

ABSTRAK

Hilyatul Auliya. NIM. 210101050258. *Analisis Kualitas Pelayanan Prima Tenaga Kependidikan Dalam Pengelolaan Administrasi di MTsN 4 Tapin.* Skripsi, Pembimbing Dr. Ahmad Salabi, S.Ag., M.Pd. pada Program Studi Manajemen Pendidikan Islam, Fakultas Tarbiyah dan Keguruan, UIN Antasari Banjarmasin, 2025.

Kata Kunci : Pelayanan Prima, Tenaga Kependidikan, Pengelolaan Administrasi.

Pendidikan berperan penting dalam meningkatkan kualitas SDM dan kelancaran belajar. Keberhasilan lembaga tak hanya ditentukan oleh pengajaran, tapi juga layanan administrasi. Di MTsN 4 Tapin, pelayanan administrasi masih terkendala, seperti proses yang lambat, informasi tidak jelas, dan kurangnya sikap proaktif staf. Kesenjangan ini bisa merusak citra sekolah dan menghambat kualitas pendidikan. Penelitian ini bertujuan mengkaji kualitas pelayanan prima tenaga kependidikan dan faktor yang mempengaruhinya di MTsN 4 Tapin, guna memahami pelaksanaan tugas administratif serta hambatan dan pendukungnya.

Penelitian ini menggunakan pendekatan kualitatif dengan mengumpulkan data langsung dari situasi nyata di lapangan. Pendekatan ini dipilih untuk memahami berbagai aspek dan dinamika yang kompleks dalam pengelolaan administrasi pendidikan, sehingga peneliti dapat menangkap konteks secara lebih mendalam. Selain itu, penelitian ini juga menggunakan model studi kasus untuk mengkaji secara rinci proses pelayanan administrasi. Melalui studi kasus ini, penelitian bertujuan memberikan gambaran yang menyeluruh, mendalam, dan komprehensif mengenai kualitas pelayanan administrasi yang diberikan oleh tenaga kependidikan di MTsN 4 Tapin. Adapun narasumber dalam penelitian ini terdiri dari kepala madrasah, 11 tenaga kependidikan, 5 guru, serta 6 siswa/i kelas IX MTsN 4 Tapin.

Hasil temuan menunjukkan bahwa kualitas pelayanan prima tenaga kependidikan di MTsN 4 Tapin mengalami kemajuan yang signifikan. Pelayanan tidak hanya terbatas pada pengelolaan dokumen, tetapi juga berperan dalam mendukung kelancaran administrasi madrasah secara keseluruhan. Tugas-tugas dilaksanakan dengan tertib, dan pemanfaatan teknologi, seperti komputer dan aplikasi administrasi, mulai diterapkan meskipun masih terdapat kendala, seperti perbedaan tingkat kemampuan serta keterbatasan sarana dan prasarana. Secara umum, pelayanan yang diberikan telah sesuai dengan kebutuhan dan terus berkembang menuju arah yang lebih profesional. Faktor yang paling berpengaruh terhadap pelayanan prima ini adalah kemampuan (*ability*) dan tanggung jawab (*accountability*). Kemampuan berperan penting dalam memastikan pekerjaan administrasi berjalan lancar dan efisien, sementara tanggung jawab mencerminkan keseriusan dalam menyelesaikan tugas secara tepat waktu dan berkualitas. Kedua faktor ini menjadi landasan utama dalam meningkatkan kecepatan, ketertiban, dan kualitas pelayanan administrasi di MTsN 4 Tapin.

ABSTRACT

Hilyatul Auliya. Student ID: 210101050258. *An Analysis of the Quality of Excellent Service by Educational Personnel in Administrative Management at MTsN 4 Tapin.* Undergraduate Thesis, supervised by Dr. Ahmad Salabi, S.Ag., M.Pd., at the Department of Islamic Education Management, Faculty of Tarbiyah and Teacher Training, UIN Antasari Banjarmasin, 2025.

Keywords: *Excellent Service, Educational Personnel, Administrative Management.*

Education plays a vital role in improving the quality of human resources and ensuring the smooth implementation of the learning process. The success of an educational institution is not only determined by the teaching process but also by the quality of administrative services. At MTsN 4 Tapin, administrative services still face several obstacles, such as slow processes, unclear information, and a lack of proactive attitudes among staff. These gaps can damage the institution's image and hinder the overall quality of education. This study aims to analyze the quality of excellent service provided by educational personnel and the influencing factors at MTsN 4 Tapin, in order to understand the implementation of administrative tasks as well as the challenges and supporting factors.

This research uses a qualitative approach by collecting data directly from real-life situations in the field. This approach was chosen to understand the various complex aspects and dynamics of administrative management in education, enabling the researcher to capture the context more deeply. Additionally, a case study model was employed to examine in detail the process of administrative service. Through this method, the research aims to provide a comprehensive, in-depth, and holistic description of the quality of administrative services delivered by educational personnel at MTsN 4 Tapin. The research participants included the head of the madrasah, 11 educational staff members, 5 teachers, and 6 students from Grade IX of MTsN 4 Tapin.

The findings show that the quality of administrative services provided by the educational personnel at MTsN 4 Tapin has significantly improved. Services are no longer limited to document management but also contribute to the overall smooth running of school administration. Tasks are carried out in an orderly manner, and the use of technology such as computers and administrative applications has begun to be implemented, although challenges remain, including varying levels of staff competence and limited facilities. In general, the services provided meet the needs and continue to evolve toward a more professional standard. The most influential factors in achieving excellent service are ability and accountability. Ability plays a crucial role in ensuring administrative tasks are completed efficiently, while accountability reflects the seriousness of staff in performing their duties on time and with quality. These two factors serve as the main foundation for improving the speed, orderliness, and quality of administrative services at MTsN 4 Tapin.