

**PENGELOLAAN TATA USAHA DALAM MENINGKATKAN PELAYANAN
ADMINISTRASI DI MA PLUS KETERAMPILAN HASYIM ASY'ARI TAGALDLIMO
KABUPATEN BANYUWANGI TAHUN 2023/2024**

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ABSTRACT

Administrative management is the management of data and information that goes in and out of educational institutions / organizations, so that the whole series of receiving, recording, clarifying, processing, storing, typing, duplicating, sending written information and required by the institution and institution / educational organization. School administration has an important role in the smooth administration of schools, for this reason administration needs attention because it has a strategic role and function.

The purpose of this study is to find out how administrative management improves administrative services at the aliyah madrasa plus the skills of Hasyim Asy'ari Tegaldlimo, to find out the implementation of administration in improving administrative services at the Aliyyah Madrasa plus the skills of Hasyim Asy 'ari tegaldlimo, to find out the administrative constraints to improve administrative services at the aliyah madrasa plus skills of hasyim asy'ari tegaldlimo. In this study using a type of qualitative research with a descriptive approach. With data collection teaching techniques, there are more interviews, observations and documentation.

The results of this study indicate that: ***first*** , administrative management in ma plus Hasyim Asy'ari tegaldlimo skills is carried out with the madrasah head providing direction, enthusiasm, motivation in carrying out his duties and responsibilities. Every time there is an activity in the planning and committee the employees are accompanied by an SK, when making decisions the head of the madrasah invites the employees to hold meetings and deliberations to make decisions and be mutually agreed upon. ***Second***, the implementation of administration in improving administrative services has been going well in accordance with ma planning plus the skills of Hasyim Asy'ari Tegaldlimo. ***Third***, the obstacles that occur in administrative management and improving administrative services in ma plus the skills of Hasyim Asy'ari Tegaldlimo, namely: obstacles in completing EMIS tasks and so on can only be done at night because during the day the wifi is weak due to the large number of users, vulnerable to short time completion of tasks when entering student data, lack of confirmation from the head if the madrasah with employees, usually the head of the

madrasah fogets to conveyed to employees and it should be done immediately, there is no professional training for employees from the government.

Keywords: Management, Administration, Service, School Administration

INTRODUCTION

1. Background of the problem

Education is one of the sectors that can shape a developing country. Indonesia is a developing country and really needs to improve various aspects that support the progress of the country. Therefore, it is related to the insight and readiness of human resources in developing various sectors. In Law no. 20 of 2003 concerning a National Education system that is capable of having the aim of developing the potential of students to become human beings who believe and are devoted to God Almighty, have noble morals, are healthy, knowledgeable, capable, creative, independent, and become democratic and responsible citizens.

Education is an effort to grow and develop the potential of both physical and spiritual traits. These efforts are developed in life and life that occurs in an educational process Moch Tolchah, (2015:30). School is an educational institution that plays a very important role in producing human resources, therefore schools are required to make a positive contribution to the development and improvement of human resources. According to Hilal Mahmud (2015:18) Educational personnel are members of the community who dedicate themselves and are appointed to support the implementation of education, including school supervisors, librarians, laboratories and administrative staff who are given the task and authority to carry out administrative services for organizational and personnel affairs to assist the head administrative affairs provides organizational structure data and employee data.

According to Amirudin (2017:127) In order to support the smooth learning process in schools, a part is needed that supports these activities, namely school administration. In essence, administrative activities are all correspondence management activities starting from collecting (receiving), recording, managing, duplicating, sending and storing all information required by the organization. Therefore, in an educational institution there is a need for administrative management. Engkoswara and Aan Komariah (2015:87) Management can be defined as management, namely a clear process consisting of planning, organizing, activating and controlling actions carried out to determine and implement predetermined targets/objectives using resources and other sources. .

Every educational institution, whether small or large, must be managed and organized well in order to provide good service for information or information in operational activities in an organization or educational institution. However, the services provided at the school or institution

must meet the needs of each external and internal customer, so that what the customer hopes will result in their own satisfaction. Internal services are obtained from the satisfaction of employees and students at an educational institution.

In the implementation of education, it is necessary to regulate various things so that they are effective and efficient. In this process, attention needs to be paid so that educational goals can be achieved according to needs. Educational institutions also need a process, namely a series of activities to deliver services from producers to customers. Educational customers play a very important role in educational institutions. When customers feel dissatisfied and even deceived, it will have fatal consequences in terms of their level of trust, which will decrease or even disappear in that educational institution.

According to Amiruddin, (2017: no 1) In essence, administrative activities are all correspondence management activities starting from collecting (receiving), processing, duplicating, sending and storing all information required by the organization. Administration is one element of administration.

2. Research Problems

In writing this research, the researcher wants to tell a little about the problems that will be the object of discussion. This research took place at Madrasah Aliyah Plus Skills Hasyim Asy'ari Tegaldlimo Banyuwangi. Administration is one of the core parts of a school or madrasa structure. In order to create a satisfying service, administrative staff must create a child-friendly service system, as well as services that really pay attention to the interests of the school. Well, here there are several problems that could be used as research material, such as: spatial planning, arrangement of archives and documents, administrative management, data input places, employees who lack discipline, student services, this is a problem that could be used as research. and hopefully in the future it can be changed for the better.

3. Theoretical review

Management comes from the word manage with the addition of the initial "pe" and the suffix "an". The term management is management. Management comes from the English language *management*, meaning implementation, governance, management. According to Arikunto in Syaifuddin (2018:23) management or managing in a general sense is administering, regulating or arranging an activity. According to Andrew F. Sikula in Rosmiaty Azis (2016: 53) Management is generally defined as the activities of planning, organizing, placing, directing, motivating, communicating and making decisions carried out by each

organization with the aim of coordinating the company's resources. so that it will produce products or services efficiently. In QS An-Nahl verse 90, good management is explained.

Meaning: "Indeed, Allah commands (you) to act justly and do good deeds, to provide assistance to relatives, and He forbids (committing) vile deeds, evil and enmity. He teaches you so that you can take lessons" (QS. An-Nahl: 90)

All understandings of management contain the basic similarity that in management there are activities that are mutually sustainable, both from a functional perspective and from an objective perspective. In general, the definition of management is activities to achieve determined goals and objectives by involving other people.

METHOD

The type of research used by researchers in writing a scientific work entitled Administrative Management in Improving Administrative Services at Madrasah Aliyah Plus Skills Hasyim Asy'ari Tegaldlimo Banyuwangi is a qualitative research method, namely a research method used to examine the condition of a natural object or objects that There is. This method was chosen to search for data to produce accurate results. Because by using this method, researchers can establish better social relationships with objects.

DISCUSSION

Administrative activities which include all administration in the school are supporting the smooth running of teaching and learning activities. Good administrative management is management that organizes and records information data in a structured systematic manner with the aim of providing information and making it easier to retrieve data as a whole and in relation to each other. Data and information are directly related to organizational activities, both for internal and external purposes. In Law no. 20 of 2003 concerning a National Education system that is capable of having the aim of developing the potential of students to become human beings who believe and are devoted to God Almighty, have noble morals, are healthy, knowledgeable, capable, creative, independent, and become democratic and responsible citizens. answer.

Administrative activities are the activities of managing data and information that goes in and out of an institution or agency, so that all series of activities consist of receiving, recording, clarifying, managing, storing, typing, procuring, sending, information and data in writing that is required by the institution.

1. Management (*planning*)

Management administration will provide perfect results if it is supported by environmental factors and the performance of the administration's own employees. However, administrative management will be ineffective if the environment and performance of administrative employees are not in accordance with administrative duties or job descriptions. There are several administrative management at MA Plus Hasyim Asy'ari Skills as follows. Planning (*planning*) Management at this Madrasah in each program is first planned, whether it is PABI, PPS, PAS, UM/AM activities or farewell activities except for incidental activities. In each activity, a committee is formed with a task decree and includes a final report at the end of the task to become a PKKM document.

2. Organizing _

The organization at MA Plus Skills Hasyim Asy'ari already has its own structure both in institutions and administrative organizations with task responsibilities accompanied by a decree from the head of the madrasah.

3. Coordinating _ _

At MA Plus Skills Hasyim Asy'ari, every daily activity we coordinate directly with staff and the teacher council, in addition to having incidental or routine meetings once a month, is evaluated so there is no miscommunication because there are already separate parts that have been arranged.

2. Staffing _

For staffing at MA Plus Skills Hasyim Asy'ari, for employees who are absent, the head of the madrasah first looks at the reason for not coming in, if there is no permission then automatically the head of the madrasah immediately reprimands and calls him, usually the head of the madrasah calls and asks. and provide input to employees who are absent or late.

3. Directing _

At MA Plus Skills Hasyim Asy'ari, we build a good commitment and awareness and what we do is solely hoping for the blessing of Allah SWT. Usually the direction is given by management from the Ministry of Religion, so the agenda is from there and delivered by the head of the madrasah and remind.

4. Leading _

At MA Plus Skills Hasyim Asy'ari, the highest leader is the Madrasah Head, so all activities are planned and mutually agreed upon and ratified by the madrasah head.

In this section the researcher will explain and describe the results of the research obtained through interviews and observations, at Madrasah Aliyah Plus Skills Hasyim Asy'ari Tegaldlimo. The results of this research will be combined with theoretical concepts so that both find common ground and become new findings.

The results of this research show that administrative management at MA Plus Skills Hasyim Asy'ari Tegaldlimo by holding deliberative meetings to prepare a program for the future and making revisions to activities from the previous year so that in the future they will be better, with deliberative meetings and annual activity revisions can be established. good communication between the head of the madrasah, administrative staff and teachers at the madrasah.

From the opinion above, Syafaruddin's theory is also strengthened. (2002: 44) in his book entitled integrated quality management in education concepts, strategies and applications. So, he stated that the duties of school administration are: organizing correspondence, managing teaching administration, managing student registration, compiling reports, managing the school situation and managing registration of school materials.

From the results of the interview above, it shows that the madrasa head provides direction, enthusiasm and motivation in carrying out his duties and responsibilities. Every time an activity is planned and organized by employees, accompanied by a decree, when making a decision, the head of the madrasah invites the employees to hold a meeting and deliberation to make a decision and agree on it together.

CONCLUSION

From the results of the research that has been carried out, the following conclusions can be drawn:

1. Administrative Management at MA Plus Hasyim Asy'ari Skills. Tegaldlimo is carried out with the head of the madrasah providing direction, enthusiasm and motivation in carrying out his duties and responsibilities.
2. Implementation of Administration in Improving Administrative Services at Ma Plus Skills Hasyim Asy'ari Tegaldlimo. The implementation of administrative management in improving administrative services has gone well in accordance with Hasyim Asy'ari Tegaldlimo's ma plus skills planning.
3. Constraints on Administrative Management at Madrasah Aliyah Plus Skills Hasyim Asy'ari Tegaldlimo, *firstly*: the constraint of completing EMIS tasks and so on can only be done at night because during the day the WiFi is weak due to the large number of users, *secondly* it is vulnerable to short task completion times when entering data students, *thirdly* the lack of confirmation from

the head of the madrasah with the staff And There is no professional training for employees from the government.

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