thanks to the strategies offered, it is possible to elevate the work level of staff members to a professional level.

Professional administrative staff. Striving for high-quality professional development for employees is a step towards improving their performance in various aspects, such as career, knowledge, and skills, to achieve sustainable growth within an institution. Furthermore, teachers have also been successful in increasing student understanding and motivation through various sources of information, such as attending classes or attending parties (DeMonte,(DeMonte, 2013; Omar & Kavale, 2016; Selesho & Ntisa, 2014).

Company employees must be diligent in their work because they must be fully committed to the tasks assigned to them. Furthermore, they must have a strong commitment to their colleagues. Collaboration between the administrative leadership and the administrative team. In every business venture, collaboration Working as a team or individual to achieve a specific goal is essential (Hysa, 2014; Tanjung & Elfrianto, 2023). Without coworkers, there would be no family, organization, or school, and the learning process at school would be impossible. Logically, a person cannot live without the support of others, especially in social life. Therefore, the division of tasks plays a crucial role in meeting daily needs.

Unlike what they can achieve alone, administrative staff are able to accomplish more when working together in training. This demonstrates that collaboration between company leaders and staff is crucial for education so that collaboration can produce better results.

Effective and high-quality facilities and infrastructure are essential for every organization, regardless of size, to expand their activities and achieve desired results. (Hysa, 2014; Paulsen, 2004; Vidalakis et al., 2013), These goals are impossible to achieve without

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infrastructure and facilities. Thus, the office serves as the location for business or administrative activities and is crucial for providing necessary facilities and infrastructure.

Resource development capacity will progress rapidly if supported by capable resources, regardless of size, scope, or complexity. We discuss the presence of some or all of the designated areas. This equipment includes computers, printers, and filing cabinets, which are essential in the administrative process to achieve objectives in a methodical, systematic, effective, and efficient manner.

2. Inhibiting factors

The principal is sometimes absent from school. The first example of administrative staff difficulties is when administrative staff must pay fees to the principal, even though the principal is absent from school. The principal's office can be located not only within the school grounds but also outside the school.

Slow manual attendance collection. One of the main factors contributing to the effectiveness of administrative law is the labor-intensive process of implementing manual attendance, which must be completed monthly. Research has found that almost every month, teachers and staff at schools are slow to manually record attendance due to illness or laziness.

CONCLUSION

The conclusion of this study is that the business management in implementing the administration program at SMKN 1 Gowa School I is classified as "excellent." The process involves educating all parties involved, separating human resources, and delegating tasks effectively. Meanwhile, implementation relates to operational activities, training, and staff development. Organization includes the division of labor and the collection of resources. Supervision is carried out through surveys that are then evaluated by the school's superiors. Development factors include competent staff, cooperation between colleagues, and well-designed slogans and infrastructure. The weakest factors are the absence of the principal and delays in manual attendance.

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