

The Role of Administrative Services in Supporting the Implementation of Efficient Governance in Elementary Schools

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ABSTRACT

This research investigated the role of Administrative Services (TU) in supporting the implementation of efficient governance in Elementary Schools (SD). Using a qualitative approach, the study involved in-depth interviews, observations, and document analysis to comprehend the role of TU and the impact of information technology integration in the school environment. Findings indicated that TU staff played a crucial role in administrative, financial, and daily operational management, while information technology integration contributed positively to efficiency. Challenges such as resource limitations became a focal point of discussion. The results of this research provide a foundation for the development of best practices and policies at the elementary school level. Future prospects involve a deeper understanding of information technology implementation and TU professionalism. Further studies can explore broader impacts on educational quality and contribute positively to the elementary education system in Indonesia

Keyword: Administrative Services, School Governance, Information Technology Integration

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1. INTRODUCTION

Education in Indonesia is the main foundation in building quality human beings and contributing to the progress of the nation. Elementary School (SD) as a level of basic education plays a crucial role in shaping the character, knowledge, and skills of students. To ensure the achievement of these goals, the importance of implementing efficient governance in the school environment, especially through Administrative Services, is a major concern.

Administrative Services (TU) in schools have a very important role in managing various administrative and operational aspects, becoming the backbone for the smooth running of educational activities. TU is not only responsible for administrative and financial management, but also ensures the fulfillment of daily operational needs, such as the provision of facilities and infrastructure. The study by Prayitno emphasizes that the role of an effective TU can help improve school performance, both in terms of resource management efficiency and in supporting the implementation of good governance. Therefore, the existence of a professional and competent TU is expected to form a strong foundation for the implementation of efficient governance at the elementary school level. In this context, TU can be considered as a key agent that supports the realization of an optimal educational environment in schools (Prayitno, 2019).

Despite increasing awareness of the importance of the role of TUs, the lack of a deep understanding of their concrete impact on the implementation of efficient governance remains a relevant issue. The study by Hasan highlights that although TUs are often identified as key players in school administration, more research is still needed to detail their impact holistically. This research can help explore the complex dynamics of the role of TU, including the challenges and opportunities it may face (Hasan, *et al.*, 2021). Therefore, further efforts are needed to gain a deeper understanding of the role of TU in the elementary school environment in order to optimize its contribution in supporting efficient and sustainable governance at the basic education level.

Several studies have highlighted crucial aspects related to the role of Administrative Services. Research by Sulaiman & Widiyanti shows that the professionalism and competence of Administration staff have a direct impact on the efficiency and effectiveness of school operations (Sulaiman, & Widiyanti 2019). The results of the study emphasize the importance of investment in training and development of administrative staff to improve the quality of administrative and managerial services in the school environment. In addition, findings by Setiawan *et al.* highlighting the importance of the application of information technology in school governance. The integration of information technology in the school administration system was identified as a crucial step to improve the efficiency, transparency, and accountability of Administrative Services (Setiawan, *et al.*, 2020).

Based on the background description of the problem above, this study describes the need for further investigation of the role of Administrative Services in supporting the implementation of efficient governance at the elementary school (SD) level. By involving further analysis of related literature, it is hoped that this research can contribute significantly to the understanding and development of best practices in improving the quality of education at the primary level in Indonesia..

2. RESEARCH METHOD

This research adopts a qualitative approach to explore in depth the role of Administrative Services in supporting the implementation of efficient governance in Elementary Schools (SD). The qualitative approach was chosen because it allows researchers to capture the complexity of school dynamics and the relationships associated with governance. This approach has provided a deep understanding of the experiences and views of stakeholders in the school environment.

The study population included Administration Service staff, principals, and teachers in several elementary schools in Yayasan Perguruan Muhammadiyah North Sumatra. Samples are selected *purposively* to ensure the representativeness and diversity of the school context. The data collection process involves several methods. In-depth interviews with Administrative Services staff, principals, and teachers have been conducted to gain a deeper understanding of the role and practice of Administrative Services. Interviews were recorded, translated, and then analyzed to identify key patterns and findings. Direct observation in the school environment was conducted to observe the day-to-day practice of the Administrative Service, with field notes taken to support data from interviews. Document analysis is also conducted by reviewing school administrative documents, governance policies, and financial statements to provide additional context and support findings from interviews and observations.

The collected qualitative data is processed using a thematic analysis approach. This process involves coding, organizing, and analyzing data to identify patterns, key findings, and relationships between concepts (Miles, & Huberman, 2021). Validity is maintained through triangulation of data from multiple sources (interviews, observations, document analysis), while reliability is strengthened through a clear and consistent analytical framework (Creswell, 2021). Ethical aspects of research are a top priority, including obtaining permission from the school and ensuring the confidentiality of participant data. Each participant was asked to sign a consent form before engaging in the study. The overall methodology is expected to provide deep and meaningful insights into the role of Administrative Services in supporting efficient governance in Primary Schools.

3. RESULTS AND DISCUSSION

A. Role of Administrative Services (TU)

Interviews and observations show that the role of Administrative Services (TU) in elementary schools has a significant impact on the efficiency and effectiveness of school operations. TU staff are involved in administrative management, financial management, and fulfillment of daily operational needs. TU staff are actively involved in various aspects of management, including administration, financial management, and fulfillment of daily operational needs. In the aspect of administrative management, TU has a crucial role in maintaining the regularity and smooth running of school activities, while in financial management, they are responsible for managing the school's budget and financial resources. Direct observations reveal that this role contributes positively to creating an organized and competitive school environment.

These findings are consistent with previous research (Sulaiman, & Widiyanti, 2019) which confirms the importance of the professional and competent role of TU staff in supporting school governance. The previous research reinforces the current results by highlighting that the existence of TU staff who have good

quality professionalism and competence can have a positive impact on overall school governance. The alignment of findings with previous research shows the consistency and relevance of the results obtained, reinforcing the conclusion that the role of TU has a sustainable impact on the efficiency and effectiveness of school operations and efficient governance.

The importance of the role of Administrative Services (TU) as the main pillar in supporting the implementation of efficient governance in elementary schools (SD) is reinforced by the findings of previous research (Sulaiman, & Widiyanti, 2019). The research confirms that the professionalism, competence, and strategic role of TU create a solid foundation for improving the quality of school governance. These findings align with research by Yusuf and Sumardi that highlights the key role of TU in administering school administration and having a direct impact on school performance (Yusuf, & Sumardi, 2020). Furthermore, good leadership from TU not only affects daily operations but also contributes positively to the overall school atmosphere, in line with Prayitno's research which shows that TU leadership plays an important role in creating a conducive learning environment (Prayitno, 2019). By referring to the research of Yusuf and Sumardi and Prayitno, this study reinforces the view that the role of TU goes beyond administrative tasks, but also makes a vital contribution in building an optimal quality of school governance.

B. Challenges and Opportunities of Information Technology Integration in Administrative Services

Document analysis shows that the integration of information technology in the school administration system contributes positively to the efficiency of Administrative Services. Integrated information systems are proven to provide convenience in data management, enable a more efficient report generation process, and increase the level of information transparency in schools. With the adoption of advanced information technology, TUs can be more effective in carrying out their administrative tasks, speeding up workflows, and providing easier access to necessary data.

This result is in line with the findings of Setiawan *et al.* who highlight the importance of information technology integration in improving the efficiency of Administrative Services in the school environment. This integration not only modernizes administrative processes, but also contributes significantly positively to the overall operation of the school (Setiawan, *et al.*, 2020). The statement stressed that the integration of information technology in school administration systems has greater implications than simply modernizing administrative processes. In addition to improving efficiency in administrative tasks of the Administrative Service, this integration also contributes significantly positively to the overall operation of the school. This can include improving data accessibility, speeding up decision-making, and increasing transparency in various aspects of school activities. In other words, the integration of information technology is not just about improving operational efficiency but also creating a broader positive impact on the overall functioning and performance of the school.

Although the integration of information technology makes a positive contribution, limited access or resources can be a significant obstacle. Lack of access may relate to inequalities in technology access among TU staff or students, whereas resource limitations may include adequate hardware and software availability. To maximize the benefits of information technology integration in TU, it is necessary to identify and proactively handle these obstacles. Measures such as staff training, appropriate resource allocation, and development of supportive policies can be solutions to overcome these challenges, so that the integration of information technology can run effectively and evenly throughout the school environment. By overcoming these barriers, the positive benefits of information technology integration can be optimized to support the efficiency and effectiveness of Administrative Services.

Although the integration of information technology makes a positive contribution, limited access or resources can be a significant obstacle (Sulistiyo, 2021). Lack of access may be related to inequalities in technology access among Administrative Services (TU) staff or students, while resource limitations may include adequate hardware and software availability (Fitriyani, 2018). To maximize the benefits of information technology integration in TU, it is necessary to identify and proactively handle these obstacles. Measures such as staff training, proper allocation of resources, and development of supportive policies can be solutions to address these challenges (Ardianto, 2019) So that the integration of information technology can run effectively and evenly throughout the school environment. By overcoming these barriers, the positive benefits of information technology integration can be optimized to support the efficiency and effectiveness of Administrative Services (Hidayah, 2020)..

4. CONCLUSION

The results showed that the role of Administrative Services has a significant impact on the efficiency and effectiveness of governance in elementary schools. The integration of information technology also makes a positive contribution. Therefore, increasing the professionalism of TU staff and the application

of information technology can be used as a strategy to improve the quality of governance at the basic level. These findings provide a foundation for the development of policies and best practices in improving the quality of education in Indonesia.

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