

SPECIAL SERVICE MANAGEMENT IN SUPERIOR PRIVATE PRIMARY SCHOOLS

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ABSTRACT

The achievement of school quality degrees is supported by the management of special services for students. Special service management is a process of providing service needs to students to support learning activities so that educational goals can be achieved efficiently. Special service management is implemented and organized to facilitate or facilitate learning, and can meet needs. Basically, the services needed by students are very important to realize a superior school. These services include guidance and counseling services, library services, canteen services, health services, transportation services, and boarding services.

This study aims to describe various kinds of special services organized and run at SD Muhammadiyah Kleco.

This study uses qualitative methods to explore in depth how special service management in elementary schools excels at SD Muhammadiyah Kleco Yogyakarta. Considering that SD Muhammadiyah Kleco Yogyakarta as a research subject has peculiarities and characteristics as characteristics, this research is closer to the case study approach. The source of data in this study is the Head of SD Muhammadiyah Kleco Yogyakarta as a key informant related to special service management to realize superior schools. While supporting informants consist of teachers and students. The data collection techniques used were semi-structured interviews, observation, and documentation.

The main special services held at SD Muhammadiyah Kleco include the library, School Health Business, canteen (School Owned Enterprise), and Counseling Guidance services. Special service management at SD Muhammadiyah Kleco is part of school management in general. Their management is carried out in an integrated manner in terms of financial management, human resources, and activities. Special services held include libraries, UKS, canteens (BUMS), and BK. Special service planning is carried out in an integrated manner with reference to program proposals in each special service unit. The division of labor in the provision of special services is based on the abilities and competencies of each teacher and education staff. Specific services are monitored and evaluated using money instruments implemented by the coordinator or person in charge of each service.

Obstacles in the delivery of special services include the transition period from online learning to normal face-to-face, limited competence and ability, limited allocation of funds, and lack of service satisfaction surveys from service users.

Kata Kunci: management, special services, elementary school