

## **Administrative Employee Performance Management in Improving School Administrative Services at Mts Al Fathimiyah Karawang**

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### **Abstract**

One way to improve the quality of human life is through education, especially Islamic education which includes moral, material and spiritual aspects. In an Islamic educational institution, of course, it has a school administrative order or what is commonly referred to as administration. Administration is a big part of the administrative process, administration is a mechanism that can help, expedite, and increase the activity and efficiency of the administrative process. The purpose of this study is to find out how the efforts of administrative staff improve administrative services through the management function. This study used a descriptive qualitative method by conducting observations, interviews and documentation. The results of the study show that planning and organizing the performance of administrative staff at MTs Al Fathimiyah Karawang has gone well, this is shown through the planning of work programs and the distribution of job descriptions according to the ability of each administrative staff; the implementation and supervision of the performance of administrative staff at MTs Al Fathimiyah Karawang has been going quite well, this is indicated by the implementation of the work program and the supervision and evaluation carried out by the head of the madrasa.

**Keywords:** Management, Administration, Administrative Services



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### **INTRODUCTION**

Education has a very important role in human life, because education is one of the components to improve the quality of life for every human being (Suprayitno & Wahyudi, 2020). Management of Islamic education is one way to improve the quality of human life starting from moral, material, and spiritual (Nata, 2018). Islamic education is physical and spiritual guidance based on Islamic religious laws leading to the formation of the main personality according to Islamic standards. Islamic education has 3 foundations namely Al-Qur'an, As-Suunah (Hadith) and Ijtihad. Then the purpose of Islamic education itself is to form an Islamic personality and equip it with various knowledge and knowledge related to life (Arifudin & Amini, 2018). Effective learning is determined by many factors or variables. Effective learning is intended as a learning process that produces better quality with existing resources. In this context, effective learning is learning that can maximize existing resources to improve the quality of the process and the quality of learning outcomes (Arifuddin, n.d.) Components in education that have a significant role in the learning process at every level of education, namely education staff, both at the SD/MI, SMP/MTs, SMA/MA and tertiary levels which are usually referred to as administrative administration (Sedarmayanti & Rahadian, 2018).

In managing administration at school, a management science is needed where this management will help to manage what is involved in the administration. Management in managing administration is to manage and facilitate their tasks such as in curriculum issues, student issues, human resource (HR) issues and so on (Nurwanah et al., 2018). Administrative staff have a very vital role in carrying out administrative tasks such as filing, preparing reports, and providing public services to the community. In the context of MTs, good administrative

management will have a positive impact on the teaching and learning process, the comfort of students in their activities, and the attainment of institutional goals (Ismoyoputro et al., 2022).

## **Theoretical basis**

### **Basic Concepts of Management**

Management is the art and science of managing how to use human resources properly, supported by other resources, to achieve organizational goals. Management consists of two systems: organizational system and administrative system (Mangkunegara & Hasibuan, 2009). According to George Terry, management has several functions, namely planning (Planning), organizing (Organizing), implementing (Actuating) and controlling (Controlling) which is commonly referred to as POAC.

### **Definition of Performance**

Performance is a level of success of a person as a whole in a certain time in carrying out their duties, in which there are criteria or standards of work results, work targets and predetermined goals or objectives that are mutually agreed upon. In the Al-Qur'an it is also explained regarding performance as follows:

وَقُلْ اَعْمَلُوا فَسَيَرَى اللّٰهُ عَمَلَكُمْ وَرَسُولُهُ وَالْمُؤْمِنُونَ ۗ وَسَيُرَدُّونَ

Meaning: "And Say: "Work you, then Allah and His Messenger and the believers will see your work, and you will be returned to (Allah) Who Knows the unseen and the real, then He will tell you what what you have done." (QS. At-Tauba: 105)

From the content of the surah above, namely Allah gave orders to believers and all mankind to work. And Allah also said that if the work is solely handed back to Allah, Allah is all-knowing of everything that happens in this universe. Therefore, work in a good and honest way, because it will come back to yourself.

### **Definition of Employee**

Employees are everyone who works for a particular organization or institution and sells their energy, both physical and mental, to the company and gets remuneration according to the agreement (Bahri & Nisa, 2017). An employee must be responsible for his duties, because he has been given the mandate to carry out the tasks previously given.

### **Definition of Administration**

Administration is an integral part of the administrative process, in the form of a mechanism that can help, expedite, increase the activity and efficiency of the administrative process by providing all the data and information needed, so that the administration runs smoothly (Rahman, 2017).

## **RESEARCH METHODS**

The approach in this study uses a qualitative approach, a qualitative approach, namely a research approach that is guided by phenomenology and also the constructivism paradigm in developing a science (Sugiyono, 2013). This study uses qualitative methods because this study has a deep observation focus. In addition, this research begins with a phenomenon so that it can be relevant if examined using qualitative methods that can produce a more comprehensive study of a phenomenon. The research time is from February to June 2023 with the research

location at MTs Al Fathimiyah Karawang. Then the object of research uses the method *purposive*, which means that research subjects are selected based on certain considerations and purposes, are used. This technique selects informants based on certain characteristics or characteristics that are considered to have a direct correlation with the characteristics or characteristics of the previously known population. Based on the explanation above, the subject of this research is as follows:

**Table 1. Research Subjects**

No	Identity	Position
1.	Nai Nur'aeni, S.Pd.	Head of Administrative Staff
2.	Bhekti Kartika Dewi, A.Md	Adminsitration Staff
3.	Yulianti Khoerul. A, A.Md	Adminsitration Staff

## **RESEARCH RESULTS AND DISCUSSION**

Based on the results of research that has been carried out regarding the performance management of administrative staff employees in improving school administration services at MTs Al Fathimiyah Karawang obtained through interviews, observation and documentation it can be said that it has been going quite well, but there must be something to be improved further. The results of this study will be explained and combined with theoretical concepts that are in accordance with this study. For the discussion of the results of this study will be explained based on the points as follows:

### **Administrative Employee Performance Planning in Improving School Administrative Services at Mts Al Fathimiyah Karawang**

Planning is the process of determining a goal, target and guidelines for the implementation phase with various existing alternatives. In addition, planning is also referred to as a measure of the success of a work program, where the specified work program is certainly very carefully considered, what are its strengths, weaknesses, opportunities and even obstacles or risks. The process of planning the performance of administrative employees at MTs Al Fathimiyah Karawang is carried out at the beginning of the new school year semester which will then be approved by the head of the madrasa as the manager at the new school year meeting. Planning is a process that connects facts or collects assumptions which are then formulated into activities or work programs that will be carried out to achieve a desired result.(Ananda & Amiruddin, 2019). This is in accordance with what was done by MTs Al Fathimiyah Karawang, especially in the field of administrative staff in formulating an administrative employee performance plan.

### **Organizing the Performance of Administrative Employees in Improving School Administrative Services at Mts Al Fathimiyah Karawang**

Organizing, namely grouping and compiling the various activities needed to achieve a goal. This organizing is the placement of a person in carrying out their duties in accordance with their competence. The process of organizing the performance of administrative staff at MTs Al Fathimiyah Karawang is by assigning and distributing tasks to administrative staff according to the competency skills and capabilities of each administrative staff. the process of determining the position for the head of administrative staff is determined by the head of the madrasa as well as the position of the administrative staff is determined by the head of the madrasa as well. Then at the stage of division of tasks, administrative staff usually have multiple positions in carrying out their duties, so that the tasks of the administrative staff themselves increase. The process of recruiting administrative staff at MTs Al Fathimiyah Karawang is

adjusted to the competencies needed by administration. The requirements for recruiting administrative staff are diplomas that are relevant to administration, educational certification, supporting certificates of competence, especially in the field of administration.

### **Implementation of Administrative Employee Performance in Improving School Administrative Services at Mts Al Fathimiyah Karawang**

Implementation is the implementation or application of a policy through programs, activities or activities. Implementation is an action of what has been planned at the planning stage (Ramdhani & Ramdhani, 2017). This is in accordance with what has been done by MTs Al Fathimiyah Karawang, where after planning it will be implemented at the implementation stage. Following are some of the activities related to the implementation of the performance of administrative staff at MTs Al Fathimiyah Karawang, namely as follows: Updating teacher and employee data through the EMIS application, Serving administrative files for educators, Making reports on the condition of educators and education staff and completing the paperwork of educators and educational staff.

### **Monitoring the Performance of Administrative Employees in Improving School Administrative Services at Mts Al Fathimiyah Karawang**

Supervision is the process of determining what must be achieved, assessing implementation and making improvements if necessary. Supervision is one of the management functions that must be carried out by the head of the madrasa as the leader of the madrasa (Meriza, 2018). This is in accordance with the existing supervision at MTs Al Fathimiyah Karawang. Where the head of the madrasa conducts supervision by evaluating each work program, the head of the madrasa also holds meetings with administrative staff, educational staff and other teaching staff to then formulate any improvements needed so that the performance of administrative staff can develop even better. The process of supervising the performance of administrative staff at MTs Al Fathimiyah Karawang has been carried out by the head of the madrasa through an analysis of the performance reports of administrative staff and has been discussed by the head of the madrasa at the year-end meeting.

Supervision or control activities carried out by the head of the madrasa at MTs Al Fathimiyah Karawang, namely by adopting a correction policy for administrative implementation that is not in accordance with what was previously planned. Supervision and control activities are not only carried out by the head of the madrasah, but also carried out by the chief of staff or coordinating administration, this is because the chief of administrative staff himself can directly supervise the performance of administrative staff, because the administrative staff head and administrative staff the others work in the same room.

### **CONCLUSION**

Based on the results of the research and discussion that has been carried out by researchers regarding the performance management of administrative employees in improving school administration services at MTs Al Fathimiyah Karawang, it can be concluded that: Administrative Employee Performance Planning at MTs Al Fathimiyah Karawang, The process of planning administrative employee performance at MTs Al Fathimiyah Karawang has been going well, this can be proven by looking at the performance planning process of administrative employees who coordinate with each other in making a plan. Organizing the Performance of Administrative Employees at MTs Al Fathimiyah Karawang, The process of organizing the performance of administrative employees at MTs Al Fathimiyah Karawang is quite good, this can be seen from the distribution and placement of tasks for administrative staff, the division is carried out based on the competence, abilities and expertise possessed by the administrative

staff. Then for the administrative staff organizational structure it is still general in nature and is combined with the madrasah organizational structure. Administrative Employee Performance Implementation at MTs Al Fathimiyah Karawang, The process of implementing administrative employee performance at MTs Al Fathimiyah Karawang has been going quite well, this can be seen from the implementation of work programs designed in the planning process. Administrative staff have tried their best in carrying out their duties. This can be seen from the achievement of targets and goals in the work program that has been formulated previously. Supervision of Administrative Employee Performance at MTs Al Fathimiyah Karawang, The process of supervising the performance of administrative employees at MTs Al Fathimiyah Karawang has been going well. This can be seen from the head of the madrasa who monitors the performance of administrative employees by always asking for the latest files or data relating to administration. In addition, it is proven by evaluating the performance of administrative staff by awarding or giving rewards to administrative staff whose performance is better than the others.

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