

IT Implementation in Improving Administration

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ABSTRACT

The implementation of public services based on information technology in SMAN 1 PUNCU to see if the problems that exist in licensing services to be better or not using technology equipment. This research was conducted also to look at the benefits and obstacles to their implementation of information technology in the public service based on information technology. To look at a complex problem and requires in-depth understanding, this research method using descriptive qualitative. For the result of that, it is necessary to do the interview, observation and documentation study to be able to get valid data. Based on the results of this study concluded that the quality of public services based on information technology has been dissatisfactory. The indicators of public policy implementation are seen through communication, resources, disposition and bureaucratic structure with the consideration of transparency, participation and efficiency aspect.

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1. Introduction.

Educational service management is the process of applying science and art to make plans, implement plans, coordinate and complete service activities for the achievement of service goals. The management of educational services is needed in the implementation of public services as the provision of excellent service to the community which is a manifestation of the obligations of government apparatus as public servants, so as to meet the expectations of public services, namely transparency, accountability, conditional, participatory, having equal rights, and a balance of rights and obligations.

Public services in the field of education are a benchmark for real employee performance. The public can directly assess employee performance based on the quality of services provided by employees to the recipients of these services. Because the quality of this educational service is in the interest of the public and the impact is immediately felt. Success in building public service performance in a professional, effective, and accountable manner will raise a positive image in society.

The use of information and communication technology equipment began to increase and establish community interaction. The use of technology, especially the internet, is applied to social media, business interests, education, and others. Of course, in improving educational problems, IT technology is very necessary, because it is to simplify and accelerate the services in an educational institution.

(Mustajib; Masrokan & Sujianto, 2023). Education plays a very important role in improving the quality of human resources and is a process that is integrated with improving the quality of human resources itself. Education is part of determining the progress and resilience of a nation in the future. Education is one of the strategic alternatives in educating the nation and the main capital for the development of a nation. Education can master science and technology. This can result in progress, welfare and nation building to improve the quality of education services (Ministry of National Education, 2001: 2). One of the serious problems in improving the quality of education in Indonesia is the low quality of education services at various levels of education, both formal and informal education. That is what causes the low quality of human resources who have the expertise and skills to meet the nation's development in various fields.

The following are some of the problems that cause the improvement of the quality of education services to not run optimally:

- School accountability in the implementation of education to the community is still very low.
- The use of non-optimal resources and low education budget are major obstacles.
- Community participation in the implementation of education is low. Schools are unable to keep up with the changes that occur in their environment.

One of the efforts that can be made to overcome the low quality of educational services is to use a management information system. The Management Information System (SIM) is a structured system used to manage data computerized. Management information systems are an important means in every educational, teaching and research program for every educational and scientific institution.

Management is a system that can make management system management run effectively in the faculty that manages the study program. The things that are the focus in management include how policies and strategies are arranged in such a way as to allow the election of credible leaders and managers and the system of implementing the study program in a credible, transparent, accountable, responsible and fair manner. Good organization and management system (good governance) reflect credibility, transparency, accountability, responsibility and fairness continue to make efforts to improve existing systems. The results of the preliminary study obtained the fact that the management information system at SMA Negeri 1 PUNCU KEDIRI has been realized. So that students can experience educational services to the maximum. Concrete evidence of the lack of a management information system is that all school stakeholders can receive services easily through the use of IT.

2. Method.

The research on management patterns at SMA Negeri 1 Puncu uses a qualitative approach. This study aims to get an in-depth picture of the management pattern at SMA Negeri 1 Puncu. The reason for using the qualitative method is because to the knowledge of the researcher, there are no results of studies and empirical research specifically related to the management pattern at SMA Negeri 1 Puncu. Therefore, as is customary in scientific research, the step taken by the researcher is to conduct an exploration of the object being studied. In this connection, the qualitative method is one of the research methods that offers research designs with exploratory objectives.

3. Results and Discussion.

Analysis of the Implementation of the School Management Information System in Improving the Quality of Educational Services at SMA NEGERI 1 PUNCU. The implementation of the school information system used by SMA NEGERI 1 PUNCU is seen from the aspects of input, process and output can support the implementation of the school management information system in improving the quality of educational services at SMA NEGERI 1 PUNCU. Both in human resource capabilities, facilities and infrastructure, as well as funds. Meanwhile, human resource knowledge, human resource goals and priorities, student availability, school management support, the existence of structure and schedule, implementation of content and educator abilities. Everything is done for the management of teacher data, student data, student education fee payment data, attendance system. School information management system (SIM) includes:

student data information system, teacher data information system, assessment information system, question analysis information system, test analysis information system and personnel information system. A system is a network of interconnected procedures, gathered together to carry out an activity or to complete a certain goal. Book management (title, category & description), membership and borrower status, stock inventory, book entry and exit journal, report report consists of: borrowing statistics, book entry and exit statistics, loan recap, and return recap. Reporting, including: Student reporting (student identification number, health, health check, scholarship, case and guidance) per student, per class and all students, teacher/employee reporting (employee parent, teaching field), teaching plan, grades, graduation, statistics and reports to the Ministry of Education and Culture (school, students and teacher data), and question bank, including: question bank data processing, question storage, search and printing.

Thus, the management of the information system that has been carried out at SMA NEGERI 1 PUNCU is in accordance with the provisions, where the management of the information system is an integrated machine/human system. This implies that machines and humans must be a system, machines without humans or humans without machines. Information system management will not run or there is a malfunction of one of them, will be a defect in the Management Information System.

The function of information system management in the above sense, is to support management operations and decision-making. It means that with the management of information systems, management operations will have advantages, namely the value of efficiency and effectiveness. According to Suhardiman Yuwono in the Encyclopedia of Administration (1989:264) Information system management is the entire information network aimed at leaders for the purpose of carrying out management functions for leaders, especially in determining the right decisions. This understanding contains the meaning that information system management is an information network in assisting the implementation of management functions for leaders, especially in determining the right decisions.

Each educational institution has an operational plan that is prepared and revised periodically, so the school makes several improvements and changes in the implementation of the school information system by procuring computer tools by seeking assistance from ICT practicum tools to the Ministry of Education and Culture, looking for civil servants with a Bachelor of Computer education so as not to burden the school in providing honorarium, holding regular special bintek for resources human resources (HR) through a combination of activities such as training, work experience, managerial abilities so that the staff really have responsibility for the operation of information technology.

According to Rochaety (2007:25) the human resource factor that is the development staff of the school management information system in educational institutions must have 3 dimensions, namely

- a. The technical expertise that a school management information system staff possesses is mainly to always learn new things.
- b. Knowledge about the world of education is usually obtained from the results of interaction between human resources, knowing the operational process of educational institutions that use school management information systems.
- c. orientation to problem solving, namely human resources who always think critically and creatively in solving problems that occur.

Other interests outside education and teaching in management information systems are the fields of research and administration and information are carried out separately so that the use of technology does not overlap. The condition of the main facilities is in good condition and ready to be used with the status of own ownership needs to be prioritized. It is also an undeniable fact that information and communication technology has become expensive today. Information technology at this time has been seen as a very potential resource so that the provision of information must be accompanied by considerable costs and if an organization does not prepare an up-to-date management information system, then the procurement and management of the management information system must be managed properly. The main problem related to the management information system for an organization is how to implement the management information system as well as utilize it for the benefit of the organization, in the form of integrated management and connected in a computer network (LAN, WAN and or Internet Network) called the academic management information system.

Given the role of management information systems that are so important, it is needed by an educational institution/unit, but the reality in the field, especially educational units at the Vocational High School (SMK) level, cannot be applied as a whole considering that the costs required are too expensive and

the manpower/teachers are very limited in terms of information technology (IT). However, institutions/schools continue to try to implement IT in supporting the smooth performance of their performance, with such conditions all education personnel and educators. The benefits of the school management information system are: facilitating the control of teacher and student attendance, facilitating the management of teachers and students, facilitating the preparation of reports and facilitating the creation of teacher administration.

From the results of observations about the implementation of information system management, it is known that several things that have been running at SMA Negeri 1 PUNCU connections and settings consist of: school identity, school year setting, curriculum setting, database connection, and date format. Student management such as: management of each student's biodata, scholarships, disciplinary cases, health data, examination data, achievements, student transfers, to the management of alumni data. Academic Management includes: periodic exam result score reports, attendance data, guidance and counseling data, student case data, teaching plans, subject management, scheduling, and academic achievements. Teacher and Employee Management, including: Management of teacher and employee biodata, family data, educational history, additional education (courses, training, seminars, workshops, etc.). Financial Management, including: Management of payment of education fees, administration of BOS (School Operational Assistance) funds and their use, assistance funds from the Regency Government in the form of DPA funds (Budget Implementation Documents), funds from students' parents and other assistance funds. Library management, including: producing information materials through the process of collecting, processing, detention, to distributing them to interested officials who can carry out their duties as well as possible and finally arrive at the leadership for the ability to make the right decisions.

The definition put forward by The Liang Gie has some similarities with Davis and Yuwono, the overall meaning of the network and the units of the traffic network are various descriptions, meaning a network between parts and sub-sub-parts. And what is meant by information is data and information. In this sense, information system management includes the entire data management process from the process of data collection, processing, storage, retrieval and dissemination of information resulting from data processing using the right equipment. The ultimate goal of information system management according to The Liang Gie is the process of carrying out tasks by the executors well and leaders can make decisions and carry out their leadership duties quickly and appropriately.

In improving the quality of educational services at SMA NEGERI 1 PUNCU, it is due to the rapid development of school management information systems that are not pursued by educators and education personnel: the amount of special costs for the development of SIM to a better path. Currently, the driver's license at SMA NEGERI 1 PUNCU is still quite sufficient (PAS made by the Ministry of Education and Culture). The main function of a management information system is to provide data and information quickly, on time, appropriately, on target, complete, flexible, trusted, clear and without providing different interpretations in utilizing information for its users. The information is used, among others, to make the decision-making process effective, policy formulation, planning preparation, and the implementation of routine tasks. The development function concerns efforts to foster a management information system in order to maintain and improve its service function in the future (Balitbang Dikbud: 1993: 6) Furthermore, the requirements needed in the establishment of the Management Information System according to Balitbang Dikbud (1993: 6) are as follows:

- a. Information systems must follow formal and informal aspects.
- b. The information system must select internal and external data needed by the organization.
- c. Information systems must be a means of communication between sources of information and decision-makers.
- d. Information systems must have facilities for storing data that are not used immediately or data that is needed more than once.
- e. Information systems must have facilities to convert data into information that will be used in the decision-making process.
- f. Information systems must be a means of communication between decision-makers and the people who will carry out decisions.
- g. Information systems must produce information that can be read and understood by the people who will use it.

Information work is a work that includes data collection, data dissemination to support the implementation of school information system management, the school together with the committee formulates to seek funds from various assistance both from students' parents and from related agencies such as from assistance from the APBD / APBN and from the private sector.

4. Conclusion

The school information system used by SMA NEGERI 1 PUNCU is seen from the aspects of input, process and output can support the implementation of the school management information system in improving the quality of educational services at SMAN 1 PUNCU. Both in the ability of human resources, facilities and infrastructure, and funds. Meanwhile, human resource knowledge, human resource goals and priorities, student availability, school management support, the existence of structure and schedule, implementation of the content and abilities of educators. Everything is done for the management of teacher data, student data, student education fee payment data, attendance system. The school management information system (SIM) includes: student data information system, educator and education staff data information system, assessment information system, financial information system, infrastructure information system, and personnel information system.

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