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The Competence of Administrative Staff in File Management In Vocational High Schools, Gorontalo Regency Dr. Novianty Djafri, S.Pd.I, M.pd.I Drs. Mohammad Polinggapo, M.Pd Purnawaty H Moha Email: noviantydjafri@ung.ac.id This study aims to find out the technical, personal and social competence of administrative staff in file d. The data were collected from questionnaire and documentation.

management in vocational schools, Gorontalo Regency by utilizing a quantitative descriptive metho

The results show that: 1) technical competence of administrative staff in file management in vocational schools, Gorontalo Regency reaches the good category of 79.3%. 2) Personal competence of administrative staff in file management in vocational schools, Gorontalo Regency arrives at the good category of 88.4%. 3) Social competence of administrative staff in file management in vocational schools, Gorontalo Regency achieves good category of 87.3%.

Therefore, the competence of administrative staff in file management in vocational schools, Gorontalo Regency has achieved a good result with an average percentage of 85%, which shows that the competence of file management should be improved. Based on these results, it is suggested that: 1) schools' members are expected to improve their cooperation and communication, 2) administrative staff is expected to be more patient, work harder and cooperate each other to achieve the goal, 3) further researchers are expected to expand their study on this topic, particularly on the aspects that have not been discussed.

Kkeywords: The Competence of File Management INTRODUCTION Improving the quality of school administration is one of the necessary aspects to improve education

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quality. According to offices administration dictionary, the file is a collection of documents regularly kept to achieve the goal effectively and efficiently. In managing the file, it is important to pay more attention to the source and information system as the main center.

It is because the role of professional administrative staff is required, so that education administrative system runs well based on each person's quality. Organizations need files as the center of memory, the source of information and a tool of supervision to implement management development activity such as planning, analyzing, developing, formulating policy, taking a decision, reporting accountability, assessing and controlling activity.

There should be a good working procedure of file management in giving information of management development activity. For that reason, file management as an activity in developing offices management is crucial and not easy to be implemented. The lack of administrative staff competence in file management becomes a vital problem.

It is necessary to have documentation in the administrative competence of file management since its role is important in every activity. Related to this, a documentalist should master and understand any issues in his or her workplace. In terms of supporting the quality of education, it is required to improve the quality of school administration in file management. The roles of administrative staff in managing file are serving cooperative work to ac

hieve organization purpose, providing information for the headmaster and helping the organizational development. On that ground, schools should have professional and skillful administrative staff to maximally achieve the organizational purpose. METHOD This is a quantitative descriptive study to describe a phenomenon about the competence of administrative staff in file management in vocational schools, Gorontalo Regency. This method was used to describe and analyze the research result. However, it was not used to draw a broader conclusion.

The data were collected from observation, questionnaire, and documentation. They were analyzed by using descriptive analysis technique in which every statement used is

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percentage formulation, put in a table to obtain the achieved percentage by frequenting each alternative answer, and then it is divided to total information x 100 as formulated by (Sudjana, 2010:50).

FINDINGS AND DISCUSSION Description of Data Competence is one of the functions to develop human's knowledge and skill. Administrative staff should master a competence of administrative work, and this also needs to be supported by experience. The competence of administrative staff is required to work well, particularly in file management. Findings Based on the findings from table 4.1 to table 4.10, there is a summary of an indicator of Staff Administrative Technical Competence in File Management in Vocational Schools, Gorontalo Regency, as presented in table 4.11: Tabel 4.11 The Summary of Technical Competence of Administrative Staff in File Management in vocational schools, Gorontalo Regency Table _Respondents' Statements _Score _Percentage(%) _Category _

Statement	Score	Percentage(%)	Category
4.1 I do the file and letter management	98	94,23%	Very Good
4.2 I manage static and dynamic file	77	74,03%	Quite Good
4.3 I compose file and letter administration report	91	87,5%	Good
4.4 I make a letter concept	86	82,69%	Good
4.5 I manage the incoming and outgoing letters	99	95,19%	Very Good
4.6 I do the letter depreciation	66	63,46%	Quite Good
4.7 I use IT to administer the letters and file	90	86,53%	Good
4.8 I make an information system service	66	63,46%	Quite Good
4.9 I compose a letter and file report	86	82,69%	Good
4.10 I do the school file management program	86	82,69%	Good
Total	84,5	81,24%	Good

Source: Managed Data, 2017 Based on Table 4.11, the average score of the indicator of Staff Administrative Technical Competence in File Management in vocational schools, Gorontalo Regency reaches good category of 81,24%.

It reveals that administrative staff in vocational schools, Gorontalo Regency has good technical competence by managing letters and files management as the procedure, and is able to use information system service in terms of letters and files management. Moreover, the highest score of 99 or 95,19% is reached by statement 4.5, and it indicates that school administrative staff always puts an effort to give the best result regarding managing letters and files administration system.

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Nevertheless, the lowest score of 66 or 63,46% is from statement 4.6 and 4.8. It shows that administrative staff has not optimally implemented the activity of letter depreciation and information system service. The Summary of Personal Competence of Administrative Staff in File Management in Vocational Schools, Gorontalo Regency Based on the findings from table 4.12 to table 4.28, there is a summary of an indicator of Staff Administrative Personal Competence in File Management in vocational schools, Gorontalo Regency, as presented in table 4.29: Tabel 4.29 The Summary of Indicator of Staff Administrative Personal Competence in File Management in Vocational Schools, Gorontalo Regency Table _Respondents' Statements _Score _Percentage (%) _Category _

Statement	Score	Percentage (%)	Category
4.12 I work as the ethics code	97	93,26%	Very Good
4.13 I am consistent with value and confidence when doing my job	99	95,19%	Very Good
4.14 I am honest and committed to doing my job	100	96,15%	Very Good
4.15 I follow the working procedure	103	99,03%	Very Good
4.16 I obey the rules	100	96,15%	Very Good
4.17 I obey the rules related to my work	96	92,30%	Very Good
4.18 I pay attention to my work's clarity and finish it as the guidelines	98	94,23%	Very Good
4.19 I appreciate others' opinion	101	97,11%	Very Good
4.20 I do evaluation periodically	91	87,5%	Good
4.21 I control my emotion and stress, be calm, and stay positive in doing my job	91	87,5%	Good
4.22 I am confident in doing my job	99	95,19%	Very Good
4.23 I am trying to be open up in doing my job	95	91,34%	Very Good
4.24 I improve my performance in working	103	99,03%	Very Good
4.25 I try to achieve qualified working outcome	99	95,19%	Very Good
4.26 I do my job quickly and accurately	100	96,15%	Very Good
4.27 I use the opportunity to create new idea in doing my job	87	83,65%	Good
4.28 I apply and keep up the development of science and technology in doing my job	89	85,57%	Good
Total	96,94	93,20%	Very Good

_Source: Managed Data, 2017 Based on Table 4.29, the average score of the indicator of Staff Administrative Personal Competence in File Management in vocational schools, Gorontalo Regency arrives at a very good category of 93,20%. It indicates that administrative staff in vocational schools, Gorontalo Regency has good personal competence in managing school's file.

The qualified working outcome will be achieved by having good personal competence. Additionally, the highest score of 103 or 99,03% is reached by statement 4.15 and 4.24. It reveals that administrative staff in SMK Kabupaten Gorontalo has worked hard as the

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working procedures and try to improve their performance in work so that schools' administration system will have a good working outcome.

CONCLUSION Based on the findings, it can be concluded that technical and social competence of administrative staff in file management in vocational schools, Gorontalo Regency have arrived at good category. Meanwhile, the personal competence achieves a very good category. **SUGGESTIONS** Based on the conclusions, this research provides several suggestions, including 1) schools' members are expected to improve their cooperation and communication, 2) administrative staff is projected to be more patient, work harder and cooperate each other to achieve the goal, 3) further researchers are supposed to expand their study on this topic, particularly on the aspects that have not been discussed.

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