

Administration and Services Management in Islamic Schools

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Abstract—The competence and performance of school administration personnel is very important in achieving school success, especially the performance of individual administration, because of the high individual performance that can affect group performance which will ultimately affect the overall performance of the school organization. The purposes of this research finding is to improve the performance of the less optimal administrative division thus affecting the quality of administrative services provided. This study produced several conclusions and implications, namely there is still a lack of training in developing the infrastructure in administration, planning the development program of administrative staff by preparing training and coaching programs, and including administration in training or seminar. In general, principals must provide services professionally in the field of educational administration in the context of the implementation of the education process effectively and efficiently.

Keywords—administration; services; management

I. INTRODUCTION

The administrative term that is often used in our daily literature and language is the equivalent of the word *administration*, in English the basic word is *to administrate*, which means administrating. Another term known as allied to this, namely *administrating* which means administration or administration. According to Herbert A. Simon in his book *administrative behavior* defines administration as the activity of a group of people who work together to achieve a common goal.

Educational administration contains a very broad understanding of school administration. School administration is part of the education administration. Harabudin states that education includes activities related to the management of education in a country or even education in general [1]. While school administration activities are limited to the implementation of management of education in secondary schools, college administration, and so on. All of these are included in and are part of the education administration. As a science, it cannot be equated with business administration, government administration, and military administration.

Management is a direct translation of the word *management* which means management, management, or governance. According to Sudarwan Danim management is

rooted in the verb to *manage* which means managing, managing, implementing, or managing [2]. The same understanding with the understanding and nature of management is *Al-Tadbir* (arrangement). The use of skills, knowledge and commitment really does occur to achieve its goals, then management is art. But with the expansion of the horizon of knowledge through the collection of data thoroughly and deeply for later on through to formulation and testers hypothesis, management has developed into a science (science) [3].

In the present time education is seen as very important in the aspect of human life. This is marked by the rapid changes that occur in the world of education ranging from online student admission services and announcements of graduation. In addition, many educational institutions have emerged, both state and private, ranging from quality and less qualified. So with the many educational institutions that emerge, making competition very tight to attract education customers. So with increasing competition also demands every institution to always pay attention to the needs and desires of customers and fulfill what they expect in a way that is more satisfying and good for them than what competitors do.

School administration is a series of work organization management activities carried out by a person or group of people systematically and regularly to achieve an institutional goal [4]. School administration is the spearhead of an institution's educational services, namely as a school administration body that directly handles services within.

Each school is expected to provide excellent and optimal services as expected by education customers. In such conditions the school should think about improving and improving the quality of education services and knowing who is the customer, so that what is expected by customers can be fulfilled. Keep in mind that quality is a benchmark sought by customers [5]. With statements from service users (students), of course, not only be used as a discourse. Because customers feel that way. But this is difficult to prove by the institution.

This is due to the absence of data and customer complaints about the services provided by the institution. With the complaint submitted by the customer, the institution needs to be responded to, therefore there is a significant need to prove customer complaints given to the school. Based on this, it is

necessary to provide quality services to customers. Quality according to Feigenbaum in his book *Nasution*, entitled *Total Service Management*, states that quality is full customer satisfaction (Full Customer Satisfaction). So, a product is said to be of high quality if it can give full satisfaction to customers [6]. The attention of educational institutions is no longer limited to products (services) but also the quality of services provided to customers.

To realize service, schools must make improvements in every aspect, but in making improvements, schools must pay attention to the components involved in the internal school. The component includes managerial elements, namely human resources, financial, infrastructure, information, curriculum, and public relations. While the chain of service activities includes; supplier, input, process, *output* and *customer*. Judging from the definition of Service is an activity or sequence of activities that occur in direct interaction between someone with another person or a physical machine and provide satisfaction from those in services such as students, teachers and others. In this case the school must be able to provide excellent service to students as recipients resulting in direct interaction [7].

Excellent service is an attitude or the way the teacher satisfactorily serves the recipient. Broadly speaking, there are four main elements in the concept of quality, namely speed, accuracy, friendliness, and comfort. The four components of service are integrated services, meaning that services or services are *excellent*, each teacher must have certain skills, including good looks and neat, being friendly, showing good performance and attitude to serve, mastering his work, being able to communicate well, being able to understand students, and having the ability to handle complaints of *excellence* is not easy, but if it can be done, then the institution will can achieve great benefits, especially in the form of satisfaction

It must be realized that the performance of administration is one of the factors that influence the quality of a school. But the fact is that efforts to improve the quality and performance of school administrators still lack attention. During this time, the improvement of the quality of education only highlighted the problems of teachers, the improvement of the performance of principals and the constantly changing curriculum of students. We rarely find an administrative officer getting training, training, or seminars. Schools as a system consist of various components that are interconnected and influence each other. If there is only one component that is interrupted, it is not impossible that the system will also be disrupted. In reality, it is not uncommon for a school system to become problematic because the quality and performance of administrative staff are still low.

This is supported by observations in the field and the performance of administrative staff is still low, among others: not infrequently a school system becomes problematic because of the low quality and performance of administrative staff.

As for the Grand Tour and observations in the field on the performance of administrative staff is still low, including:

- Lack of Monitoring from the Principal on the performance of administrative staff so that in reality the

administrative staff have not made a significant contribution to improving the quality of education.

- Lack of attention from school principals in recruiting administrative staff.
- The background is not from administrative expertise, resulting in low competency in the administration of Madrasah Aliyah As'ad in reliable skills, and understanding the job description.

Based on a preliminary study conducted at Madrasah Aliyah As'ad Seberang Kota Jambi, it produced findings about the performance of administrative staff who did not show optimal work results that affected the quality of administrative services provided. This happens because the tasks and functions of the administrative staff have not been carried out effectively and efficiently, tend to delay work that can be done immediately. This shows that the performance of administrative staff is still low, therefore the problem cannot be allowed to drag on, because it will have an impact on the quality and sustainability of education in schools. Therefore, the competence and performance of school administration personnel is very important in achieving school success, especially the performance of individual administration, because of the high individual performance that can affect group performance which will ultimately affect the overall performance of the school organization.

II. METHOD

This study include case study research conducted by observing people with reasonable condition. The research used naturalistic approach and the researcher act as human instrument. Data collection techniques used were observation, interview, and documentation. Furthermore, data analysis techniques used qualitative techniques (data reduction, data presentation, and conclusion).

III. RESULTS AND DISCUSSION

A. *Administration Management Has Not Been Able to Improve the Administration Service at Madrasah Aliyah As'ad Olak Kemang Village, Danau Teluk Seberang Subdistrict, Kota Jambi*

The obstacles in the implementation of administrative management in Madrasah Aliyah As'ad Seberang Kota Jambi include:

- In improving service quality, the school is still constrained by the lack of determination of work standards made by the Principal in improving clear administrative services from the foundation.
- In the improvement of facilities and infrastructure, sometimes schools cannot be directly fulfilled.
- There is still a lack of training in developing the workforce in the administration, employees or administrative staff.

In a program there will be a problem that is said to be an obstacle. However, besides that the tone is also the reinforcing

and supporting factors of the program being run. confirm the factors that influence the management of madrasah leaders in developing administrative staff at Madrasah Aliyah As'ad Seberang Kota Jambi as follows:

1) *Supporting*: Supporting factors which are factors that support the course of activities in order to run better. In the implementation of the principal's management of the development of administrative staff there are two things that are supporting factors. First, the employee's experience or working period. Professionalism is the attitude of a professional who upholds the ability of his profession, he will work and do something according to his worship.

Related to this, an interview with the headmaster of Madrasah Aliyah As'ad, H. Abdul Qodir Jailani, S. Ag said that experience in working was also a very supportive factor to maximize an employee in working. With a long period of work, of course an employee gets a lot of experience and he can learn from his experience and improve his professional work.

With regard to the development activities of administrative personnel. With the length of the working period and the experience that the administrative personnel have, the training and other coaching activities are expected to work well. As revealed by the headmaster of the Madrasah Aliyah As'ad who said that when given training and coaching it was seen that some employees or administrative staff who were senior, could quickly understand and understand because they had already been involved and were familiar with the existing tasks. in the field of administration.

The second supporting factor is the existence of good facilities and infrastructure for administrative staff. This is also a supporting factor that is very important to support the performance of the administrative staff. That way they will be able to serve students, teachers, and other parties well. Every educational institution is very dependent on the presence of facilities and infrastructure. Operationally the school infrastructure is equipment and equipment that is directly used and supports the process carried out at school [8].

The headmaster as the internal supervisor of the community holds the highest policy in the madrasah environment including in terms of facilities and infrastructure planning. As stated by the headmaster, to be able to make the madrasah a quality madrasa. then good facilities and infrastructure are needed. Similarly, in developing and fostering administrative staff, it is also supported by the availability of good facilities and infrastructure.

Administrative service facilities are components in the administrative services process that are absolutely needed. Facilities and infrastructure are important in all learning activities, especially in administrative services.

In this case the management of the principal in developing the administrative staff of the existence of facilities and infrastructure that is good will maximize the process from the developer itself. It is expected that later the head and administration staff or administrative staff will be more enthusiastic about the situation and conditions with complete

and adequate facilities and infrastructure. By maximizing facilities and infrastructure, the process of development and guidance will minimize the obstacles faced in the development process.

2) *The inhibiting factor*: It is supposed to be responsible to the madrasa is to advance the madrasahs they lead. The management carried out by the madrasa head in an effort to develop administrative staff is expected to be implemented effectively. However, of course in practice the implementation of various obstacles and obstacles were met by the head of the madrasah. As for the inhibiting factors are:

a) *Employees who lack discipline in work*: Self-discipline is an effort to control thoughts, habits and emotions. If someone cannot master self-discipline, he cannot lead others and will not succeed in any field. Work discipline must be owned by everyone in the organization, discipline that originates from the rules set by the organization, entering work on time, not leaving work before work time, obeying all orders, and so on. thus the discipline discipline is said by a leader to his subordinates, both new and long-worked.

Interview with Mr. Ahmad Dumyati as the Vice Headmaster of curriculum field, said that in Madrasah Aliyah As'ad there were still administrative staff who often arrived late, even though they had often received good reprimands from the school chief and even from other teachers, to arrive at 7:15 a.m. on time slowest, even though employees are still late in coming. Being an administration becomes a role model for other education personnel and to remind our self of the period of discipline of employees and other educators.

The lack of discipline in the administration section is an obstacle that is often done by administrative staff, especially the time discipline constraints. This creates a lack of professionalism in the head of administration and staff so that students do not know what to do when they need information from the administration. This not only applies to time attendance, but some employees also sometimes lack discipline in work and impress less discipline in work and seem relaxed and stretch time. So that it causes workloads that accumulate for other employees and causes delays in documents or important files needed immediately.

The organization always wants its personnel to carry out their duties optimally and contribute all their abilities to the interests of the organization, and work better from day to day. In addition, employees themselves, as human beings, also need improvement and improvement in themselves, including in their duties. In connection with this, the function of employee development and development is a personnel management function that is absolutely necessary, to improve guarding, and improve employee performance [9].

B. Administration Management in Madrasah Aliyah As'ad, Olak Kemang Village, Danau Teluk Seberang Sub-District, Kota Jambi

The administration of administration in Madrasah Aliyah As'ad Seberang Kota Jambi are:

- Holding an evaluation meeting 4 times in 1 year The archives and administration space must be tidied up in order to improve administrative services in schools.
- To improve the quality of service, the school administration tries to work optimally, namely by improving performance and how to communicate well with customers.
- Improvement of facilities and infrastructure adapted to existing funds, as well as looking at the priority scale or level of importance.
- For the development of manpower, the school sought internal training, namely holding meetings, and in the forum was delivered how to provide good and right services, how to respond to complaints, and about the development of self-professionalism.

A headmaster can act as a leader, if headmaster is able to influence others to do the tasks he wants. Ideally, someone who is a head master is able to act as a leader. A good leader, are those who believe that all the needs and goals of those who work for him are considered, through deliberation among their members, formulating a goal that is a guide for all members in achieving organizational goals, thus, the leader works based on the interests of the group, the personal interests of the members and possessing expertise, knowledge that exceeds the group they dream of [10].

IV. CONCLUSIONS

The conclusions of this research are:

- Administration management has not been able to improve administrative services in Madrasah Aliyah As'ad Seberang Kota Jambi. Constraints faced in administrative management in improving administrative services are as follows: 1) Improving the quality of services, the School is still constrained by the lack of a clear standard setting from the foundation. 2) in the improvement of facilities and infrastructure, sometimes schools cannot be directly fulfilled. 3) there is still a lack of training in developing for employees or administrations staff. The headmaster can provide information and send an administrative division to be able to attend training held by the ministry of religion and local government.
- Administration management in Madrasah Aliyah As'ad Seberang Kota Jambi. Conducted by carrying out the functions of management, namely: a) Planning the development program of the administrative staff by preparing training and coaching programs, b) organizing services of administrative personnel, c) scaling, d) cleaning and evaluation. From observations and interviews with H. Ahmad Dumyati as the Vice Headmaster of curriculum field said that, in terms of the

development of administrative staff, the principal had planned to conduct training and coaching specifically for administrative staff and open opportunities for employees if they wish to continue their studies.

- Administrative service in Madrasah Aliyah As'ad Seberang Kota Jambi. Employees within the scope of Madrasah Aliyah As'ad are required to further improve the quality of human resources in carrying out their work and always be more professional in providing services to the school community. The school feels the need to do strategies to get more trust from customers and can provide quality education services that are good for students.
- Administrative management in improving administrative services in Madrasah Aliyah As'ad Seberang Kota Jambi by means of a). The headmaster always tries to be a good example in any case. Humans cannot be separated from mistakes. However, as a person who is bestowed with reason and equipped with sufficient knowledge, both religion and other sciences. So, as the head master continues to try to be a better person from time to time. b) Include Administration in training or seminar. In general, principals must provide services professionally in the field of educational administration in the context of the implementation of the education process effectively and efficiently.

With some limitation in this study, other researcher are expected to conduct further similar research by taking wider areas, more samples, and using more complex research designs, such as experiment, ethnography, and others. Also get higher research such as in institutions or universities, so that result can be more optimal and can be generalized to wider area.

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