IMPROVING THE EFFECTIVENESS OF PRIMARY SCHOOL ADMINISTRATION SERVICES BASED ON THE EDUCATION MANAGEMENT INFORMATION SYSTEM WITH THE DAPODIK APPLICATION AND EDUCATION SERVICE FACILITIES

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Abstract	The purpose of this research is to determine and analyze the use of the Dapodik application and educational service facilities on the effectiveness of administrative services and to analyze the factors for the success of using the Dapodik application and the quality of educational services on the effectiveness of administrative services at SD Saraswati 1 Denpasar, Bali - Indonesia. The results of the research show that the weaknesses of using the Dapodik application-based education management information system are that some students are still not punctual in completing administrative documents, the limited number of operators in operating the application and processing data, the consistency of the application of the Dapodik application system often changes causing school operators to have to re-input in each school year. Factors that influence the effectiveness of the use and implementation of the Dapodik application (1) support from a good information system, (2) support from an excellent internet network, (3) participation and coordination of school principals, teachers and parents, (4) administrative staff educational services are competent, professional, responsible and able to coordinate well. (5) Facilities and infrastructure are good and of good quality.
Keywords:	Education Management Information System, Dapodik Application, Education Service Facilities, Administrative Services

INTRODUCTION

Elementary schools play a strategic role as basic education, instilling the values of honesty, compassion, hard work, discipline, fostering creative and innovative thinking in an effort to increase the competitiveness of Indonesia's human resources to achieve a position as a developed country in 2045. Basic education requires many rules and regulations. A better order so that education can achieve changes that are better than before.

The development of information technology has brought about enormous changes. It can be felt that the role of technology is getting bigger day by day because almost all activities can be carried out through information technology intermediaries, one of which is information technology systems in the education sector. The Directorate General of Early Childhood Education, Basic Education and Secondary Education has utilized an information system containing data regarding basic education data (Dapodikdas). This information system is outlined in an application called the Dapodik Application.

The Dapodik application is an information system that manages and processes basic integrated basic education data, including school data, education staff, students, periodicals, sanitation, study groups (rombel), and school infrastructure data. The results of data collection through Dapodik are the basis for publishing educational statistical data which provides access to information to stakeholders. (Directorate General of Early Childhood Education, Primary Education and Secondary Education, 2020).

The Dapodik application must be used by every school because it is very effective and efficient in helping school administration. This Dapodik application is used to process data such as validation of school data, facilities and infrastructure, students, GTK (Teachers & Education Personnel), study groups and learning schedules, grades and references (Dapodik Application, 2023).

Tabel 1
Recapitulation of School Users

Main Data Recapitulation of National Education Ganjil							2022/2023
National Recap for the 2022/2023 Semester is Odd Per 17 November 2022 00:00:00							
#	School	Learners	Rombel	Teachers	Tendik	Total of Sends	% Sent
PAUD	205.515	6.688.981	453.789	480.912	214.077	193.043	94%
PKBM & SKB	10.697	1.703.291	69.110	39.322	10.987	9.068	85%
SD	149.227	24.081 823	1.130.891	1.461.268	331.185	148.772	100%
SMP	42.334	9.917.051	347.884	669.038	184.932	41.929	99%
SMA	14.327	5.186.820	170.199	334.076	93.158	14.216	99%
SMK	14.419	5.074.738	185.722	322.538	88.830	14.185	98%
SLB	2.286	152.179	36.317	26.850	7.458	2.261	99%
Total	**438.805**	**52.804.883**	**2.393.912**	**3.334.004**	**930.627**	**423.474**	**97%**

*: Teachers and employment included in the recap calculation are teachers and employment who have received assignments, have active status and are registered at the main school

Source : https://dapo.kemdikbud.go.id/pd

SD Saraswati 1 Denpasar is one of the schools using an education management information system in the form of the Dapodik Application. This elementary school is under the auspices of the PR Saraswati Denpasar Foundation Center and this elementary school have been established since January 1 1953 in accordance with the Decree of the Saraswati Denpasar People's Education Foundation No. 11/PP/D.2a/1953 until now. The Dapodik application must be used by every school because it is considered very effective and efficient in helping school administration. The Dapodik application is used to process data such as validation of school data, facilities and infrastructure, students, GTK (Teachers & Education Personnel), study groups and learning schedules, grades and references (Kemendikbud, 2023).

The information system, SD Saraswati 1 Denpasar must also pay attention to the support of educational service facilities, which directly influences the effectiveness of the administrative services provided by the school (Tanod et al., 2018). So there are several factors in educational service facilities to improve the quality of school administration services, namely, the human resources factor, a serving employee must have the ability to serve quickly and accurately. Employees must also have the ability to communicate, be polite, friendly and take full responsibility.

Apart from that, optimal service must also be accompanied by the availability of service facilities so that they can support the speed, precision and accuracy of work. Owned service facilities must be equipped with the latest technological advances and must be operated by quality human resources as well. Thus, if schools can utilize information systems and pay attention to service facilities properly, it can have a better effect on the effectiveness of administrative services (Kasmir, 2011).

The aims of this research are: (1) to determine and analyze the effectiveness of using the dapodik application at SD Saraswati 1 Denpasar, (2) to determine and analyze the effectiveness of using educational administration service facilities at SD Saraswati 1 Denpasar, (3) to determine and analyze factors -factors in the success of using the Dapodik application and educational service facilities on the effectiveness of administrative services at SD Saraswati 1 Denpasar.

VARIABLE CHARACTERISTICS AND RESEARCH FRAMEWORK
Management information System

Management information systems are part of management science. All management functions, including planning, organizing, leading and controlling, are needed for the success of activities in an organization, including in the field of education (Loilatu et al., 2020). Success in carrying out these management functions is supported by an information system, so that it is able to provide information needed by processors to carry out data processing in management (Andi, 2013).

Dapodik application

Applications are software specifically created to help people carry out certain tasks and are used in office work such as in the field of education where the Directorate General of Early Childhood Education, Primary Education and Secondary Education has utilized information systems in processing basic education data to create a system. How many applications contain data regarding basic basic education data (Dapodikdas).

The Dapodik application is an information system used to organize and process basic integrated basic education data, including school data, education staff, students, periodicals, sanitation, study groups (rombel), and school infrastructure data. The results of data collection through Dapodik are the basis for publishing educational statistics data, thus providing access to information to stakeholders. (Nainggolan, 2020).

The following image below is the logo for the Dapodik 2023 application

Pitcure 1. Dapodik Application Logo

Source: *https://dapo.kemdikbud.go.id*

Educational Service Facilities

Service is any activity intended or intended to provide satisfaction to customers, through this service customer desires and needs can be fulfilled (Kasmir, 2010). Apart from that, according to Gronroos, (2009) services, namely in the form of service from someone to another person, can also be interpreted as services provided by humans or include supporting facilities available in the sale of services or others.

Educational service facilities are services where all school actions or performance for students are carried out within a certain time and will bring results for students in the form of excellent quality graduates, can provide quality service facilities through a good education management information system and are supported by adequate educational facilities.

Framework

The framework for analyzing the use of the Dapodik application and educational service facilities and its implications for the effectiveness of administrative services at SD Saraswati 1 Denpasar can be seen in the framework as follows:
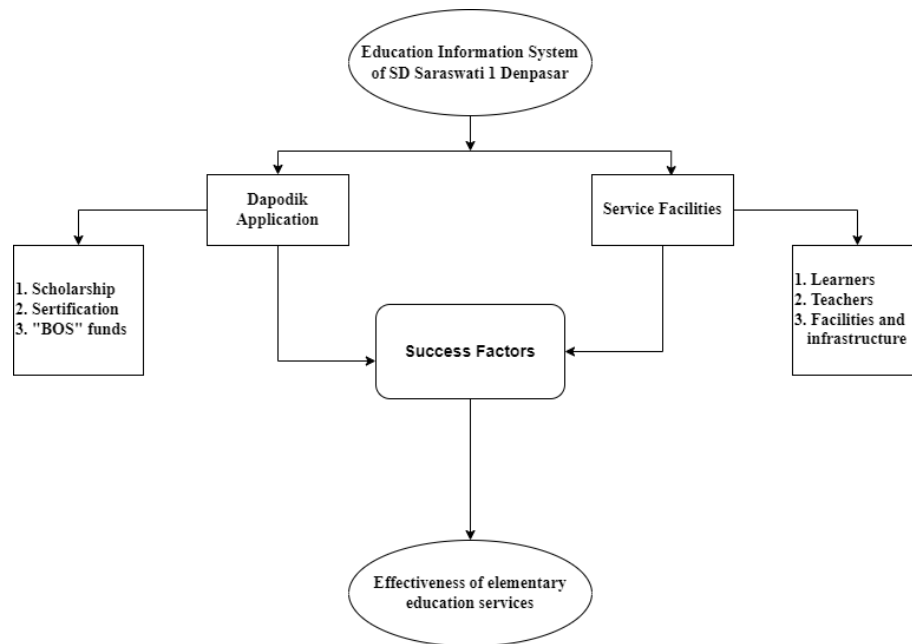
Source : processed from research results in 2023

RESEARCH METHOD

This research is a case study research. The object of this research is the dapodik application and educational service facilities as independent variables and the effectiveness of administrative services as the dependent variable. The subject of this research is SD Saraswati 1 Denpasar located on Jl. Gadung No. 28a Denpasar. The type of data used in this research is qualitative data and the data source used in this research is primary data. According to Sugiyono, (2013), data collection techniques in this research are observation techniques, interview techniques and documentation techniques.

The data analysis technique in this research according to Sugiyono, (2016) qualitative descriptive method is a research method based on the philosophy of postpositivism used to research the conditions of natural objects (as opposed to experiments) where the researcher is the key instrument with data collection techniques carried out by triangulation (combination). Qualitative descriptive research aims to describe, depict, explain, explain and answer in more detail the problems in the research by studying as closely as possible an individual, a group or an event. Human resources are research instruments and the written results are in the form of words or statements according to the actual situation. The informants are school principals, teachers, parents, educational administration staff and information system operators.

RESULTS AND DISCUSSION

Effectiveness of using the dapodik application at SD Saraswati 1 Denpasar

Based on in-depth interviews, basic educational data is very important for schools because the Dapodik application is a reference in processing data and providing educational information at each school. By processing data in the Dapodik application, SD Saraswati 1 Denpasar is one of the schools receiving BOS funds, scholarships and certification for teachers. In receiving school operational assistance or BOS Funds, the receipt of these funds

is adjusted to the number of students in each school year.

The school's Standard Operating Procedures (SOP) for using the Dapodik application from manual and online data can be described as follows: (1) Proper preparation of student administration documents in the form of birth certificates, family cards, previous school diplomas and NISN cards, as well as carrying out synchronize the Dapodik application so that student data is pulled into the application. (2) Fill in teacher data documents in the Dapodik application such as Identity card, family card, latest diploma, task assignment decree and appointment decree. Then the data is submitted to the foundation operator and processed to the city education office. Then the school waits for the information to be approved by the city education office, after which it is synchronized with the Dapodik application, so that the teacher data is valid and entered into the application. (3) Fill in data on school facilities and infrastructure by filling in the area of school land, school buildings, study rooms, library, school lab and number of books. As well as school profile data in the form of school identity, school location, school administration data and school details data (containing periodic school data, school sanitation, dynamic data, extracurriculars, block grants and service programs).

School operators experience difficulties in managing administrative data on the Dapodik application due to limited time and invalid data from documents submitted by parents and teachers. If this happens, it will hinder the input of data for each student and teacher, resulting in BOS funds and teacher certification not being disbursed.

Delays in the process of inputting school administration data have never occurred at SD Saraswati 1 Denpasar. The information system at SD Saraswati 1 Denpasar is well coordinated between the principal, parents, teachers and operators, so that it can run as expected. The dapodik application can run well because it is supported by a good system and is supported by teachers, parents and competent education staff, so that the effectiveness of using the dapodik application can have an impact on increasing the effectiveness of administrative services at SD Saraswati 1 Denpasar.

One of the shortcomings at SD Saraswati I Denpasar is the computer infrastructure where computers are still lacking and do not match the number of students. Each class contains a minimum of 32 students while there are only 20 computers. This is a problem due to limited computer units, resulting in learning being carried out less effectively & efficiently and the problem of LCD projectors where not all classes have been installed due to limited costs from BOS funds because every year the purchase of capital goods is limited in accordance with the technical instructions provided. BOS funds are also used in accordance with the school's annual program such as summative test activities, student competitions, school arts performances, and so on.

The effectiveness of administrative services at SD Saraswati 1 Denpasar is appropriate where all administrative employees always make decisions based on procedures in accordance with the regulations or policies of the Principal so that the service process at this school runs well. Mutual cooperation and always making decisions based on the principal's policy makes the administrative service process effective and efficient.

Service facilities and effectiveness of educational administration services at SD Saraswati 1 Denpasar

The school has well prepared facilities so that it can support services both in learning activities and in administrative activities for students and teachers, by budgeting funds according to school priorities in the ARKAS Application. Optimizing facilities will improve services carried out by administrative staff such as school operators, administrative employees and treasurers. Apart from that, it can also improve the quality of education at SD Saraswati 1 Denpasar. The implementation of administrative services at SD Saraswati 1 Denpasar is appropriate because there is mutual cooperation and decisions are always made based on the school principal's policies so that the administrative service process is effective and efficient.

There is a lack of supporting operators in filling out Dapodik applications so that too much data processing has to be done alone while there is only one operator. Every year the Dapodik Application often undergoes application updates, this causes several features to change so that operators have to learn again and certain data has to be re-inputted because the previous one was lost due to the update.

Factors that influence the successful use of the Dapodik application and the quality of educational services on the effectiveness of administrative services at SD Saraswati 1 Denpasar

Processing administrative data in the Dapodik application greatly influences administrative services where operators play an important role in the data processing process. Delays in the process of inputting school administration data have never occurred at SD Saraswati 1 Denpasar. The factors that influence the successful use of the Dapodik application and the quality of educational services on the effectiveness of administrative services can be described as follows: (1) Good educational information system support. (2) Excellent internet network support. (3) Participation and coordination of school principals, teachers and parents. (4) Administrative staff are competent, professional and responsible for the smooth running of administrative services, administrative staff, especially computer operators, must be competent and reliable, able to operate the operating system well and able to carry out multi-directional communication (responsive and working). (5) Facilities and infrastructure are good and of good quality.

Regarding the implications of service facilities for the effectiveness of administrative services at SD Saraswati 1 Denpasar, there are weaknesses in providing service facilities for administrative service activities at the school. Some individuals often use the facilities provided by the school outside of working hours so that overloaded use of educational service systems and facilities has a detrimental impact on the school if the facilities used are damaged. Of course, apart from the weaknesses in providing service facilities, of course there are strengths to support and assist the process of administrative service activities at SD Saraswati 1 Denpasar, one of which is by providing appropriate and complete service facilities to employees, it will make it easier for employees to carry out their duties so that the process of school administration service activities can be accelerated. Apart from that, providing complete facilities to teachers and students can help support the learning process in the classroom.

CONCLUSION

The effectiveness of utilizing the Dapodik application at SD Saraswati 1 Denpasar is well-planned and aligns with expectations, ensuring that the school's administrative processes are free from delays in data input. While a few individuals may occasionally exhibit tardiness or negligence in completing administrative tasks, this issue can be addressed by implementing a time tolerance policy to facilitate adherence to the school's terms and conditions. Consequently, the utilization of the Dapodik application at SD Saraswati 1 Denpasar, from data collection to input, operates with utmost efficiency and effectiveness.

Furthermore, the service facilities at SD Saraswati 1 Denpasar are deemed sufficient for the seamless implementation of the Dapodik application. Key administrative personnel, including school operators, treasurers, and administrative employees, play a pivotal role in the delivery of administrative services at the school. Despite encountering occasional obstacles and shortcomings, the school and its administrative staff demonstrate exceptional teamwork and resourcefulness in ensuring that administrative services are executed effectively and efficiently. Notably, these administrative personnel contribute significantly to the enhancement of administrative services at SD Saraswati 1 Denpasar.

Several factors influence the successful utilization of the Dapodik application and the quality of educational services, thereby enhancing the overall effectiveness of administrative services at SD Saraswati 1 Denpasar. These factors encompass: (1) robust support from the educational information system, (2) a reliable internet network infrastructure, (3) active participation and coordination among school principals, teachers, and parents, (4) the competence, professionalism, and responsibility of administrative staff in maintaining the smooth operation of administrative services, with a particular emphasis on the proficiency of computer operators and their ability to facilitate multi-directional communication, and (5) the presence of well-maintained and high-quality facilities and infrastructure.

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