

Performance of Education Personnel in Administration in the Implementation of Office Administration

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Abstract. Employee performance is a result of work achieved by employees in carrying out their duties in accordance with the responsibilities given, therefore the purpose of this study is to be achieved to determine the performance of administrative education personnel in the implementation of office administration at SMA Negeri 5 Jeneponto. This research is a qualitative descriptive research. The data collection techniques used are observation methods, interview methods and documentation methods. The data analysis techniques used by this study are data analysis models Miles, Huberman and Saldana, namely data collection, data condensation, data presentation and conclusions. The number of informants in this study was 5 people, namely 1 principal and 4 administrative education staff. The results of this study show that the performance of administrative education personnel in the implementation of office administration at SMA Negeri 5 Jeneponto is quite good for the performance of office administration implementation, this is indicated by the results of research on each indicator, namely: quality of work, quantity of work, punctuality and effectiveness. This research is used as a source of information and knowledge about the performance of administrative employees on the implementation of office administration in more depth.

Keywords: performance, education personnel, administration, office administration

1. Introduction

Administration is all the process of cooperation between two or more people aimed at achieving predetermined goals. Administration consists of planning, controlling, and organizing office work. Administration is not only carried out within a certain time but every day systematically. The success of education in schools must be supported by orderly, directed and planned school administration services (Arhas et al., 2022; Mustafa et al., 2022; Nasrullah et al., 2017). In implementation, it must follow the direction of an increasingly competitive and increasingly modern era. For this reason, there needs to be a clear and programmatic division of administrative tasks in each school.

Office administration is a series of activities to plan, organize, direct, supervise and control to organize in an orderly manner a job or administrative work. The efficient implementation of office administration activities requires special skills called *hard skills* (Holbeche, 2018; Kolesnik et al., 2023; Saleh et al., 2021). In addition to mastering *hard skills*, managers in office administration are also required to master competencies related to self-management abilities from interacting with other parties, known as *soft skills*. Mastery of these various traits will allow someone to play a good and proportional role in carrying out their functions as office administration managers.

The performance of administrative education personnel can be seen in the activity of recording everything that happens in an organization which is used as information material for administrative leaders / principals (Goklas et al., 2021; Sari et al., 2020; Widyawati et al., 2021). The activities carried out are not limited to administration, but the entire activity or series of business control activities in cooperation with a group of humans to achieve a common goal (Hariyono et al., 2019; Niswaty et al., 2022). Performance is a description of the level of achievement of the implementation of an activity/program/policy in realizing the goals, objectives, mission, vision of the organization contained in the strategic planning of an organization. To produce optimal performance in the company can be measured from the results of the work it has done

compared to the standards set by the company/government agencies, because the success of an organization is influenced by employee performance.

Employee performance is a result of work achieved by employees in carrying out their duties in accordance with the responsibilities given. In this context, performance is defined as the willingness of a person or group to perform an activity (Arhas et al., 2021; Suprianto & Arhas, 2022; Taliang et al., 2023). Performance is used by leaders to carry out organizational and employee operational effectiveness based on goals, standards and criteria that have been previously set (Saleh & Darwis, 2015) Through performance appraisal, organizations and leaders can find out the extent of employee success and failure in carrying out the tasks received.

Performance is an important aspect in determining the quality of achieving a job, in the initial observation at SMA Negeri 5 Jeneponto has not fully placed good administrative personnel adequately to support an activity. Education personnel are members of the community who are able to devote themselves to providing education. The education personnel referred to here are professional employees who work in the educational / school environment, namely, principals, administrative staff, and library staff.

The administrative field, basically has the task of collecting, processing, and storing data, archiving or documenting the necessary organizational data. School administration is part of school administration. Administration has a very important role in realizing the smooth administration of schools (Arifuddin et al., 2018; Haerani et al., 2016; Prasjo & ST, 2006). There are many school administration activities but the administration takes care of some of the administration, namely; Financial affairs, personnel affairs, archival affairs, correspondence affairs, and student affairs for the duties of the Wakasek for student affairs in providing student information.

In managing office administration, administrative personnel must show more performance by providing a system in the implementation of office administration. Office administration can be a determinant of the quality of an institution, because with the existence of neatly organized and quality office administration will have a very good impact on educational institutions.

Based on the results of initial observations made by researchers on administrative employees at SMA Negeri 5 Jeneponto related to the performance of administrative personnel in the implementation of office administration is still not fully carried out properly. This can be marked by weaknesses, including the lack of administrative education personnel. As well as the absence of educational personnel from the administration department. So this will make the implementation of office administration less effective and will hamper employee performance.

2. Method

The approach used based on the title raised by the researcher in the existing problem is a qualitative approach with descriptive analysis techniques that describe the problem to be studied based on research data that has been objectively from the results of interviews, observations, and documentation.

The focus of this study refers to four employee performance indicators according to Robbins & Judge (2016) namely quality of work, quantity of work, punctuality, and effectiveness. This indicator is used to determine how the performance of administrative education personnel in the implementation of office administration at SMA Negeri 5 Jeneponto. To obtain accurate and objective research results, in data collection, researchers use primary and secondary data sources.

Checking the validity of the data used so that data in qualitative research can be accounted for as scientific research needs to be tested for the validity of the data. As for data validity testing, there are four strategies used to improve data readability, namely:

1) Extension of observations, 2) Increased persistence, 3) Triangulation, and 4) Member check. Data analysis techniques using Miles, Huberman dan Saldana, (2014, h. 12-14) There are four data analysis models, namely: 1) Data collection in qualitative research Data collection with observation, in-depth interviews and documentation. Thus researchers will obtain very many and varied data. 2) Data condensation refers to selecting, focusing, simplifying, abstracting, and transforming data. With this, the data condensation process obtained after conducting interviews and obtaining written data that occurs in the field, then sorting out the interview results in order to get the research focus needed. 3) Presentation of data can be done in the form of organizing, inferred information, and conducting more in-depth analysis. 4) Drawing conclusions is the last step of a research period which is the answer to the problem formulation, which is the data that has been obtained from interviews and observations.

3. Results and Discussion

Performance is the result of work achieved by an employee in carrying out his duties and responsibilities. Therefore, the success of employee work kineja is seen by the running of the administration to be better, and high work performance is one of the advantages for the agency. To find out how the performance of administrative education personnel in the implementation of office administration at SMA Negeri 5 Jeneponto. So researchers process data and present data obtained during research using observation, interview and documentation techniques presented in descriptive form used, namely the theory proposed by Robbins and Judge regarding employee performance indicators, namely work quality, quantity of work, punctuality and effectiveness. The description of the data analysis obtained during the research process is as follows:

3.1 Quality of Work

Work quality is one of the indicators of employee performance that can be used to measure the performance of administrative education personnel in the implementation of office administration. Related to the quality of work on the performance of education personnel in the administration department in the implementation of office administration.

The quality of work of SMA Negeri 5 Jeneponto in the administration department, as the principal always gives full trust to employees so as not to feel pressure and burdened with their duties and responsibilities, in this way the employees are always responsible in their work even though there are still some employees who are not optimal in completing their duties due to the unavailability of administrative employees who have competency standards in their fields and lack of employees who There are only 4 people. So the step taken in completing the job well is to cooperate and help each other in the difficulty of doing each other's work.

Based on the results of interviews and direct observations, the quality of work indicators in the administrative department of SMA Negeri 5 Jeneponto can be said to be in the fairly good category. Several informants who have been interviewed, as well as answers from several informants, it can be concluded that administrative education personnel have less than optimal work quality in the performance of office administration implementation, due to the unavailability of administrative employees who have competency standards in their fields. But with these problems, work can be overcome by collaborating between administrative employees and school principals and having a fairly good morale in completing work, although not as much as expected.

From direct observation, researchers found that it was true that the education staff of the administrative department of SMA Negeri 5 Jeneponto did not have competency standards in their fields and it was seen that there were only 4 employees and one of these employees was also assigned as a dapodic operator who was more focused on

the job. What can be worried is that administrative employees will find it difficult to organize work and divide work which will result in not maximizing the quality of employee work.

3.2 Working Quantity

Quantity is the amount of work produced by an employee. If employee performance appraisals are carried out based on their quantity, then pay attention to the amount that employees are able to produce. The amount in question is in the form of the number of activities produced and work can be measured in accordance with the predetermined planning targets. So that the measurement of the quantity of work will be easier for the management of the organization.

Regarding the quantity of work, each Administration employee at SMA Negeri 5 Jeneponto has their own share in working and in the amount of work the employees are sometimes able to complete the work within a predetermined time. The quantity of employee work is indeed seen from how much work can be completed with a predetermined time. The number of tasks done in each day is erratic and sometimes one day there is a lot of work, it also depends on the type of work given, but employees always do a good job.

Based on the results of direct interviews conducted by researchers, the quantity of work in the administrative education staff is in the fairly good category. The researcher drew this conclusion because the data obtained from informants explained that the work of administrative employees was erratic every day, there was work that could be completed that day and there was work that was continued the next day, because it was seen from the number of jobs every day.

3.3 Timeliness

Punctuality is important for employees in measuring one's discipline, each agency must have its own rules, especially in punctuality of work. For SMA Negeri 5 Jeneponto, especially administrative education staff that on Monday-Thursday and Saturday the hours of entry and return from work are at 07.30-13.00 WITA and on Friday at 07.30-11.00 WITA. Therefore, it is mandatory for employees to be in the agency (school) according to the predetermined time provisions.

The administrative education staff regarding punctuality is still lacking discipline, because there are still some employees who often arrive late who should be employees at 07.30 WITA already at school and do attendance and carry out their duties. The problem also exists in the absession system, which still uses manual attendance made by itself even though fingerprint scans already exist but still manual absences are still used. Therefore, employees are easy to manipulate when doing absenteeism, and there are no sanctions given for employees who are not on time, therefore employees can arbitrarily come to school. Regarding work, several times there are still employees who are slow to complete work on time because of the large amount of work and additional work that must be completed immediately and even more so because of limited abilities. Then the punctuality of arriving at school will affect his work because arriving late automatically the work will be slow to do and result in work not being completed on time.

Based on the results of interviews and direct observations of researchers, that discipline related to punctuality in administrative education staff is in the category of not good. The researcher drew this conclusion because the data obtained from the informant explained that the administrative education staff at SMA Negeri 5 Jeneponto was still lacking and needed to be improved in punctuality discipline. The informant said this because he was aware of the low awareness of employees regarding discipline on time. In line with this, when researchers made direct observations, it turned out that it was true that some of the employees were still often late coming to school and sometimes there

were also those who did not come until working hours were over/hours after school but attendance was still written as present, even though work discipline or punctuality was the most important thing in carrying out duties as administrative employees.

3.4 Effectiveness

Effectiveness is a benchmark to see how effective employees are at work and contribute to an agency / organization. Administration in schools carries out duties in various fields, either working with principals and teachers, or working to serve students, if someone does not have standards and competencies in this field (administration), then the work done will be difficult to get maximum results.

Administration employees at SMA Negeri 5 Jeneponto work in accordance with their position/profession. Employees always try to be careful in every job given and are also able to carry out their duties and functions in accordance with their respective parts. So by having a part, each employee does the job easily because it is in accordance with the portion and ability, even if there is work that cannot be done, it will be given to employees who are able to do it or work together to complete the work, sometimes there is also a misunderstanding between administrative employees and teachers which results in errors in the work, but it is always corrected and can be resolved properly.

Based on the results of research conducted on administrative education personnel at SMA Negeri 5 Jeneponto, researchers have conducted interviews and observations. It can be concluded that the effectiveness of employees in carrying out their duties and functions and from the many jobs of administrative employees they are able to complete their work well, it can be said that the effectiveness of employee work is in the category of quite good. From the results of interviews with informants, each job is given in its own portion or part in accordance with its position and profession.

From direct observation, researchers found that administrative employees of SMA Negeri 5 Jeneponto, carried out their work in accordance with their respective parts as determined by the principal. Such as student affairs, letters, and being a dapodic operator. Overall, administrative employees have carried out their work in accordance with applicable regulations, although some employees have limited abilities in carrying out work such as operating computers and other office equipment, but they are able to cover or overcome it by working together to complete their work in accordance with their duties and functions..

Discussion

Based on the results of research conducted by researchers on the Performance of Education Personnel in the Administration Department in the Implementation of Office Administration at SMA Negeri 5 Jeneponto. Includes indicators of quality of work, quantity of work, timeliness and effectiveness. Based on this research, each indicator will be described and answer questions from the problem formulation regarding performance and supporting factors inhibiting administrative employees in the implementation of office administration.

3.1 Quality of Work

Work quality can improve the quality/work results of employees because it will affect the survival of the agency, so in organizations or agencies should always evaluate or assess the work competencies carried out by employees properly, orderly, and correctly and help increase work motivation while improving the quality of the organization of employees and knowing the performance of an employee. In carrying out the process of work activities, an employee or employee is able to show the qualities he has by making a maximum contribution to the company or institution where he works

(Niswaty et al., 2019; Saggaf et al., 2018; Takdir et al., 2021). This proves that the quality of work is very important for employees to have. Employee performance has several indicators, one of which is the quality of work that is very important for employees and also includes the principal as a leader who can be exemplified by the quality of his work. Based on the observations that have been made, researchers found that the administrative education staff at SMA Negeri 5 Jenepono do not have competency standards in their fields and with limited numbers of employees also affect the quality of work of employees but with a sense of responsibility and cooperation, work can be completed properly.

3.2 Working Quantity

The quantity of work shows that many types of work are carried out at one time so that they can be carried out in accordance with the goals of the company or agency effectively and efficiently. This type of quantity can also be seen from the results of the performance of employees in completing their work and responsibilities in accordance with a predetermined time. Quantity is seen from how employees or employees complete all work on time, because employees / employees should have mastered all work and have divided their work time (Darwis et al., 2019; Ichsani et al., 2022; Niswaty et al., 2023; Ramdhan, 2021; Tubagus Guruh, 2021). From the results of research conducted at SMA Negeri 5 Jenepono administrative department that regarding the quantity of work, the administrative department education staff has each part of work, and with so much work the employees are sometimes able to complete the work and sometimes do not complete the work within a predetermined period of time. This is because the work done in each day is erratic, sometimes one day there is a lot of work that results in some work that is not finished being done, and sometimes only some work and it can be completed on the same day and also seen from the type of work.

3.3 Timeliness

Punctuality really needs to be considered so as not to interfere with work or other tasks, therefore employees must carry out work in accordance with the time that has been set. Punctuality is also said to be a match between the time spent in doing tasks with predetermined time goals, this is also very concerned about the punctuality of work hours that have been determined to come and go home from work so as not to interfere with work or existing tasks. Punctuality has a measure for each employee, for example whether employees are able to complete work in accordance with the specified time or can complete work faster than the specified deadline (Choi et al., 2020; Goklas et al., 2021; Talaja et al., 2017). Based on the results of research at SMA Negeri 5 Jenepono administration department that regarding the punctuality of administrative employees is still said to be not good. This can be seen from the frequent arrival of employees late from predetermined working hours, with a lack of awareness of the punctuality of arriving at school because the attendance used is still manual so it is easy for employees to manipulate in doing attendance. And with the problem of late arrival at school it can affect his work because by arriving late automatically the work is slow to do which will result in the work not being completed on time.

3.4 Efektivitas

Effectiveness is also one of the important in performance indicators because the process of achieving goals is influenced by the effectiveness or not of employees in working in the company or agency, effective employees can choose the work that must be done in the right way to achieve goals. The level of work effectiveness is greatly influenced by the coaching, regulation, management, utilization, and development

carried out by labor management, because labor management is subordinate, thus labor management has a great responsibility for labor effectiveness. From this statement, it can be said that effectiveness is the level of success carried out by employees in doing work to achieve goals. Based on the results of research at SMA Negeri 5 Jeneponto administrative department that in work effectiveness, administrative education staff work in accordance with their position or profession. So in doing the work of administrative employees at SMA Negeri 5 Jeneponto are able to carry out their duties and functions in accordance with their respective sections. Because by having their own parts and by working together, employees are able to do work easily because it is in accordance with their abilities.

3.5 Supporting and Inhibiting Factors in the Implementation of Office Administration

Supporting Factors

1. Work Environment

With a good environment, employees will feel comfortable in working well together. As well as the administrative education staff at SMA Negeri 5 Jeneponto always collaborates between employees and the principal, so that by working together administrative employees, they are able to do and complete the job well. The performance of administrative employees is very supportive in the development of the school, so in a work environment with cooperation carried out employees play an important role in every activity of administrative employees, because by working together the employees can make them enthusiastic in every activity that will be carried out.

2. Facilities and Infrastructure

The performance of administrative employees will run smoothly if supported by adequate facilities and infrastructure, both in number, condition, and completeness. As is the case at SMA Negeri 5 Jeneponto, the administration department of one part of the school that has office facilities and facilities that are quite complete and well maintained as well as possible. All existing facilities needed in the process of administrative employee performance are very influential in facilitating employee work. With the facilities and infrastructure that have been provided by the school, it will support the performance of administrative employees, because with adequate facilities and infrastructure, administrative employees will be easier to carry out the work to be done, the facilities in the administration room of SMA Negeri 5 Jeneponto include, administration rooms, 2 computer unions, 2 printer units and 3 file cabinets and important documents that are neatly arranged so that if needed they can be easily found.

Based on the results of research interviews, it was concluded that regarding the performance of administrative employees in the implementation of office administration, the supporting factor for employee performance is the existence of a work environment that always collaborates which is very helpful in the performance of administrative employees to be more enthusiastic about working as optimally as possible, and adequate infrastructure facilities help the activities carried out by employees in carrying out work.

Inhibiting Factors

1. Competency Standards for Administration Employees

One of the inhibiting factors in the performance of administrative education staff at SMA Negeri 5 Jeneponto is administrative employees whose educational background is not in accordance with their fields. Standar competence is the most important thing in

each field, it is said to be important because it will affect the performance of employees in a particular agency. As I have seen and assessed during my time as an administrative employee regarding the performance of administrative employees, the unavailability of administrative employees who have competency standards in their fields. At SMA Negeri 5 Jeneponto has 4 administrative employees but none of them come from the administration department and myself from the computer science department besides that I am also more focused on being a DAPODIK operator therefore the administrative staff is reduced, so why is this one of the inhibiting factors in administrative performance, Because if administrative employees are placed not in accordance with their competencies, it will be feared that employees do not have a professional basis.

2. Lack of Administration Employees

One of the other inhibiting factors in SMA Negeri 5 Jeneponto in the administration department is the lack of education personnel in the administration department. In the performance of education personnel, the administrative department requires individuals who support in the running of a job. Because with the lack of employees, it will result in less-than-optimal performance of administrative employees. The inhibiting factor of the performance of administrative employees is the lack of administrative employees who only number 4 people but 1 employee is also assigned to be a DAPODIK operator, the lack of administrative employees is feared if there is a lot of work to be done can result in neglect of work or sulnya to overcome the work, thus making the performance of administrative employees less optimal.

3. Employee Awareness

Employee awareness has always been an inhibiting factor in every agency, employee awareness is seen from an employee. Often employees are not aware of things about punctuality, often employees arrive late from the specified hour. So this will hinder a job. Employee awareness is also one of the inhibiting factors for the performance of administrative employees because of the lack of awareness in administrative employees about punctuality, such as, punctuality in arriving at school which will also result in work not being done immediately or in accordance with the predetermined time.

Based on the results of the research interview above, the researcher concluded that regarding the inhibiting factors for the performance of administrative employees in the implementation of office administration, namely, not having competency standards for administrative employees in their fields, lack of administrative employees and employee awareness. Of all these inhibiting factors, all of them are interrelated which will have an impact on the performance of employees which greatly affects the work because these factors can result in less than optimal employee performance.

Conclusion

The performance of administrative personnel in the implementation of office administration at SMA Negeri 5 Jeneponto is, the quality of work can be categorized quite well, the quantity of work can be categorized quite well, punctuality can be categorized as less good and effectiveness can be said to be quite good. SMA Negeri 5 Jeneponto administration is said to have not run as expected because it does not have employees with competency standards in their fields that can affect the performance of employees.

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