The Effect of Administrative Performance on Service Quality at SMA Negeri 2 Parepare

Risma Niswaty[1], Andy Hidayat[2], Haedar Akib[3]

[1,2,3]Universitas Negeri Makassar

Abstract. Administrative performance, namely all mechanisms that can assist, expedite, increase activity and efficiency of the administrative process by providing all the necessary data and information, so that the administration runs smoothly. This study aims to determine how the effect of administrative performance on service quality in SMA Negeri 2 Parepare. This research uses quantitative methods. Data collection techniques were carried out through observation, questionnaires, interviews, and documentation. The sample used in this study was the entire population, as many as 106 students at SMA Negeri 2 Parepare. The data from the results of this study used the SPSS 25 application which consisted of validity and reliability tests, descriptive data analysis techniques and inferential statistical analysis. The results of this study indicate that the indicators used in each of these variables indicate where the administrative performance is in the sufficient category. The service quality variable is in the sufficient category. Based on the correlation test, there is a very strong/very high relationship between the two variables. So it can be concluded that there is a significant influence between administrative performance on service quality at SMA Negeri 2 Parepare.

Keywords: Performance; administration; quality; service

1. Introduction

The success of an institution/school cannot be separated from the management of human resources in it. One of them is how they perform in providing services to the community who are within the institution/school environment [1], especially for administrative staff who have to show more performance by providing a good service [2]. The concept of service is not only used in the business world, but also in the world of education [3]. Arhas [4] argues that good service quality has a sensitivity to customer satisfaction, quality is able to provide encouragement to customers to forge strong ties with a positive image for the institution. Thus, this kind of relationship bond allows institutions to understand carefully the expectations of customers and their needs in education. Educational institutions that are included in services therefore require human resources who can develop these institutions.

The human resources involved in the institution to improve the quality of school services are educators (teachers) and education staff including the school administration system or administration. [5]. In order to improve good service, qualified administrative human resources are needed, this is the capital in advancing the educational institutions they control. Moreover, for managers who plan their institutions to outperform other institutions, of course service is one component of education management that must receive special attention [6].

Based on the pre-study on September 10, 2021 with administrative staff, and several students, the services carried out by the administration at the SMA Negeri 2 Parepare school have been running as they should be seen from the very prompt service from the administrative staff, but there are several obstacles, namely because the administrative room is not too big, making it a little difficult for the staff to move more actively to speed up a service. However, the administrative staff did not really think about this problem.

Corresponding Author: **Risma Niswaty: http://orcid.org/0000-00003-1180-420X**
E-mail: *risma.niswaty@unm.ac.id*

The results of direct interviews with students of SMA Negeri 2 Parepare the services carried out by administrative employees have provided services or the results of their work seen from the responsiveness of the administration, existing facilities, as well as seen from the division of work obligations, relationships between teachers, employees, leaders, and etc. It is hoped that competent administrative performance will be able to influence the quality of service at SMA Negeri 2 Parepare.

The author seeks to conduct research on these problems, so that it can be clearly seen whether there is an influence of administrative performance on service quality at SMA Negeri 2 Parepare. The existence of administrative staff or school administration in the learning process is very necessary as a component of the learning process. Duties and functions are not usually carried out by educators because administrative work is administrative in nature which is subject to special rules. According to its functions and duties, administration is a service job to help smooth the learning process, requires special skills, certain skills, competencies that are different from the competencies required for educators, and sometimes not directly related to students.

2. Method

The approach used in this study is a quantitative approach in this study. Quantitative research methods can be interpreted as research methods based on the philosophy of positivism, used to examine certain populations or samples, data collection using research instruments, data analysis is quantitative/statistical, with the aim of testing predetermined hypotheses. The research used in this study is associative research, namely research conducted to find a causal relationship or effect of the independent variable on the dependent variable. Associative referred to by the author is to determine whether or not there is a significant influence between administrative performance on service quality at SMA Negeri 2 Parepare.

In this study, there are two variables studied, namely administrative performance which is the independent variable and service quality which is the dependent variable. The total population in this study took the entire population, namely 106 students.

Data collection techniques used in this study are observation techniques, questionnaire techniques, interviews, documentation. The data analysis technique in this study is descriptive statistical analysis to describe the two variables using a frequency distribution table from the average value and inferential statistical analysis to test research hypotheses using normality test, correlation analysis, simple linear regression, determinant coefficient and t test.

3. Results and Discussion

3.1 Administrative Performance

The results of the analysis of the data presented in this study are data obtained from the results of a questionnaire given to 106 respondents who became the research sample which aims to determine the description of administrative performance and an overview of service quality at SMA Negeri 2 Parepare and the results of interviews and observations presented are data obtained by researchers as residents of the questionnaire data. The data analysis is described as follows:

Table 1: Overview of Administrative Performance Percentage

Administrative Performance	Number of Items	Score Achieved	Ideal Score	Achievement %	Category
Work result	5	1.450	2.650	54.72	Enough
Behavior	6	1,872	3.180	58.87	Enough
Attributes and Comparatives	2	611	1.060	57.64	Enough
Comparative	2	572	1.060	53.96	Enough
Amount	15	4.505	7.950	56.30	Enough

Source: SPSS data processing results

Based on the results of data processing, it is known that each indicator used to measure the description of administrative performance at SMA Negeri 2 Parepare, where for the behavioral result indicator the highest percentage is 58.87 percent and is in the sufficient category, due to administrative staff where the behavior is sufficient. The attribute and competency indicators are in the sufficient category with a percentage level of 57.64 percent, where the administrative staff has sufficient knowledge and skills respectively. And the indicators of work results are in the sufficient category with a percentage level of 54.72 percent, where administrative employees are already in doing their work to the maximum. And comparative indicators are in the sufficient category with a percentage level of 54.53 percent, where administrative employees are the results of their work evaluations.

Based on the results of observations made at SMA Negeri 2 Parepare that administrative employees have provided maximum service. Administrative staff have improved their discipline and politeness every time they provide services to students at school

3.2 Service Quality

The results of the analysis of the data presented in this study are data obtained from the results of a questionnaire given to 106 respondents who became the research sample which aims to determine the description of administrative performance and an overview of service quality at SMA Negeri 2 Parepare and the results of interviews and observations presented are data obtained by researchers as residents of the questionnaire data. The data analysis is described in Table 2:

Table 2: Overview of Service Quality Percentage

Service Quality	Number of Items	Score Achieved	Ideal Score	Achievement %	Category
Reliability	2	578	1.060	54.53	Enough
Responsiveness	2	593	1.060	55.94	Enough
Guarantee	2	571	1.060	53.87	Enough
Empathy	3	896	1,590	56.35	Enough
Physical Evidence	3	936	1,590	58.87	Enough
Amount	12	3.574	6.360	55.91	Enough

Source: SPSS data processing results

Based on the results of data processing in Appendix 8, it is known that each indicator used to measure service quality at SMA Negeri 2 Parepare, where for the physical evidence indicator is the highest percentage of 58.87 percent and is in the

sufficient category, where the equipment in the administrative room already very feasible or used in providing services from the school. Empathy is in the sufficient category with an achievement level of 56.35 percent, where administrative employees are very concerned about service. Responsiveness is in the sufficient category with the achievement of 55.94 percent, where the administrative staff is very suitable for their respective skills and appropriate to provide the responses served. Reliability is in the sufficient category with the achievement of 54.62 percent, where the administrative staff has provided very good service. The guarantee is in the sufficient category with an achievement rate of 53.87 percent, where administrative employees have provided guarantees or certainty in serving students at school.

Based on the results of observations made at SMA Negeri 2 Parepare, it was in accordance with the wishes of each in carrying out services in the administrative room. Administrative staff are very helpful or provide feedback in accordance with their respective services.

3.3 The Effect of Administrative Performance on Service Quality

Before analyzing the influence of administrative performance on service quality, a data analysis test was conducted using normality. The non-normality test aims to determine whether the research data is normally distributed or not, so that statistical methods can then be used. The normality test used in this study is the Kolmogorov Smirnov test. The research data is said to be normally distributed or meet the normality test if the Asymp value. Sig (2-tailed) residual variable is above 0.05 or 5% otherwise if the Asymp value. Sig (2-tailed) residual variable is below 0.05 or 5%, then the data is not normally distributed or meets the normality test. In this study, using the Kolmogorov Smirnov test with results as presented in Table 3:

Table 3: Normality Test Results

N		106	106
Normal Parameters, b	mean	42.56	33.73
	Std. Deviation	15,252	13,132
Most Extreme Differences	Absolute	0.180	0.228
	Positive	0.180	0.228
	negative	-0.177	-0.167
Test Statistics		0.180	0.228
asymp. Sig. (2-tailed)		.200c	.200c

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.

From the test results obtained a significance value greater than 0.200 based on the data from the table it can be said that the data is normally distributed. After being normally distributed, the Product Moment Correlation analysis was performed. Product Moment Correlation Analysis is intended to determine whether there is a relationship between administrative performance and service quality at SMA Negeri 2 Parepare. Based on the analysis of the product Moment Correlation calculation results using SPSS, a correlation of 0.950 is obtained, meaning that there is a significant relationship between the administrative performance of the X variable and the service quality of the Y variable. 1.00,

To find out whether the correlation between the calculation results is significant or not, then the comparison between the rcount value of 0.950 and the rtable value using an error rate of 0.5 with 106 respondents.

Table 4:Simple Linear Regression Test Results

		Unstandardized Coefficients		Standardized Coefficients		
Coefficientsa						
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	15,093	1,188		4,920	0.360
	Administrative Performance	0.818	0.026	0.950	31,124	0.000
a. Dependent Variable: Service Quality						

The results of the simple regression calculation above show that the constant coefficient value is 15.093 and the coefficient of the variable X is 0.818 so that the regression equation Y = 15.093 + 0.818X is obtained. Based on the above equation, it is known that the constant value is 15,093 mathematically, this constant value states that at Administrative Performance 0, the purchase decision has a value of 15,093 then a positive value (0.818) contained in the regression coefficient of the administrative performance variable (X) illustrates that the direction of the relationship between the administrative performance variable and service quality (Y) is in the same direction where every one unit increase in the administrative performance variable will cause the service quality to be 0.818.

Discussion

Administrative performance is all correspondence management activities starting from collecting (receiving), recording, managing, procuring, sending, and storing all information needed by the organization. The results of research conducted on administrative performance on service quality at SMA Negeri 2 Parepare show that the available administrative performance is in the fairly good category.

Service is a very important aspect and determines the quality of the services produced [7] [8]. To be able to appear in a competitive atmosphere, organizations must try to increase competition. Quality must start from customer needs and end at customer perception [9].

Service is any activity that is profitable in a group or entity, and offers satisfaction even though the results are not tied to a physical product. Service is an activity or sequence of activities that occur in direct interaction between a person and another person or a physical machine, and provides customer satisfaction[10][11].

According to Mirdawati, et al.[12], good service quality is the expected level of excellence and control over the level of excellence to meet customer desires. This means that there are two main factors that can affect service quality, namely expected service and perceived service

4. Conclusion

Administrative performance at SMA Negeri 2 Parepare is categorized as quite good, judging from several indicators, namely: Work results 54.72 percent treated 58.87 percent attributes and comparative 57.64 percent comparative 54.53 percent. The quality of service at SMA Negeri 2 Parepare is categorized as quite good, judging from several indicators, namely: reliability 54.62 percent responsiveness 55.94 percent assurance 53.87 percent empathy 56.35 percent physical evidence 58.87 percent. The existence of a positive and significant influence between administrative performance on service

quality at SMA Negeri 2 Parepare was declared accepted, which from the results of the T test found that the value of Tcount was greater than Ttable, which means that the contribution of administrative performance to service quality has a high level of influence. very strong/very high.

References

[1] D. Hidayat, 'The Effect of Discipline and Work Environment on Teacher Performance at SMK Negeri 2 Pondok Aren-South Tangerang', *J. Ad'ministrare*, vol. 7, no. 1, pp. 197-206, 2020.

[2] J. Jamaluddin, R. Salam, H. Yunus, and H. Akib, 'Pengaruh budaya organisasi terhadap kinerja pegawai pada dinas pendidikan provinsi sulawesi selatan', *J. Ad'ministrare J. Pemikir. Ilm. dan Pendidik. Adm. Perkantoran*, vol. 4, no. 1, pp. 25-34, 2017.

[3] H. Akib and S. Saleh, 'Pengaruh Kepala Sekolah Sebagai Supervisor Terhadap Kinerja Guru Di SMK Negeri 7 Makassar', *J. Off.*, vol. 1, no. 2, pp. 141-147, 2015.

[4] S. H. Arhas, S. Suprianto, M. Darwis, S. Saleh, J. Jamaluddin, and M. Nasrullah, 'Service Quality and Customer Loyalty at Grapari', *KnE Soc. Sci.*, pp. 734-740, 2022.

[5] S. Saleh, R. Emiliani, M. Nasrullah, S. H. Arhas, and M. Takdir, 'Creativity in Teaching Teachers in the Department of Office Administration Automation at SMK Nurul Qalam Makassar', *J. Off.*, vol. 7, no. 2, pp. 225-232.

[6] M. Syukur and F. Widyawati, 'Santri Education Problems at Darul Huffadh Islamic Boarding School in Bone Regency, Sulawesi Selatan, Indonesia', in *3rd International Conference on Social Sciences (ICSS 2020)*, 2020, pp. 530-533.

[7] A. Ayu, R. Niswaty, M. Darwis, and S. H. Arhas, 'Applying the Principles of Good Governance in the Efforts of Guiding Out-of-School Children at Social Service Offices Takalar Regency', *J. Off.*, vol. 5, no. 2, pp. 51-58, 2019.

[8] D. Daraba, R. M. Ramli, H. Sakawati, and R. Salam, 'Quality Of Service Manufacturing Of Trade License Line In Office Of Investment Investment And Licensed Agency (BPMPT) Regency Of Bulukumba', in *The International Conference On Social Sciences And Humanities 2018*, 2018, pp. 485-490.

[9] M. Takdir, B. Baharuddin, S. H. Arhas, and I. Irman, 'Quality of Academic Service during the COVID-19 Pandemic at the Universitas Muhammadiyah Sinjai', *J. Ad'ministrare*, vol. 8, no. 1, pp. 143-148, 2021.

[10] A. Baharuddin, 'Overview of Public Services at the One-Stop Investment and Integrated Service Office of South Sulawesi', *J. Adm. J. Pemikir. Ilm. dan Pendidik. Adm. Perkantoran*, vol. 6, no. 2, pp. 131-136, 2019.

[11] A. Asrijal, S. Syahruddin, and A. Amrin, 'Analysis of the Behavior of Bureaucrats on Service Quality', *J. Ad'ministrare*, vol. 7, no. 2, pp. 245-252.

[12] M. Mirdawati, J. Jamaluddin, R. Niswaty, M. Darwis, and R. Salam, 'The effectiveness of IMB Services at the Makassar City Investment Office and One Door Integrated Services at Makassar City', *J. Ilm. Ilmu Adm. Publik*, vol. 8, no. 1, pp. 37-44, 2018.