

# THE ROLE OF PUBLIC ADMINISTRATION IN IMPROVING THE QUALITY OF EDUCATION SERVICES IN PRIMARY SCHOOLS

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**Abstract.** Primary education is one of the key foundations in the development of individuals and societies. The quality of education services in primary schools has a significant impact on the intellectual, social and economic development of children, as well as the economic growth of a country. Therefore, the role of public administration in improving the quality of education services in primary schools is a very important aspect in the development of the education system. This study aims to examine the role of public administration in improving the quality of education services in primary schools. This research adopts a qualitative approach through literature analysis, which means that it will investigate and explain information and content sourced from various documents and texts as a basis for analysis between 2008 and 2023. The study results show that the role of public administration in improving the quality of education services in primary schools is significant. Public administration plays a role in policy development, resource allocation, monitoring and evaluation, teacher training, collaboration with related parties, psychosocial support and the adoption of innovation and technology. All these aspects aim to create an educational environment that supports children's growth and development and provides a strong foundation for a brighter future.

**Keywords:** Public Administration, Service Quality, Education, Primary School

**Abstrak** Pendidikan dasar merupakan salah satu fondasi utama dalam perkembangan individu dan masyarakat. Kualitas layanan pendidikan di sekolah dasar memiliki dampak yang signifikan terhadap perkembangan intelektual, sosial, dan ekonomi anak-anak, serta pertumbuhan ekonomi suatu negara. Oleh karena itu, peran administrasi publik dalam meningkatkan kualitas layanan pendidikan di sekolah dasar adalah aspek yang sangat penting dalam pengembangan sistem pendidikan. Tujuan penelitian ini untuk menelaah peran administrasi publik dalam meningkatkan kualitas layanan pendidikan di sekolah dasar. Penelitian ini mengadopsi pendekatan kualitatif melalui analisis literatur, yang berarti bahwa penelitian ini akan menginvestigasi dan menjelaskan informasi serta isi yang bersumber dari berbagai dokumen dan teks sebagai landasan analisis antara 2008 sampai 2023. Hasil studi menunjukkan bahwa peran administrasi publik dalam meningkatkan kualitas layanan pendidikan di Sekolah Dasar sangat signifikan. Administrasi publik berperan dalam pengembangan kebijakan, alokasi sumber daya, pemantauan dan evaluasi, pelatihan guru, kolaborasi dengan pihak terkait, dukungan psikososial, serta pengadopsian inovasi dan teknologi. Semua aspek ini bertujuan untuk menciptakan lingkungan pendidikan yang mendukung pertumbuhan dan perkembangan anak-anak, serta memberikan landasan yang kuat bagi masa depan yang lebih cerah.

**Kata Kunci:** Administrasi Publik, Kualitas Layanan, Pendidikan, Sekolah Dasar

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## INTRODUCTION

Primary education serves as the central pillar on which the future progress of individuals and societies depends. In this regard, educational services provided at the primary school level play a central role with tremendous consequences in influencing the intellectual growth, social development and economic mobility of children and, by extension, in determining the direction of a country's economic growth (Goczek et al., 2021). Therefore, an in-depth understanding of the strategic role played by public administration in improving the quality of education services in primary schools is essential in efforts to improve and optimise the education system to engage the holistic dimensions of education.

The primary school level plays a key role in children's educational experience, providing an important foundation for the intellectual and character development that will shape their future (Parker et al., 2022). It is the initial stage in formal education where children soak up essential knowledge, develop fundamental skills and absorb values that will form the basis for their personal development. While the importance of this stage is undeniable, the reality is that the quality of education services in primary schools can vary widely from one location to another, even within the same country. There are stark differences in the capacity of primary schools to deliver quality education, with some schools achieving high standards while others face challenges that hamper their efforts to provide quality education services. Differences in the quality of education services at the primary school level are a source of significant concern as they have the potential to create disparities in access to equitable education opportunities (Muttaqin, 2018). Factors influencing these inequalities can range from resource limitations, differences in school management to inequalities in the training of teaching staff. It is therefore important to identify the sources of these inequalities and delve deeper into how public administration can play an active role in overcoming these constraints and stimulating improvements in an inclusive and quality basic education system.

Public administration is the backbone in organising and managing resources related to the education system (Aubry Kradolfer & Geiss, 2016). The role of public administration is not only limited to managing the education budget but also covers more in-depth aspects, such as formulating education policies that support high education standards, improving human resource management and making smart and proactive decisions. In the context of basic education, public administration serves as the frontline that must create a framework that supports educational excellence. In addition, public administration has an important role in creating an environment that promotes and supports the quality of education services (Doorwar et al., 2019; Rijal, 2023; Sari, 2023). This includes efforts to build partnerships with various

stakeholders, facilitate the training and development of educators and oversee the implementation of education policies. All these efforts create a solid foundation for improving the quality of education services in primary schools and, thus, have a positive impact on the future of children and the socio-economic development of the community as a whole. Therefore, a deeper understanding of the essential role of public administration in the development of an excellent primary education system is important to ensure that children have access to the best and sustainable education services.

In the journey towards improving the quality of education services in primary schools, we should not overlook the barriers that may arise. Some of these include budget constraints, which can hinder the provision of adequate educational facilities and resources, and the lack of infrastructure that can hinder the delivery of quality education, especially in remote rural areas. In addition, the lack of training and professional development for educators is also a key factor that can affect the quality of education, as skilled and continuously developing educators are an essential ingredient in delivering quality education (Mupa & Chinooneka, 2015). Addressing these constraints is a very important step in the effort to improve the quality of education services at the primary level. Therefore, the role of public administration in overcoming these obstacles becomes even more crucial. Public administration can play a role in formulating policies that focus on allocating resources efficiently and effectively, building better education infrastructure and providing continuous training for educators. By doing so, public administration can play a more active role in paving the way for an inclusive and quality basic education system so that every child has an equal opportunity to access quality education (Subekti et al., 2022).

This research aims to explore this, focusing on the role of public administration in formulating and implementing education policies, managing resources and collaborating with various stakeholders in an effort to improve the quality of education services in primary schools. By understanding the role of public administration in this context, we can identify concrete steps that can be taken to improve the primary education system and provide better educational opportunities for children. It is hoped that this research will provide valuable insights for decision-makers, policymakers and education practitioners in their efforts to improve the quality of education services in primary schools.

## **METHOD**

This study involves an extensive qualitative analysis of the existing body of literature. Its primary objective is to conduct a comprehensive review and elucidation of the available

information by referencing a diverse array of sources. The central aim of this qualitative literature review is to collect, evaluate, and synthesize the existing knowledge on the specified topic, with a specific focus on the role of public administration in enhancing the quality of educational services in elementary schools. Data will be sourced from a variety of relevant outlets, including academic journals, books, research reports, and other scholarly publications, spanning the period between 2008 and 2023. This timeframe allows the researcher to observe the transformations and advancements in the subject matter, identify trends, and note any alterations that have transpired during this timeframe. The application of qualitative methodology in this literature review enables an in-depth exploration of the intricate and multifaceted facets of the subject (Elo et al., 2014). This approach facilitates the assimilation of an assortment of information sources and the examination of a broad spectrum of perspectives, thereby enriching the analysis and reinforcing the credibility of the findings. The data collection process encompasses meticulous textual analysis, data retrieval, and the systematic organization of pertinent information pertaining to the research subject. Consequently, the researcher will categorize this data, compare and synthesize insights from diverse sources, and identify recurring patterns, themes, and trends within the amassed data. A notable advantage of employing a qualitative literature review is its adaptability in comprehending and explicating intricate phenomena, as it is not restricted by numerical or statistical constraints (Rahman, 2016). This approach also permits researchers to attain profound insights into the subject's evolution over time, as well as the development of concepts and viewpoints associated with the subject over the years. In the course of this study, it is imperative to assess the reliability and credibility of the sources employed and to critically evaluate the compiled information. When embracing a qualitative approach, the researcher must present findings in an impartial and reflective manner, offer lucid and succinct interpretations, and acknowledge the limitations of the methodologies and data sources utilized (Bradshaw et al., 2017). The ultimate aim of this research is to furnish a comprehensive overview of the subject's evolution from 2008 to 2023 and, possibly, proffer recommendations for future investigations aimed at enriching our comprehension of issues pertinent to this subject.

## RESULTS

Education cannot be underestimated, as it is one of the pillars that support the development and progress of a society and a country as a whole (Serdyukov, 2017). Efforts to improve the quality of education services at the basic level, such as in primary schools, have countless

implications for the development and future of the younger generation. Not only that, quality education services at the primary level also play a major role in promoting economic growth and social progress of a nation. In this context, public administration acts as a key pillar in achieving these goals (Mensah, 2019). The ability of public administration to manage resources, formulate policies and provide the infrastructure to support an excellent education system is crucial to the success of efforts to improve the quality of education services at the primary level and, therefore, plays an important role in shaping the bright future of the nation's next generation.

Public administration, as a system responsible for the management and implementation of government, has a broad role that covers various aspects of governance (Raharjanto, 2021). This includes planning, implementing, monitoring and evaluating various programmes and policies set by the government. In the context of education, public administration emerges as a central pillar that has a profound impact on creating an environment that supports effectiveness and efficiency in the teaching and learning process. Through careful management, public administration is able to ensure that resources, both financial and physical, are available and best utilised to support the quality of education, thereby creating optimal learning opportunities for students. In addition, public administration also plays a key role in formulating education policies that are progressive and responsive to changing times, so as to meet the demands of societal development and global development.

## **DISCUSSION**

The role of public administration in improving the quality of education services in primary schools is a journey that includes a series of important aspects. It begins with the all-important first step of developing a solid education policy. The policies created must have a solid foundation in relevant data and research, and be able to provide a thoughtful response to the needs and challenges faced by primary schools. Public administrators, with their key role, are not only tasked with formulating these policies but must also be able to create strategic plans that underpin and ensure the implementation of these policies (Andrews, 2017). This strategic plan not only details how the improvement in the quality of education at the primary level will be realised, but also identifies the concrete steps required, the allocation of appropriate resources, and the monitoring measures that will ensure that each step on this journey has the desired impact. In addition, the role of public administration is also about managing the allocation of resources for basic education (Zhu, 2022). This includes aspects such as adequate budgeting to meet the needs of schools and students, and the placement of qualified teachers

in primary schools. They must not only allocate resources wisely but also ensure that existing resources are utilised efficiently and effectively. In this regard, the management of funds and assets is an important task for the public administration, which must ensure that there is no wastage and that all resources are utilised to the maximum to improve the quality of education at the primary level.

Apart from developing strong education policies, the role of public administration in improving the quality of education services in primary schools also includes managing resource allocation, which is an equally important foundation. In this regard, the public administration should undertake careful budgeting to ensure that the resources needed to support basic education are available in adequate amounts. This includes fulfilling the basic needs of schools, such as safe and comfortable facilities, educational supplies and up-to-date textbooks (Barrett et al., 2019). In addition, the role of public administration also involves placing and managing qualified teachers in primary schools. They must ensure that teachers have the necessary qualifications and competencies to provide quality education to students. This includes procuring experienced and qualified teachers and providing ongoing support and training for their professional development. It is also important for public administrations to regularly monitor and evaluate teachers' performance to ensure that education standards are maintained and improved. With careful management of resources and education personnel, public administrations can ensure that basic education in primary schools runs smoothly and provides maximum benefits for students' development (Usman, 2016).

Monitoring and evaluating the education system is an integral component of the public administration role that focuses on improving the quality of education in primary schools. It involves developing and implementing accurate performance indicators to measure student achievement and the effectiveness of the learning process. Public administration also plays a role in periodically measuring student learning outcomes to understand the extent to which the education provided has achieved educational objectives (Ismail et al., 2022). In addition, evaluating the performance of teachers and principals is important in ensuring that education standards in primary schools are maintained and improved. With careful monitoring, important information can be identified and corrective measures needed to improve the quality of education services can be implemented (Domitrovich et al., 2008). Monitoring and evaluation also provide an opportunity for the public administration to identify factors that may affect the quality of education in primary schools. This involves assessing various elements including the curriculum, teaching methods and the physical conditions and environment of the school. With the information obtained from the monitoring and evaluation process, the public administration

can design appropriate interventions to improve the quality of education, whether in terms of improving learning programmes, improving teacher quality or improving school infrastructure. Monitoring and evaluation are thus an invaluable tool in maintaining and continuously improving the quality of education services at the primary level.

At a later stage, the role of public administration takes us into the world of designing high-quality training and development programmes for teachers. These programmes must be carefully designed to ensure that educators have access to relevant and up-to-date resources and training. Public administration has a responsibility to develop training curricula that focus on teachers' professional development, including innovative learning strategies, a deep understanding of current educational issues, and the ability to understand students' individual needs. In addition, the role of public administration in creating appropriate incentives and rewards to encourage teachers to continuously improve their performance is crucial (Mintrop & Ordenes, 2017). This could include recognising achievements, providing fair financial incentives or opportunities for further career development. Thus, teachers will feel motivated to give their best in an effort to improve the quality of education in primary schools. However, efforts to improve the quality of education services in primary schools do not rely solely on public administration. Strong collaboration with parents, communities and non-governmental organisations is an important element in this effort (Adams et al., 2016). Public administrations should play an active role in building solid partnerships with all stakeholders, gathering input and feedback from local communities and involving parents in the education decision-making process. This collaboration creates an opportunity to share an understanding of students' specific needs and ensure that education programmes reflect the values and aspirations of the local community. Thus, close collaboration with all stakeholders not only strengthens the relationship between the school and the community but also becomes the foundation for continuous improvement in the quality of education services in primary schools.

Not only focusing on academic aspects, the role of public administration in improving the quality of education services in primary schools also includes a deep understanding of the psychosocial aspects of students. Students' emotional and social well-being is an essential element in ensuring effective and inclusive education (Panesi et al., 2020). Public administrations should actively promote a culture that supports healthy emotional development, which includes providing resources and support for students to overcome emotional challenges, such as stress and anxiety. Bullying prevention is also an important priority. Public administrations should develop policies and programmes that eliminate bullying practices and create a safe and supportive environment for all students. This involves

education about good behaviour, close supervision, and appropriate handling when bullying situations occur. In addition, public administration has a role in promoting moral and ethical values in the educational environment. This includes curriculum development that incorporates moral and ethical aspects, as well as character learning as an integral part of education. The statement underlines the role of public administration in promoting moral and ethical values in education, especially in curriculum development that includes moral and ethical aspects. This aims to shape students' character and make them aware of everyday ethical behaviour. Public administration also emphasises the importance of character learning as an integral part of education, through a variety of programmes and activities that encourage the development of positive moral, ethical and personality values. In this context, the role of public administration is to ensure education is not only about academic competence, but also about the understanding of moral and ethical values, as well as the formation of good character, with the aim of creating a better educational environment and more ethical and responsible citizens. Public administration can also play a role in supporting initiatives that encourage students to take an active role in community service, so that they can internalise values such as social responsibility and empathy. Thus, understanding psychosocial aspects and character development provide a strong foundation in creating an educational environment that prepares students not only academically, but also socially and morally to face challenges in an increasingly complex world (Ridho, 2023).

In the ever-evolving digital era, the role of public administration becomes even more crucial in embracing innovation and technology in the education sector (Mahardhani, 2023). Public administrations need to lead the way in adopting smart and innovative technologies, including the use of advanced educational software, integrated distance learning and providing equitable and adequate internet access for all students (Haleem et al., 2022). The use of educational software, for example, can enrich the learning experience by providing interactive platforms and multimedia resources that support student understanding. Distance learning, which is increasingly important in pandemic situations and other specialised conditions, enables broader and more flexible access to education (Coman et al., 2020). Public administrations must also ensure that equitable internet access across the region becomes a reality, so that no student is left behind in their educational journey. Through these diverse roles and responsibilities, public administrations become an important foundation in achieving the shared vision of providing quality basic education for future generations (Peramesti & Kusmana, 2018). They play a key role in preparing a skilled and adaptive generation to face increasingly complex global challenges. More than just government organisers, public



administrators are pioneers of change in education, marshalling resources and innovation to create a brighter future (Grassini, 2023). Investment in basic education is not only seen as a key investment in the development of communities and countries, but also as a solid foundation for the development of future generations that will bring positive changes in the world.

## CONCLUSION

The role of public administration in improving the quality of education services in primary schools has a very significant and multidimensional impact. Public administrators are the backbone for the advancement of basic education, as they are involved in various aspects that affect the quality of education. First of all, the role of public administration involves developing smart and inclusive education policies. They must formulate policies that are based on relevant data and research, taking into account the needs and challenges faced by primary schools. Strong and progressive policies are the foundation for improving the quality of education. Furthermore, public administration plays a role in managing the allocation of resources essential for basic education. This includes adequate budgeting to meet the needs of schools and students, the placement of qualified teachers in primary schools and ensuring the efficient use of available resources. In this context, rigorous monitoring and resource management are critical elements in supporting the provision of quality education. With careful monitoring and evaluation, continuous improvements in the quality of education services can be identified and implemented. In addition, public administrations have the responsibility of designing high-quality training and development programmes for teachers. Teachers are a key element in improving the quality of education, and careful training programmes and appropriate incentives can encourage them to perform better. In facing the challenges of the modern world, collaboration with various stakeholders such as parents, communities and non-governmental organisations is essential. This includes building strong partnerships with all parties to support education. Apart from academic aspects, attention to students' psychosocial well-being is also an integral part of the role of public administration. Public administrations should promote moral and ethical values in the educational environment, ensure an environment that supports healthy emotional development, prevent bullying, and provide support to students with special needs. In the ever-evolving digital age, public administrations should adopt innovation and technology in education. The use of educational software, distance learning and equitable internet access should be introduced to expand the scope of education. All these aspects help to create an educational environment that prepares future generations to face an increasingly

complex world, provides wider learning opportunities and emphasises the importance of basic education as a key investment in achieving a brighter future.

## **RECOMMENDATIONS**

The following suggestions can be integrated into concrete actions to improve the role of public administration in education management in primary schools: Firstly, it is important to improve the qualifications of administrative staff involved in education management in primary schools. Advanced training and professional development need to be an integral part of this endeavour. In this way, public administrations can ensure that they have qualified and competent human resources to support the quality of education services in primary schools. Secondly, strengthen oversight and accountability in the management of education funds. Public administrations must ensure that funds are allocated and used efficiently to improve education. Transparency in education budgets and performance reports is key in ensuring better accountability. Thirdly, involve communities and parents in the education decision-making process. This could include more open discussion and consultation forums where they can provide valuable input and support schools in their efforts to improve the quality of education services. Fourthly, promote the use of technology in education by providing extensive internet access and training programmes for teachers in utilising educational technology. This will broaden the scope of education and enable more modern and effective learning. Finally, pay greater attention to student well-being, including bullying prevention efforts, support for students with special needs and character development. By focusing on the psychosocial aspects of students, public administrations can create an educational environment that supports healthy development. By implementing these suggestions, public administration can play a more effective role in improving the quality of education services in primary schools. This will help create a strong educational foundation for future generations and make a positive contribution to the overall development of society and the country.

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