The Influence of Archives Management on the Quality of Elementary School Services in Entikong Village

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ABSTRACT

This research is motivated by the increasingly advanced technological era where there is more and more use of technology in terms of archiving, this has an impact on the lack of use of physical archives, based on this the researcher aims to describe the influence of archives management on service quality at elementary school especially on entikong village. This research uses a quantitative approach with the type of research used in this research is causal associative research. The sampling technique is a saturated sample, namely a sample size of 30 respondents. Data collection techniques use questionnaires and test the validity of the data using validity tests and reliability tests. The analysis prerequisite tests use the normality test, multicollinearity test and heteroscedasticity test. Hypothesis testing uses a simple regression test, namely the t test and multiple linear regression testing using the F test. The results of this research show that there is a significant influence between archiving administration on service quality with tcount>ttable with a determinant coefficient of 0.374. So it can be concluded that archives administration has a 37.4% influence on service quality, so overall it can be concluded that archives management has a significant influence on service quality at elementary school. With this research, it is hoped that all levels of teacher personnel and school principals can implement better archiving management in order to improve service quality.

INTRODUCTION

Schools as formal educational institutions are expected to have quality education, both in terms of teaching and service, because the better a nation's education, the better the quality of that nation. In UU N0.20 of 2003 concerning the National Education System, it is stated that national education functions to develop abilities and shape the character and civilization of a dignified nation in order to educate the life of the nation, aiming to develop the potential of students to become human beings who believe and

are devoted to God Almighty(Popi Supiatin 2010). One, noble character, healthy, knowledgeable, capable, creative, independent, and a democratic and responsible citizen. To achieve this goal, every leader in the education sector is required to have good managerial skills, so that they are able to manage all existing resources (Dirawat 1983).

The success of school head in leading the madrasa is influenced by several factors, including success in managing process standards, content standards, management standards and others which are also listed in the 8 national education standards. The quality of office administration arrangements or what is commonly called administration that takes place at the school. The better the administrative management in a school, the more effective the school principal's leadership will be(Nana Syaodih 2008).

The school principal as an administrator has a very close relationship with various administrative management activities which involve recording, compiling and documenting all school programs (Anhar 1996). These activities are carried out effectively and efficiently in order to support school productivity. Therefore, the principal plays an important role in improving the quality of school services, including the quality of administrative services in the school he leads. In carrying out his role, the school principal must be able to make systematic, integrated, sustainable and comprehensive plans. The first target in planning is achieving goals effectively and efficiently with quality education that satisfies customers.

According to Purwanto, a principal has eleven types of roles, namely as an implementer, planner, expert, supervising the relationship between group members, representing the group, as a supervisor, acting as a giver of rewards/praise and punishment, acting as a referee and mediator, holding responsibility, as a creator, and as a father (Hilal Mahmud 2012).

Improving the quality of school administration is one of the steps in improving the quality of the school. Therefore, schools must provide good service for teachers, students and all school residents (Abin Syamsudin 2010). However, in reality improving the quality of school administration services is not easy, in this case the role of the school principal is needed to improve the quality of school administration services. To assist the performance of the principal in providing administrative services, administrative staff are needed(Siswanto 2005).

Administrative staff are educational staff who work in educational institutions to help achieve school goals. Administrative staff are tasked with providing services to school residents and also to the community (Suharsimi Arikunto 1993). Administrative staff are tasked with managing the administration system in the school. Administrative staff consist of the head of administrative staff and administrative staff.

Administration is a process of cooperation between two or more people using available and accessible resources to achieve certain goals effectively and efficiently. And educational administration according to Djam'an Satori (Sudarwan Danim and Yunan Danim 2010)is the entire process of cooperation by utilizing all available and appropriate personal and material resources to achieve educational goals that have been set effectively and efficiently.

Administration in educational units is related to the application of educational theories in learning services, learning counseling techniques, school management, and all activities that support and facilitate educational unit activities to achieve educational goals. Administration as a service must have high service quality(Sumardi Mulyanto 1982).

RESEARCH METHOD

This study uses quantitative to see the effect of archive management on service quality at Elementary School. This study uses a quantitative approach, so that the results of the study refer to the effect of archive management and service quality. This type of survey research was chosen because it is adjusted to the purpose of this study, namely to determine the effect of the independent variable, namely archive management, on the dependent variable, namely service quality. In other words, this study begins with data collection, interpretation of data, and the results obtained. The variables in this study consist of archive management as x and service quality as y. This study uses data collection techniques using questionnaire instruments that have been validated by experts. To support the data, researchers also use documentation techniques. The research questionnaire grid can be seen as follows:

Table 1.
Indicator Table

Research Variable	Variable Indicator	Numbers of Item
Archieve Management	Archieve Receipt	1 – 3
	Maintenance	4 – 11
	Extermination	12 – 14
Quality of Service	Tangible	1 – 4
	Reliability	5 – 7
	Responsiveness	8 – 10
	Assurance	11 – 13
	Empathy	14 – 16

After the data that the author needs is collected, the next step is to analyze the data. The data analysis used by the author in this study uses quantitative analysis. Data

analysis techniques in quantitative research use statistics. Inferential statistics, (often also called inductive statistics or probability statistics) is a statistical technique used to analyze sample data and the results are applied to the population. In inferential statistics, there are parametric and non-parametric statistics. The researcher used parametric statistics on the grounds that the type of data was analyzed in the interval scale. Parametric statistics require the fulfillment of many assumptions. The main assumption is that the data to be analyzed must be normally distributed. In regression, the assumption of linearity must be met. These data are then tested with (1) classical assumption test, (2) regression test and (3) correlation test.

RESULT AND DISCUSSION

Based on the results of research that has been conducted at Elementary School of Entikong Sanggau which totals 30 teacher personnel, the following data was obtained

Table 2.
Frequency Distribution Table (x)

No	Interval	Frequency	Percentage
1	37 – 40	1	3%
2	41 – 44	9	30%
3	45 – 48	5	17%
4	49 – 52	4	13%
5	53 – 56	8	27%
6	57 – 60	3	10%
Sum		12	100%
Max		57	
Min		36	
Range		21	
Stdev		5,945	
Mean		45,2	
Median		46	

If analyzed with the average score in the archieve management questionnaire which is 48.90, it can be concluded that the average archival administration is in the medium category.

Meanwhile, for the results of the descriptive analysis of service quality, the following data were obtained:

Table 3.
Frequency Distribution Table (y)

No	Interval	Frequency	Percentage
1	37 – 40	4	13%
2	41 – 44	6	20%
3	45 – 48	9	30%
4	49 – 52	6	20%
5	53 – 56	5	17%
6	57 – 60	0	0%
Sum		12	100%
Max		62	
Min		43	
Range		19	
Stdev		5,485	
Mean		52,47	
Median		52,5	

If analyzed with the average score in the service quality questionnaire, which is 52.47, it can be concluded that the average service quality is in the medium category.

To determine the influence of archives and service quality, the researcher used a regression test using SPSS and obtained the following results:

Coefficients[a]

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.	Correlations Zero-order	Partial	Part	Collinearity Statistics Tolerance	VIF
1	(Constant)	34.792	8.349		4.167	.000					
	x2	.361	.170	.374	2.131	.042	.374	.374	.374	1.000	1.000

a. Dependent Variable: y

So the regression equation Y over X2 is: Y2 = 34.792 + 0.36 X2, to calculate the correlation coefficient the value r = 0.374 is obtained. Positive linear relationship which means that there is an influence of archives on service quality.

Based on the results of the calculation in the SPSS application, the correlation coefficient r=0.445. The data shows that there is a simultaneous correlation of archive management to service quality. Meanwhile, the determinant coefficient is 19.8%. In this case, archives management has an influence on service quality by 19.8% and the rest is influenced by other factors.

CONCLUSION

Based on the results of data analysis and discussion, the researcher obtained conclusions that can be drawn from the research on the Influence of Archive Management on the Quality of Elementary School Services in Entikong Village. Archive management variables have a positive and significant influence on the quality of elementary school services in Entikong Village. This means that changes in the quality of archives will affect the quality of elementary school services in Entikong Village

Archive management has a positive and significant influence on the quality of elementary school services in Entikong Village. This means that the higher or lower the quality of archive management, it will affect the quality of elementary school services in Entikong Village.

The expected benefits from the results of this study include (1) For readers, the results of this research are expected to increase knowledge insights related to the quality of services in Elementary Schools in Entikong Village and the factors that affect it. Especially those who are interested in knowing more about the quality of services in Blitar district (conducting research), it is necessary to modify independent variables, either adding variables or adding time series data. So that it will be more objective and varied in conducting research. (2) For elementary schools in Entikong Village, as a reference in policy making in the future in an effort to improve the quality of services available to elementary schools in Entikong Village. (3) In an effort to improve the quality of elementary school services in Entikong Village. Schools should improve the quality of archival administration. The higher the quality of archiving, the better the quality of elementary school services in Entikong Village.

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