

## IMPLEMENTATION OF SCHOOL MANAGEMENT INFORMATION SYSTEM IN IMPROVING THE QUALITY OF EDUCATION SERVICES AT KLATEN REGENCY

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### ABSTRACT

The background of this research is that there are still public perceptions about the less-than-optimal quality of education services. Therefore, efforts are needed to improve the quality of education services. Implementing an IT-based Management Information System is expected to help improve the quality of education services. The purpose of this study is to describe the implementation of school management information systems in improving the quality of education services and the obstacles faced in implementing school management information systems in improving the quality of education services. To describe the efforts made to overcome the barriers in implementing school management information systems to enhance the quality of education services. This research method uses the qualitative descriptive analysis method, which is done by describing the facts followed by analysis.

**Key Words:** Implementation, School Management Information Systems, Quality, Education Services.

### 1. INTRODUCTION

Education plays a vital role in improving the quality of human resources and is an integrated process of improving the quality of human resources itself. Education is a determining part of a future nation's progress and resilience. Education is one of the strategic alternatives in educating the country and the principal capital for developing a country. Education can master science and technology. This can result in progress, prosperity, and national development if the human resources are highly qualified. The creation of quality human resources depends on the quality of education.

Government efforts to improve the quality of human resources in various efforts to develop higher quality education have been carried out through curriculum development, curriculum improvements, evaluation systems, improvement of educational infrastructure, development and procurement of teaching materials, and training for teachers and other education personnel. But in reality, it is not enough to improve the quality of education services (Depdiknas, 2001: 2). [1] According to Irawan (2006: 38), "One of the serious problems in improving the quality of education in Indonesia is the low quality of education services at various levels, both formal and informal." [2]. This causes the low quality of human resources with the expertise and skills to fulfill the nation's development in various fields. The following are some of the problems that have caused the improvement in the quality of education services to not run optimally, among others:

1. School accountability in providing education to the community is still very low. 2. The use of resources that are not optimal and the low budget for education is a big obstacle. 3. Community participation in the implementation of education is low. Schools are not able to keep up with changes that occur in their environment.

One of the efforts that can be made to overcome the low quality of education services is to use a management information system. A management Information System (MIS) is a structured system used to manage computerized data. A management information system is an essential tool in every education, teaching, and research program for every educational and scientific institution.

Management is a system that can make the management system run effectively within the school that manages it. Matters that are the focus of management include how policies and strategies are structured in such a way as to enable the election of credible leaders and managers and an implementation system that is transparent, accountable, responsible, and applies the principles of justice. Good organization and management systems (good governance) reflect credibility, transparency, accountability, responsibility, and fairness.

Inside the SIM are several functions needed, namely search, update, data presentation, and data storage, Bagus (2002:52). [3] Thus, a SIM is expected to facilitate the preparation of school management information so that it is well structured. This information can help describe the state of the school in terms of physical and human resources who participate.

Other interests outside of education and teaching in management information systems, namely 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 leading facilities in good condition and ready to be used with their status needs to be prioritized.

It is undeniable that today's information and communication technology has become expensive. Information technology at this time has been seen as a potential resource, so a large enough cost must accompany the provision of information. 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 appropriately managed. The main issue concerning the management information system for an organization is how to implement a management information system while at the same time using it for the benefit of the organization, in the form of integrated management and connected to a computer network (LAN, WAN and or Internet network) which is called an academic management information system.

Given the role of a management information system that is so important, it is needed by an educational institution or unit. Still, the reality in the field, especially the education unit at the Elementary School (SD) level, cannot be applied entirely, considering the costs required are too expensive and the personnel or teachers are minimal. His skills in information technology (IT), Hasibuan (2006:25) [4]. However, the institution or school continues to try to implement IT to support its smooth performance; with such conditions, all educational staff and educators continue to make efforts to improve existing systems.

The preliminary study results show that the management information system at SD Negeri 2 Semangak, North Klaten District, Klaten Regency, has not been fully realized. So that students have not been able to experience educational services to the fullest. Concrete evidence of the ineffectiveness of the management information system is that not all school stakeholders can receive benefits quickly through the use of IT.

**2. IMPLEMENTATION OF SCHOOL MANAGEMENT INFORMATION SYSTEM IN IMPROVING THE QUALITY OF EDUCATION SERVICES, ADHIMASTA AGUNG, DIAN HIDAYATI, IMPROVING THE QUALITY OF EDUCATION SERVICES, IMPLEMENTATION OF SCHOOL MANAGEMENT INFORMATION SYSTEM IN IMPROVING THE QUALITY OF EDUCATION SERVICES AT SD NEGERI 2 SEMANGKAK.**

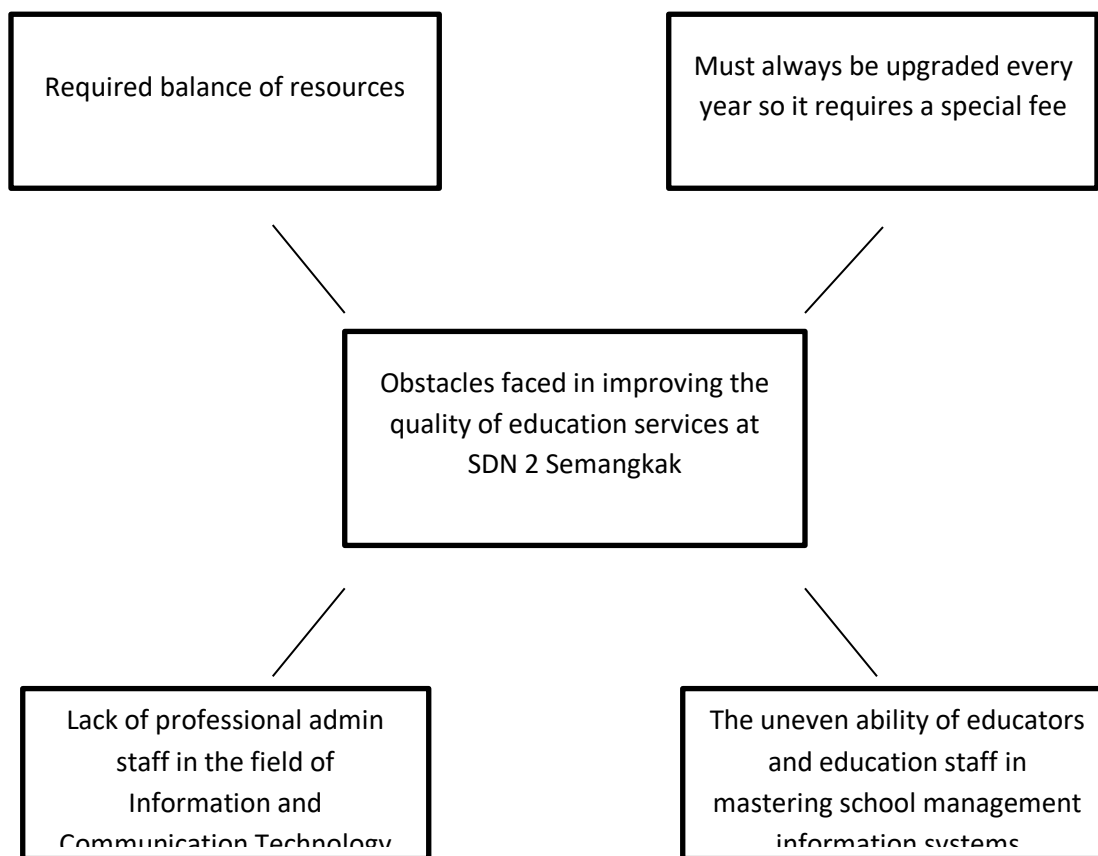
The implementation of the school information system used by SD Negeri 2 Semangkak, North Klaten District, seen from the input, process, and output aspects, can support the implementation of a school management information system in improving the quality of education services at SD Negeri 2 Semangkak, North Klaten District. Both in the ability of Human Resources, facilities, infrastructure, and funds. Meanwhile, knowledge of Human Resources, goals and priorities of Human Resources, availability of students, school management support, structures and schedules, implementation of content, and educators' abilities. Everything is done for managing teacher data, student data, payment data for student education fees, and attendance systems. School management information systems (MIS) include student data information systems, teacher data information systems, assessment information systems, problem analysis information systems, test analysis information systems, and personnel information systems. A plan is a network of interrelated procedures gathered together to perform an activity or to complete a specific goal.

The benefits of a school management information system are to facilitate control of the teacher and student attendance, facilitate the management of teachers and students, facilitate reporting, and facilitate teacher administration. From the results of observations about the implementation of information system management, it is known that several things have been running at SD Negeri 2 Semangkak, such as connections and settings consisting of school identity, school year settings, curriculum settings, database connections, and date formats. Management of students, such as: managing the biodata of each student, scholarships, disciplinary cases, health data, examination data, achievements, transfers (mutations) of students, to the management of alumni data. Academic management includes periodic reports of test scores, attendance data, guidance and counseling data, student case data, teaching plans, subject control, scheduling, and academic achievement. Management of Teachers and Employees, including teacher and employee biodata, family data, educational history, and additional education (courses, training, seminars, workshops). Financial Management, including payment of education costs, administration of BOS funds (School Operational Assistance) and their use, assistance funds from the district government in the form of DPA funds (Budget Implementation Documents), funds from parents of students, and other assistance funds. Library management, including book management (title, category & description), membership and borrower status, stock inventory, book entry and exit journals, and reports consisting of: borrowing statistics, book entry and exit statistics, borrowing recaps, and return recaps. Reporting, including Student reporting (student registration number, health, health check, scholarships, cases, and guidance) per student, per class and all students, teacher or employee reporting (parent employee, teaching field), teaching plans, grades, graduations, statistics and reports to the Education Office (school data, students and teachers), and question bank, including question bank data processing, question storage, search and printing. Thus, the management of the information system implemented at SD Negeri 2 Semangkak is by the provisions, where the control of the information system is an integrated system of machines or humans. This implies that machines and humans must be a system; machines without humans or

humans without machines, management information systems will not run, or if one of them is damaged, it will be a defect in the Management Information System.

Thus, what is meant by a Management Information System is a network of data management procedures starting from data collection, data processing, data storage, data retrieval, and information dissemination using various appropriate equipment to provide data to management at any time needed quickly and accurately. Suitable as a basis for making decisions to achieve organizational goals.

### 3. FIGURES AND TABLES



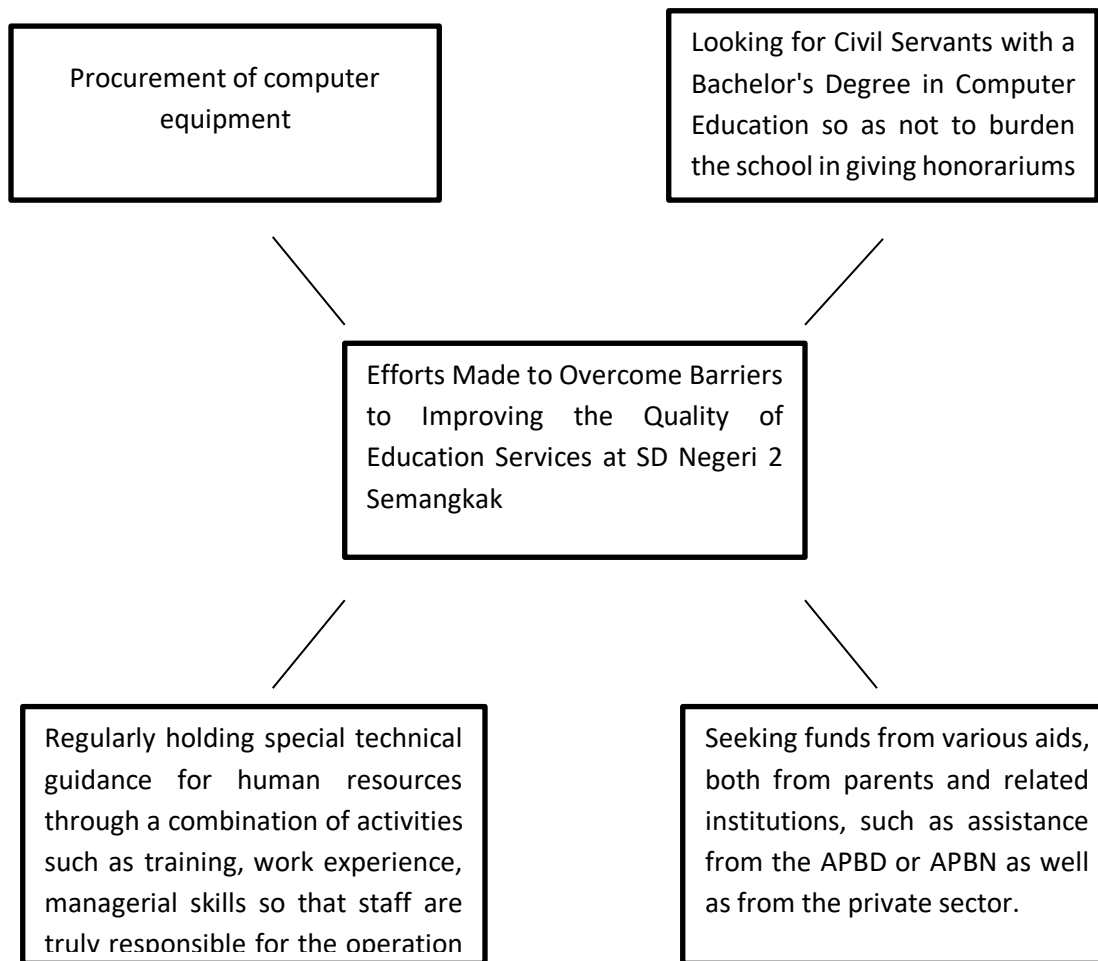
**Image 1.** Obstacles faced in improving the quality of education services at SDN 2 Semangkak

SD Negeri 2 Semangkak, North Klaten District, which has implemented school information system management from the School Application Package (PAS-SD), is still experiencing various obstacles. According to Rochaety (2007), "to implement an integrated educational information system management and have the capability to support significant success in the world of education, it is necessary to balance the available resources between the availability of human resources who have skills in operating school management information systems such as computers and the availability of funds. for the procurement of increasingly sophisticated

computers.” [5]. Joseph F. Kelly 1990 "Management information systems are a combination of human resources and other computer-based resources that produce a collection of storage, retrieval, communication and use of data for efficient management operations." [6]. The results of interviews, observations, and documentation show that many obstacles in implementing school information system management, such as Hardwar, need to be increased in capacity, especially having to keep up with the times. Must constantly by ear, so it requires special costs; lack of professional admin staff in the field of Information and Communication Technology in this case at SD Negeri 2 Semangkek still using honorary staff who handle Academic Information System admins; the uneven ability of educators and education staff in mastering today's school management information systems. Due to the continued rapid development of school management information systems that educators and education staff do not know overtak, the overtake, articular costs for SIM development to a better path. Currently, the SIM in SD Negeri 2 Semangkek is stireasonablyite sufficient. The primary function of a management information system is to provide data and information quickly, on target, complete, flexible, reliable, trans, parent, and does not offer different interpretations in utilizing information for its users. Data is used, among others, to streamline decision-making processes, formulate policies, prepare plans, and carry out routine tasks. The development function concerns efforts to foster management information systems to improve their service functions in the future Balitbang Dikbud (1993:6). [7]

Furthermore, the requirements needed in forming a Management Information System, according to Balitbang Dikbud (1993: 6,) are as follows: First, the information system must follow the formal and informal aspects. Second, the information system must select internal and external data needed by the organization. Third, the information system must be a communication tool between information sources and decision-makers. Fourth, the information system must have data storage facilities that are not immediately used or data that is needed more than once. Fifth, the information system must have facilities to convert data into information that will be used in the decision-making process. Sixth, the information system must be a communication tool between the decision maker and the person who will implement the decision. Seventh, the information system must produce information that can be read and understood by the people who use it.

Information work is a job that includes data collection and dissemination of data by forwarding it to other units or directly processing it into information. The information is forwarded to other teams. In the new work unit, this information can be used now, or it can also be considered as (new) data to be processed again into information according to the needs of the unit concerned. This information can be forwarded to other teams if necessary or according to procedures.



**Image 2.** Efforts Made to Overcome Barriers to Improving the Quality of Education Services at SD Negeri 2 Semangkak

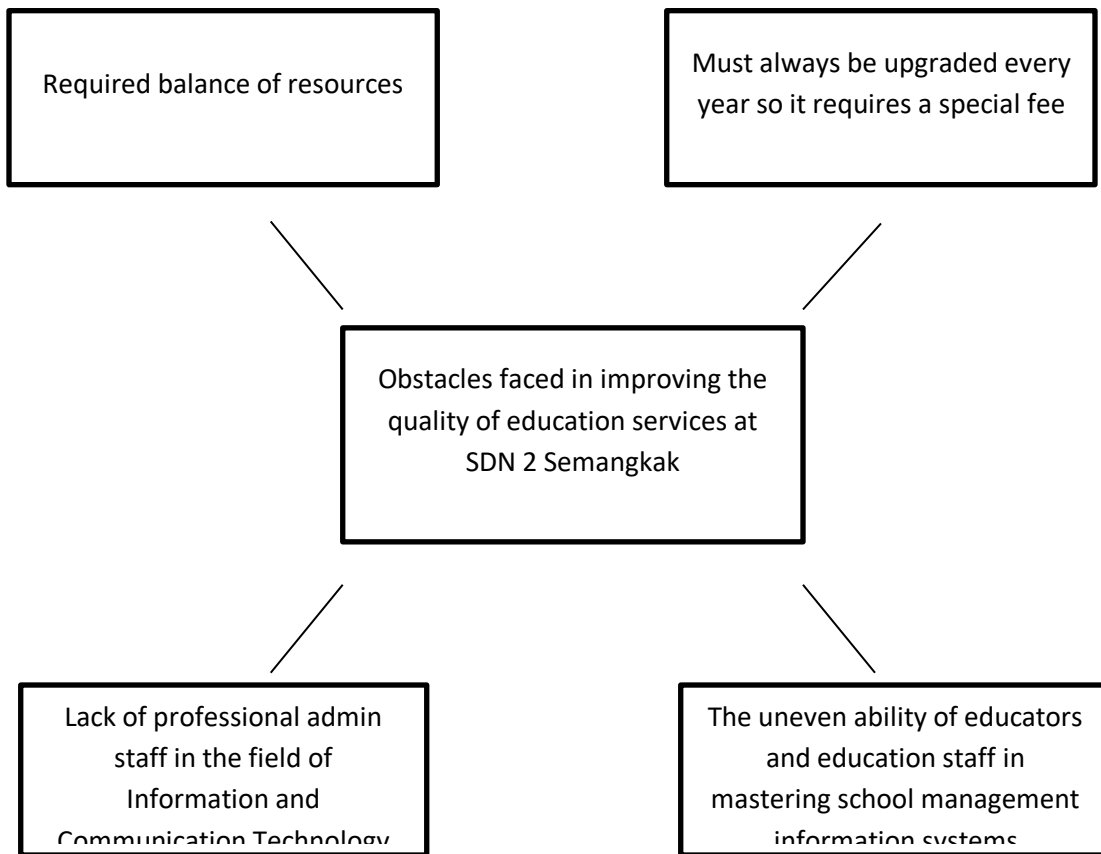
Every educational institution has an operational plan which is prepared and revised periodically. To overcome some of the problems faced during the implementation of the school information system management at SD Negeri 2 Semangkak, the school made several improvements and changes in the performance of the school information system by procuring computer equipment by seeking assistance with practical tools. to the Education Office, looking for Civil Servants with a Bachelor of Computer education so as not to burden the school in giving honorariums, regularly holding exceptional technical guidance for human resources through a combination of activities such as training, work experience, managerial skills so that staff have a responsibility to the operation of information technology.

According to Rochaety (2007:25), the Human Resources factor that becomes the development staff of the school management information system in educational institutions must have three dimensions, namely (1) technical expertise possessed by a school management

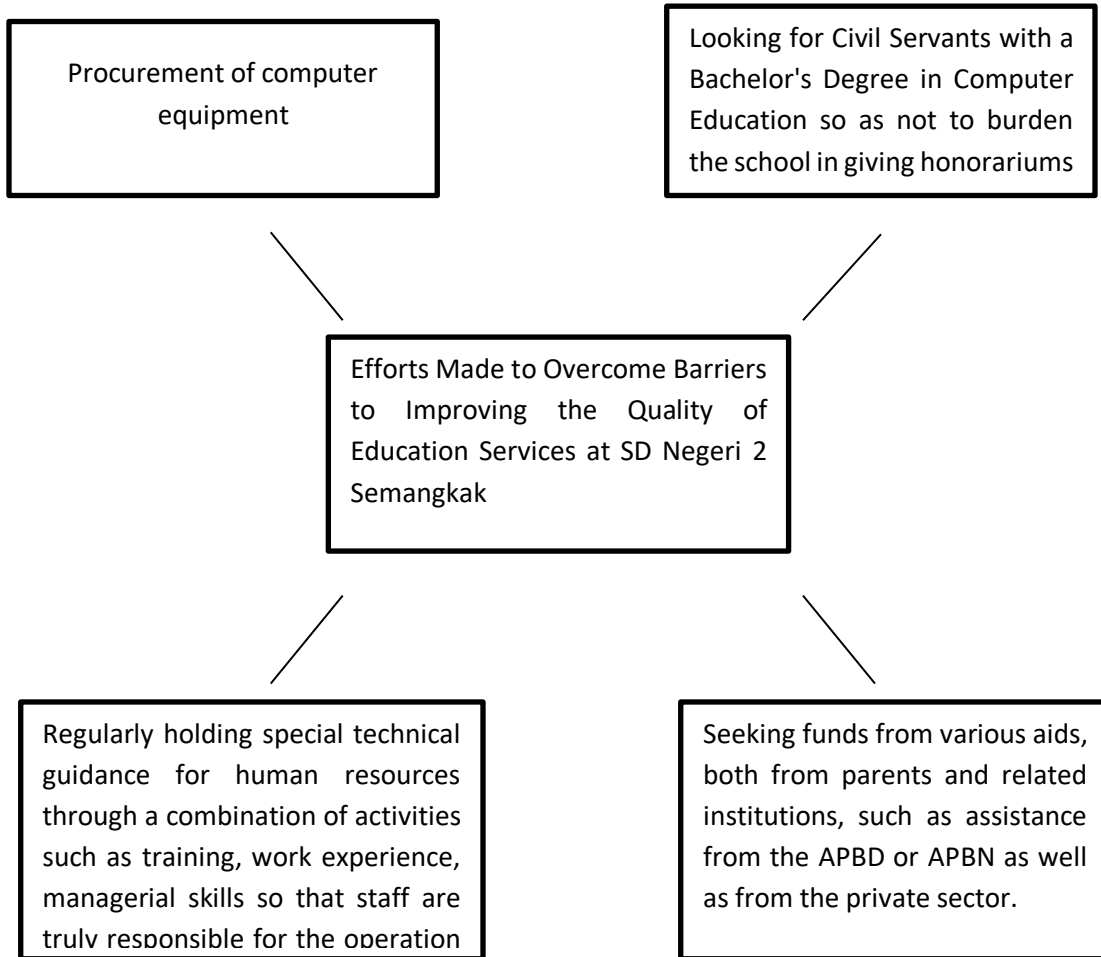
information system staff, especially always to learn new things (2 ) knowledge about the world of education is usually obtained from the interaction between human resources, knowing the operational processes of educational institutions that use school management information systems (3) orientation to problem-solving, namely Human Resources who always think critically and creatively in solving problems that occur. For the problem of costs, especially for the procurement of hardware and software in supporting the implementation of school information system management, the school, together with the committee, formulates to seek funds from various assistances, both from parents and related agencies, such as assistance from the APBD or APBN as well as from the private sector.

3.1 Tables

**Table 1. Obstacles faced in Improving the Quality of Education Services at SD Negeri 2 Semangkek**



**Table 2. Efforts Made to Overcome Barriers to Improving the Quality of Education Services at SD Negeri 2 Semangkak**



**3.2 References**

- [1] Depdiknas (2001: 2)
- [2] Irawan (2006: 38)
- [3] Bagus (2002:52)
- [4] Hasibuan (2006:25)
- [5] Rochaety (2007)
- [6] Joseph F. Kelly (1990)
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