

## STUDENT ADMINISTRATIVE EFFECTIVENESS IN INCREASING EDUCATIONAL SERVICES EDUCATIONAL SERVICES AT ALKHAIRAAT PALU VOCATIONAL SCHOOL

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### ABSTRACT

The study discusses the effectiveness of student administration in improving educational services at Alkhairaat Vocational High School, Palu. This research is intended to answer the following problems: 1. How is the management of student administration at SMK Alkhairaat Palu? 2. How are the education services at SMK Alkhairaat Palu? 3. How is the management of student administration in improving educational services at SMK Alkhairaat Palu. This study uses a qualitative descriptive approach and qualitative methods by collecting data from informants in the form of primary and secondary data. While the data collection technique uses *library research* and *field research* which includes observation, interviews and documentation as well as technical data analysis consisting of data reduction, data presentation and data checking related to research. Based on this orientation, the results of the study show that student administration is an arrangement or arrangement of all activities related to students, namely starting from the entry of students to the departure of these students from a school or institution. Student administration aims to regulate various activities in the field of student affairs so that learning activities in schools can run smoothly, orderly and regularly, and achieve school education goals. Student administration services at SMK Alkhairaat Palu can be said to be effective because it is seen from the administrative services that are in accordance with what they should be.

### 1. Introduction

Basically education is like an experiment that will never be finished at any time, as long as there is life in this world. You say that, because education is part of human culture and civilization that continues to grow. This is in line with the nature of humans who have creative and innovative potential in all areas of life, including in the field of education. Even though some of us know about what education is, when education is interpreted within certain limits, there are various kinds of meanings that are given. In a simple sense, education is often interpreted as a human effort to build his personality in accordance with the values in society and culture. In its development, the term education or Paedagogie means guidance or help given intentionally by an adult so that he becomes an adult.

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The government is currently increasing its efforts to reform national education into a system that is more compatible and supportive to national development programs. The entire education system is undergoing changes and readjustments, what is sought is effectiveness, productivity, relevance and efficiency in the delivery of education. In short, it can be concluded that the aim of all educational reform activities is the creation of an education system capable of serving the needs of the developing community for education in a quantitative sense and guaranteeing the birth of graduates who qualitatively meet the expectations of the general public. Educational goals can be achieved in accordance with what is mandated by RI Law number 20 of 2003 concerning the National Education System that; The aim of National Education is to develop the potential of students to become human beings who believe and fear God Almighty, have noble character, are healthy, knowledgeable, capable, creative, independent, and become citizens of a democratic and responsible state.

By looking at the goals of national education mentioned above, schools as formal educational institutions must make efforts to manage education administration including student administration. Achievement of national education goals can be realized optimally. Bearing in mind that education administration, including student administration, is a process in which a very high value humanitarian mission is implied. The mission is in the form of an effort for humans to carry out and cultivate it through a collaborative process called education, so it is said that one indicator of the success or failure of an educational institution is how it manages educational administration including student administration at the school. This is because the school includes several components. Sarbini and Neneng Lina (2011).

Sulaiman Samad in the book *Teaching Profession* argues that school as a system consists of several components or subsystems. The components of the school are students, education staff, curriculum, finance, facilities and infrastructure, school-community relations and special services that require professional management. In line with the above, management activities in the micro scope are educational policies that take place within the school and classroom environment. Within this scope principals, teachers, administrators, and other education personnel play an important role in the management of education to create quality processes and achieve educational outcomes. Sulaiman Samad (2006).

The process of education and teaching in an educational institution is strongly influenced by several factors, one of which is optimal student administration management activities, where this plays a very important role in efforts to improve educational services at SMK Alkhairaat Palu. But conditions *real* education services at SMK Alkhairaat Palu still need improvement creating quality schools. This is based on the results of an interview with one of the Alkhairaat Palu Vocational School teachers named Badria, S.Sos. He said that Alkhairaat Palu Vocational School had provided educational services, but still needed improvement. The administrative process at SMK Alkhairaat Palu has not been effective in managing its administration both in recording student data which is still not good because the data is not regular. Therefore, researchers are interested in researching this.

Referring to the explanation of the background above, the formulation of the problem is as follows: How is the management of student administration at SMK Alkhairaat Palu? How are the education services at SMK Alkhairaat Palu? How is the administration in improving educational services at SMK Alkhairaat Palu?

## 2. Literature Review

According to B. Suryo Subroto (2004) student administration refers to jobs or activities for recording new students from the admissions process to when students leave school because they have graduated from school at that school. According to M. Sobry Sutikno (2012) student administration is the activity of recording students starting from the admissions process until the student leaves school because he has graduated/graduated. However, it should be noted that not all arrangements related to students are handled by the student administration.

## 3. Methodology

The method used in this research is a qualitative approach with a descriptive research type. The choice of approach and type of research is because after the researchers compared previous studies that used both quantitative and qualitative approaches, the researchers considered that a qualitative approach with a descriptive type has more potential to produce a study that is appropriate to the circumstances being studied.

Lexy J Moleong (2016) states that qualitative research is research that intends to understand phenomena about what is experienced by research subjects such as behavior, perceptions, motivations, actions, etc., holistically, and in a descriptive way in the form of words and language, in a special natural context and by utilizing various natural methods.

#### **4. Results and Discussion**

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According to Asnawir (2013) student administration is part of the administrative activities carried out in schools, in the form of cooperative efforts by educators to carry out the teaching and learning process in order to achieve the expected educational goals. Based on some of the opinions above

According to Asnawir (2013) student administration is part of the administrative activities carried out in schools, in the form of cooperative efforts by educators to carry out the teaching and learning process in order to achieve the expected educational goals. Based on some of the opinions above then I can conclude that student administration is the process of collecting data on students starting from the entry of students in schools or institutions until the students leave, either because they have graduated or left the school or institution.

School or institution until the student leaves, either because he has graduated or has left the school or institution. Student administration aims to regulate various activities in the field of student affairs so that learning activities in schools can run smoothly, orderly and regularly, and achieve school education goals.

The types of student administration activities can be listed through the description that educational institutions are likened to a transformation, which recognizes input (inputs), processing inside the transformation (process), and output (output). Thus the presentation of student administration explanations can be sorted according to these aspects. By looking at the process of entering the school until students leave it, there are four administrative groups, namely: (1) acceptance of students, (2) administration of students, (3) recording of guidance and counseling and (4) recording of learning achievements. Arikunto, S. (1990).

##### **1. Acceptance of New Students**

Acceptance of new students is not an easy thing, so before the new school year the admissions process must be completed. Acceptance of new students is an important event at SMK Alkhairaat Palu because it is the first step to start the next educational process.

In terms of student acceptance we do not limit the number of students. The target number of students we will accept this year is a maximum of 100 people divided into 2 majors, namely office administration and financial administration and adjusted to the facilities and infrastructure.

##### **a. Determine the conditions for acceptance of new students**

In this activity the teacher, principal, and staff play a role in determining the conditions for accepting new students at SMK Alkhairaat Palu. As for the conditions that have been set at the student admissions meeting, the requirements for accepting new students are that they must have a graduation certificate, list of grades/reports, and this school does not target a score, the point is that the school accepts students who are declared to have graduated from their original school.

##### **b. Report the results of the work to the school leadership**

Each activity requires a report on accountability answer the activity, because through the report can be seen the success or failure of an activity. Likewise, what happened at SMK Alkhairaat Palu, every activity was reported to the leadership or stakeholders interest. The new student admissions committee reports all new student admissions activities starting from the initial registration, selection, to the announcement of the students' graduation results which are summarized, then reported in writing to the school principal.

## 2. Student administration

### a. Student data book

As a follow-up to the acceptance of new students, it is now the task of the school administration to process these students in school records. Recording of student data at SMK Alkhairaat Palu uses a master book, both students who are currently attending school lessons, as well as students who have graduated/graduated to make it easier to find the required student data.

### b. Records of School Rules

School is an educational institution that is not only developed intellect but also the whole person. Therefore the rules issued are useful for the students themselves in order to form a good personality. In addition, it is also intended that in the school a peaceful and orderly atmosphere will be formed, because everyone follows the rules. So that schools must really pay attention to the contents of the rules that will be enforced in schools. For the school rules, it has been determined by the big board of Alkhairat and added with consideration of input from the results of meetings with parents of students, teachers, principals, administrative staff, committees, and supervisors.

## 3. Recording of Guidance and Counseling

Guidance and counseling activities are intended to provide assistance to each student so that while attending school they do not feel disadvantaged, and can achieve maximum results. Guidance at Alkhairaat Vocational School is conducting the IHT program, extra coaching which includes scouting and red cross coaching (PMR), and secondly Intra coaching which includes enrichment and remedial. It can be said that the guidance at Alkhairaat Vocational School is still lacking and needs to be added, such as providing guidance in using media and tools that support guidance services, coaching in counseling or counseling services, coaching in taking further steps, and so on.

## 4. Recording of Learning Outcomes

### a. Value List Book

The grade list book is the first book used by teachers to record raw scores obtained directly from daily tests or general tests, as well as other values such as assignment and activity scores. The values entered in the score list book are daily assessments, midterm assessments, semester assessments, final exam assessment semester (UAS), attitude assessment, and skills assessment.

### b. Report Book

Report cards are not only useful for the students themselves because they can find out the achievements they have made during a certain period, but also for parents and the wider community. The values included in the report book are the values included in the report book covering 3 aspects namely cognitive, affective, and psychomotor which are a recapitulation of the daily values list book.

The problem of educational services is discussed in particular about educational services at SMK Alkhairaat Palu. Simply put, educational services can be interpreted as educational services. Service word (service) itself has several meanings, ranging from personal service (personal service) to the service as a product. Before further discussing educational services, we will first discuss the meaning of services according to several experts, so that this discussion can be understood comprehensively.

### 1. Characteristics of Education Services

The characteristics of educational services cannot be sold in the future, services cannot be stored and consumed but by remembering the services that have been given to us. The characteristics of educational services must always be kept in mind both physical services, nonphysical or material.

### 2. Educational Service Dimensions

Dimensions that are usually done in schools are dimension empathy because it provides a great opportunity for service data providers to provide good service. Empathy services that can create student satisfaction, but teachers should know the names of students well.

This must be considered so that students feel cared for and can motivate them to study harder.

### 3. Forms of Education Services

Services offered by institutions can be improved through service quality elements. Educational institutions are organizations that provide services to internal stakeholders and external. Internal stakeholders consists of all institutions within the school (such as foundations, study programs, and student activity units) and the actors within them (such as students, teachers, administration, and other staff). External stakeholders consists of alumni, parents of government students and the general public.

Schools must be able to provide student service programs that are easily accessible and complete. The forms of services used in this school are basic services and auxiliary services including teaching service portions, administrative services, counseling guidance (BK) service facilities, library services, health services.

Student administration services at Alkhairaat Pau Vocational School in supporting the improvement of school education services are carried out starting from student data collection to student graduation data collection. As data collection begins with data collection of students who register, data collection of students who are accepted and not accepted, data collection of students into main books and klopper, sending student data through dapodik, data collection of student scores from the start of school entry to graduation at this school, data collection of examinees, data collection of students who have passed or those who do not pass, until the data collection of students who continue at the next level of school.

Student administration aims to regulate various activities in the field of student affairs so that learning activities in schools can run smoothly, orderly and regularly, and achieve school education goals. Student administration services at SMK Alkhairaat Palu can be said to be effective because it is seen from the administrative services that are in accordance with what they should be. Student administration is said to be effective because seen from administration management it is in accordance with what it should be.

Educational services are carried out starting from student data collection to student graduation data collection. In short, it can be concluded that student administration in improving educational services aims to create an education system that is able to serve the needs of a developing community.

### 5. Conclusion

Administrative management of students at Alkhairaat Palu Vocational School starts from determining the number of students, determining the admission requirements of students, reporting the results of the work to the school leadership, then in terms of records recording students in the main book, learning until graduation or graduation of students at the school. Student administration services at SMK Alkhairaat Palu can be said to be effective because it is seen from the administrative services that are in accordance with what they should be.

Educational services are carried out starting from student data collection to student graduation data collection. In short, it can be concluded that student administration in improving educational services aims to create an education system that is able to serve the needs of a developing community.

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