



## Performance of Education Personnel in Junior High School Karya Bunda Mandiri Percut Sei Tuan District Deli Serdang Regency

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### Abstrak

Penelitian ini dilakukan dengan tujuan untuk mengetahui dan memperoleh informasi secara mendalam tentang kinerja tenaga kependidikan di SMP Karya Bunda dilihat dari 4 indikator melalui kuesioner yang disebar koresponden. Penelitian ini merupakan penelitian deskriptif kuantitatif. Tempat yang menjadi objek penelitian adalah SMP Karya Bunda. Waktu penelitian dimulai dari bulan Januari – Maret 2023. Subyek penelitian ini 14 orang tenaga kependidikan yang terdiri dari 5 orang laki-laki dan 9 orang perempuan dengan beberapa jabatan yaitu: koordinator tata usaha/bendahara gaji, pengelola inventaris, bendaharawan bos, 5 orang staf tata usaha, 2 orang pengelola perpustakaan, petugas keamanan (satpam), penjaga sekolah, petugas taman/kebersihan, petugas kebersihan. Jenis penelitian ini adalah metode penelitian deskriptif dengan pendekatan kuantitatif. Alat yang digunakan untuk pengumpulan data dalam penelitian ini adalah angket, observasi dan wawancara. Metode pengumpulan data menggunakan wawancara, penyerbaran angket, observasi, dan dokumentasi. Hasil temuan menunjukkan bahwa Kualitas kinerja tenaga kependidikan di SMP Karya Bunda, pada indikator kualitas kinerja dan ketepatan waktu sebanyak 1 tenaga kependidikan (7,14%) berada dalam kategori baik dan 13 tenaga kependidikan (92,85%) berada dalam kategori sangat baik. Pada indikator kuantitas kinerja dan kerjasama sebanyak 3 tenaga kependidikan (21,43%) berada dalam kategori baik dan 11 tenaga kependidikan (78,57%) berada dalam kategori sangat baik.

**Kata Kunci:** *Personel Pendidikan, Kinerja,*

### Abstract

This research was conducted with the aim of knowing and obtaining in-depth information about the performance of education staff at Karya Bunda Middle School as seen from 4 indicators through questionnaires distributed to respondents. This research is quantitative descriptive. The place that became the object of research was Karya Bunda Middle School. The time of the research started from January – March 2023. The subjects of this study were 14 education staff consisting of 5 men and 9 women with several positions, namely: administration coordinator/salary treasurer, inventory manager, boss treasurer, 5 staff administration, 2 library managers, security guards (security guards), school guards, park/cleaning officers, janitors. This type of research is a descriptive research method with a quantitative approach. The tools used for data collection in this study were questionnaires, observation and interviews. Data collection methods used interviews, questionnaires, observation, and documentation. The findings show that the quality of the performance of teaching staff at Karya Bunda Middle School, on the indicators of performance quality and timeliness, 1 education staff (7.14%) is in the good category and 13 education staff (92.85%) are in the very good category. On the quantity indicator of performance and cooperation, 3 education staff (21.43%) are in the good category and 11 education staff (78.57%) are in the very good category.

**Keywords:** *Education Personel, Performance*

### Introduction

Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties by the

responsibilities given to him (Rustandi, 2018). Performance is also the set of results achieved and refers to the act of achieving and carrying out a job that is

requested. Performance is a person's success rate in carrying out tasks and the ability to achieve set goals (Akbar & Karwanto, 2021). While educational personnel are personnel who are engaged in educational institutions or organizations that have educational insight and conduct educational implementation activities or education providers (Akib et al., 2022). Education personnel is an important component in the implementation of education in charge of training, researching, developing, managing and providing technical services in the field of Education.

According to (Sudirman et al., 2020) said to finding out the real performance of educators to be able to implement a learning management system requires a very long time, by requiring a systematic and directed assessment process, and can also be interpreted as individual success in doing a job. The task of human resources professionals lies in the readiness to carry out the mandate carried out, starting from the planning, implementation, and evaluation of each program that is carried out. A reflection of the educator or professional attitude as a manifestation of improving the quality of better education (Ryan et al., 2013). In the performance quality development strategy, educators can ensure that each individual will be able to run the change dimension of every change in the situation in education as expected (Romli, 2019).

Human resources that meet the standards of quality of education in general the ability of individuals who can act actively in the ability of thinking and skilled knowledge in carrying out situations and tasks in certain jobs, which distinguishes from intellectual abilities. (Nurziah, 2016) argues that the stability or

ability of educators in each individual, which has a high credibility of the results of job satisfaction, and commitment in carrying out organizational mobility, then it has a significant positive impact on performance and performance has a significant positive effect on service quality, an intellectual ability that makes the strength of individuals in carrying out activities confidently and reliably, while contained in the physical ability is the ability to carry out the mandate on the job (Setiawan, 2017). Viewed from the implementation of education is a process of learning and teaching to achieve the specified educational goals. Achievement contained in education, learners, and educational goals are running on an ongoing basis, and if the ability is lost, it will be the loss of the nature of Education (Panjaitan & Maryani, 2013). Thus, in certain situations, the teacher's task can be represented or assisted by other elements such as technology media that help at this time. The manifestation of the quality of education in Indonesia can be felt from the improvement of the quality of human resources.

To achieve the goals of an agency, it takes a good performance of all components that have an important role in an agency. Meanwhile, according to (Akbar & Karwanto, 2021), measuring team member performance is very important for an organization or a certain institution because high performance can certainly reduce absenteeism or not working because of laziness, with high performance from workers and employees, the work given or assigned to it will be completed in a shorter or faster time, with high-performance organization benefits from the small angle of the damage number. After all, the more dissatisfied in

work, the higher the enthusiasm in working, then the greater the number of damage, high performance automatically makes employees will feel happy to work so that it is less likely that employees will move to work elsewhere, high performance can reduce the number of accidents because employees who have high performance tend to work carefully and thoroughly so that they work following existing procedures (Makikama, 2013). In a book written by (Faizah, 2019) states that performance measurement is very important because it is a management tool used to improve the quality of decision returns and accountability.

Performance measurement is also used to assess the achievement of goals and objectives (Nurziah, 2016). Performance describes feelings of connection with the soul, group Spirit, excitement, and activity. If workers seem happy, optimistic about the activities and tasks, and friendly to each other, then the team member is said to have high morale (Arsito Ari Kuncoro et al., 2020). Conversely, if employees appear dissatisfied, irritable, often sick, argumentative, restless, and pessimistic, then these reactions are said to be evidence of low morale. Team member performance in education services has to run learning in schools. The implementation of School-Based Management (MBS) has implications for the development of joint decision-making as the center of the school management movement, the education staff should ideally be a data management team as a decision-making material (Panjaitan & Maryani, 2013).

## Method

This type of research is a descriptive research method with a quantitative approach. This research approach uses a quantitative approach because it uses numbers. Starting from data collection, interpretation of the data, as well as the appearance of the results. This approach is also associated with research variables that focus on current problems and phenomena that are happening at present with the form of research results in the form of numbers that have meaning.

## Results and Discussion

### Performance of Education Personnel SMP Karya Bunda

This study consists of one variable, namely the performance of educational personnel consisting of 4 indicators: performance quality, the quantity of performance, timeliness of performance, and cooperation. The data were described and analyzed using descriptive data analysis techniques.

The performance Data of the Education staff was obtained by a closed questionnaire with 16 statements and the number of respondents as many as education staff in the school, namely, 14 Education staff consisting of 5 teachers and 9 women with several positions, namely: administrative coordinator/salary treasurer, inventory manager, boss treasurer, 5 Administrative Staff, 2 library managers, security officers (security guards), school guards, garden/cleaning officers, cleaners. From each of the educational personnel at SMP Karya Bunda, the work period of 14 Educational Personnel was expanded from 36 years of tenure to the last 2 months which were lifted from 1986 to 2022 from several undergraduates, up to a minimum equals.

The performance of Educational Personnel in SMP Karya Bunda can be seen from the number of scores on the performance indicators of Educational Personnel. Item statement total of 16 items with 5 assessment scores concluded that the performance of Education personnel in SMP Karya Bunda has been forgoing good and optimal, there are various kinds of ha that in both in terms of persona or not. Based on the results of the descriptive analysis quality performance of Education personnel in SMP Karya Bunda, on indicators of performance and punctuality quality as many as 1 Education personnel (7.14%) are in the category of good and 13 education personnel (92.85%) are in the category of very good. On the indicator of the quantity of performance and cooperation, as many as 3 education personnel (21.43%) are in a good category and 11 education personnel (78.57) are in the very good category. especially educators, viewed from their work and can be accepted and can be considered by the as community as a planned conscious effort to realize a good teaching process for students, as students must actively increase their potential and innovate and have skills.

### **Discussion**

Performance of educational personnel in SMP Karya Bunda is a work ability or work achievement shown by educational personnel to obtain optimal work results based on Skill, safety and seriousness and the right time. Therefore, the term performance has the meaning of will be an action or activity that is displayed someone in the implementation certain activity. (Setiyani & Yanti, 2022)say that performance (performance) is related to the level of achievement of tasks that form a team member of

workers. Performance measures how well a team member meets the requirements of a job. The performance of the Ministry of Education is created by good if the leadership of good, behind it is seen from the quality of performance, quantity of performance, timeliness and cooperation of Educational Personnel (Setiyani & Yanti, 2022). The performance of the educational staff is a function of the interaction between cooperation and motivation. The Performance of Education personnel in junior Karya Bunda is categorized on the very criteria behind it because there are actions, motivations, and supervisors from the school.

According to (Muspawi & Robi'ah, 2020) "Head of school must be able to head of work before education, manager, administrator and supervisory" head of the school which is adjusted to the needs of, the head of school must also be able to dare as an leader, innovator, motivator and entrepreneur in their school. The eve of performance educational achievement staff not epas of pengauh gaya eadership gayan Kepepaa School. Leadership is one of the factors that encourage the school to achieve its goals actively and efficiently. So much so that the head of the school is demanded by the effective leadership of the school, behind the shame of women before the head of the school, it is seen that from the duty in the responsibility are the head of the school. Leadership style is an attitude, or appearance chosen by the leader who dreams away from his leadership duties. So the leadership style is a poa behavior that is consistently appointed by the leader and can be noticed by the party when the leader seeks to influence the activities of the people.

Energy Performance can be influenced by the leadership style of Kepepaa School and the policy of Kepepaa School. Keahlian optimization performance is highly dependent on the intention and willingness to perform. BIA education personnel have a strong motivation to make a productive private, then it will focus on quality and quality performance that is excellent to increase satisfaction with the services given.

Determining learning outcomes on participants' earners to improve quality personalia school in the role can not last of quality performance in dimensions of Education. According to a report by the Los Angeles Times, the cause of death is unknown. So ha is power educators have fu authority as determinants of the quality of learners. On the other hand, aso educators can determine graduates who are qualified and competent behind in the fiefs of academic and non-academic. Quality of personality must have standard quality characteristics to improve education. By increasing the Felicitas of educators who provide results or performance to increase the quality of education that leads to learners ha is supported by Pianda (2018:6) to persuade education at the current time this component requires support, namely professional teacher performance as the key to education. Even educators must play an active and innovative role in developing content in choosing teaching patterns/media and writing teaching guidelines and complying with copyright, teaching design: designing teaching activities online to encourage teaching and designing teaching activities Online collaborative teaching genera between materials and practices directly, teaching

strategies: providing instruction directly online, building teaching attendance with teaching mentoring roles to provide motivation, he was given the assignment to improve the teaching skills of his students, including the use of the self and the flexible group of terms a selection of tug-of-war weapons.

Educators provide a direct approach to their students to resolve problems in education. The individual has an important meaning. Pengeoan keas online learning in can be described by providing individuals approach, such as only learning difficulties can be easily solved, educators must analyze the psychological of each participant learner, but it is possible to develop the potential of each participant learner optimally and need to give a group approach to foster coaching and develop social attitudes in learners, only that learners homo species, So by being able to approach the group can be expected to grow and the development of social RA from the height of each learner, and is expected to be able to control the sense of selfish that exists in each of them, it will appear an attitude of solidarity for petrified competitiveness at the time of learning in the network, the opinion is supported by pohan (2020) who describes the concept of online approach scientific basic.

This, the performance of the educator is more behind by using the short creativity in learners, because at this time when learners is supposed to be more creative in learning which is given by the educator. Even in return Development Plan for more understanding the role of the status of educators, school readiness to teach and teach distance learning approach educators must with knowledge

and skills of distance education, the creation of audiovisual materials is seen as very effective in improving academic achievement

### Conclusion

Based on the data research and discussion of the performance of Education personnel in SMP Karya Bunda who previously viewed used as a problem turned out to be after in research because of the change of leadership and change of leadership style principal cultural changes and improved performance in SMP Karya Bunda. In the variable performance of Education personnel is in the category of very good and the highest indicator appears to be from the indicator of timeliness.

1. Seen from the performance quality indicators of educational personnel in SMP Karya Bunda, it is known that 13 educational personnel with an average percentage of 92.85% are included in the very good category.
2. The performance of educational personnel in SMP Karya Bunda based on the quantity of performance of Educational Personnel is known to be 11 educational personnel with an average percentage of 78.57% including The Good category.
3. The performance of Education personnel in SMP Karya Bunda based on the timeliness of Education personnel is known to 13 education personnel with an average percentage of 92.85% including the very good category.
4. The performance of Education personnel in SMP Karya Bunda based on the cooperation of Education personnel is known to be 11 education

personnel with an average percentage of 78.57% including The Good category.

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