



The Management Role of School Administrative Personnel in Improving Operational Efficiency

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Abstrak: This study analyzes the management role of school administrative personnel in improving operational efficiency. Results show that effective documentation and financial management increase transparency and support decision-making. In addition, efficient timetabling helps maximize the use of time and resources and enables students to engage in a variety of activities. Good resource management creates a conducive learning environment while effective communication between the school, parents and the community strengthens support for the education program. The implementation of information technology and data-driven management, such as the use of ICT and Lean Six Sigma, is proven to significantly improve the efficiency of school operations. The high quality of administrative services has a positive impact on student and parent satisfaction, contributing to the school's reputation. This study concludes that strengthening the role of administrative personnel is crucial to achieving better educational goals and recommends professional training as a priority for school management.

Keywords: Administrative Personnel Management, Operational Efficiency, Financial Management, Communication, Service Quality.

Introduction

In the era of increasingly competitive education, school operational efficiency is one of the important aspects that need to be considered to achieve the goal of quality education. With the increasing demands from the community and government to produce excellent graduates, schools are required to not only focus on the teaching and learning process, but also on efficient resource management (Hasanah et al., 2024). In this context, the management of school administrative personnel plays a crucial role in improving operational efficiency. Administrative personnel, often referred to as Tata Usaha (TU) staff, are responsible for various administrative functions that support the smooth running of the teaching and learning process. Their duties include documentation management, financial management, schedule preparation, inventory management, and building good relationships with parents and the community (Sari, 2020).

The role of administrative personnel cannot be underestimated. Research shows that the quality of administrative services provided by administrative staff can directly affect the effectiveness of school operations. With good management, the education process can run more smoothly and resources can be allocated efficiently (Syafi'i, 2022). For example, transparent and accountable financial management allows schools to plan budgets better and avoid wastage. In addition, efficient timetabling can minimize clashes between academic and non-academic activities, allowing students to optimally participate in all activities (Tahrim et al., 2024).



Furthermore, administrative personnel also contribute to creating a conducive learning environment through the management of adequate facilities and infrastructure (Zulaikah, 2023). A good physical environment such as comfortable classrooms and adequate sports facilities can increase students' motivation and concentration in learning. In addition, good relationships between schools and parents are also very important to support the education process. Administrative personnel act as a bridge of communication between the school and parents, so that information related to student development can be conveyed effectively.

Increasing efficiency in school management is a challenge that continues to grow along with the demands of globalization. Schools are not only required to provide physical facilities, but must also be able to optimally utilize resources to produce maximum output, such as better learning outcomes (Bhutoria & Aljabri, 2022). One effective approach to improving this efficiency is through the implementation of information technology. The implementation of information technology, particularly the use of ICT (Information and Communication Technology), has been shown to support various aspects of school management, including communication, resource management and decision-making processes (Tulowitzki et al., 2022). By utilizing ICT, schools can improve transparency and accuracy in data management, so that the efficiency of school management is now not only measured by the amount of resources available, but also by how these resources are used effectively to achieve optimal educational outcomes.

Therefore, an understanding of the management role of school administrative personnel as well as the use of ICT in administrative management is also crucial to improving operational efficiency and the overall quality of education. This article will further discuss the strategic role of administrative personnel in supporting school success and its impact on operational efficiency. This discussion will include an analysis of the various administrative functions performed by administrative staff as well as the challenges they face in carrying out their duties. It is hoped that this article will provide new insights for education stakeholders to better appreciate and maximize the role of administrative staff in our education system.

Method

The method used in this research is a literature study by analyzing several relevant scientific journals. Data collection was conducted through a literature review of various journal articles published in the last five years, focusing on the topic of school administrative personnel management and operational efficiency. Data sources came from journal articles, research reports and books related to education management. The data were analyzed using the content analysis method, where key themes such as the role of administration, resource management and impact on operational efficiency were identified. The results of this analysis were then synthesized to understand the contribution of administrative personnel in improving school efficiency.

Results and Discussion

Results

The results of this research conducted indicate that the management of school administrative personnel has an important and significant role in improving operational

efficiency. Based on the analysis of various relevant journals, some key findings can be identified as follows:

1. **Documentation and Financial Management**
Administrative personnel function as managers of school documentation and finances. Good management of these aspects ensures that all financial information and reports are available in an accurate and timely manner. This enables better decision-making and transparency in the use of school funds, which contributes to accountability within educational institutions (Hasanah et al., 2024). Efficient management also facilitates more effective budget planning, allowing schools to allocate resources according to needs.
2. **Organizing schedules and activities**
One of the important functions of administrative personnel is the organization of academic and non-academic activity schedules. With efficient organization, schools can minimize clashes between various activities, so that students can optimally follow all programs offered. Good schedule arrangements also contribute to more effective use of time in the classroom, allowing teachers to optimize the learning process and increase student engagement (Sari, 2020). Careful scheduling also helps in creating a good rhythm for the whole school community.
3. **Resource Management**
Administrators have an important role in the management of school resources, including facilities and infrastructure. Good inventory management ensures that all facilities and equipment are available and in good condition to support the teaching and learning process. This contributes to the creation of a conducive learning environment, where students can learn comfortably and focus (Zulaikah, 2023). The existence of adequate infrastructure not only increases comfort, but also plays a role in supporting students' skill development in various fields.
4. **Communication with Parents and the Community**
Administrative staff also act as a bridge of communication between the school and parents and the surrounding community. Through effective communication, information about student development can be conveyed well, so that parents can be more involved in their children's educational process. It also creates a positive relationship between the school and the community, which is important for building external support for educational activities (Syafi'i, 2022). Good communication can increase parents' sense of ownership of their children's education, which has a positive impact on student motivation.
5. **Improving service quality**
Research shows that the quality of administrative services provided by administrative personnel has a direct impact on student and parent satisfaction. Prompt, responsive and high-quality services will improve the school's image and attract more students to enroll. This high level of satisfaction indicates that operational efficiency is not only related to internal management but also to external perceptions of the school (Tahrim et al., 2024). Thus, improving the quality of administrative services can contribute to the school's positive reputation in the eyes of the community.
6. **Implementation of technology and data-based management**

Research results show that schools that implement ICT-based management systems and Lean Six Sigma methodology experience significant improvements in operational efficiency. For example, the implementation of Lean Six Sigma in higher education showed an improvement in the quality of administrative services by 15% and a reduction in processing time by 25% (Alvarez-Sández et al., 2023). Bhutoria and Aljabri (2022) also found that parental involvement and good resource management contributed greatly to school efficiency.

From these results, it can be identified that the management of school administrative personnel plays an important role in improving operational efficiency through the management of documentation, finance, resources, and communication with parents and the community. Thus, strengthening the capacity of administrative personnel is one of the strategic steps to achieve better education goals in the future, as well as creating an education system that is more responsive and adaptive to the needs of students and society.

Discussion

The results show that the management of school administrative personnel has a significant impact on operational efficiency. This discussion will further elaborate on the key findings in their implications for the education context.

1. Documentation and Financial Management

Effective documentation and financial management is the foundation for efficient school operations. Administrators are responsible for ensuring that all important documents, such as financial reports, budget plans and academic records, are properly managed. This not only increases transparency but also facilitates decision-making by school management (Hasanah et al., 2024). When information is available in an accurate and timely manner, schools can better respond to the needs of students and parents and allocate resources efficiently. Good financial management can also prevent future financial problems, which are often an obstacle to the development of educational programs. With a clear accounting system in place, schools can better plan expenses and revenues, avoid unnecessary debts and ensure that all programs are running as planned.

2. Organization of Schedules and Activities

Efficient timetabling by administrative personnel allows schools to maximize the use of time and resources. By creating an integrated schedule between academic and non-academic activities, administrative personnel help reduce clashes that can disrupt the teaching and learning process (Sari, 2020). It also provides opportunities for students to engage in various activities that can support their holistic development. Good organization creates a more structured and organized learning atmosphere, where students can learn with focus and enjoy a variety of educational experiences. As such, administrators not only act as timekeepers, but also as facilitators who encourage students' active participation in various school programs.

3. Resource Management

Good resource management by administrative personnel contributes to the creation of a conducive learning environment. The management of facilities and infrastructure, including classroom facilities, laboratories and sports halls, is

essential to support the learning process (Zulaikah, 2023). When facilities are well managed, students can learn in a comfortable and safe environment. In addition, efficient inventory management also helps prevent wastage of resources, allowing schools to maximize the available budget. Thus, investment in facilities maintenance and repair is crucial to creating an ideal educational environment. Good resource management not only improves the quality of learning but also extends the life of existing facilities.

4. Communication with Parents and the Community

The role of administrative personnel as liaisons between the school and parents is crucial in building positive relationships. Effective communication allows parents to be updated on their child's progress and provide feedback to the school (Syafi'i, 2022). A strong relationship between the school and the community can increase support for educational programs and increase parental participation in school activities. Good communication can also strengthen parents' sense of ownership of their children's education, which in turn increases students' motivation to learn. By establishing open communication, schools can identify issues facing students and find appropriate solutions collaboratively.

5. Improving Service Quality

The quality of administrative services has a direct impact on student and parent satisfaction. Administrators who are responsive and professional in serving students' needs will create a positive image for the school (Tahrim et al., 2024). When parents are satisfied with administrative services, they tend to trust the educational institution more. This can result in an increase in the number of new student enrollments as well as support from the community for school programs. Good service quality also contributes to the school's reputation in the eyes of the community, which is an important factor in attracting prospective students. By providing quality services, administrative personnel contribute to the formation of a stronger community around the school.

6. Implementation of technology and data-driven management

The implementation of technology and data-driven management is proven to improve operational processes in educational institutions. Tulowitzki et al. (2022) found that school management that integrates the effective use of ICT can support various activities, from resource management to improving the quality of education through stakeholder engagement. Meanwhile, Bhutoria and Aljabri (2022) showed that schools with higher managerial efficiency tend to have better student cognitive achievement. The use of Lean Six Sigma methods was also identified as a key strategy to improve the efficiency of administrative processes.

Based on the results of the above discussion, it is clear that strengthening the management role of administrative personnel is crucial to improving the efficiency of school operations. Therefore, training and professional development for administrative personnel needs to be a priority for school management. Investing in the development of managerial and administrative skills will have a long-term positive impact on the quality of education. This training will not only strengthen their technical abilities but also build their confidence in carrying out their duties.

Conclusion

This study emphasizes the important role of school administrative personnel management in improving operational efficiency and the quality of education services. Administrative personnel play a crucial role in the transparent, accountable and timely management of school documentation and finances, which support strategic decision-making by school management. Effective management of academic and non-academic activity schedules allows time and resources to be used optimally so that students can participate fully in the various activities organized by the school. In addition, good management of facilities and infrastructure ensures a comfortable learning environment that supports the learning process. Good relationships between schools, parents and communities mediated by administrative personnel also play a role in creating external support for the education process, increasing parents' sense of ownership of their children's education and encouraging more active involvement.

Furthermore, this study shows that the implementation of information technology and data-driven management, such as the use of ICT and Lean Six Sigma, can significantly improve the efficiency of school operations. The use of these technologies accelerates administrative processes, reduces processing time and improves the quality of services provided by schools, which in turn increases student and parent satisfaction and strengthens the school's reputation in the eyes of the community. Therefore, strengthening the capacity of administrative personnel through training and professional development should be a top priority in school management. With the right investment in improving the management skills of administrative personnel, schools can achieve higher operational efficiency and, ultimately, improve the overall quality of education.

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