

ANALYSIS OF THE QUALITY OF MANAGEMENT OF STUDENT SERVICES DURING THE COVID-19 PANDEMIC IN REMBANG 2 STATE JUNIOR HIGH SCHOOL (SMP) PURBALINGGA DISTRICT

¹Ambar Chess Subekti, ²Andri Trianfano, ³Sartono

¹Student of the Faculty of Social and Political Sciences, Wijayakusuma University, Purwokerto

^{2,3}Lecturer at the Faculty of Social and Political Sciences, Wijayakusuma University, Purwokerto

¹ambarcatur@gmail.com, ²andritrianfano@gmail.com, ³sartono@gmail.com

ABSTRACT (12pt Bold)

This research is entitled "Analysis of the Quality of Student Service Management During the Covid 19 Pandemic Period at the State Junior High School (SMP) 2 Rembang, Purbalingga Regency. The purpose of this study was to describe and explain the quality of student service management during the covid 19 pandemic at the State Junior High School (SMP) 2 Rembang, Purbalingga Regency. This research method is descriptive qualitative. Informants were determined by purposive sampling method. The analysis of research results using an interactive analysis model. Based on the results of the study, several conclusions can be drawn as follows: (1). The service procedure has been clearly and comprehensively formulated, the completion time has been determined; (2). Service completion time is only 2 hours according to the specified time. Obstacles in completing work can not be separated from the internet network; (3). The service fee set by SMP Negeri 2 Rembang, Purbalingga Regency is free; (4). Service Products, the quality of student service management during the Covid 19 Pandemic in accordance with the provisions that have been set. The results of the service that will be received correctly and appropriately according to the needs of the applicant; (5). Facilities Service infrastructure in general is very adequate, completeness of tools (computer, internet, etc.) is adequate; (6). The competence of service providers, administration is very mastery according to the main tasks and functions of each. Based on the conclusions of the research results above, the proposed implications are: (1). Improving the skills of administrative staff so that they are more reliable in their respective duties and functions; (2). During the Covid 19 pandemic, many programs were delayed, so especially in the even semester of the 2020/2021 academic year many activities were not carried out, therefore student management planning needed to be carried out by holding a meeting to draw up a plan in student management that was made at the beginning academic year with the school, principal and structural.

Keywords; *Student Service Quality, Covid 19 Pandemic Period*

A. INTRODUCTION

Education is a joint work that takes place in a certain pattern of human life which has the characteristics and goals of the humans themselves. The problem of education is a very important issue in life, both in family life or in the nation and state. The progress of a nation is strongly influenced by the condition of its education. However, this effort still faces many obstacles, especially in efforts to improve the quality of the number of applicants' interest in schools.

From March 2020 to August 2021 education in Indonesia has not run as usual due to the Corona virus outbreak. With this virus, the government made the decision to carry out online learning through classrooms, video conferencing, telephone or live chat, zoom and whatshaap gmeet groups so that education in Indonesia continues.

On March 24, 2020 the Minister of Education and Culture of the Republic of Indonesia issued Circular Number 4 of 2020 concerning the implementation of education policies during the emergency spread of COVID19. The government's top priority is to prioritize the health and safety of students, educators, education staff, families and society in general, and to consider student growth and development and psychosocial conditions in an effort to fulfill education services during the COVID-19 pandemic.

The learning process is carried out at home through online/distance learning which aims to break the chain of transmission of COVID-19. Online learning is the use of the internet network in the learning process. Online learning allows students to have the flexibility of study time, can study anytime and anywhere, and students can interact using several applications such as classrooms, video conferencing, telephone or live chat, zoom gmeet or whatshaap groups. This learning is an educational innovation to answer the challenge of the availability of varied learning resources.

Success in the implementation of educational institutions will depend heavily on education management, supporting components for the implementation of activities such as curriculum, students, financing, implementing staff, and infrastructure. The student component is very much needed, especially in the implementation of

educational activities in schools, students are both subjects and objects in the process of transforming the knowledge and skills needed. Therefore, the existence of students is not only to meet the needs but must be part of the quality of the educational institution.

Student management refers to jobs or student recording activities from the admissions process until students leave school because they have graduated from school (Suryosubroto, 2004: 74). Student services before and during the Covid 19 Pandemic at Rembang 2 Public Middle School, can be seen in table 1 below.

Table 1. Student Services at State Junior High School 2 Rembang, Purbalingga Regency, Academic Year 2019/2020.

No	Kind of service	School year
		2019/2020
1	New student Admission	<ul style="list-style-type: none"> • Online registration • Face-to-face Student Orientation Period (MOS).
2	UTS and UAS Learning Process	<ul style="list-style-type: none"> • face to face • Held at school
3	Graduation	<ul style="list-style-type: none"> • Written school exam • Practical exam, computer-based national exam (UNBK) • A farewell and graduation ceremony was held, filled with music, dance and karawitan entertainment
4	Extracurricular activities	<ul style="list-style-type: none"> • All activities are face to face

(Source: Rembang 2 Public Middle School, Purbalingga Regency in 2021)

Table 2. Student Services at State Junior High School 2 Rembang, Purbalingga Regency, Academic Year 2020 to 2021.

No	Kind of service	School year
		2020/2021
1	New student Admission	<ul style="list-style-type: none"> • Online registration • MOS google meeting, WA group
2	UTS and UAS Learning Process	<ul style="list-style-type: none"> • Online/online • Implemented at home

3	Graduation	<ul style="list-style-type: none"> • Written school exam. • The farewell event was held by proxy
4	Extracurricular activities	<ul style="list-style-type: none"> • Scout extracurricular activities online • Scouting assessment general proficiency requirements (SKU) conducted in a manner on line by doing questions

(Source: Rembang 2 Public Middle School, Purbalingga Regency in 2021)

From table 1 and table 2 above it can be seen that the implementation of learning at the Rembang 2 Public Junior High School, Purbalingga Regency has not fully complied with national education standards, namely the national education system and must be fulfilled by administrators and/or educational units in all jurisdictions of the Unitary State Republic of Indonesia.

Based on the background above, the author is interested in conducting research with the title "Analysis of the Quality of Student Service Management During the Covid 19 Pandemic at Rembang 2 Public Junior High School, Purbalingga Regency.

B. METHOD

The research method used is qualitative with descriptive research type. With this method, researchers try to explain and describe a reality so that a description of a problem and existing problems can be contained. The use of this qualitative research method (Moleong, 2004:9) with the following considerations:

1. Adapting qualitative methods is easier when dealing with multiple realities.
2. This method presents directly the nature of the relationship between researchers and respondents.
3. This method is more sensitive and more adaptable to the many sharpenings of shared influence on the value patterns encountered.

The location of this research was at Rembang 2 Public Junior High School, Purbalingga Regency with the research objectives being student service implementers at Rembang 2 Public Junior High School, Purbalingga Regency, namely the Principal, Deputy Principal, Teachers, Administration and Student Parents. In selecting and determining informants, the researcher refers to the "purposive sampling" technique, in which the

researcher selects informants who are considered to know (key informants) and can be trusted to become solid sources of data and know the problem in depth (Sutopo, 2002:22). Data collection techniques used are interviews, observation, and documentation.

C. RESULTS AND DISCUSSION

Analysis of the Quality of Student Service Management During the Covid 19 Pandemic at Rembang 2 Public Middle School (SMP) in Purbalingga Regency through the following steps:

- a. Data collection before the research began was carried out first by collecting data through observation, in-depth interviews, literature study, documentation
- b. Data reduction, focusing and simplification of data that has been collected from the results of in-depth interviews.
- c. Presentation of data, after data reduction places these data into tables that are arranged systematically (matrix of interview results)
- d. Withdrawal of conclusions (Verification), namely data collection, data reduction, data presentation and drawing conclusions which are carried out in an interactive form, data collection as a cycle.

Service Procedure

The Quality of Student Service Management During the Covid 19 Pandemic at Rembang 2 Public Junior High School (SMP) Purbalingga Regency based on the Aspects of Service Procedures can be summarized as follows:

- a. The form of administrative service procedures has been formulated in a clear and comprehensive manner, making it easier to apply for administrative services. The service procedure has been standardized and the service time is the set completion time from the time of submission of the application to the completion of services including complaints, online.
- b. Administrative services managed include; Administration of correspondence and filing, Personnel Administration, Student Administration, Financial Administration, Inventory Administration and others, according to the applicant's needs, all services are carried out online.

Completion Time

The quality of student administration services at the Rembang 2 Public Middle School (SMP) in Purbalingga Regency based on the Time Aspect of Completion can be summarized as follows:

- a. The length of service requests is now only 2 hours so there are no obstacles in completing the work according to the allotted time
- b. For the service completion time, the measured time is the performance of each division of affairs so that the time adjusts to the type of activity in each area, is appropriate/proportional. Services at the Rembang 2 Public Middle School (SMP) in Purbalingga Regency which will be received according to the timeframe for completing fast administrative services
- c. The completeness of the applicant's administration is incomplete, which sometimes makes it difficult for officers to search for educational data. The constraints of not being able to complete the work in accordance with the specified time cannot be separated from the internet network in its operation so that the network has a vital role in carrying out services.

Service Fee

The quality of Student Service Management During the Covid 19 Pandemic at Rembang 2 Public Junior High School (SMP) Purbalingga Regency based on the Service Cost Aspect can be summarized as follows:

- a. Affordable fees in completing student affairs set by Rembang 2 Public Junior High School (SMP) Purbalingga Regency free of charge
- b. The fees are in accordance with the applicable provisions, namely the Regulation of the Minister of National Education (PERMENDIKNAS) Number 24 of 2008 concerning the Competence of School Administrative Personnel. "With this fee, the community does not object, because the fee is free and there are no other costs. For other costs that must be incurred by applicants for administrative services, there are no more. In practice, the amount of the fee is in accordance with the applicable provisions, may not be charged.

Service Products

The Quality of Student Service Management During the Covid 19 Pandemic at Rembang 2 Public Junior High School (SMP) Purbalingga Regency based on the Aspects of Service Products can be summarized as follows:

- a. Administrative services in the quality of Student Service Management During the Covid 19 Pandemic at Rembang 2 Public Junior High School (SMP) Purbalingga Regency will be accepted in accordance with predetermined conditions.
- b. The results of services that will be received correctly can be obtained from a comparison of the types of services that are actually received by the applicant with the types of services expected by the applicant, the results of services that will be received appropriately according to the needs of the applicant.

Infrastructure

The quality of student administration services at the Rembang 2 Public Middle School (SMP) in Purbalingga Regency based on the Aspects of Infrastructure can be summarized as follows:

- a. In general, the condition of work facilities and infrastructure is very adequate both for services and for other administration, the completeness of assistive devices (computers, internet, etc.) at the Rembang 2 Public Middle School (SMP) Office, Purbalingga Regency is quite adequate.
- b. Adequate work equipment and other supports including the provision of telecommunications and information technology facilities, because administrative services have been carried out online

Competence of service providers

Competence is knowledge and skills supported by work attitudes and the ability to fulfill their responsibilities in accordance with established work standards. The competencies possessed by school administrative staff are personality, social, technical and managerial competencies. This is in accordance with the Regulation of the Minister of National Education Number 24 of 2008 concerning Standards for School Administrative Personnel which explains that the competence of school administration personnel includes personal, social, technical and managerial competencies.

The quality of student administration services at Rembang 2 Public Junior High School (SMP) Purbalingga Regency based on the Competency Aspects of the service provider can be summarized as follows:

- a. Knowledge and understanding of administrative service providers is determined based on knowledge of the field of work, which is no doubt they are very knowledgeable about their respective main tasks and functions.
- b. The responsibility of school administration service officers for the tasks they are responsible for is very large because besides being their main task, the results of their work are always evaluated by their superiors and also by the community.

E. CONCLUSION

Based on the analysis of the research results, the Quality of Student Service Management During the Covid 19 Pandemic at Rembang 2 Public Middle School (SMP) in Purbalingga Regency can be summarized as follows:

1. Service Procedures The form of administrative service procedures has been formulated in a clear and comprehensive manner, making it easier to request services, has been determined and the service time is the set completion time from the time of submission of the application to the completion of services including complaints.
2. Completion Time The length of service requests is now only 2 hours so there are no obstacles in completing the work according to the time specified according to the timeframe for completing fast administrative services. The constraints of not being able to complete the work in accordance with the specified time cannot be separated from the internet network in its operation so that the network has a vital role in carrying out services.
3. Service Fee The cost of completing student affairs set by the Rembang 2 Public Junior High School (SMP) in Purbalingga Regency is free, according to the Regulation of the Minister of National Education (PERMENDIKNAS) Number 24 of 2008 concerning the Competence of School Administrative Personnel.

4. Service Products Quality of Student Service Management During the Covid 19 Pandemic at Rembang 2 Public Junior High School (SMP) Purbalingga Regency which will be accepted in accordance with predetermined conditions. The results of services that will be received correctly can be obtained from a comparison of the types of services that are actually received by the applicant with the types of services expected by the applicant, the results of services that will be received appropriately according to the needs of the applicant.
5. Infrastructure In general, the condition of work facilities and infrastructure is very adequate both for services and for other administration, the completeness of assistive devices (computers, internet) in the Rembang 2 Public Middle School (SMP) Office, Purbalingga Regency is quite adequate. Adequate work equipment and other supports including the provision of telecommunications and information technology facilities, because administrative services have been carried out online.
6. Competence of service delivery officers The knowledge and understanding of administrative service delivery officers is determined based on knowledge of the field of duty which is no doubt they are very proficient with their respective main duties and functions. The responsibility of school administration service officers for the tasks they are responsible for is very large because besides being their main task, the results of their work are always evaluated by their superiors and also by the community.

REFERENCES

- Anonymous, Law of the Republic of Indonesia Number 20 of 2003 concerning National Education System
- Anonymous, Government Regulation of the Republic of Indonesia number 19 of 2005 about National Education Standards
- Anonymous, Government Regulation of the Republic of Indonesia number 19 of 2005 about National Education Standards
- Arikunto, Suharsimi & Lia Yuliani, Education Management, Yogyakarta: Aditya Medium, 2008.

- Barata, Atep, 2004, *Fundamentals of Excellent Service*, Gramedia, Jakarta.
- Chaniago, Nasrul Syakur, 2011, *Organizational Management*, Bandung: Citapustaka Handoko.
- T. Hani. 2009. *Management, Edition 2*. Yogyakarta: BPFE
- Hardiyansyah, 2012, *Quality of Public Service Concepts, Dimensions, Indicators and implementation*, Gava Media.
- Lewis, Carol W. and Stuart C. Gilman, 2005. *The Ethics Challenge in Public Service: A Problem-Solving Guide. Market Street*. San Francisco : Jossey-Bass.
- Manullang, 1999, *Fundamentals of Management*, Gallia Indonesia, Jakarta.
- Miles, Matthew B. & A. Michael Huberman, 2002. *Qualitative Data Analysis. A Sourcebook of New Methods*. Sage Publication Beverly Hills London New Delhi.
- Moenir HAS 2014, *Public Service Management*, Bumi Aksara, Jakarta Moleong, Lexy J. 2004, *Qualitative Research Methodology*, Rosdakarya Youth, Bandung.
- Qomar, Mujamil, 2007, *Management of Islamic Education*, Jakarta, Erlangga. Pasolong, Harbani, 2007, *Public Administration Theory*, Alfabeta, Bandung.
- Ratminto and Atik Septi Winarsih, 2005, *Service Management: Development Conceptual Model, Implementation of Citizen's Charter and Service Standards At a minimum*. Student Library, Yogyakarta.
- Sampara, Lukman, Sutopo, 2004. *Excellent Service of Administrative Institutions Republic of Indonesia*. Jakarta.
- Trumpet. 2012, *Dimensions of public management*. Waves, Yogyakarta.
- Sinambela et al, Lijan Poltak, 2007, *Public Service Reform*. PT. Script Earth : Jakarta.
- Soetjipta and Rafli Kosasi, 2004 *Teacher Profession*, Jakarta, PT. Rineka Cipta.
- Soetopo and Soemanto, 2002, *Introduction to Educational Administration Operations*, Surabaya, National Business
- Suryosubroto, B. 2004, *Education Management in Schools, Revised Edition*, Jakarta, PT Rineka Cipta.
- Terry, R. George, 2006, *Principles of Management*. Jakarta: Winardi's Literature Earth, 2007, *Organizational Behavior Management, Revised Edition*, Jakarta, Kencana Prenada Media Group.