

## Student Management in Improving the Quality of Education in SMK Negeri 2 Toraja Utara

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### Abstract

*This study aims to analyze: 1) the implementation of student management in improving students' hard skills; 2) the implementation of student management in improving students' soft skills; 3) To analyze student management efforts to improve quality; 4) supporting and inhibiting student management factors 5) efforts to overcome student management barriers in improving the quality of education The method used in this research is the descriptive qualitative research method. The data collection technique is done through observation, interviews, and documentation. The data were analyzed utilizing data reduction, data presentation (data display), and concluding. From the results of this study it can be concluded that: a) student management plans, implements, monitors and evaluates activities to improve students' hard skills b) student management plans, implements, monitors and evaluates activities that can improve students' soft skills 3) student management efforts in improving quality education, among others a) self-development through routine school activities, spontaneous activities, exemplary and conditioning; b) integrating the values of the nation's character in the syllabus and lesson plans; c) application of rules, norms, morals, and ethics that apply in schools; 4) The supporting factors of student management in improving the quality of education are educators who have good qualifications, facilities and infrastructure, the inhibiting factors are that understanding is not yet real, funds are not adequate, student motivation is still low, exemplary needs to be improved; 5) Student management efforts in overcoming any obstacles that occur, among others 1) build communication with all school parties; 2) establish communication with parents; 3) teachers always provide motivation, enthusiasm and appreciation for students who excel; 4) provide training for each teacher.*

### Keywords

student management; hard skills; soft skills; education quality



## I. Introduction

Education is a means of developing one's potential so that the quality and human resources increase. Human behavior and mindset are believed to be better through the educational process. Learning is transferring knowledge and cultivating students' reasoning power as a provision for the future of every responsible citizen. The success of education in a school is strongly supported by various components such as curriculum, students, educators and education staff, financing, infrastructure, leadership, and others. Law No. 20 of 2003 concerning the National Education System says that students are the most important in the implementation of education because management is needed so that they can develop themselves to the fullest. The services provided to students start from the

admission of new students to graduation to carry out their education well. Student management is an effort to provide the best service for students from the planning process for new student admissions to graduation. The purpose of student management is to organize the entire student learning process so that the learning process takes place as it should. Education is a very important human need because education has a duty to prepare Human Resources (HR) for the development of the nation and state (Pradana et al, 2020). According to Astuti et al (2019) Education is an obligation of every human being that must be pursued to hold responsibilities and try to produce progress in knowledge and experience for the lives of every individual. Education is one of the efforts to improve the ability of human intelligence, thus he is able to improve the quality of his life (Saleh and Mujahiddin, 2020). Education is expected to be able to answer all the challenges of the times and be able to foster national generations, so that people become reliable and of high quality, with strong characteristics, clear identities and able to deal with current and future problems (Azhar, 2018). Education and skills are the main keys in gaining social status in community life (Lubis et al, 2019).

The implementation of education is not only on the mastery of science, technology, and skills (hard skills ), but the cultivation of noble character values ( soft skills ) is also important. The program for planting soft skills and hard skills in learning is an implementation of the curriculum in the teaching and learning process and also in student activities. Self-development for students is a means of developing their personality, talents, and interests of students so that the future is bright. One form of self-development program carried out in schools is extracurricular. Extracurricular activities are expected to build students' soft skills and hard skills

Quality is the quality of a person's maturation process through the efforts of guidance, teaching, and training (Munadhiroh, 2021:28). Quality is the ability to provide satisfaction to the needs of the user. To achieve success in a school, all parties in it have a harmonious view in understanding the true meaning of education and how to implement it ( Firdaus, E., Purba, RA, Kato, I., Purba, S., Aswan, N., Karwanto, K., & Chamidah, D., 2021: 29). Quality is alignment with objectives which include vision and mission, general objectives, specific objectives, and their elaboration. Quality is a special characteristic of a product, which can meet customer needs and satisfaction (Umam, 2019:67).

Quality is the suitability of the product or service provided to customer needs (Widodo & Sriyono, 2020: 8) Quality is the overall character of a product, both goods or services that can meet customer needs, expectations, and satisfaction (Sulaiman & Wibowo, 2016:20). Quality is in accordance with the objectives and guaranteed quality which means that systems, procedures, processes, and actions lead to the achievement, maintenance, monitoring, and improvement of quality (Akareem & Hossain 2016:53).

Based on the explanation above, quality can be defined as the ability to meet customer needs, expectations, and satisfaction which shows the special characteristics of a product in the form of goods or services that are in accordance with the objectives and guaranteed quality.

Management is an activity with certain rules carried out by two or more people to achieve a goal (Nadeak, 2019:145). Management is a planned process of cooperating effectively with others to achieve goals. To achieve the target of a group of people, guidance and direction are needed (Nisak K., 2019). Students are individuals who receive services through education based on their abilities, talents, and interests so that they can grow, develop for the better, and have a sense of pleasure in following the learning process carried out by their educators (Nisak, 2019). Students are all people who take part in

educational activities in a formal school with certain paths and levels. Student management is an effort to manage students from the time they enter school until they graduate. For the continuity and improvement of the quality of a school, services are needed that can regulate, and supervise students while in school so that they can participate in all activities properly. To improve human resources who have high potential and are ready to work, it is very important to develop abilities, and talents and meet the needs of students (Nisak, 2019).

Student management aims to manage student activities so that learning can run well, be disciplined, carried out according to procedures, and provide input for the achievement of mutually agreed goals (Putri, M., Gitman, M., & Ernawati, E. (2021: 120). Student management aims to create an orderly school environment so that students can learn effectively and efficiently so that teaching goals are achieved (Kurniawan, D., Ernawati, E., & Giatman, G., 2021:2150).

In general, students aim to organize activities related to students so that the learning process runs smoothly, safely, orderly, regularly, guided by established procedures, and can provide input for the achievement of mutually agreed targets so that the potential that exists in each student can develop well.

In particular, student management aims to: a. so that the knowledge, skills, and attitudes of students increase b. the intelligence, talents, and interests of students can be channeled and developed c. channel the aspirations and expectations of students and the fulfillment of student needs d. make students happy and prosper further so that student's study seriously so that their goals are achieved (Imron, 2011).

To achieve national education goals, one of the important things is the development of the hard skills and soft skills for each student. This is done so that students can adapt and be able to overcome problems that occur in life together with other people. In the world of education, three domains need to be developed for each student, namely cognitive, affective, and psychomotor. The cognitive domain can develop students' intellectual abilities, the affective domain can shape students' character and personality, and the psychomotor domain can develop students' skills. According to Harvard University research results, as many as 20% of hard skills and 80% of soft skills are things that can determine a person's success (Lie & Darmasetiawan, 2017). This shows that the role of soft skills has a high enough impact on one's success. The role of soft skills and hard skills should grow in balance. Hard skills provide students with academic abilities while soft skills can improve a person's ability to develop the potential that exists in him and apply knowledge in various aspects of life (Wati, DA, Pranawa, S., & Rahman, A., 2020: 118). Soft skills are personal and interpersonal behavior in maximizing the development of one's performance. Soft skills are personality traits, social skills, language skills, habits in one's self, concern for others, and an optimistic attitude (Indra, W., Munarsih, M., Rukmana, IJ, Putren, I., & Maulinda, M. (2021). Soft skills are abilities a person has since he was born, which are not visible in their form but greatly determine a person's success.

Hard skill is the ability to master science, technology, and technical skills in accordance with the field of science. Soft skills are a person's behavior both personal and interpersonal that can maximize and develop a person's performance through training activities, decision making, and others. The development of students well starts from the soft skills that are in them. Companies or educational institutions that want to develop and maximize the performance of their employees to work well, then the company must conduct soft skills training on an ongoing basis. Soft skills training aims to provide an opportunity for a person to practice understanding new behaviors and establishing relationships with others. Soft skills are useful, for example, to develop a career and also

professional ethics. Soft skills can affect the overall quality of management, institutional effectiveness, and innovation synergy. Opportunity is the essence of soft skills (Rasid, Z., Tewel, B., & Kojo, C., 2018:1011).

## **II. Research Method**

The setting in this research is the place and time of the research. The location where the researcher carried out the research was SMK Negeri 2 Toraja Utara which was located in the Ba'tan Village, Kesu' District, North Toraja Regency which was also the place where the researchers carried out their service as teachers. The school has seven skill programs with 888 students. With a large number of students in this school, it needs good student management to organize and manage all student activities. The time of the research is planned from January to March 2022.

The approach used in this study is qualitative, namely, an approach that reveals all the facts that occur in schools with natural characteristics and the method used is a survey method. Taylor, SJ, Bogdan, R., & DeVault, M. (2015:7) say that "The phrase qualitative methodology refers in the broadest sense to research that produces descriptive data people's own written or spoken words and observable behavior". This research is descriptive research by studying intensively the situation and circumstances of a phenomenon that occurs. Data collection using data triangulation through observation, interviews, and documentation.

## **III. Result and Discussion**

### **3.1 Implementation of student management in improving students ' hard skills**

Based on the results of interviews with informants, namely principals, teachers, school committees, and students, they said that the implementation of student management at SMK Negeri 2 Toraja Utara starts from planning, implementing, monitoring, and ending with activity evaluation.

#### **a. Planning activities related to students' hard skills**

Planning activities on student management at SMK Negeri 2 Toraja Utara begins with a needs analysis. Analyzing what students need, so that from this analysis it can be determined what activities will be planned either in the next semester or one year as outlined in the school activity program, namely semester programs, and annual programs. After the school program is formed, the program will be translated into a student work program. The student affairs sector will draw up an activity plan as outlined in the student work program, in this case, the deputy head of student affairs is responsible for implementing it. The Vice Head of Student Affairs will prepare an activity plan by taking into account several things, including the basis for implementing activities, activity steps, implementation schedule, implementing activities, and financing. The basis of the implementation of the activity is the purpose of this activity is carried out. In the activity steps, you will see the sequence of activities carried out along with the implementation schedule, which becomes the benchmark for the team to carry out their activities. After the plan has been well structured, the student field will form a work team based on a working group (consisting of teachers) that has been formed at the beginning of the school year by making a decision letter (SK) on the implementation of activities accompanied by a description of the duties of each activity implementer, for example person in charge (principal) with the task of being responsible for the implementation of activities, coordinator (wakasek for student affairs) with the task of supervising the implementation

of activities and reporting to the principal, the chairman (chosen from members of the working group) in charge of chairing meetings, coordinating work group members and reporting their activities to the Vice Head of Student Affairs, the secretary is in charge of assisting the chairperson to lead the meeting as well as the minutes of the meeting, taking care of various correspondence activities and compiling reports on the work team activities, the treasurer in charge of managing financial receipts and expenditures and compiling financial reports, members are tasked with implementing activities, as shown in Fig. and appendix 6 of this report. After each group member has understood their duties and responsibilities, the right time (meeting) is chosen to discuss the activities to be carried out along with the costs to be used. After all the activity plans are completed, then proceed with the implementation of activities or follow-up of all planned activities. So the preparation of the activity plan involves teachers, parents, students, school committees, and employees. There are several activities planned by student management that can improve students' hard skills, including 1) screening students based on their respective talents and interests by opening seven majors which will be selected directly by students at the time of admission of new students (PPDB). 2) New Student Orientation Period (MOPD) 3) Student Competency Competition (LKS) according to their respective majors.

#### **b. Implementation of activities**

At this stage is the implementation of all the plans that have been set together. According to the principle of YK, he said that student management has a very important role because whether or not an activity is carried out cannot be separated from the student field. Implementation of activities by work teams that have been formed under their respective job descriptions. As in the activities: 1) PPDB is carried out by the new student admissions committee. The school principal (YK) said that the implementation of the selection of new student admissions at SMK Negeri 2 Toraja Utara in the last 3 years was carried out online by the South Sulawesi Provincial Education Office, with the aim of equal distribution of students in each school and transparency in admissions. new students, so that the PPDB selection results are pure without any intervention from certain parties. The PPDB committee in schools is tasked with facilitating students who have problems in online PPDB activities. In addition to the online PPDB implementation, manual registration is also carried out by the school PPDB committee because the quota for certain majors has not been met. 2) The new student orientation period is carried out for 3 days by the committee that has been formed after the PPDB activities have been closed. 3) Student competency competitions are held every year, but during the covid 19 pandemic, it was not carried out due to situations and conditions that made it impossible to carry out the activity.

#### **c. Activity monitoring**

According to informants, YK said that. The principal assigns the student affairs department to monitor all student activities. So at this stage, the student management monitors what has been done and what has not been done in accordance with the allotted time, and if there are deficiencies it will be a record that will be discussed at the time of the evaluation of the activity.

#### **d. Activity evaluation**

When the implementation of the activity has been completed, the work team makes an activity report and submits it to the student affairs department. The activity report becomes an evaluation material for student management. Student management will analyze the activities that have been carried out by paying attention to what are the advantages and



disadvantages of each of these activities, which will be used as guidelines for the implementation of the next activity.

### **3.2 Implementation of student management in improving soft skills at SMK Negeri 2 Toraja Utara**

#### **a. Implementation of student**

Improvement of hard skills and soft skills is an important thing needed by students when studying at school, especially for vocational students, they have the hope that after graduating from school they can immediately work. So these two things require careful planning for every educational institution. Soft skill planning at SMK Negeri 2 Toraja Utara is also carried out by taking into account the analysis of student needs, student management tries to plan activities that are considered indispensable for improving students' soft skills. Some of the planned activities include enforcing student discipline through the preparation of rules both in the classroom and outside the classroom, inculcating character education through picking up students at the school entrance by greeting students and paying attention to student appearances in terms of clothing, uniforms, , makeup, shoes, and socks, hair, nails, involving students as ceremonial organizers every Monday, holding worship every Friday morning and followed by regular community service, coaching and mentoring, carrying out picket learning, extracurricular activities, and achievement development, implementing leadership training, teaching how to organize through student councils, instilling tolerance. So student management has various plans in improving students' soft skills so that they can be used when carrying out education at school and also as a provision for them later when they are in the community and the world of work.

#### **b. Implementation**

After all the activities have been planned properly, the vice head of student affairs will conduct socialization with teachers, employees, and students about the activities to be carried out. The Vice Head of Student Affairs will coordinate with the team that has been formed to carry out their activities in accordance with their respective job descriptions.

#### **c. Monitoring**

The Vice Head of Student Affairs monitors all activities related to improving soft skills, either directly or indirectly, but through coordination with each department, for example, coordination with OSIS supervisors in activities that are programmed together with OSIS, coordinating with counseling guidance teachers in behavioral and behavioral coaching and mentoring activities. student attitudes, coordinating with homeroom teachers and subject teachers in classroom learning activities, teaching a clean lifestyle in collaboration with all teachers and employees, supervising when entering and leaving school coordinating with security guards. So monitoring of the implementation of student activities must be carried out together, it cannot be carried out by only one person.

#### **d. Evaluation**

Evaluation activities are carried out after the end of the activity, usually carried out at the end of the semester, so before we start a new semester, the principal asks each field in this case the vice principal to evaluate each activity, activities that are carried out in full, partially implemented and those not carried out. Student management makes a detailed report on the implementation of activities accompanied by a description of each activity. For activities that have been carried out well, which means that starting from planning,

implementing, monitoring, and evaluating, they are in accordance with what is expected and will be used as a reference in planning the next same activity, and those that are implemented only partially or not at all, then report what the obstacles are. so that it is only partially or not implemented at all, a solution is sought and a note is given to the planning of the next same activity.

### **3.3 Description of student management efforts to improve quality**

According to Yanto & Fathurrochman (2019: 126), an educational institution is declared qualified if its inputs, processes, outputs, and outcomes can meet all customer needs. Input from an educational institution is declared qualified if it is ready to process, the process of implementing education is declared quality if it can create an active, creative, innovative, effective, and fun education. The output is declared qualified if the learning outcomes of both academic and non-academic students are high. And the outcome is declared qualified if graduates from educational institutions are absorbed in the world of work, have reasonable salaries, and all parties recognize the greatness of the graduates and are satisfied. SMK Negeri 2 Toraja Utara as one of the educational institutions has a vision of being virtuous, superior, and competent in trying to create quality education or high value for service to the community. The presence of student management in planning all student activities, starting from planning for new student admissions, implementing teaching and learning activities, extracurricular activities and self-development both academic and non-academic, mentoring and fostering student character, transferring students, preparing students to enter college, is a series of activities that require good management to achieve the expected goals and are declared as quality educational institutions. The increase in the number of students at SMK Negeri 2 Toraja Utara is one of the benchmarks that the community has felt the impact of the presence of students studying at this school. Planning for new student admissions is carried out to find out the number of students who will be accepted based on an analysis of the availability of teachers, the availability of learning facilities and infrastructure, the number of enthusiasts depicted in the previous year's input, so that the number of majors and the number of groups in each department that will be accepted is determined. Admission of new students (PPDB) is carried out after determining the number of majors and the number of groups that will be accepted in each department through a strict selection, in the last two years using an online selection from the South Sulawesi provincial education office. However, it is undeniable that the tendency of students who choose to enter vocational schools is students who have low learning achievements in junior high schools. So even though they have gone through a strict selection, they cannot give an idea that the students who are netted are students who have a high interest in learning, so the process requires extra teacher abilities. Student management strives to create orderly, safe, and smooth learning with an order that is considered capable of disciplining students in learning. The preparation of school rules involves teachers, parents, students, and school committees taking into account the conditions and circumstances of the students at this school. From the results of the agreement, a school code of conduct guidelines were produced which became a reference in enforcing student discipline. Guidelines for school rules are socialized to all students, teachers, and parents before the implementation of learning begin each school year. With the aim that all school residents and parents understand and are ready to carry out the rules that have been mutually agreed upon, for the sake of regularity and smoothness of activities while at school. But in reality, there are still many students who are not able to follow the rules that have been mutually agreed upon, there are still many students who often arrive late, and often leave lessons without the teacher's permission, even in the

learning process there are still many students who attend school but are not interested in understanding the whole lesson. . This has been carried out by both subject teachers, homeroom teachers, counseling guidance teachers, student vice principals, even to the principal but there are still some who cannot change so they automatically ask to change schools. Various activities are carried out at SMK Negeri 2 Toraja Utara such as extracurricular and self-development both academic and non-academic. Extracurricular activities such as scouts are mandatory for all students. Self-development activities carried out at SMK Negeri 2 Toraja Utara, among others, include students as implementers at the flag ceremony, taking part in worship activities which are carried out regularly every Friday, community service with students, employees, and teachers which are also held on Fridays. After worship, every year leadership exercises are held for students who will be involved in becoming OSIS administrators, an intra-school student organization (OSIS) that can train students on how to organize well, participate in paskibraka activities, and participate in keyboard playing exercises. This is done so that students are accustomed to developing their talents and interests and can appear in public which will be a provision for students in the future. Efforts to develop cultural education and national character are 1) self-development efforts through routine school activities, spontaneous activities, exemplary and conditioning; 2) efforts to integrate with subjects, namely incorporating the values of the nation's character into the syllabus and lesson plans; 3) school culture efforts through the application of rules, norms, morals, and ethics that apply in schools.

### **3.4 Description of the factors that support and hinder student management at SMK Negeri 2 Toraja Utara**

The main supporting factor for student management is human resources, namely educators and education staff who have good educational qualifications and have high dedication to the implementation of school activities that have been mutually agreed upon. The understanding of all elements is the main thing in the success of activities at school. If the activity planning is mature and is considered to be implemented but does not receive support and response from all school parties, the activities carried out will not achieve high quality. Another supporter is that the existing facilities and infrastructure at SMK Negeri 2 Toraja Utara are sufficient to support student management in carrying out their activities.

The inhibiting factors of student management in improving the quality of education, among others: 1) educators and education staff who do not understand the purpose of implementing student management activities, there are still teachers who are late for class and even do not attend without giving assignments and statements of absence, some do not attend ceremonies, worship and so on. This encourages students not to take part in various activities that have been set together because they imitate what the teacher does; 2) instilling soft skills in the classroom takes a long time, so sometimes it is not implemented; 3) students' readiness to accept and carry out activities that have been planned by student management is still very low, students still have to be regulated continuously; 4) environmental factors, both family and community environments that do not provide support for the cultivation of students' hard skills and soft skills; 5) The stages of coaching for students, teachers, and employees are less than optimal so that the activities are only carried out modestly, not having an impact on those who do it; 6) inadequate financial support.



### 3.5 Description of efforts in overcoming barriers to student management at SMK Negeri 2 Toraja Utara

The implementation of student management has not run optimally because of the obstacles that occur, therefore the right solution is needed to overcome the obstacles that occur. According to the informant, several solutions can be taken in overcoming the obstacles of student management in improving the quality of education, the obstacles that occur include: 1) educators and educators who have not carried out their duties to the maximum, the solution is to provide seminars and training for teachers on character building for students, creating interesting activities for students so that they can increase their love for participating in all activities at school. Communication with parents is further strengthened. 2) the inculcation of soft skills in the classroom is rarely done by teachers because the time allocation is only a little, the solution is that all parties in the school, community, and government continuously provide appeals for students to attend education properly, maximizing funds for improving the quality of student learning.

## IV. Conclusion

From the results of this study, it can be concluded that:

1. The implementation of student management in improving students' hard skills at SMK Negeri 2 Toraja Utara is student management planning, implementing, monitoring, and evaluating various activities that can improve students' hard skills such as acceptance of new students, orientation period for new students, student competency competitions, etc.
2. The implementation of student management in improving students' soft skills at SMK Negeri 2 Toraja Utara is student management planning, implementing, monitoring, and evaluating activities that can improve students' soft skills such as intra-school student organization (OSIS), leadership training, extracurricular activities, Wiyatamandala insight activities.
3. Efforts made by student management in improving the quality of education at SMK Negeri 2 Toraja Utara are a) self-development efforts through routine school activities, spontaneous activities, exemplary and conditioning; b) efforts to be integrated with subjects, namely incorporating the values of the nation's character into the syllabus and lesson plans; c) school culture efforts through the application of rules, norms, morals, and ethics that apply in schools
4. Supporting factors of student management in improving the quality of education are most the educators who have good qualifications, adequate learning facilities, and infrastructure, and the inhibiting factor is the lack of understanding of all parties (stakeholders) in the school, the funds needed are not available properly. good, the motivation from within students to take part in various activities is very low, the example of educators and education personnel is lacking.
5. Efforts made by student management in overcoming any obstacles that occur in student management are a) efforts to overcome the lack of understanding of educators and education personnel in schools is the importance of building good communication with all parties in the school; b) efforts to overcome the need for funds that are not available properly are to build communication with parents about the lack of funds needed during the student learning process; c) efforts to overcome the lack of motivation from within students to participate in various activities at school are teachers always provide motivation, enthusiasm, and appreciation for students who excel; d) efforts to overcome the lack of exemplary from educators and education staff are to communicate well with all parties in the school and provide opportunities for teachers to take part in the training.

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