

The Impact of Education Personnel Performance on the Quality of Academic Services at Madrasa Tsanawiyah

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Abstract:

The existence of education personnel or school administration in the learning process is very necessary as one of the components of the learning process. Duties and functions are not usually carried out by educators because administrative work is administrative in nature which is subject to special rules. Often times quality improvement is always echoed with teachers and students, in fact, increasing the quality of education quality is almost unheard of involving also improving the quality of administrative staff who are part of the education workforce. As an educational institution that offers service products, schools must be able to offer and convince the public that the school is the right educational institution. The increasing need for education among the community both formally and non-formally is an encouragement for them to send their children to schools that have good quality and service. This study aims to determine whether there is a significant influence between the performance of education personnel on the quality of academic services at MTs Negeri 2 Bandar Lampung. The approach used is quantitative by using various validity tests, reliability tests, prerequisite tests and also deeper hypothesis testing. The methods used consist of questionnaires, observation, and documentation with non-parametric statistical analysis techniques on ordinal data. The results show that there is a significant influence between the performance of education personnel on the quality of academic services at MTs Negeri 2 Bandar Lampung.

Keywords: Academic Service Quality; Education Personnel; Performance.

Introduction

Education is a planned conscious effort and learning process that aims to make students actively develop their potential to have spiritual strength, religion, personality, intelligence, noble character, and skills needed by themselves, society, and the state (Agama et al., 2021). Learners are the raw material in the educational transformation process that is most important for the sustainability of the nation. Quality learner management is needed for educational institutions so that schools have a good development environment for the learners themselves. Education is implemented through schools in which it is run by educators and education personnel with the aim of providing optimal and efficient services both in the classroom and outside of classroom affairs.

Along with the times, society's demands for the quality of education are increasing. Schools, as institutions that offer educational services, must be able to convince the public that they can provide quality services. One of the main indicators of school quality is learner satisfaction with various aspects of the services provided by the educational institution. Learner satisfaction can be achieved if the services provided can meet their expectations and needs, both in the teaching and learning process and in administrative matters that support the course of educational activities at school.

In this context, the role of education personnel, especially administrative personnel, is very crucial. School administration personnel, or often referred to as administrative personnel, function to manage various administrative activities that support school operations. Administrative tasks that include managing student data, organizing schedules, handling financial administration, and coordinating the evaluation process and activity reports, greatly affect the smooth operation of the school. Suboptimal performance of education personnel, especially administrative personnel, can lead to administrative problems that have a negative impact on the quality of services provided by schools.

As an educational institution that offers service products, schools must be able to offer and convince the public that the school is the right educational institution. The increasing need for education among the community both formally and non-formally is an encouragement for them to send their children to schools that have good quality and service (Amaniza, 2023). For these demands, the school is trying as much as possible to improve the quality and service. Schools can be said to have good quality and service if they can provide satisfaction to students. Problems directly related to service satisfaction still often occur in school institutions, such as inefficient handling of administration/SPP, errors in creating and managing school activity schedules, including exam and meeting schedules, errors in entering or updating student and teacher data, problems regarding the lack of school facilities and infrastructure, or delays in handling education personnel in providing responses and services related to student complaints. In this task,

education personnel have an important role to minimize and handle problems that occur in schools. In this study, the education personnel in question focus on administrative personnel whose positions are called administrative personnel. School administration is often referred to as school supporting staff or school administrative staff. Administration is the activity of arranging activities, collecting, recording, managing, organizing, sending, and storing information needed in every cooperation. (Najewan et al., 2021).

Performance is the result that a person achieves based on job requirements (Job performance) (Bangun, 2013). Performance is the level of success of a person or group of people in carrying out their duties and responsibilities and the ability to achieve predetermined goals and standards (Kholidaziah et al., 2021). The existence of performance helps yourself to always evaluate as well as determine the next target. One aspect that supports the success of employees in achieving work success is employee performance. In employee performance, it is also expected that employees are able to minimize behaviors that can harm the institution/institution, for example, being undisciplined, conveying negative things about the institution to outsiders and not complying with standard operating procedures for work that have an impact on employee safety (Aini, 2019). Performance is a work ability or work performance shown by an employee to obtain optimal work results based on fast, precise, according to rules and responsibilities (Rosidah, 2021).

Research conducted by (Wibawa et al., 2024) provides results that the performance of education personnel has a significant and positive effect on service quality at Mahasaraswati University Denpasar, which means that the better the performance of education personnel, it will be in line with the improvement of service quality in the institution, and vice versa if the performance of education personnel is poor, the quality of service is also low. This means that in the world of education, the performance of administrative staff helps improve the quality of schools in the aspect of service. Performance can be measured through the amount of work, quality of work, attendance, and cooperative relationships (Bangun, 2013).

Academic service quality is a measurement in the form of services that are used a standard in fulfilling customer satisfaction, especially in the academic field. The quality of academic services can help in improving its quality and also fulfilling the needs of consumers. This means that there are two main factors that can affect service quality, namely expected service and perceived service (Tanjung, 2017). According to Parasuraman, Zeithml, and Berry, service quality can be measured through Reliability, Responsiveness, Assurance, Empathy, and Tangibles. Research conducted by (Pratiwi et al., 2022). tating that, if seen from the value of t count < than t table, there is no influence between the quality of service for people with disabilities on passenger satisfaction.

Research conducted by (Nazyatun et al., 2024), states that evaluating the performance of education personnel can help improve the overall quality of education services, improve teacher performance and improve student achievement, if the performance of education personnel is

assessed based on relevant criteria, such as effectiveness, independence, quality, and timeliness. Research conducted by (Widya et al., 2023), states that there is a positive and significant effect of Employee Performance and Quality of Administrative Services together on Teacher and Parent Satisfaction of SMA Negeri 70 Jakarta with an effect of 62.1%.

The difference in the results of previous studies conducted by a number of researchers is the reason for taking the influence of variables as the main topic of discussion in this study. The non-uniformity of these results highlights the need for further research to provide a more comprehensive and in-depth understanding. The difference in time, subject, and object of research is also one of the interesting reasons for researchers to conduct this research in order to get updated results, especially in the field of education. Therefore, this study was conducted to answer the formulation of existing problems, namely to test and obtain empirical evidence about the effect of educational staff performance on the quality of academic services at MTs Negeri 2 Bandar Lampung.

Methods

This type of research is quantitative research which aims to determine the impact of the independent variable (X) and the dependent variable (Y). With quantitative methods, the significance of group differences or the significance of the relationship between the variables studied will be obtained. The population in this study consisted of all VIII grade students totaling 431 students. Then sampling was carried out using probability sampling techniques which means that to select samples in research, each member of the population has the same opportunity, with the help of the simple random sampling method, in the form of random sample selection based on the type of class that has been calculated through the Slovin formula. The tolerance limit in this study was set at 10% which means it has an accuracy rate of 90%, so 82 were found as samples. The type of data analysis in this study is non-parametric statistical analysis on ordinal data.

The data collection techniques used include questionnaires and documentation, where the questionnaire is in the form of a statement with a Likert scale measurement technique. The distribution of questionnaires in the instrument test for 30 respondents from regular class VIII was tested through a validity test using the Product Moment Correlation formula and a reliability test using the Cronbach's Alpha formula. Furthermore, the distribution of the second questionnaire which is used as a prerequisite test of analysis and continued in hypothesis testing through the SPSS (statistical package for the social sciences) 25.0 application as a data processing tool so that the results and conclusions in the study are known. This research instrument was developed by the researcher himself referring to indicators and also theories that are in accordance with the performance of education personnel and the quality of academic services.

Results and Discussion

Behavior refers to the activities carried out, while results and effectiveness are related to the process or steps taken by the organization in achieving goals. This means that work is a combination of ability and effort, to produce what is done (Pramesrianto et al., 2019). In line with this theory, the definition of work performance in education proposed by Wilson Bangund can be measured

through 4 things, namely the amount of work, quality of work, attendance, and ability to cooperate.

According to Russell and Taylor, quality refers to the overall description and characteristics of a product or service that aims to meet certain requirements with all its capabilities (Wibowo, 2017). Good service quality can help attract educational customers and reduce mistakes such as inconvenience, rudeness, and unpleasant customer support (Azis Muthalib, 2023). According to parasuraman, zeitahml, berry indicators of academic service quality can be measured through, reliability, responsiveness, assurance, empathy, and tangibles. After going through the instrument test and the prerequisite analysis test, the results of hypothesis testing were found as follows:

Hypothesis Submission

a. Simple Linear Regression Analysis

Model		B	t	Sig
1	(Constant)	-,421	-,061	.0952
	Kinerja Tenaga Kependidikan	1.454	12.917	.000

Sumber: Data Olahan

Based on the results of simple linear regression analysis calculations, it was found:

$$Y = a + bX$$

$$= -0,421 + 1,454X$$

But, if X=1, so: $Y = -0.421 + 1.454(2) = -0.421 + 2.908 = 2.487$

If there is no change in the educational staff performance variable (X = 0), then the quality of academic services at MTsN 2 Bandar Lampung is 1.454 units. However, if there is an increase in the performance of education personnel (X = 1), then there is also an increase in the quality of academic services at MTsN Negeri 2 Bandar Lampung by 2.487 units. The sig. value obtained of 0.000 < 0.05 indicates a significant impact between the performance of education personnel on the quality of academic services at MTsN 2 Bandar Lampung.

b. Uji T

T Hitung	T Tabel	Sig
12,917	1,990	0,001

Sumber: Data Olahan

The t test is used in order to determine whether the independent variable has a significant effect or not on the dependent variable. With provisions:

$$\begin{aligned}
 T_{\text{tabel}} &= (a/2 ; n-k-1) \\
 &= (0,05/2 ; 82-1-1) \\
 &= (0,025 : 80 = 1,990)
 \end{aligned}$$

Obtained $t_{\text{value}} = 12.917$ greater than 1.990 and $\text{sig } 0.001 < 0.05$ explains that there is a significant impact between the performance of education personnel on the quality of academic services MTsN 2 Bandar Lampung. So that the hypothesis ($H1$) is accepted and the hypothesis ($H0$) is rejected.

c. Koefisien Determinan

Model	R	R Square	Adjusted R Square	Std. Error of the Estimated
1	.822 ^a	.676	.672	6.801

Sumber: Data Olahan

To calculate the percentage of determined efficiency, the formula can be used:

$$KD = r^2 \times 100\%$$

Based on the results of the coefficient of determination test that has been carried out, the correlation value (R) is 0.822, so it can be obtained as follows:

$$\begin{aligned}
 KD &= (0,822)^2 \times 100\% \\
 &= 67,6\%
 \end{aligned}$$

From the above calculations, it can be concluded that there is an impact on the educational staff performance variable on the quality of academic services of 67.6% while 32.4% is influenced by other factors, this shows that the hypothesis ($H1$) is accepted and the hypothesis ($H0$) is rejected.

Based on the explanation above, the better the performance of education personnel at MTs Negeri 2 Bandar Lampung will be directly proportional to the quality of academic services provided as well as being maximized. These results are in line with the results of research conducted by (Wibawa et al., 2024), which has a significant impact together between the performance of education personnel on the quality of academic services, it's just that the constant in this study shows results below 0 (-0.421) which means that if there is a change of one unit increase in the education personnel performance variable, the quality of academic services will also experience a high increase.

Conclusion and suggestion

Based on the results of the research above, the following conclusions were found: H1 is accepted and H0 is rejected, which shows that there is a significant impact between the performance of independent educators on the quality of academic services at MTs Negeri 2 Bandar Lampung.

This is indicated by the correlation coefficient of 1.454 and a constant of -0.421. Then the form of the influence of the independent education work variable on the academic service quality variable is in the form of a regression equation $Y = 0.421 + 1.454X$. This means that if the work of the administrative staff increases by 1, the quality of services will increase by 1.454 or in other words, the better the work of the educational staff, the quality of academic services will increase.

For the coefficient of educational staff performance, the sig. value is 0.000, which is much smaller than 0.05. This shows that the performance of educational staff has a significant impact on the quality of academic services. The performance of educational staff has a significant impact on the quality of academic services of 0.676. The simple linear regression model used is good enough in explaining the relationship between the performance of educational staff and the quality of academic services, with R² indicating that 67.6% of the variation in the quality of academic services can be explained by the performance of educational staff.

Suggestion

- Educational institutions can focus on training and development programs for independent educators to improve their performance.
- Conduct periodic evaluations of the performance of the education staff to ensure that the improvement in performance is sustainable.
- Adjust institutional policies to foster the work of educational staff, such as incentives, a supportive work environment and adequate resources.
- Expand the research sample to include more secondary schools or other educational institutions in the same or different regions. This may help to generalise the results and broaden the understanding of the relationship between the work of educational staff and the quality of academic services in different contexts.
- Conducting comparative studies between schools that have different levels of educational performance or different educational environment conditions. This can help identify best practices or effective policies in improving the quality of academic services based on the performance of educational staff.

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