

## ABSTRAK

**Miftahul Haeria, 2024** “Hubungan Kinerja Tata Usaha dengan Kualitas Layanan di SMK Negeri 5 Luwu Utara”. Skripsi Program Studi Manajemen Pendidikan Islam Fakultas Tarbiyah dan Ilmu Keguruan Institut Agama Islam Palopo, dibimbing oleh Ibu Hj. Nursaeni, dan Bapak Ahmad Munawir.

Penelitian ini bertujuan untuk mengetahui kinerja tata usaha di SMK Negeri 5 Luwu Utara, untuk mengetahui kualitas layanan tata usaha di SMK Negeri 5 Luwu Utara, untuk mengetahui hubungan kinerja tata usaha dengan kualitas layanan di SMK Negeri 5 Luwu Utara.

Jenis penelitian yang digunakan yaitu jenis penelitian kuantitatif deskriptif. Populasi dalam penelitian ini adalah seluruh siswa SMK Negeri 5 Luwu Utara tahun ajaran 2023/2024 yang berjumlah 294 siswa. Pengambilan sampel dilakukan dengan metode *probability sampling* dengan teknik *proportionate stratified random sampling*. Sampel yang digunakan sebanyak 167 siswa. Data diperoleh melalui angket, observasi, wawancara dan dokumentasi. Selanjutnya, data penelitian ini dianalisis dengan korelasi product moment.

Hasil penelitian menunjukkan bahwa kinerja tata usaha SMK Negeri 5 Luwu Utara, termasuk dalam kategori sangat bagus dengan frekuensi sampel 92 siswa dengan hasil persentase 55.1%. Adapun skor rata-rata yaitu 85.44. Kualitas layanan SMK Negeri 5 Luwu Utara, termasuk dalam kategori sangat bagus, frekuensi sampel 121 siswa dengan hasil persentase 72.5%. Adapun skor rata-rata yaitu 85.61. Terdapat hubungan yang positif dan signifikan antara kinerja tata usaha dengan kualitas layanan SMK Negeri 5 Luwu Utara, jika dilihat dari nilai signifikansi 2-tailed yaitu  $0.000 < 0.05$  dan hasil *output coeficients* didapatkan T hitung sebesar  $8.819 > T$  tabel sebesar 1.654.

**Kata Kunci :** Kinerja, Tata Usaha dan Kualitas Layanan

## ABSTRACT

**Miftahul Haeria, 2024** "The Relationship between Administrative Performance and Service Quality at SMK Negeri 5 Luwu Utara". The thesis of the Islamic Education Management Study Program, Faculty of Tarbiyah And Ilmu Teacher Training, Palopo Islamic Religious Institute, was supervised by Mrs. Hj. Nursaeni, and Mr. Ahmad Munawir.

This study aims to find out the administrative performance at SMK Negeri 5 Luwu Utara, to find out the quality of administrative services at SMK Negeri 5 Luwu Utara, to find out the positive and significant relationship between administrative performance and service quality at SMK Negeri 5 Luwu Utara. The type of research used is a type of descriptive quantitative research. The population in this study is all students of SMK Negeri 5 Luwu Utara for the 2023/2024 school year which is 294 students. Sampling was carried out by *the probability sampling method with the proportionate stratified random sampling technique*. The sample used was 167 students. Data was obtained through questionnaires, interviews and documentation. Furthermore, the data of this study was analyzed with product moment correlation. The results of the study show that the administrative performance of SMK Negeri 5 North Luwu, is included in the very good category with a sample frequency of 92 students with a percentage result of 55.1%, while the average score is 85.44. The quality of service at SMK Negeri 5 Luwu Utara, is included in the very good category with a sample frequency of 121 students with a percentage result of 72.5%, while the average score is 85.61. There is a positive and significant relationship between administrative performance and the quality of service of SMK Negeri 5 North Luwu. It can be seen from the results *of the coefficient output* that the calculated T is 8.819 and the table T is 1>654 or 8.8191.654 and the significance value is  $0.000 < 0.05$  ( $H_0$  is rejected and  $H_1$  is accepted).

**Keywords:** Administrative Performance and Service Quality