



THE EFFECT OF SERVICE PERFORMANCE, MEANS, TASK SUITABILITY AND SELF-EFFICIENCY ON IMPROVING THE QUALITY OF LEARNING AT TAKHOSSUS INSTITUTION DINY BAHRUL ULUM

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Abstract:

Every individual has certainly hopes or expectations of things or the environment in which they stand. Likewise with students who place themselves in Islamic boarding schools, of course they want comfort and tranquility in the learning process so that it is easy to absorb knowledge. The performance provided by an educational institution will be a measure of comfort in the learning process both in terms of services, facilities, suitability of tasks given by the teacher and self-efficacy. Some of these things are expected to be embedded in the performance of an institution so that it can improve the quality of existing learning. Because the more comfortable the learning process that students go through, the more quality it will produce. The results of the study show that the four performance variables have a positive effect on the learning quality of students at the Takhossus Diny Bahrul Ulum Institute.

Keywords: *expectations, performance, services, facilities, task suitability, self-efficacy, quality*

INTRODUCTION

Educational Institutions are a scope that was established to print the next generation who are getting better and bringing goodness to their surroundings. This goal will certainly be successful if carried out in an orderly system. With clear objectives in an institution, it will be a benchmark for improving the quality and quality of the institution (Riggio, 2013). Pondok Pesantren is one of the active Islamic educational institutions and holds many beliefs of the people. Learning that has been arranged and arranged from activities and dormitories in order to provide services and learning that is effective and conducive. Santri is a designation for participants who live in it and gain knowledge in accordance with predetermined procedures and methods (Maimunah, 2020).

Improving the quality of education is determined by the readiness of human resources involved in the educational process. Human resources in an organization, both formal and non-formal, are a very important and dominant element in carrying out activities. Good or bad quality of human resources cannot be separated from the quality of education. This is because the quality of education is a determining factor in the creation of good human resources. The quality of education itself can be reflected in the implementation of ongoing education, of course it cannot be separated from the participation of existing teachers (Marliya et al., 2020).

The success of managing a task or activity is determined by many factors such as human factors, finance, facilities and infrastructure, time, situation and conditions. There are four factors that function as main components in carrying out tasks in an organization, among others, managing people or human resources, managing money or costs, managing equipment or infrastructure and managing methods or methods. The four components are a unit that is mutually attached to one another. If one of these

components does not work properly, then the implementation of the task is predicted to be carried out not in accordance with the stated goals (Syahril, 2018).

Providing the best service in order to produce quality education is a goal that educational institutions continue to achieve. Improvements to the quality of learning are continuously carried out in order to score successful educational outcomes and achievement in learning. Quality is a degree of excellence in managing education effectively and efficiently to give birth to excellence in students who are declared to have passed in completing certain learning (Toatubun & Rijal, 2018). The quality of learning is influenced by several factors including learning facilities, learning media and their implications for graduate competency achievements. Facilities and infrastructure as well as related services in supporting the learning process are also components in improving the quality of learning. Services that are less than optimal are thought to be related to diverse employee backgrounds and then made into the same institution and serve educational units and students in terms of achievement management (Gustiranda et al., 2022).

RESEARCH METHODS

The population in this study were students from the Takhossus Institute Diny Bahrul Ulum Zaid Bin Tsabit Putri Region for the 2022-2023 school year, totaling 170 students, while the subjects taken in this study were 20 students with a proportional random sampling technique, namely sampling taken at each level that is proportional to the population size at each population level (Yusuf, 2014). Then the determination of the number of samples can be seen in the following table:

NO	Levels	Total population	Population Determination	Number of samples taken
1	I'dadiyah	45	$\frac{45 \times 20}{170}$	5 people
2	ULA I	50	$\frac{50 \times 20}{170}$	6 people
3	ULA II	50	$\frac{50 \times 20}{170}$	6 people
4	Wustho	25	$\frac{25 \times 20}{170}$	3 people
SPECIFIED NUMBER OF SAMPLES				20 people

Data collection techniques in this study used a questionnaire or questionnaire method that had been distributed through the head of each class. The scoring system used uses three options, namely agree (S), ordinary (B) and disagree (TS). For measuring the final results related to performance categories in improving the quality of learning, the authors categorize the results as follows:

No	Score Achievement Category	Category
1	34 – 56 %	Not good
2	56 – 78 %	Enough
3	78 – 100 %	Very good

RESULTS AND DISCUSSION

There are several things that become performance evaluations in improving the quality of learning, including the services provided by the administrators to students, the facilities that students get to support learning, the suitability of assignments that

students get from the teacher and the self-efficacy or self-confidence of teachers in class and students when outside the classroom. These four things will be a benchmark for how students at the Diny Bahrul Ulum Institute of Hossus are able to improve the quality of their learning at the institution.

Based on the answers from 20 correspondents who came from the students of the Takhossus Institute Diny Bahrul Ulum, taking into account the performance indicators given to improve the quality of learning, the results are obtained as in the following table.

No	Indicator	Percentage of Achievement Score (%)	Category
1	Friendly manager	50%	Not good
2	Consistent and timely management	45%	Not good
3	Managers control activities	80%	Very good
4	Communication between administrators and students	75%	Enough
5	Communication between administrators and guardians of students	30%	Not good
6	Classrooms are clean and tidy	70%	Enough
7	Classrooms are ample and adequate	90%	Very good
8	Classroom with complete inventory	75%	Enough
9	Functioning and efficient office	85%	Very good
10	Clean, tidy and comfortable office	90%	Very good
11	Level assignments	50%	Not good
12	Assignments according to ability	70%	Enough
13	Useful task	90%	Very good
14	Tasks that are trusted improve quality	75%	Enough
15	Tasks that increase accuracy	60%	Enough
16	Detailed teacher delivery	75%	Enough
17	Easy to understand explanation	65%	Enough
18	Understanding of scientific level	100%	Very good
19	Ability to apply knowledge	55%	Not good
20	Ability to convey knowledge to others	65%	Enough
TOTAL AVERAGE		70%	Enough

In general, the total average score percentage for all performance indicators of administrators in improving the quality of learning at the Diny Bahrul Ulum Takhossus Institute is 70% which is in the sufficient category. Even though it is in the sufficient category, the total mean value is still far from the minimum limit of the sufficient category, which is 56%. This value indicates that the management of the Diny Bahrul Ulum Takhossus Institute has provided fairly good performance results even though it is still within the adequate line. However, even so, the management of the Diny Bahrul Ulum Takhossus Institute still has to increase the percentage of work in order to provide

even more optimal results in the future.

The table above also explains that there are still a number of things that need to be underlined because the results are not good. This includes, among others, the service section in the form of caretaker friendliness, consistency and timeliness as well as communication with santri guardians regarding the development of students. Another thing is in the suitability of the task based on the level of learning. The same thing is also found in the self-efficacy section in the form of the ability to solve several problems with the knowledge that has been owned. While other indicators show adequacy and very good.

There are many unfavorable scores in the assessment of the quality of services provided. The administrators are considered to be less friendly in serving the needs and all matters related to students. Likewise, the consistency of the board in carrying out their changing duties makes students confused about making decisions for themselves. Administrators also need to improve the quality of communication with parents of students in conveying learning outcomes so that there is cooperation in educating and caring for students.

Previously, the four variables in improving the quality of learning have been tested by several previous studies. Employee competence and skills have a positive effect on service performance. The higher the competence and skills of employees, the higher the performance of the services provided (Gustiranda et al., 2022). The results of this study encourage the results of this study which state that the service performance provided by the management of the Diny Bahrul Ulum Takhossus Institute is still lacking in terms of friendliness, discipline and communication. One reason is the lack of management skills in managing time and self-control. So it is necessary to make improvements in terms of service in order to create a quality educational environment.

Facilities and infrastructure provide a positive influence in improving the quality of learning. It can be seen from the results of the research that the assessment of existing infrastructure facilities at the Takhossus Institute Diny Bahrul Ulum is considered good for supporting learning. The most dominant indicator is found in the statement of adequate classrooms and offices and their efficient use. This agrees with the results of research (Maryadi et al., 2021) that the infrastructure variable partially has a positive and significant influence on employee performance. Also with the results of research (Darwis et al., 2018) which states that infrastructure has a positive influence on the learning process and also employee performance.

The suitability of the assignments obtained from the teacher for students provides potential results so as to be able to improve the quality of existing learning. This is in line with the research results of Udayana and Juliarsa (2022) that task suitability and appropriate use of technology have a positive effect on employee performance. The use of this technology can be aligned with the existence of several learning media presented by the teacher as a support for carrying out tasks. Like learning moral material, the teacher presents several videos as visualization of the material and students are asked to conclude and synchronize the material with the existing videos. Other research also says that task suitability is able to measure the extent to which an employee's ability to carry out tasks and utilize the surrounding media. In addition, giving assignments that are in accordance with expertise will provide a significant increase. (Astuti & Dharmadiaksa, 2014).

The percentage of self-efficacy ratings in this study showed adequate results except in the field of scientific practice. This is evidenced by the results of the research percentage of 55% in the unfavorable category. This is one of the obstacles to improving the quality of learning so it is necessary to develop in this regard. However, in other areas such as understanding, the ability to convey, is included in the sufficient category. Self-efficacy is very necessary as the results of research (Salim & Fakhrurrozi, 2020) state that there is a significant role for self-efficacy in predicting student resilience. In addition, other studies say that there is a significant relationship between self-efficacy and learning effectiveness. So in this case, it can be seen that in the context of learning effectiveness, efforts are made to increase self-efficacy (Papap et al., 2021).

CONCLUSION

Based on the four determinants of improving the quality of learning at the Takhossus Institute Diny Bahrul Ulum Zaid Bin Tsabit Putri Region, namely service quality, facilities, task suitability and self-efficacy, it can be concluded that the administrators of the Diny Bahrul Ulum Takhossus Institute have provided performance that is considered sufficient by students in improving the quality of learning. Even so, there are still a number of things that need to be improved because the results of the assessment stated that they were not good so that LTDBU management must continue to try to improve their performance to create good and quality education.

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