



The Function Of Administrative Administration In Improving The Quality Of Education In State Elementary Schools 36 Bengkulu City

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Received : 11-06-2025 Revised : 11-06-2025 Accepted: 08-12-2025 Published on: 10-12-2025

Abstrac: The quality of teacher performance is still considered low because the principal's supervision program has not been optimally implemented. This study aims to evaluate the madrasa principal's supervision program in improving teacher performance quality at MTsN 2 South Bengkulu. It uses a descriptive qualitative method with the CIPP (Context, Input, Process, Product) evaluation model approach. Data were collected through observation, interviews, and documentation. The research results show that in the context of the madrasah principal's supervision program, at the input level there are differences in teachers' pedagogical competencies. At the process level, there are irregularities in the implementation of curriculum-based learning, as well as a lack of innovation in teaching methods. As for the output of the supervision program, teachers are able to carry out the learning process, develop RPS and RPP programs, and create innovations to improve education quality, supported by adequate tools to enhance teacher performance quality. Thus, the evaluation of the madrasah principal's supervision program can improve the quality of teacher performance. Therefore, it is recommended that to improve teacher performance quality, the madrasah principal's supervision at MTsN 2 South Bengkulu should be strengthened, even though several technical and cultural challenges still exist. This evaluation provides strategic recommendations for more sustainable and systematic supervision optimization in the future.

Keywords: Evaluation, Principal's Supervision Program, Teacher Performance Quality, MTsN 2 Bengkulu Selatan.

Abstrak: Kualitas kinerja guru masih dianggap rendah karena program supervisi kepala madrasah belum diimplementasikan secara optimal. Penelitian ini bertujuan untuk mengevaluasi program supervisi kepala madrasah dalam meningkatkan kualitas kinerja guru di MTsN 2 Bengkulu Selatan. Penelitian ini menggunakan metode kualitatif deskriptif dengan pendekatan model evaluasi CIPP (Konteks, Masukan, Proses, Produk). Data dikumpulkan melalui observasi, wawancara, dan dokumentasi. Hasil penelitian menunjukkan bahwa dalam konteks program supervisi kepala madrasah, pada tingkat masukan terdapat perbedaan kompetensi pedagogis guru. Pada tingkat proses, terdapat ketidakberaturan dalam implementasi pembelajaran berbasis kurikulum, serta kurangnya inovasi dalam metode pengajaran. Adapun keluaran program supervisi, guru mampu melaksanakan proses pembelajaran, mengembangkan program RPS dan RPP, serta menciptakan inovasi untuk meningkatkan kualitas pendidikan, didukung oleh alat yang memadai untuk meningkatkan kualitas kinerja guru. Dengan demikian, evaluasi program supervisi kepala madrasah dapat meningkatkan kualitas kinerja guru. Oleh karena itu, direkomendasikan agar untuk meningkatkan kualitas kinerja guru, supervisi kepala madrasah di MTsN 2 Bengkulu Selatan diperkuat, meskipun masih terdapat beberapa tantangan teknis dan budaya. Evaluasi ini memberikan rekomendasi strategis untuk optimalisasi supervisi yang lebih berkelanjutan dan sistematis di masa mendatang.

Kata kunci: Evaluasi, Program Supervisi Kepala Madrasah, Kualitas Kinerja Guru, MTsN 2 Bengkulu Selatan.



Introduction

Administrative administration is a very interesting subsystem of school organization to discuss, because administrative administration can facilitate and help other subsystems. As Menik Aryani (2025) explained, administrative administration is not only technical, but also strategic in improving the quality of education such as staffing, student affairs, finance, infrastructure facilities and school relations with the community.¹ Effective administrative can create a quality and sustainable learning process, so that it has a direct impact on improving the quality of education.² As also stipulated in the Regulation of the Minister of National Education No. 24 of 2008 concerning Administrative Standards in Schools/Madrasah that school administration includes the following technical competencies: (1) Implementing Personnel Administration; (2) Carrying out financial administration; (3) Implementing Facilities and Infrastructure Administration; (4) Carrying out the Administration of School Relations with the Community; (5) Carry out Correspondence and Archiving Administration; (6) Carrying out Student Administration; and (7) Implementing

Curriculum Administration.³ Meanwhile, the administrative functions that can be implemented in educational activities are: planning, organizing, mobilizing, and supervising school activities.⁴ The function of administrative personnel in the school environment includes a series of tasks, such as collecting, recording, managing, duplicating, transmitting and storing the information required in each form of cooperation.⁵ Therefore, the administrative function of administration is very important in improving the quality of education in schools. The quality of education is a measure of the good and bad of an educational process and results that are able to meet or even exceed standards, stakeholder expectations, national standards with a focus on improving intelligence, competence (attitudes, knowledge, and skills), and morals through optimal use of resources.⁶

¹ Menik Aryani, 'Implementation of Administrative Administration in the Field of Education Financing Finance at SMAN 1 Bayan', *Reality: Journal of Guidance and Counseling*, 8.1 (2023), <<https://doi.org/10.33394/realita.v8i1.7592>>.

²Hj. Khairiah and H Syarifuddin, 'IMPROVING THE QUALITY OF EDUCATION THROUGH THE IMPLEMENTATION OF SCHOOL-BASED QUALITY IMPROVEMENT MANAGEMENT (MPMBS) IN MTsN IN BENGKULU CITY', *Nuansa*, 11.1 (2018), 8–21 <<https://doi.org/10.29300/nuansa.v11i1.1351>>.

³ Fakultas Tarbiyah and others, 'KINERJA ADMINISTRATIVE EMPLOYEES WITH SERVICE QUALITY ADMINISTRATION IN MADRASAH Amirudin', *Journal of Islamic Education VII*, 7.1 (2017), 126–45.

⁴ Ruang Lingkup and others, 'Jurnal El-Fakhru', *Islamic Education Teaching and Studies* 1.1 (2021), 28–45.

⁵ Muji Hartono, 'The Effect of Administrative Performance on Service Quality in Sd Negeri 08 Penatik Mukomuko Regency', *EL-TA'DIB: Journal of Islamic Education*, 2.2 (2020), 87–114 <<https://doi.org/10.36085/eltadib.v2i2.4895>>.

⁶ Khairiah Khairiah and Shafinar Ismail, 'The Function Of Institutional Evaluation In the Quality Of Madrasah Aliyah Education In Indonesia', *Al-Khair Journal : Management, Education, and Law*, 3.1 (2023), <<https://doi.org/10.29300/kh.v3i1.10652>>.



The quality of education includes the quality of inputs (teaching materials, teachers), processes (learning and management), outputs (learning outcomes), and outcomes (graduates who are relevant and accepted by the world of work).⁷ Sallis also explained that quality education is not only judged by the final result (output), but also inputs and processes that affect each other.⁸ Quality education is education that produces intelligent quality human beings, noble character, the process is effective and efficient, and the results are satisfactory to all parties.

However, there are some that have not run optimally. Based on observations in the field, it was found that phenomena include limited facilities and infrastructure due to the narrow and densely populated location of the school, so that the construction of toilet facilities, additional classrooms and document storage rooms could not be carried out. In addition, the development of the quality of administrative personnel (TU) already exists, but there is still a lot of information that is independent or self-taught paths. The signal connection causes delays in uploading data on the system both dapodik and other applications. These network constraints have an impact on performance efficiency during the data input and update process, making it

difficult to achieve the quality of education.

The results of the research of Muliati et al., sho

That The limited competence of administrative administrative personnel in serving, collecting, recording, managing, duplicating, transmitting and storing information has a significant impact to the difficulty of achieving the quality of education in schools.⁹ Based on this description, this study is focused on examining the administrative function of administration in the quality of education in SD Negeri 36 Bengkulu City, by examining the level of administrative functions carried out effectively.

The purpose of this paper is to map, describe and analyze the administrative function of administration in the quality of education in State Elementary School 36 Bengkulu City. To facilitate the achievement of the purpose of this paper, the author formulates three problems as follows; (1) How is the administration of administration at SD Negeri 36 Bengkulu City; (2) How is the quality of education at SD Negeri 36 Bengkulu City; (3) What is the function of administrative administration in improving the quality of education in SD Negeri 36 Bengkulu City. The three formulations of the problem are discussed in the following section.

Methodology

About The administrative function of administration in improving the quality of

⁷ Abd. Rahman Rabbani and Khairiah Khairiah, 'Evaluation of the Function of Leadership in Improving the Quality of Elementary School Learning in Bengkulu', *Al-Khair Journal : Management, Education, and Law*, 2.2 (2012), 78 <<https://doi.org/10.29300/kh.v2i2.9312>>.

⁸ Dharma Krisna Aji, 'Online Journal System: <https://jurnalp4i.com/index.php/healthy>', 3.2 (2024), 202–10.

⁹ M Imamuddin, Andryadi Andryadi, and Zulmuqim Zulmuqim, 'Islamic Education In The Al- Qur'an and Sunnah (Study About the Meaning of Education and Implication for Educator)', *Journal Educative : Journal of Educational Studies*, 5.1 (2020),70 <<https://doi.org/10.30983/educative>>



education was chosen to gain a deep understanding of the administrative function of administration in the quality of education at State Elementary School 36 Bengkulu City. Using a descriptive qualitative method with the theoretical approach of Miles and Huberman. The subjects of the study are school principals, administrative staff and teachers. Data collection techniques include; (1) Observation; (2) Interviews; (3) Documentation. The data analysis technique uses the Miles and Huberman model with the following steps: (1) Reduction, (2) Data presentation, (3) Conclusion drawing and verification.¹⁰ This research was carried out through the stages of preparation, implementation, analysis and reporting. This research was carried out at State Elementary School 36 Bengkulu City. To maintain the validity of the data, a validity test was carried out with the triangulation technique of sources and methods, namely comparing the results of interviews with observations and documents and verifying between different informants.

Discussion

Analysis of the administrative function of administration in improving the quality of education in State Elementary School 36 Bengkulu City through three stages, namely: (1) mapping and describing administrative administration in SD Negeri 36 Bengkulu City; (2) mapping and describing the quality of education in SD Negeri 36 Bengkulu City; and (3) analyzing the function of administration in the quality of education at SD Negeri 36 Bengkulu City.

Administrative Administration at SD Negeri 36 Bengkulu City

Administrative administration is a very important component in improving the quality of education consisting of student data management, finance, personnel, correspondence and inventory of goods. The results of the research at SD Negeri 36 Bengkulu City show that student data management is carried out through the recording of the master book and the use of the Dapodik application, so that all student data is recorded in a timely manner systematic, accurate, and ready to be used for administrative purposes. In financial management, School carry out budget planning through School Activity and Budget Plans (RKAS) and record digitally and in writing, which supports order, accountability, and transparency in the management of school funds. Personnel management includes employee data collection, attendance monitoring, performance assessment, and the preparation of personnel files. This activity is carried out consistently to support the effectiveness of services in schools. Meanwhile, the management of correspondence is carried out by recording agendas and archiving documents according to applicable procedures. Inventory management of goods is carried out digitally through SIMDA Aset which is connected to related agencies, allowing fast, accurate, and integrated data validation and synchronization. Thus, it can be concluded that the administrative administration at SD N 36 Bengkulu City has been running quite well, but it is still not optimal, due to the limited competence of staff and obstacles in budget recording that are not effective. So that administrative administration is very important in improving the quality of education.

The findings of the research at SD Negeri 36 Bengkulu City are strengthened by

¹⁰ Mettew B. Miles and A. Michael Huberman, *Qualitative Data Analisis* (Jakarta: PT. UI Press, 1992).



various previous studies that affirm that administrative administration can improve the quality of education. As the results of Yuli Amelia's (2024) research explained, administration has an important role in improving the quality of Education through administrative functions in the management of archives, correspondence, student data, and other administrative services.¹¹ Research by Rizki Maulana and Astuti Darmayanti (2024) shows that the implementation of effective strategies in the administration of education administration can contribute to improving the overall quality of education.¹² Tsabitah Amiroh et al. (2025) explain the importance of regular coaching and training for administrative staff as well as strengthening the school administrative administration system in order to improve effective, efficient and accountable administrative services.¹³ Dhiyah Fadhillah Ismi et al.(2025) explained that an effectively managed administrative system is able to support the smooth operation of schools, stakeholder satisfaction, increase stakeholder satisfaction, and strengthen the quality and

integrity of educational institutional.¹⁴ Thus, the findings in SD Negeri 36 Bengkulu City are in line with various literature that places administrative administration as one of the key factors in improving the quality of education in schools.

The actual issue of administrative functions nationally still has several obstacles. As the results of Iswanto et al.'s research (2024) show that the problems that often arise are (1) the lack of competent and trained administrative staff in managing education administration, (2) limited workspaces and office equipment, (3) lack of coordination and communication, (4) lack of motivation and work spirit.¹⁵ The results of Alfrida Astuti et al's research (2022) show that the implementation of administrative performance has not been maximized due to lack of skilled, dexterous and potential in providing reports, as well as low skills in operating information technology to provide administrative services in schools.¹⁶ The results of Yuli Amelia's (2024) research show that the low competence

¹¹ Yuli Amelia and others, 'THE ROLE OF ADMINISTRATION IN HELPING TO IMPROVE THE QUALITY OF EDUCATION IN MAPN 4 MEDAN', 11 (2024),711–24.

¹² Rizqi Maulana and Astuti Darmiyanti, 'Analysis of School Education Administration in Improving the Quality of Education', *Scientific Journal of Wahana Pendidikan* , 10.16 (2024), 737–48.

¹³ Tsabitah Amiroh and others, 'IMPLEMENTATION OF ADMINISTRATION IN SCHOOL ADMINISTRATION SERVICES IN MADRASAS', *Journal Educational Management*, 10.2 (2025), 601–7.

¹⁴ Dhiya Fadhillah Ismi, Rezcha Amanda, and Fifin Wildanah, 'THE ROLE OF ADMINISTRATION SCHOOLS IN IMPROVING QUALITY SERVICE', *Journal of Academic Media (JMA)*, 3.5 (2025).

¹⁵ Uswatun Umi Zarhasih, Cici Nuryathrib, and Amelia Putri, 'Improving the Effectiveness of Educational Administration Services through Administrative Professionalism at MTs Hubbbul Wathon', *Ahsan: Scientific Journal of Islam and Society*, 1.1 (2024), 65–71.

¹⁶ Alfrida Astuti, Mujiati Mujiati, and Wa Rosida, 'The Implementation of Administrative Employee Performance on Administrative Services', *Journal of Education and Teaching (JPP)*, 3.1 (2022), 9–20.



of administrative personnel is influenced by the mismatch between their educational background and the duties and responsibilities they carry out.¹⁷ Meanwhile, the results of the research by Afril Dwi Saputra and Shafira Agustina Putri (2025) emphasized that the challenges faced are the lack of technical training for administrative staff, and the high workload become an obstacle that needs to be overcome immediately.¹⁸ Based on these various issues, it still needs attention so that administrative administration can be truly effective in improving the quality of education in schools.

Quality of education at SD Negeri 36 Bengkulu City

Education quality is a measure of quality or level of education in meeting standards that include the quality of inputs, processes, and outputs.¹⁹ Based on the results of research at SD Negeri 36 Bengkulu City, educational inputs include educators, infrastructure, and learning resources. Teachers in schools meet the standard qualifications, but need to develop professionalism through training and workshops. Facilities and infrastructure such as classrooms, libraries, and laboratories are

¹⁷ Amelia and others. Management: Efforts to Improve the Education Quality of State Institute for Islamic Studies (IAIN).

¹⁸ Afril Dwi Saputra and Shafira Agustina Putri, 'Educational Administration in SD 6 Muhammadiyah Palembang', *Taqrib: Journal of Islamic Studies and Education*, 3.1 (2025), 102–7.

¹⁹ Khairiah Khairiah and Sirajuddin Sirajuddin, 'The Effects of University Leadership of Bengkulu', *Journal of Islamic Education*, 7.2 (2019), 239–66 <<https://doi.org/10.14421/jpi.2018.72.239266>>.

available, but their maintenance and management are not optimal due to limitations in administrative administration.

In the process of education, administration Help ensure coordination of activities, regularity of information services, and orderliness of correspondence in the implementation of learning. Educational output, which includes students' academic achievement, skills, and attitudes, is also highly dependent on administrative completeness. Effective administrative administration allows teachers to create follow-up programs based on student needs. Thus, improving the quality of education at SD Negeri 36 is not only depending on teachers and students, but also on structured administrative management. Good administration ensures availability facilities, documentation, and evaluation run optimally. Therefore, the quality of education and administrative administration are closely related in creating quality education.

The findings of the research at SD Negeri 36 Bengkulu City are strengthened by various previous studies that affirm that the quality of education can be improved through administrative functions. As the results of Fajar Sumantri's (2015) research, it shows that improving the quality of schools is highly dependent on effective administrative management in all fields, ranging from student administration, curriculum, infrastructure, finance, to staffing.²⁰ In line with that, Nur Jamal and Masykurotus Syarifah (2018) also emphasized that the quality of education basically depends on good school administration management Get Started from planning,

²⁰ State Islamic University and others, 'Quantitative and Qualitative Research Approaches and Research Stages', 15.1 (2024), 82–92.



organizing, implementation, to evaluation.²¹ In line with that, Hamzah (2025) emphasized that the quality of education is greatly influenced by administrative management in the aspects of inputs, processes, and outputs, where orderly administration ensures the readiness of educational resources. Support smooth implementation learning, and allows the evaluation of learning outcomes to be carried out systematically and accurately.²² Thus, the findings an SDN 36 Kota Bengkulu city are in line with various literature that Places the quality of education as a from of seccess in good administrative management.

The actual issue of the quality of education nationally still has several obstacles. As the results of research by Nur Anggraini Sinaga (2024), obstacles experienced by administrative staff, such as delays in the management of student files and teacher documents, have an impact on archive irregularities and suboptimal administrative services.²³ These conditions show that less effective administrative administration can hinder the improvement of the quality of education.²⁴ In line with Della Sapitri's research

²¹ Nur Jamal and Masykurotus Syarifah,

'EDUCATION', 210–22.

²² Thesis Submitted and others, 'ADMINISTRATIVE GOVERNANCE OF EDUCATION OF SMA NEGERI 4 PALOPO IN IMPROVING THE QUALITY OF ADMINISTRATIVE GOVERNANCE OF EDUCATION OF SMA NEGERI 4 PALOPO IN', 2025.

²³ N U R ANGGAINI SINAGA, 'THE ROLE OF ADMINISTRATIVE PERSONNEL IN IMPROVING THE QUALITY OF ADMINISTRATIVE SERVICES AT DATUK BATU HAMPAR HIGH SCHOOL' (SULTAN SYARIF KASIM STATE ISLAMIC UNIVERSITY, RIAU, 2024).

²⁴ Khairiah1)* and Life Shirley YUNILAROSI1) , Irsal1), 'Challenges in Institutional Quality', 2.1 (2024),103–9 Accreditation Management (AIPT) and Its

(2025), it is shown that the low capacity of administrative personnel and the lack of arrangement of school documents have a direct effect on the quality of educational services, because disorderly administration causes inaccurate information and the educational service process is disrupted, so that the quality of education is difficult to improve.²⁵ In line with that, Deasy Yunita Siregar (2024) found that the implementation of the administrative system in many schools has not been optimal, with obstacles to coordination, documentation, and internal management, which ultimately affects the quality of the school in general.²⁶ Based on these various issues, the quality of education in administration still needs attention in order to achieve optimal goals.

The Function of Administrative Administration in Improving the Quality of Education at SD Negeri 36 Bengkulu City

The administrative function of the administration in improving end education is as inputs, processes and outputs to support the smooth running of the educational process through effective management, such as planning, organization, briefing, supervision, and

Ineffectiveness in Improving the Quality of Islamic Higher Education in Indonesia', *Asian Journal of Human Services*, 2025.

²⁵ Della Sapitri and others, 'The Urgency of Education Administration in Improving the Quality of Education in Indonesia: In an Islamic Perspective', 3 (2025).

²⁶ Deasy Yunita Siregar and Ade Suriyani Nasution, 'Analysis of the Education Administration System in Improving School Quality', 2.1 (2024), 103–9.



evaluation. Based on the results of research at SD Negeri 36 Bengkulu City, in the aspect of administrative planning, it helps to prepare the documents needed by teachers and supports the preparation of Program school. Organizing done through the arrangement of administrative tasks, service flows, and archive management. The briefing appears from the information service and the provision of documents learning, Meanwhile, supervision is carried out to ensure the accuracy of data and maintenance of facilities Infrastructure. The evaluation is carried out to assess the effectiveness of administrative services and improve the parts that are not optimal. The findings of the study show that smooth administration makes it easier for teachers to organize learning, provide student data, and carry out evaluations. Orderly and fast administrative support helps to improve the quality of educational services in schools. Thus, the administrative function at SD Negeri 36 Bengkulu City plays an important role in supporting the improvement of the overall quality of education.

The findings of the research at SD Negeri 36 Bengkulu City are strengthened by various previous studies that affirm that the administrative function of administration in improving the quality of education at SD Negeri 36 Bengkulu City. As the results of Yemen's research La Ndibo (2018) show that the implementation of administrative functions that run effectively, orderly and regularly in carrying out duties and responsibilities, can achieve the effectiveness and efficiency of the work of personnel in schools (administration).²⁷

²⁷ Yemen La Ndibo, 'Analysis of the Application of School Education Administrative Functions', *Didactic: Journal of Education and Science*, 18.3 (2018).

The results of Linda Astika et al.'s research (2025) show that good administrative management contributes to improving the quality of education.²⁸ Administrative functions carried out through the process Planning, implementation, and supervision have a strategic role in ensuring accurate quality assessments while encouraging the improvement of the quality of education in educational institutions.²⁹ Thus the findings at SD Negeri 36 Bengkulu City are in line with various literature that places the administrative function of administration as an important factor in improving the quality of education through the management of documents and information, school operational support and involvement in the planning and supervision of educational activities.

The actual issue of the administrative function of the administration in improving the quality of education nationally still has several obstacles. As the results of Anatasia B (2024) research show that administration that is not properly managed can hinder the effectiveness of services, which can weaken the quality of educational services for teachers, students, and parents.³⁰ The results of the research of Vina Putri Afisako and Zasmita Maulia Sari (2025)

²⁸ Linda Astika, Rahmad Riski Syahputra, and M Tamsil Muin, 'Education Administration System in Improving the Quality of Education', 2020, 1–8.

²⁹ Khairiah Khairiah, 'Digitalization, Webometrics, and Its Impact on Higher Education Quality During the COVID-19 Pandemic', *Evolutionary Studies in Imaginative Culture*, 8.2 (2024), 802–15 <<https://doi.org/10.70082/esiculture.vi.732>>.

³⁰ B Anatasia, 'School Administration Optimization Strategy in Improving the Quality of Education Services at UPTD SMPN 2 Parepare', 2.2 (2024), 96–107.



show that the administrative malls found reflect not yet the effective functioning of planning, organizing, directing, and supervising administration, so as to have an impact on the inhibition of the process of improving the quality of education.³¹ The results of Iis Sugianti's (2024) research show that the administrative function still faces obstacles, such as planning that has not been understood evenly, less effective task organization, and suboptimal direction and supervision, so that there are still recording errors and irregularities in archives. The administrative evaluation has also not completely solved the root of the problem. This condition confirms that administrative functions that have not been running optimally can hinder the effectiveness of school services and have an impact on improving the quality of education.³² These issues show that these various issues show that the administrative function of administration has not been managed properly in improving the quality of services and the quality of education.

Conclusion

Based on the results of data analysis and discussion, it can be concluded that the administrative function in improving the quality of education at SD Negeri 36 Bengkulu City includes administrative administrative functions, such as student data management, finance, staffing, correspondence and

³¹ Journal of Studies and others, 'A Model of Cooperation Between Education Organizers and Supervisors to Prevent Maladministration of New Student Admission Selection (SPMB) in Bengkulu', 2.1 (2026), 285–91

³² Iis Sugianti and others, 'SUPPORTING THE SMOOTH ADMINISTRATIVE PROCESS', 4.6 (2024), 1270–80.

inventory of goods, at the level of administrative implementation is not optimal due to the limited competence of administrative staff, obstacles in budget recording and the use of technology that has not been maximized. This condition shows the need to improve staff capabilities and strengthen administrative management so that services are more effective and efficient. The quality of education is supported by the quality of inputs, processes and outputs of education are influenced by the integration between quality teachers, infrastructure, and administrative administrative support. Orderly and structured administration is one of the important factors in ensuring the success of the educational process. The administrative function in improving the quality of education can help the smooth operation of schools, make it easier for teachers to manage learning, provide accurate student data, and support the implementation of educational evaluation. Thus, administrative administration functions strategically in creating effective, efficient, and accountable educational services. The administrative function is the foundation in improving the quality of education, especially in the function of document readiness, availability of information, and support for the entire learning process. Further research is expected to be able to provide sharper strategic recommendations in an effort to strengthen administrative administration as a pillar of improving the quality of education.

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