

Effectiveness of Administration Staff Performance

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Abstract. Effectiveness is the relationship between output and objectives or it can also be said to be a measure of the level of output. Effectiveness is also often used to measure the success achieved by an organization or company in relation to planned programs. This research aims to determine the effectiveness of the performance of administrative employees at SMK Negeri 1 Makassar. This research used qualitative methods with 5 (five) informants, namely the school principal, the head of administration, and employees in the administration sector. This research was conducted at SMK Negeri 1 Makassar. The data collection techniques used were observation, interviews, and documentation. The data analysis that will be used in this research is data collection reduction, data presentation, data condensation, and conclusions. The results of the research show that the effectiveness of the performance of administrative staff at SMK Negeri 1 Makassar is quite effective, in other words, the performance of administrative staff is seen through quality, quantity, discipline, politeness, responsibility, knowledge, skills, and work evaluation. Problems related to the work results of administrative employees in carrying out their duties, these factors can be used as a benchmark in conducting an assessment of an employee's performance level even though it is realized that employee performance is not the only factor that can determine success in achieving this. However, there are still aspects that have not been implemented optimally. Based on these findings, it is recommended that administrative staff increase their responsibility towards fellow administrative staff and employees.

Keywords: Effectiveness, Employee Performance, Administration

1. Introduction

The success of an institution/school cannot be separated from the management of human resources within it (Niswaty et al., 2018; Saleh & Arhas, 2019; Suharti et al., 2020). One of them is how their performance is in providing services to the community within the school environment, especially for administrative staff who must show more performance by providing good service. The concept of service is not only used in business but is also used in the world of education, (Akib et al., 2016). Good service is how a person provides satisfaction to every customer in the school community, so this satisfaction can give a name to an institution, and satisfaction in providing services indicates that a person's performance in providing services has been good. (Arhas et al., 2022; Ayu et al., 2019; Daraba et al., 2018; Jamaluddin et al., 2018; Mustafa et al., 2022). Making school administration quality is very necessary by having human resources who are professional and competent in their field because this helps develop their performance system and school administration continues to develop. Creating a work atmosphere that is not easy is one of the school's efforts to continue to pay attention to the performance of administrative employees. Especially in terms of serving consumers, appropriate standards are needed to provide quality service.

Basically, every institution will face changes in the environment that are pneumatic in nature. Support employee work motivation, can be achieved by creating enjoyable employee performance, and (Anitha, 2014; Hameed & Waheed, 2011; Shahzadi et al., 2014) explains that employee performance is the result of employee work given by their superiors and they are responsible for what they have been given. Performance is a description of the achievement of implementing an activity program or policy in an institution or organization. Performance is also the actual work performance or achievements achieved by an employee, (Akil et al., 2020; Niswaty et al., 2022; Sukmawati et al., 2019; Suprianto & Arhas, 2022).

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History: Submitted: 10 May 2023

Review: 15 July 2023

Publish: 30 August 2023

In the Big Indonesian Dictionary it is explained that performance is something that can be achieved, achievements that can be demonstrated, and the work ability of an employee. Performance is the result or overall level of success of a person during a certain period in carrying out tasks compared to various possibilities, such as standard work results, targets or awareness, or criteria that have been determined in advance and have been mutually agreed upon. Performance is the work result that can be achieved by a person or group of people in an organization, in accordance with their respective authority and responsibilities, in the context of efforts to achieve the goals of the organization concerned legally, and cannot violate the law and is in accordance with morals and ethics.

Administrative work is not an easy job, because the role of administrative employees is to serve, provide and help (Darwis et al., 2020; Lamangida et al., 2017; Rahman et al., 2022). School administration carries out tasks in various fields, either in collaboration with the principal and teachers or working alone. If someone does not have standards and competence in this field, it will be difficult for the work they do to get maximum results. Becoming an administrative employee requires someone who is competent in the field of administration. Administrative employees or heads of administration need to increase the school's competitiveness by improving their professional attitude in order to have excellence. The head of administration or employee must be able to provide services master operational technical work and follow the current developments in information and communication technology. In this field, someone is needed who is competent with the skills to do work easily, quickly, intuitively, and rarely makes mistakes. With this, administrative employees can monitor the effectiveness and efficiency of educational process services at the school.

Employee performance is an activity that can be carried out that is related to the skills and achievements of an employee or holder of a position, an employee who always wants to contribute their abilities to benefit themselves where they can work. (Andi, 2019; Diamantidis & Chatzoglou, 2019; Niswaty et al., 2021; Peng et al., 2020) Good service is a person's way of providing satisfaction to each customer, so that this satisfaction can give a good name to an organization and can be satisfying in providing good service. In providing the best service, skills are needed that can be used to help solve problems that occur. The skills possessed must also be in accordance with each individual's skills and in accordance with where a person will be placed.

Regarding the performance of administrative employees, the role of administrative employees really helps the school principal's work run smoothly. Without the assistance of administrative staff, the school principal carries out his many heavy duties. Apart from that, the principal also has to think hard about how to develop the organization of the educational institution, therefore it is the administrative staff who carry out administrative work such as correspondence and archives administration, personnel administration, facilities and infrastructure, and so on. Various problems related to the work results of administrative employees in carrying out their duties include the existence of administrative employees who do not work during working hours and the ineffectiveness of serving these administrative employees, in an organization, it is necessary to make efforts or increase work potential by means of efforts to improve the factors underlying these elements, namely: work results, behavior, attributes, and competencies, or comparatives. These factors can be used as benchmarks in conducting an assessment of an employee's level of performance, although it is realized that employee performance is not the only factor that can determine success in achieving these goals.

2. Method

The research uses qualitative methods aimed at understanding social phenomena from the participant's point of view or perspective. Qualitative research examines participant perspectives using multiple strategies, interactive strategies such as direct observation, participant observation, in-depth interviews, documents, and complementary techniques, such as photos, recordings, and so on, (Sukmadinata, 2011). The research focus in a study is intended to limit the research study, so that limiting the study will make research and data processing easier which can then become conclusions. The main focus of this research is the effectiveness of the performance of administrative employees at SMK Negeri 1 Makassar. Data collection methods include interviews, observation, and documentation using creativity tests in the form of time triangulation, technical triangulation, and source triangulation. Meanwhile, data analysis techniques use data reduction, data presentation, and drawing conclusions also called verification, namely the researcher takes the essence of the research conducted, (Miles & Huberman, 2014).

3. Results and Discussion

The research results obtained at SMK Negeri 1 Makassar were in the form of direct interviews with informants. All data collected is then presented in the form of an explanation or to provide an objective picture of a situation, in this case, a picture of the effectiveness of a complete systematic land registration program. To determine the effectiveness of the performance of administrative employees at SMK Negeri 1 Makassar based on these indicators, it can be described through the responses of informants who are considered representative. For greater clarity, the following is described in detail based on the interview results for each indicator, namely as follows:

3.1 Work Results

Work results are a quality and quantitative implementation of work achieved by an employee in carrying out his duties and functions in accordance with the employee's performance assessment. Work results can be measured based on quality and quantity sub-indicators. Based on the results of interviews with research informants, it can be understood that the quality and quantity of work produced by employees in this administration is sufficient because the leadership can provide motivation to its staff and in accordance with their respective potential, they are also able to provide services quite well and accordingly. with existing work procedures at the school.

3.2 Behavior

Behavior is an attitude that a person or employee can show in the work environment and can actualize themselves through attitudes in terms of their work. Behavior can be understood based on sub-indicators in terms of discipline, politeness, and responsibility for each employee. From the results of these interviews it can be concluded that the majority of employees have perfect knowledge and skills in carrying out their work and employees are also given the opportunity to improve their skills in this field of work.

3.3 Attributes and Competencies

Attributes and competencies are the identity of an object as well as things related to abilities, knowledge/insight, and attitudes that can be used as guidelines in carrying out job duties and responsibilities. Attributes and competencies can be measured by sub-indicators of knowledge and skills. From the results of these interviews it can be concluded that the majority of employees have perfect knowledge and skills in carrying

out their work and employees are also given the opportunity to improve their skills in this field of work.

3.4 Comparative

Comparative is a comparison between one employee and another according to their respective fields of work. Comparative can be seen based on sub-indicators regarding work evaluation. Based on the results of interviews with informants, they said that: The results of performance evaluations can be used for career development because the one-year performance evaluation shows how the employee's performance, honesty, discipline and responsibility are.

From the results of the interview above, it can be concluded that the office uses performance assessment results as data for employee career development. Based on the presentation and the results of the interview, it is in accordance with the results of the researcher's observations that the Administration of SMK Negeri 1 Makassar has been able to comply with the applicable rules in accordance with the established rules which can be measured through indicators, namely work results, behavior, attributes and competencies, and comparatives. Even though there are categories that do not comply with the regulations, they are trying to improve some of these categories. And if these results are confirmed as determined then the effectiveness of the performance of administrative employees at SMK Negeri 1 Makassar is included in the effective category.

Discussion

3.1 Work Results

Work results, namely the employee's success in carrying out work (output), are usually measured by how much they have produced, how much, and how much the increase is. Work results are measured in terms of the quality and quantity achieved by an employee in carrying out his duties and functions in accordance with the responsibilities that have been given. Employee work results related to how well the work is produced based on predetermined work standards. According to (Badrianto & Ekhsan, 2020) The importance of performance is the results that can be achieved by a person or group of people in an organization, in accordance with their respective authority and responsibilities in an effort to achieve the goals of the organization concerned legally, without violating the law and in accordance with established morals or ethics.

The results of this research show that the work results of the employees of Administration at SMK Negeri 1 Makassar have reached work standards in terms of quality and quantity of work based on the services provided, assessment in work, thoroughness in work, thoroughness in serving the community, completing work on time. on aspects determined by the school.

3.2 Behavior

Formulate that behavior is a person's response or reaction to external stimuli or stimuli. Therefore, this behavior occurs through the process of providing a stimulus to the organism, and then the organism responds. Behavior is an aspect of employee behavior in carrying out their work, such as an attitude given by an employee in the work environment, which can actualize itself through attitudes at work. Behavior shows actions in carrying out tasks at the employee's place of work. Good behavior shown by an employee can be assessed in terms of discipline, politeness, and employee responsibility in their work.

The results of research on administrative employees at SMK Negeri 1 Makassar show that the majority of employees come and go home according to work procedures, employees can divide their rest and work time and are friendly in serving the community.

It's just that there are some employees who are irresponsible in their assigned working hours. In order for the behavior of employees in the administrative room to improve, it is better to tighten the responsibility or discipline of supervision towards other employees.

3.3 Attributes and Competencies

Attributes and competencies are the behaviors behind competent performance. Often called behavioral competency because it is intended to explain how people behave when they carry out their work roles well. The results of research on administrative employees at SMK Negeri 1 Makassar, most of the employees' knowledge is in accordance with their field of work, the majority of employees have knowledge about the use of office equipment, employees' work skills which influence their work performance, employees are able to solve problems related to their work and employees can give the opportunity to improve skills related to their respective jobs or fields.

3.4 Comparative

Comparative is an investigation that tries to find a solution through analysis of cause-effect relationships, namely selecting certain factors that are related to the situation or something that is well investigated from one factor to another (Alonso, 2008; Darwis et al., 2022; Friedmann, 1992; Yibin & Lemen, 2016). Comparative can also be said to be a comparison between one employee and another according to their respective fields of work. Work comparisons can be assessed from job evaluations of administrative employees at SMK Negeri 1 Makassar. The research results have carried out or implemented a performance appraisal system which is used as information material for employee career development. Based on the four aspects stated by Moeheriono, shows that the performance of administrative employees at SMK Negeri 1 Makassar is classified as effective. The results of this research support the theory put forward by Moeheriono which states that employee performance effectiveness can be measured from four indicators, namely work results, behavior, attributes and competencies, and comparative.

4 Conclusion

Based on the results of the analysis and discussion, the results of the research can be concluded that the level of effectiveness of the performance of Administration employees at SMK Negeri 1 Makassar. This can prove that employees are able to carry out their duties and responsibilities and can provide good service. The effectiveness of administrative employee performance standards at SMK Negeri 1 Makassar is seen from four aspects, namely: Work results, Behavior, Attributes and competencies, and Competitiveness. The results of research regarding the effectiveness of employee performance in the administration of SMK Negeri 1 Makassar are scientific evidence of the importance of employee performance in optimizing employee performance. The results of the research show that in general the performance of administrative employees has been running effectively, but apart from that, efforts are needed to improve employee performance and prioritize work standards.

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