

ABSTRAK

Penelitian ini bertujuan untuk menganalisis kinerja pegawai tata usaha di SMP Negeri 16 Palembang serta mengidentifikasi faktor-faktor yang memengaruhi pelaksanaan kinerja dalam mendukung kelancaran administrasi sekolah. Faktor yang dikaji meliputi kompetensi, kompensasi, motivasi kerja, lingkungan kerja, dan disiplin kerja. Penelitian dilatarbelakangi oleh pentingnya peran pegawai tata usaha sebagai unsur pendukung kegiatan pendidikan yang bertanggung jawab terhadap pengelolaan administrasi, pelayanan, pendataan, pengarsipan, serta berbagai kegiatan operasional sekolah. Kinerja pegawai tata usaha yang baik diharapkan mampu menunjang efektivitas dan efisiensi penyelenggaraan pendidikan serta meningkatkan kualitas pelayanan administrasi kepada seluruh warga sekolah. Metode yang digunakan adalah penelitian kualitatif dengan pendekatan deskriptif. Teknik pengumpulan data dilakukan melalui triangulasi menggunakan observasi partisipatif, wawancara mendalam, dan dokumentasi. Penentuan informan dengan memilih pegawai yang memahami dan terlibat langsung dalam pelaksanaan administrasi sekolah. Penelitian ini melibatkan 6 (enam) orang informan yaitu kepala sekolah dan pegawai-pegawai tata usaha yang memberikan informasi berdasarkan pengalaman dan pelaksanaan tugas sehari-hari. Data dianalisis menggunakan model Miles dan Huberman yang meliputi reduksi data, penyajian data, dan penarikan kesimpulan. Hasil penelitian menunjukkan bahwa kinerja pegawai tata usaha di SMP Negeri 16 Palembang telah berjalan cukup baik. Pegawai mampu melaksanakan tugas secara efektif, terorganisir, dan sesuai tanggung jawab. Kompetensi, kompensasi, motivasi kerja, lingkungan kerja, dan disiplin kerja berkontribusi terhadap kualitas kinerja sehingga diperlukan peningkatan kompetensi serta evaluasi secara berkelanjutan.

Kata kunci: *kinerja pegawai, kompetensi, kompensasi, motivasi kerja, lingkungan kerja, disiplin kerja.*

ABSTRACT

This study aims to analyze the performance of administrative staff at SMP Negeri 16 Palembang and identify the factors influencing performance implementation in supporting the effectiveness of school administration. The factors examined include competence, compensation, work motivation, work environment, and work discipline. This study was motivated by the important role of administrative staff as supporting personnel in educational activities who are responsible for administrative management, services, data processing, filing, and various school operational activities. Good performance of administrative staff is expected to support the effectiveness and efficiency of educational administration and improve the quality of administrative services for all members of the school community. This study employed a qualitative research method with a descriptive approach. Data collection techniques were conducted through triangulation using participant observation, in-depth interviews, and documentation. Informants were selected purposively by choosing staff members who understood and were directly involved in implementing school administrative activities. This study involved six informants consisting of the principal and administrative staff who provided information based on their experiences and daily work implementation. Data were analyzed using the Miles and Huberman model, which includes data reduction, data display, and conclusion drawing. The results showed that the performance of administrative staff at SMP Negeri 16 Palembang has been generally good. The staff were able to carry out their duties effectively, systematically, and in accordance with their responsibilities. Competence, compensation, work motivation, work environment, and work discipline contributed to the quality of performance; therefore, continuous competency improvement and ongoing evaluation are necessary to maintain and enhance employee performance.

Keywords: *employee performance, competence, compensation, work motivation, work environment, work discipline.*