



## The Role of Human Resources in Improving School Quality

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**Abstract.** This research activity examines the role of Human Resources (HR) management in improving school quality. This research approach is qualitatively a case study type. The research location is at SMP N 5 Palembang. The research object is the role of Human Resources (HR) to achieve school quality at SMP N 5 Palembang. Research data collection used observation, interview or descriptive qualitative research. This interview observation research was conducted by researchers involving the school principal and stakeholders at SMP N 5 Palembang. This activity aims to observe the quality of the workforce through the role of HR management conducted by SMP N 5 Palembang. Human Resource Management is one of the fields of general management which includes aspects of planning, organizing, implementing, and controlling Human Resources which are considered increasingly important because in achieving organizational goals, various experiences and research results in the field of Human Resources are systematically collected by what is called Human Resource Management. From the summary of the research results, it was found that HR has an important role in improving the quality of schools because it makes a good contribution in improving the quality of education.

Keywords: Management, Human Resources, School

### 1. Introduction

Human Resources (HR) is a central factor in an organization. Human Resources in the organization consists of all people who are active in the organization. So, humans are a strategic factor in all institutional/organizational activities (Fitriyah Ekawati, 2018). Human Resource Management concerns the quality of Human Resources which concerns abilities, both physical abilities and non-physical abilities (intelligence and mental). Therefore, in the interest of accelerating development in any field, improving the quality of Human Resources is one of the main requirements. To create an educational institution quality madrasahs need to be done quality improvement on all aspects, either the quality of human resources such as teachers, quality of infrastructure, as well as quality process. Quality of human resources like a teacher can be done through training, seminars, and other activities that support the competence of madrasah teachers. The quality improvement will give birth to a positive image on Islamic educational institutions. (Mumtahanah, 2014)

Described by Ita Nurmalasari, human resources are workers, employees, employees, or people who do or have jobs (Nurmalasari, 2020). In educational institutions Human Resource Management is a very important thing to apply. Without Human Resource Management, an organization will generally find it difficult to achieve its goals, as well as in educational institutions. One of the important resources in management is human resources or Human Resources (Wibowo, 2018). The importance of human resources needs to be realized by all levels of management, including education management (Munawar, 2019). A school will be able to achieve its vision, mission and goals if all

components of the school can carry out their respective roles properly. Among the many main tasks and functions of the school principal, one of the tasks related to managerial or management skills is as a manager in a school. As a manager in a school, the principal has a role, including: 1) compiling programs, 2) compiling personnel within the school organization, 3) mobilizing staff, teachers and employees, and 4) optimizing school resources.

Planning is preparation of action steps to be implemented to achieve that goal has been established (Budi & Ilmi, 2022). In the implementation of Human Resource Management at SMPN 5 Palembang requires Human Resources that support the achievement of the goals desired by the school (Santosa, 2021). In Human Resource Management, schools need teacher quality that is in accordance with the competencies desired by the school. Schools also carry out special training for teaching staff, there is management of teacher development so that all teachers can improve their competence, so that they are in line with the vision and mission of the existing school and can be directed. On the other hand, the school's Human Resource Management process has obstacles in overcoming teachers who are less productive in carrying out their teaching duties at school. One of the interesting phenomena from the aspect of Human Resource Management is that there are problems in improving the quality of education through the aspects of planning, organizing, directing, controlling, procurement, development, compensation, integration, maintenance, and discipline, so that the role of human resources is not optimal in school. Education is simply aimed at improving quality human resources of a nation. That is, if a country improve the quality of education, directly or indirectly will directly improve the quality of human resources in the country the. (Silvia Marlina et al., 2022)

## **2. Methods**

The research approach used in this research is qualitative research. According to Arifin, qualitative research is a research process that is carried out fairly and naturally in accordance with objective conditions in the field without any manipulation, and the type of data collected is mainly qualitative data (Arifin, 2018). The descriptive method is a method of examining the status of a group of people, an object, a condition, a system of thought, or a class of events in the present.

This research was conducted at SMPN 5 Palembang. The setting of this research was carried out during the implementation of direct observation and interview activities involving the school principal and school stakeholders. The target in this research activity is to find out the role of human resource management at SMPN 5 Palembang to improve school quality. Aspects of the assessment include: quality of education, obstacles to HR management and efforts on the part of the school, as well as solutions through the role of HR management in improving education quality. The research subject is someone who can provide complete and valid information needed by researchers regarding the problem being studied. So that researchers get data that is recognized as true. The subjects in this study were the principal and stakeholders of SMPN 5 Palembang. The data collection technique in this study was carried out by way of survey research/going directly to the research location, in terms of seeking data related to the role of HR management at SMPN 5 Palembang to improve school quality. Direct surveys by observing activities, conducting interviews, and looking for related documents as support. Sugiyono stated that data

collection is the most important step in research, because the main goal of research is to obtain data (Sugiyono, 2019). The data collection instruments in this study included observation and interviews. Data analysis was carried out by systematically searching for and compiling data obtained from interviews, field notes, and documentation, by organizing data into categories, describing them into units, synthesizing them, compiling them into patterns, choosing which ones are important and what will be learned, and make conclusions so that it is easily understood by oneself and others.

### **3. Results and Discussion**

#### **a. Quality of Education**

In the context of education, the notion of quality includes input, process and output of education. As well as the remaining resources such as equipment, materials, money, and so on. Input includes the school's organizational structure, laws and regulations, job descriptions, plans, programs and so on. Therefore, the high or low of an input quality can be measured from the level of input readiness. The higher the preparation, the higher the institutional input available. The educational process is changing something into something else. Something that affects the ongoing process of a process, while the results of the process are also known as results or output.

Process is the process of making decisions, the process of managing an institution, the process of program management, the teaching and learning process, the monitoring and evaluation process with the note that the teaching and learning process has the highest level of importance compared to other ongoing processes. A process will be said to have high quality if the coordination and harmonization and guidance of school inputs including teachers, students, curriculum and other supporting factors run in harmony so as to create a pleasant learning situation, able to encourage and motivate students' interest in learning and are truly capable. empower students.

The output of education is the performance of the school principal. School performance can be measured by its quality, effectiveness, productivity, efficiency, innovation, quality of work life and work morale during a process in educational institutions. School output can be said to be of high quality if school achievement, especially learning achievement shows high achievement in academic achievement by students.

The quality of education is focused on educational outputs and processes that direct educational inputs. There are three factors to improve the quality of education, including: (1) the adequacy of educational resources in terms of the quality of teaching staff, costs, learning facilities, (2) the quality of the learning process that encourages students to learn effectively, and (3) the quality of the output or output in the form of knowledge, attitudes, skills and values (Yoky Sangsurya, Muazza Muazza, 2021).

The quality of education is the most important thing that must be considered, because the quality of education is a benchmark for a quality school or not. Schools are said to be of good quality, if they are able to compete with other schools (Rahmatullah, 2021). Even a country can be said to be advanced, if the quality of education is advanced. Improving the

quality of learning or teaching and learning processes, can be achieved through the development/guidance of educational staff (Suparto, 2016). Educational staff is the most important thing in an educational institution. Educators are the main factor that must be developed, in order to improve the quality of education in a school (Laeliyah, 2021). So that the quality of educators / teachers must also be improved when carrying out the teaching and learning process. Several ways that can be done by an educator, to improve professionalism in teaching, can be done by participating in training (Chusnul Chotimah dan Khoirun Nisa, 2019).

a. Human Resources

Human resources is a control process based on the management function of human-sourced resources (Fathoni, 2009). Human Resource Management is part of the science of management which focuses its attention on regulating the role of human resources in organizational activities.

Hasibuan stated that human resource management is the science or art of managing the relationships and roles of the workforce so that they are effective and efficient in helping the company, employees and society achieve their goals (Hasibuan, 2013).

The quality of a country is very dependent on the human resources that the country has, because with superior human resources the country can compete with other countries in the world and is not left behind in all fields (Kompri, 2014).

The quality of human resources involves two aspects, namely physical aspects and non-physical aspects concerning work ability, thinking and other skills. To improve the quality of human resources can be directed in these two aspects. To improve physical quality can be pursued through health and nutrition programs. Meanwhile, to improve the quality or non-physical abilities, education and training efforts are most needed (Nasri, 2020).

Human resources have a greater impact on organizational effectiveness compared to other resources. How well human resources are managed will determine the success of the organization in the future. Human resource management itself will be a very important part of organizational management tasks (Krismiyati, 2017).

Human resource management needs to be managed properly, so that the desired goals can be achieved. What has been produced by human resources can be used as a benchmark for the success of education (Purnama, 2016). For example, human resources in educational institutions have carried out their duties properly, namely the principal as a manager at school, teachers educate and teach, employees carry out their duties properly, school guards maintain school security, and all students carry out their obligations.

b. Quality of Education at SMPN 5 Palembang

In management science, implementation or what is referred to as implementation is an action to ensure that all group members try to achieve goals and objectives in accordance with managerial planning, and the efforts made.

Actuating is an action to ensure that all group members strive to achieve goals in accordance with managerial planning and organizational efforts. So actuating means

moving people to want to work by themselves or with awareness together to achieve the desired goal effectively. In this case what is needed is leadership. Actuating is also called "action movement" which includes activities carried out by a manager to initiate and continue activities determined by planning and organizing so that goals can be achieved. Of the entire series of implementation or implementation management processes is the most important function. The definition of implementation or implementation is an activity or effort carried out or a process of a series of follow-up activities after the program or policy has been established which consists of making decisions, strategic or operational steps or policies becoming a reality in order to achieve the goals of the program that have been set.

From the explanation stated above, it can be concluded that basically the implementation of a program that has been determined by the government must be in line with the existing conditions, both in the field and outside the field. Which in its activities involve several elements accompanied by efforts and supported by supporting tools.

The research findings that the implementation of leadership has been carried out optimally, the principal has carried out his duties as a leader. The principal is the main component in education, because the principal has a role in building the institution he leads. Therefore the principal's leadership is to manage, organize, and direct the maximum available resources to achieve common goals. Principals are required to have strong managerial and leadership quality requirements. School success can only be achieved through managerial functions and the leadership function of a quality school principal. A quality school principal is a school principal who has basic leadership, managerial skills, excellent personal qualifications, and has professional knowledge and skills. The quality of the school is good because the implementation of tasks has been done well.

c. Obstacles that occur in human resource management in improving the quality of education and the efforts made by SMPN 5 Palembang

In terms of obstacles faced at SMPN 5 Palembang, namely in carrying out human resource management how about the quality of education and how educators serve other people. The problem at SMPN 5 Palembang is the support system which continues to be improved and improved. In an effort to improve it at SMPN 5 Palembang, namely to improve the human resource program so that the quality of service education at SMPN 5 Palembang is well improved. Still not as maximal as possible and not yet to the desired end point. The solution in an effort to increase human resources at SMPN 5 Palembang is that education remains the main way to improve human resources, even though SMPN 5 Palembang is not yet 100% real but it still builds the future generation which must be prepared from now on.

Education besides being a means to improve human quality and dignity is also a benchmark for the dignity of a nation. This benchmark for the quality of a nation can be seen from the extent to which the success of the implementation of education takes place in a country. The higher the level of public education in a nation, the higher the quality of its people. However, the reality of the Indonesian education system has not shown the expected quality and success. National education has not been able to create superior

human resources, both in terms of intellectuality, morality, spirituality, professionalism and national competitiveness. And in reality education in Indonesia is difficult to make significant progress, even on a global scale our quality is far from neighboring countries (Azzet, 2011).

The causes of the low quality of education in Indonesia include the unprofessional management of education and the low quality of Human Resources (HR), in this case teachers (Arief, 2021). The above really needs to be considered as a reflection, considering the quality of Indonesian teachers in 2011 is very concerning. Even according to data from UNESCO (The United Nations Educational, Scientific and Cultural Organization) in 2011, Indonesia has 3.5 million teachers, but the Ministry of National Education and Culture noted that only 16.9 percent or around 575 thousand Indonesian teachers were professional teachers (Didin Kurniadin dan Imam Machali, 2016).

The quality of human resources needed in this modern era, of course, will not be born in an instant but is a process in which an educational program is needed that is directed at the preparation and development of quality human resources in accordance with this very rapid social transformation. In other words, quality HR absolutely requires good management so that it is directed according to its goals. For this reason, the role of competent HR is needed, namely HR who have knowledge (knowledge-based workers) and have skills (multi-skilling workers) so that they are able to adapt to environmental changes.

#### d. Solutions from Human Resource Management in Improving the Quality of Education Implemented at SMPN 5 Palembang

To overcome various problems related to the quality of education, in addition to issues regarding the role and activities of management, it seems that educational institutions are not enough just to carry out various managerial steps and activities, but more than that managerial activities are also required to be able to realize goals that are oriented towards improving the quality of the institution. , such as one of them is how school management strives to increase the work life satisfaction of personnel (Farid, 2013).

This is important, considering that not a few educational institutions, including educational institutions, only think about how to produce good educational outputs, but pay little attention to how to provide job satisfaction to personnel who are the "motors" of education in schools in their working life. So the role of human resources in education is very important, human resources contribute greatly in helping improve the quality of schools, because quality education comes from the people who manage education, namely quality human resources as well.

#### **4. Conclusions**

The results of the study found that human resources have an important role in improving the quality of schools because they make a good contribution in improving the quality of education. A school as an organization has certain goals, as stated in the vision, mission and goals of the school. In order to achieve this goal, it is necessary to manage all available resources, including human resources (personnel). One of the roles of a school

principal is as a manager in a school, which has a very strategic role in determining the mechanism of management or management of human resources, especially teachers and administrative staff. Principals must be able to manage existing human resources properly. This is very important for the principal to do because teachers and administrative staff are the spearheads of the implementation of all school programs or activities. A teacher will determine the effectiveness of learning so that it will be able to prepare students to master the expected competencies and produce quality graduates, while administrative staff determine the implementation of administration in schools to support the success of learning.

Good human resource management needs to be done by school principals. The head must carry out his main duties, especially managerial because human resources in education are very important, human resources make a contribution in helping to improve the quality of schools.

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