

Implementation of Administration In Providing Services To Students at MTS Nurul Muhajirin Tanjung Lago-Banyuasin

Kris Setyaningsih*, Nurlaeli, Mardeli

Universitas Islam Negeri Raden Fatah Palembang, Sumatera Selatan, Indonesia

*Korespodensi: *krissetyaningsih_uin@radenfatah.ac.id*

ABSTRACT

This article discusses the implementation of administrative Administration in providing services to students at MTs Nurul Muhajirin". This study aims to determine the implementation of administrative Administration in providing services to students at MTs Nurul Muhajirin. The type of research used in this research is qualitative research. Data were collected through observation, interviews, and documentation. This type of research approach is descriptive qualitative. The techniques used in data analysis are data reduction, data presentation, and conclusion. To test the research data's validity using technical and source triangulation. The results of this study indicate that the implementation of administrative Administration in providing services to students at MTs Nurul Muhajirin has been carried out well. These activities are related to the process of accepting new students, starting from planning admissions to implementing the process of accepting students and the announcement of new students. Other administrative activities, such as managing the ratio of students per class, are essential because the number of classes in a class will affect the student learning process. Furthermore, it relates to his duties, namely compiling and managing the condition of students in the madrasa. This was done for the sake of orderly Administration of students at MTs Nurul Muhajirin, and it has been done well. Then other activities, namely Administration, related to the overall assessment of the educational process at MTs Nurul Muhajirin Tanjung Lago.

Keywords: Implementation, Administration, Service to Students

A. INTRODUCTION

Education is one of the primary keys for humans to navigate life (Kholis, 2013). According to Law No. 20 of 2003, Education is a conscious and planned effort to create a learning atmosphere and learning process so that students actively develop their potential to have spiritual and spiritual strength, self-control, personality, intelligence, noble character, and skills needed by themselves, society, nation, and State. Education is a process that occurs in human existence and can help humans to glorify themselves and their ideals (Jailani, 2014; Arifuddin & Karim, 2021; Alfiyanto et al., 2023). Education personnel in schools or madrasahs play a role in supporting the implementation of learning and school administration even though they are not directly involved in teaching and learning activities (Riyadi et al., 2021; Alfiyanto & Hidayati, 2022; Pandi, 2022). In realizing the goals of Education in schools, educational institutions require school management or Administration so that every implementation of each field can be carried out properly because educational goals can be supported by the school administration (Hajaruddin, 2021).

Each education personnel has unique characteristics which are different from the others. This requires special attention and service from the leader to take advantage of the time to improve his performance. The difference in educational personnel is not only in physical form but also psychic, such as motivation. The Administration has an administrative role that is subject to special rules. The existence of school administration is essential in supporting the learning process because the existence of Administration is essential in achieving educational goals so. School Administration Personnel Standards have been established in the Regulation of the Minister of National Education of the Republic of Indonesia No. 24 of 2008.

A series of activities collecting, recording, and maintaining information data about students, including school administration services. The headmaster did not always carry out this series of activities, but he delegated some administrative work to teachers and administrative employees. The participation of teachers in terms of overall school administration is natural because classroom administration is an inseparable part of school administration.

School Administration personnel are the spearhead of administrative management in schools. School administration personnel have an essential role in school management, such as school correspondence, student administration, educator and Education staff administration, and curriculum administration (Imam Gunawan, 2018). In general, office work in schools/madrasahs is technically carried out by education personnel in schools/madrasahs. Its

existence is essential in providing services to learners who are objects in the educational process at school.

Schools by empowering education personnel who aim to support providing Education and achieving school goals (Surya, 2012; Alfiyanto, 2022). Therefore, schools empowering TAS require good principal leadership and can distribute tasks well to all human resources owned by the school. TAS has a role in carrying out administrative activities of educational institutions by providing excellent and optimal services to all parties who need services (Kusumaningrum, 2017).

The implementation of Administration in providing student administration services includes helping to accept new students, helping to regulate the ratio of students per class, compiling a list of student conditions, and keeping a list of student grades (legger). With the establishment of these service standards, it is hoped that the quality of school student administration services will be better and more optimal in the future. The quality of administrative services in this study is an effort made by administrative employees verbally, in writing, or in action to provide satisfaction with administrative services to those served in the MTs Nurul Muhajirin environment.

Student administration is one part of Educational Administration. According to Sobry Sutikno (Sutikno, 2012), student administration is an activity that includes student registration services from the admission process until the student leaves school because he has finished/graduated. So that in the implementation of student administration, the principal, teacher council, and administrative staff have a vital role in providing educational services to education customers.

Another phenomenon seen in the field is the lack of ability or competence possessed by administrative personnel officers in carrying out their duties can be said to be still low, especially in the field of excellent service to students, parents, and the community who seem still less friendly. The competence of school administration staff is still low, and there are still many administrative personnel who do not have adequate abilities and skills to carry out their duties. School administration personnel's performance, discipline, loyalty, and responsibility are still low. Excellent service to students, parents, and the community is still invisible.

In MTs Nurul Muhajirin, the Administration has carried out student administration service activities by the decided provisions. Also, the implementation of Administration in providing student administration services is entirely running well where administrative tasks related to student administration have been carried out, namely bar student admission, helping to regulate the ratio of students per class, compiling a list of student conditions and keeping a

list of value sets (legger). However, the problems seen in the field are still technical. Namely, the student administration services provided are still not as expected, and the problems still need improvement and re-evaluation of student administration services. In this regard, researchers are interested in conducting more profound scientific research titled "Implementation of Administrative Administration in Providing Services to Students at MTs Nurul Muhajirin Tanjung Lago."

B. METHOD

This article was conducted at MTs Nurul Muhajirin Tanjung Lago, Banyuasin Regency-South Sumatra. The object to be discussed is related to How the Process of Implementing Administration Administration in Providing Services to Students at MTs Nurul Muhajirin Tanjung Lago. The type of research method used in this study is the qualitative method. According to Sugiyono (Sugiyono, 2022), the qualitative research method is a research method used in research on a natural object (as opposed to an experiment) where the key instrument in this study is the researcher, triangulation (combined) becomes data collection technique in qualitative research data collection techniques are carried out by triangulation (combined).

Data analysis has the nature of a way of thinking that is different from specific rules to establish general rules or commonly called inductive, and the results of qualitative research prioritize meaning rather than general conclusions from a phenomenon. Sugiyono (Sugiyono, 2014) explained that descriptive qualitative is a research approach that explains certain social conditions by explaining facts or reality correctly, which is formed by words from the results of data collection and relevant analysis obtained in the actual situation.

Primary data sources come from administrative staff, principals, curriculum waka, student waka, teachers, and MTs Nurul Muhajirin students, while secondary data is in the form of documentation, interview results, books, and journals. This study's types and data sources are primary and secondary (Ibrahim, Kris Setyaningsih, 2022). Primary data is data obtained directly from the source, while secondary data is ready-made data outlined in the research field and supports primary data. The informants in this study consisted of actors providing student administration services and recipients of student administration services, namely administrative staff, administrative staff, student waka, curriculum waka, principals, teachers, and students.

Data collection in the study entitled the implementation of Administration in providing academic services at MTs Nurul Muhajirin uses three methods: observation, interview, and documentation (Pahleviannur, 2022). The data obtained in this study will be processed or

analyzed through data analysis techniques. The data analysis used in this study is the Miles and Huberman model data analysis technique quoted by Sugiyono (Sugiyono, 2022). In this model, it can be understood that there are three stages of data analysis, namely data reduction, presentation, and conclusion. Data validity uses method triangulation, data source, and data collection triangulation.

C. RESULTS OF DISCUSSION

1. Research Results

Administration serves the implementation of operative work by providing various information needed to facilitate the achievement of the desired goal or enable better completion of the operative work concerned. The Administration is the duties and responsibilities carried out by a person or group of people from the start of collecting (receiving), recording, processing, procuring, sending, and storing all important or less important information materials or documents needed and reused if needed with the aim of achieving perfection in an organization, so that what is expected can be achieved properly (Kompri, 2014).

School administrative affairs are part of the technical implementation unit that organizes educational Administration and information systems in schools. As the executor of school administrative affairs, the primary duties and functions of administrative employees are administrative services that must be provided to the school's internal and external customers. School administration personnel must have the ability or competence, namely personality, social, technical, and managerial competence (specifically the Head of School Administration Personnel) (Yuliani & Kristiawan, 2017). Regulation of the Minister of National Education Number 24 of 2008 concerning School Administration Personnel Standards describes student administration activities starting from accepting new students, regulating the ratio of new students, keeping a list of grades, and compiling a list of student conditions (Permendiknas, 2008). The following is about the implementation of Administration in student administration activities at MTs Nurul Muhajirin will be described in detail below:

a. Assisting in the Admission of New Students

One of the activities in student administration is the admission of new students. Admission of new students is one of the first activities carried out at an educational institution, which of course the admission of new students through the determination of prospective new students requires several considerations that are quite numerous and complicated, namely grade standards, school entrance requirements, and policies from the government and educational institutions that often change every year. Admission of new students is a step in the admission

process by forming a new student admission committee, meeting to select and decide which students to accept, announcing accepted students, and re-registering accepted students (Ali Imron, 2011).

Based on the interview results that the researcher has conducted, the admission of new students is carried out by forming a PPDB committee, then in registering the first step for new students is to register online using the website that has been created. Students must confirm their paperwork or re-enroll to prove they have applied after enrolling online. The education office selects students who will be accepted through the PPDB application to see the grades of students who meet the requirements for admission at MTs Nurul Muhajirin.

The results of observations in the field researchers saw a guidebook in implementing PPDB in the administration room that was used as a guideline in implementing new student admissions. Administrative staff verified data on prospective new students, and also, the staff received re-registration files for prospective new students who passed the selection at MTs Nurul Muhajirin. Based on the results of the interview, the above observations and strengthened by the documentation, namely the application used for the admission of new students, which is carried out online through an application called PPDB which has been recommended by the Ministry of Education and Culture so that it can facilitate the registration of new students, and registration becomes orderly and easy to monitor at the time of admission of new students at MTs Nurul Muhajirin.

At MTs Nurul Muhajirin, new student admissions have been implemented quite well. Forming a special committee for PPDB activities and its implementation involves curriculum representatives. TU student staff help new student admissions start online through an application called PPDB, and registration can be through zoning, affirmation, and achievement channels. However, the administrative staff of the student affairs department is not clear in informing about the re-registration or verification file, so many students, when re-registering there are incomplete files that hinder the admission procedure for new student registration, both the provision of facilities and forms for new student admission activities.

b. Help Set the Ratio of Students to Class

By article 24 of Permendikbud Number 17 of 2017, the number of students in one class is for the elementary level. The minimum number of students in one class is 20, and the most is 28. For the junior high school level, the minimum number of students in one class is 20, and the most is 32. For the high school level in one class, the minimum number of students is 20, and the most are 36. For the vocational level in one class, the minimum number of students is 15, and the most is 36 (thirty-six). According to the Regulation of the Minister of Education

and Culture Number 22 of 2016 concerning the standards of the primary and secondary education process, the number in one class ranges from 25-32 students (Permendiknas, 2016).

The interview results that the researcher conducted were that making a list of students per class according to the name and parent number of students was carried out by TU student staff, whose operators assisted in viewing student data. The results of observations in the field researchers saw that TU student staff collaborated with operators in making student statistical data made by operators by obtaining student data from administrative employees and student waka. There is a class master book stored in the administrative room cabinet. However, the number received by this school exceeds the available rumble, and so are 33 students in the class. It must make students less comfortable because it has exceeded the limit set by the Minister of Education and Culture.

Based on the interview results, the above observations reinforced by the documentation are that the Administration records class students in the class student master book and then stores them in a cabinet that has not been neatly arranged. Many old class student parent books are still in the closet due to the lack of storage cabinets in the administration room. At MTs Nurul Muhajirin, administrative staff in regulating the ratio of students are not by government standards related to the number of students per class as determined in one class and in the bookkeeping carried out by TU staff and assisted by operators in obtaining student data in adjusting the ratio of students per class. But besides that, in archiving, the class master book has not been neatly arranged due to the lack of archive storage in the administration room.

c. Compile a List of Student Circumstances

Administration in compiling a list of student conditions by adjusting to developments regarding student conditions during school requires a list of student conditions to determine the number of student conditions. The Administration is a series of tasks connected to obtaining all the data needed by an organization or school (The Liang Gie, 2007). Administration in compiling a list of student conditions by adjusting to developments regarding student conditions during school requires a list of student conditions to determine the number of student conditions.

Based on the interview results at the time of admission, a list of the circumstances of each student is made, making it easier to record because the information has been entered into the student's parent book. According to the degree of development of the student's condition during schooling, it is in the list of student states. Based on the researchers' observations, TU student staff list student conditions and then arrange them by year to make it easier to find them again if needed.

Based on the results of the observations and interviews above and strengthened by documentation, namely in pictures of the list of registered students, registered and continuously updated every semester regarding the list of conditions of MTs Nurul Muhajirin students. Administration at MTs Nurul Muhajirin in compiling a list of student conditions arranged according to the stage of development of student conditions while at school. Compile it by filling out the list every month during each semester. A list of student states is used to reference and complement the school administration's student affairs.

d. Save a list of values (legger)

Not infrequently, the storage of student grades is recorded and stored somewhere, so it takes a very long time. At the same time, the results of processing student grade data can only be seen by students and parents only in report cards (Sefrika, Apriyani, H., & Alawiah, 2017). The storage system is used to store documents to make it easier to store and quickly find records stored whenever the document is needed (Zulkifli, 2011).

Based on the interviews obtained from informants related to the storage of student grades or leggers, after inputting what is done by curriculum staff, it is then submitted to student staff to be processed and entered into the form of report cards. Student grades entered in the report card book are then given to the homeroom teacher to be distributed to students. The results of the researchers' observations saw that the storage of the list of grades carried out by student staff was not well organized due to the lack of archive storage archives about students were mixed with the old archives so that if needed, it took a long time to find them. The implementation of the legger is carried out by the TU curriculum staff and the student affairs TU staff because the two fields are interrelated, and working together in managing the assessment process is not optimal because there are teachers who are slow to provide a list of grades so that the storage becomes irregular, as well as the lack of storage of student records.

2. Discussion

a. Student administration

Student administration starts from admission to the expulsion of students from school. So it is explicitly needed by the school to be by the procedures set. According to Suryosubroto's theory, student administration refers to new student registration activities starting from admission until students graduate from school because they have finished studying at the school (Suryosubroto, 2010). According to Sutikno Sobry, student administration is a student recording process carried out when students register for admission until the student leaves school after graduation or graduation (Sutikno, 2012).

Student administration is an administrative task carried out in launching activities related to the components of academic services held in schools to organize relevant, effective, and efficient learning processes to achieve educational goals. The Administration is human resources in schools that strongly support their achievements in school administration activities, including student administration activities, but are not directly involved in teaching and learning activities (Guidelines for the Preparation of Minimum Service Standards for School Implementation in the Field of Primary and Secondary Education, 2001). The following administrative activities in the implementation of student administration at MTs Nurul Muhajirin include:

1) Assist in the Admission of New Students

One of the activities in student administration is the admission of new students. Admission of new students is one of the first activities carried out at an educational institution, which of course the admission of new students through the determination of prospective new students requires several considerations that are quite numerous and complicated, namely value standards, school entrance requirements, and policies from the government and educational institutions that often change every year. New admissions policies should use the fundamentals of learner management. Students who can be accepted in an educational institution, such as a school, must meet the requirements as determined (Ali Imron, 2011). As stated by Ali Imron that the admission of new students is a step in the admission process by forming a new student admission committee, meeting to select students and decide which students to accept, announcing accepted students, and re-registering accepted students (Ali Imron, 2011).

In line with this, the research results at MTs Nurul Muhajirin on implementing new student admissions have gone quite well. The new student admission procedure starts with forming a special committee for PPDB activities. Its implementation involves curriculum representatives and TU student staff to assist in the admission of new students starting from the admission procedure to recording new students, which begins with students registering for the PPDB application or PPDB web that the Ministry of Education has provided in accepting new students, then students choose the registration path. Namely, there are affirmations, zone paths, and achievement paths. After registering, students verify directly to the school by bringing files uploaded on the PPDB application or PPDB web. Then if the student has been declared graduated at MTs Nurul Muhajirin, the new student re-registers with the requirements set by the school, and the administrative staff provides facilities and forms for the implementation of the admission of prospective new students. However, the administrative staff of the student affairs department is not clear in informing about the re-registration or

verification file, so many students, when re-registering there are incomplete files that hinder the admission procedure for new student registration, and TU staff are less responsive in providing the Administration needed by students both in providing facilities and forms for new student admission activities.

2) Student Per Class Ratio

Managing the classroom is one of the roles performed by a teacher in the learning process (Nugraha, 2018). In managing classes, ratios must exist because it will undoubtedly impact the learning process if you do not use a good ratio. Classroom management aims to create optimal learning conditions and neutralize the situation to achieve learning objectives optimally. Managing student conditions is undoubtedly done by applying various approaches that direct students to be active; as stated by Juhji that a teacher needs to apply an approach that directs students to play an active role and explore their potential (Juhji, 2016).

By article 24 of Permendikbud Number 17 of 2017, the number of students in one class is for the elementary level. The minimum number of students in one class is 20, and the most are 28. For the junior high school / equivalent level in one class, the minimum number of students is 20, and the most are 32. For the high school level in one class, the least number of students is 20, and the most is 36. For the vocational level in one class, the least number of students is 15, and the most is 36.

In the Regulation of the Minister of Education and Culture Number 22 of 2016 concerning the standards of the primary and secondary education process, the number in one class ranges from 25-32 students (Permendiknas, 2016). From the explanation above, the number should not exceed 32 students in one class in compiling the ratio of students per class. It will not cause maximum learning in the learning process in class. Therefore, there is a direct regulation set by the Minister of Education related to the ratio of students per class must be based on the standards of the educational process that have been determined by the school level, namely elementary, junior high, and high school which the number of students per rumble or class has determined.

Based on the results of research at MTs Nurul Muhajirin that in, regulating the ratio of students carried out by the school has not been by government standards related to the number of students per class that has been determined in one class because it exceeds the specified capacity, namely in one class at MTs Nurul Muhajirin consists of 33 to 35 classes causing students to be less optimal in the learning process in class because it exceeds the maximum capacity of students in one class. In the bookkeeping that has been done, the TU staff has not been neatly organized because it is still combined with old student data and has not been

separated. The data obtained by the Administration in regulating the ratio of new students are assisted by operators in obtaining student data in managing the ratio of students per class.

3) Compile a list of student circumstances

The Administration is a series of tasks connected to obtaining all the data needed by an organization or school (Gie, 2007). Administration in compiling a list of student conditions by adjusting to developments regarding student conditions during school requires a list of student conditions to determine the number of student conditions. Compile a list of student circumstances as a task of school administration. Administrative tasks are carried out in launching activities related to the components of academic services held in schools to organize relevant, effective, and efficient learning processes to achieve educational goals. (Niswah & Zakia, 2023) This must be implemented in schools so that the education process can run well.

A list of student conditions is compiled in books and on the board, listing the State of students placed in the administration or teacher's rooms. This describes the State of the total number of students in a school. Usually, the picture of the condition of students in a school will continue to be identified every month. As a result of student admission, the school administration must process these students into the list of student conditions to know the progress of students at school and for school administration if necessary.

In line with this, the administrative staff at MTs Nurul Muhajirin compile a list of student conditions compiled according to the stage of development of student conditions while at school. Compile it by filling out the list every month during each semester. A list of student states is used to reference and complement the school administration's student affairs. The Administration records first in the student situation list book after the new student imagination, then fills in the student data board, which is done by the student staff making a notice board in a place that all school residents can see and quickly find the board placed in the TU room. However, the student condition list board at MTs Nurul Muhajirin is not routinely checked or identified every month, so the list of student conditions is not updated monthly. The student staff fills in the state board to provide information about the condition of students per year and semester written on the board.

4) Keep a list of value sets

Evaluation is an action or a process to determine the value of something (Zainuri & Canada, 2023). Evaluation in Education aims to collect information that can be used as a consideration for deciding whether to improve the learning system by the objectives to be set. Assessment of learning outcomes is an integral component in implementing Education (Ibrahim et al., 2022). Assessment must be well managed, and schools must implement

assessment principles well. Student grades are not uncommon to be recorded and stored somewhere, so it takes a very long time in the process. At the same time, the results of processing student grade data can only be seen by students and parents only in report cards (Sefrika, Apriyani, H., & Alawiah, 2017).

According to Amsyah Zulkifli, storage techniques are used to store documents to make it easier to find stored records. It does not take long to find the document whenever needed (Zulkifli, 2011). Assessment is an important part that cannot be separated from the learning process. Assessment is needed to determine the extent to which students can receive the learning outcomes that have been delivered. An increase or decrease in the quality of Education can be seen from the values obtained by students.

Based on the results of the study, the storage of the list of grades is carried out after making and inputting grades carried out by curriculum staff. Then the grades are submitted to the student affairs staff to be processed and entered as report cards. Student grades included in the report card are then distributed to each homeroom teacher to be distributed to students. The curriculum and student affairs store the list of grades in MTs Nurul Muhajirin because these two fields are related and always work together in processing the student assessment process. However, the storage carried out by student staff at MTs Nurul Muhajirin is still poorly organized due to the lack of archive storage. That archives about student affairs are mixed with old archives so that if needed, it takes a long time to find them.

D. CONCLUSION

Based on the results and discussion above, the implementation of administrative Administration in providing services to students at MTs Nurul Muhajirin has been done well. These activities are related to the process of accepting new students, starting from the planning of admission to the implementation of the process of accepting students and the announcement of new students. Another administrative activity is how to manage the student ratio per class. This activity is essential because the number of students in the class will affect the student learning process. It is, furthermore, related to its duties, namely, compiling and regulating the situation of students in the madrasah. This is done for the sake of orderly Administration of students at MTs Nurul Muhajirin and has been done well. Then another activity is Administration related to the overall assessment of the educational process at MTs Nurul Muhajirin Tanjung Lago-Banyuasin.

BIBLIOGRAPHY

- Alfiyanto, A. (2022). Manajemen Rekrutmen Tenaga Pendidik Baru di SMA Nurul Palembang. *Adaara: Jurnal Manajemen Pendidikan Islam*. <https://doi.org/10.30863/ajmpi.v12i1.1741>
- Alfiyanto, A., & Hidayati, F. (2022). Tenaga Pendidik dan Literasi Digital: Tantangan Pembelajaran Di Era Industri 4.0. *Ikhtisar: Jurnal Pengetahuan Islam*. <https://doi.org/10.55062/ijpi.2022.v2i1.45>
- Alfiyanto, A., Rijal, S., & Silahuddin, S. (2023). The Concept of Islamic Education Based on Religious Humanism Said Nursi's Perspective. *Journal on Education*, 5(3), 9552–9562. <https://doi.org/10.31004/joe.v5i3.1410>
- Ali Imron. (2011). *Manajemen Peserta Didik Berbasis Sekolah*. Bumi Aksara.
- Arifuddin, A., & Karim, A. R. (2021). Konsep Pendidikan Islam. *Didaktika: Jurnal Kependidikan*, 10(1), 13–22. <https://doi.org/10.58230/27454312.76>
- Gie, T. L. (2007). *Administrasi Perkantoran Modern*. Liberty.
- Hajaruddin, A. (2021). *Konsep administrasi dan Supervisi Dalam Pendidikan*.
- Ibrahim, Kris Setyaningsih, A. (2022). *PENGADAAN BAHAN PUSTAKA DI PERPUSTAKAAN MTS N 2 PALEMBANG*. 55–63.
- Ibrahim, I., Rahwani, R., & Badaruddin, K. (2022). Pengaruh Penggunaan Aplikasi Raport Digital Terhadap Kinerja Guru. *Pedagogika*, 13(Nomor 1), 1–15. <https://doi.org/10.37411/pedagogika.v13i1.1128>
- Imam Gunawan, T. T. (2018). Pemberdayaan Tenaga Administrasi Sekolah Menengah Pertama Kota Batu: Studi Deskriptif. *JAMP: Jurnal Adminitrasi Dan Manajemen Pendidikan*, 1(4).
- Jailani, M. S. (2014). Teori Pendidikan Keluarga dan Tanggung Jawab Orang Tua dalam Pendidikan Anak Usia Dini. *Nadwa: Jurnal Pendidikan Islam*, 8(2), 245–260. <https://doi.org/10.21580/nw.2014.8.2.580>
- Juhji, J. (2016). Peningkatan Keterampilan Proses Sains Siswa Melalui Pendekatan Inkuiri Terbimbing. *Jurnal Penelitian Dan Pembelajaran IPA*, 2(1), 58–70.
- Pedoman Penyusunan Standar Pelayanan Minimal Penyelenggaraan Persekolahan Bidang Pendidikan Dasar dan Menengah, (2001).
- Kholis, N. (2013). Pendidikan Dalam Upaya Memajukan Teknologi. *Jurnal Kependidikan*.
- Kompri. (2014). *Manajemen Sekolah Teori & Praktek*. Alfabeta.
- Kusumaningrum, D. E. (2017). Pemberdayaan Tenaga Administrasi Sekolah Menengah Pertama Berbasis Pesantren. *Prosiding Seminar Nasional Pendidikan Sinergitas Keluarga, Sekolah, Dan Masyarakat Dalam Penguatan Pendidikan Karakter, Fakultas Ilmu Pendidikan Universitas Negeri Malang*.
- Niswah, C., & Zakia, N. (2023). *Pelaksanaan Tata Usaha Dalam Memberikan Pelayanan Akademik di SMP Negeri 24 Palembang*. 1(3).
- Nugraha, M. (2018). MANAJEMEN KELAS DALAM MENINGKATKAN PROSES PEMBELAJARAN. *Tarbawi: Jurnal Keilmuan Manajemen Pendidikan*. <https://doi.org/10.32678/tarbawi.v4i01.1769>
- Pandi, A. (2022). Peran Tenaga Administrasi dalam Meningkatkan Mutu Layanan Administrasi di MTs Hidayatul Muhisnin. *Mudir: Jurnal Manajemen Pendidikan*. <https://doi.org/10.55352/mudir.v4i1.493>
- Riyadi, I., Batin, H., & Alfiyanto, A. (2021). PENERAPAN FUNGSI-FUNGSI ADMINSTRASI PENDIDIKAN PADA PEMBELAJARAN DARING ANAK SD SELAMA COVID 19 DI DESA AIR ENAU. *Jurnal Ilmu Pendidikan Muhammadiyah Kramat Jati*. <https://doi.org/10.55943/jipmukjt.v2i1.17>
- Sefrika, Apriyani, H., & Alawiah, E. T. (2017). (2017). Perancangan Sistem Informasi Pengolahan Nilai Berbasis Web pada MTs Al-Ghozaly Bogor. *Jurnal Mantik Penusa*.

- Sudharta, V. A. (2017). Gaya Kepemimpinan Kepala Sekolah dalam Perspektif Psikologi. *Manajemen Dan Supervisi Pendidikan*, 2(2).
- Sugiyono. (2014). *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R & D*. Alfabeta.
- Sugiyono. (2022). *Metode Penelitian Kualitatif*. Alfabeta.
- Surya, P. (2012). Peran Penting Tenaga Administrasi Sekolah dalam Penguatan Budaya Sekolah untuk Implementasi Pendidikan Karakter. Makalah disajikan dalam Seminar Nasional dan Temu Alumni Dies Natalis ke-48 UNY Tahun 2012. *Implementasi Pendidikan Karakter Dalam Membangun Bangsa*.
- Suryosubroto. (2010). *Manajemen Pendidikan di Sekolah*. PT. Rineka Cipta.
- Sutikno, M. S. (2012). *Manajemen Pendidikan (Holistica)*.
- Yuliani, T., & Kristiawan, M. (2017). Peran Kepemimpinan Kepala Sekolah Dalam Membina Kompetensi Sosial (Pelayanan Prima) Tenaga Administrasi Sekolah. *JMKSP (Jurnal Manajemen, Kepemimpinan, Dan Supervisi Pendidikan)*, 1(2), 122–132. <https://doi.org/10.31851/jmksp.v1i2.1013>
- Zainuri, A., & Kanada, R. (2023). *Evaluasi Kurikulum Pendidikan : Memastikan Proses Pembelajaran Sesuai dengan Tujuan Pendidikan*. 9(1), 64–73.
- Zulkifli, A. (2011). *Manajemen Kearsipan*. PT. Gramedia Pustaka Utama.