

THE QUALITY OF ADMINISTRATIVE SERVICES TOWARDS STUDENT SATISFACTION AT THE FIP OF PUANGRIMAGGALATUNG UNIVERSITY

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Abstract: The Quality of Administrative Services Towards Student Satisfaction at the FIP of Puangrimaggalatung University

This study aims to examine and analyze the quality of administrative services towards student satisfaction and to analyze and describe the obstacles faced in the implementation of administrative services towards student satisfaction at the Faculty of Education, Puangrimaggalatung University. This study uses a qualitative descriptive research type, located at the Faculty of Education, Puangrimaggalatung University, Wajo Regency. The informants of this study consisted of 15 people consisting of the Dean of FIP, Head of Educational Administration Study Program, Head of Biology Education Study Program, Head of Indonesian Language Education Study Program, Faculty Operators, Faculty Staff, and 3 students from each study program. The informant determination technique used purposive sampling. Data collection techniques consisted of questionnaires, interviews, and documentation. The researcher's data sources consisted of primary data and secondary data. The results of the study indicate that in general the administrative services at the Faculty of Education have run quite well and are able to provide a level of satisfaction for students. However, there are still several obstacles in the implementation of administrative services that need attention and improvement so that the quality of service can continue to be improved. Obstacles that are often encountered in administrative services include: limited number of administrative staff, some administrative systems are still manual, lack of use of information technology in administrative services, high number of students who need services at the same time, network connections that are often unstable, incomplete documents, physical facilities such as lack of seating in the waiting room are also obstacles. The implication of this research is the need to improve the quality of administrative services by adding administrative staff, optimizing information technology, improving service systems, and providing adequate supporting facilities to increase student satisfaction in a sustainable manner.

Keywords: Service Quality, Administrative Services, Service Satisfaction

Abstrak: Kualitas Layanan Administrasi Terhadap Kepuasan Mahasiswa FIP Universitas Puangrimaggalatung

Penelitian ini bertujuan untuk mengkaji dan menganalisis kualitas layanan administrasi terhadap kepuasan mahasiswa dan untuk menganalisis dan

mendeskrripsikan kendala-kendala yang dihadapi dalam penyelenggaraan layanan administrasi terhadap kepuasan mahasiswa di Fakultas Ilmu Pendidikan Universitas Puangrimaggalatung. Penelitian ini menggunakan jenis penelitian deskriptif kualitatif, yang berlokasi di Fakultas Ilmu Pendidikan Universitas Puangrimaggalatung, Kab. Wajo. Informan penelitian ini terdiri dari 15 orang yang terdiri dari Dekan FIP, Kaprodi Administrasi Pendidikan, Kaprodi Pendidikan Biologi, Kaprodi Pendidikan Bahasa Indonesia, Operator Fakultas, Staf Fakultas, dan mahasiswa dari masing-masing prodi 3 orang. Teknik penentuan informan menggunakan purposive sampling. Teknik pengumpulan data terdiri dari angket, wawancara, dan dokumentasi. Sumber data peneliti terdiri dari data primer dan data sekunder. Hasil penelitian menunjukkan bahwa secara umum pelayanan administrasi di Fakultas Ilmu Pendidikan telah berjalan dengan cukup baik dan mampu memberikan tingkat kepuasan bagi mahasiswa. Meskipun demikian, masih terdapat beberapa kendala dalam pelaksanaan pelayanan administrasi yang perlu mendapatkan perhatian dan perbaikan agar kualitas pelayanan dapat terus ditingkatkan. Kendala-kendala yang sering dihadapi dalam pelayanan administrasi antara lain: jumlah pegawai administrasi yang terbatas, sistem administrasi ada yang masih bersifat manual, kurangnya pemanfaatan teknologi informasi dalam pelayanan administrasi, tingginya jumlah mahasiswa yang membutuhkan pelayanan pada waktu yang bersamaan, koneksi jaringan yang seringkali kurang stabil, dokumen kurang lengkap, fasilitas fisik seperti kurangnya tempat duduk di ruang tunggu juga menjadi kendala. Implikasi penelitian ini adalah perlunya peningkatan kualitas layanan administrasi melalui penambahan tenaga administrasi, optimalisasi teknologi informasi, perbaikan sistem pelayanan, serta penyediaan fasilitas pendukung yang memadai untuk meningkatkan kepuasan mahasiswa secara berkelanjutan.

Kata Kunci: Kualitas Layanan, Layanan Administrasi, Kepuasan Layanan

INTRODUCTION

Law Number 12 of 2012 concerning Higher Education explains that to increase the nation's competitiveness in facing globalization in all fields, higher education is needed that is capable of developing science and technology. In today's digital era, the use of information technology in administrative services is crucial. Regulation of the Minister of Education and Culture of the Republic of Indonesia Number 14 of 2021 concerning National Standards for Higher Education requires universities to utilize information technology in administrative and learning processes. This aims to increase the efficiency and effectiveness of services and provide easy access for students.

Puangrimaggalatung University has utilized technology in its administrative services. The application of technology in administrative services also aligns with global trends indicating that students increasingly expect digital-based services. Research shows that digital transformation in higher education administrative

services can increase student satisfaction by providing easy access, speed of service, and efficiency in administrative processes. Responsive and digitally integrated administrative services are important factors in increasing student satisfaction (Ariyanto et al., 2026). This suggests that faculties need to invest in adequate information systems to support administrative services.

Higher education administration services encompass a wide range of services provided to students, from the registration process and tuition payments, academic services, to guidance and counseling (Anandikha et al., 2024). Good administration services must be fast, responsive, and easily accessible to students. Complicated and inefficient administrative processes can lead to student dissatisfaction and disrupt student concentration (Manalu et al., 2025). Therefore, improvements and innovations in the administrative service system are crucial for enhancing student experience and satisfaction at higher education.

The quality of administrative services in higher education is a crucial factor influencing student satisfaction. In assessing the quality of administrative services, this study refers to the service quality theory proposed by Saputra et al. (2025) which explains that service quality can be measured through five main indicators: tangibles, reliability, responsiveness, assurance, and empathy.

A service is said to be of high quality if it is able to meet or even exceed the expectations of service users in the five indicators. Therefore, good quality administrative services are demonstrated through the availability of adequate facilities, accurate and consistent service, quick response to student needs, the ability of staff to provide service certainty, and attention and concern for student needs. In higher education is one of the important factors that influence student satisfaction. In today's digital era, students not only expect fast and efficient services, but also responsive and technology-based services.

The quality of administrative services is also closely related to the institution's image. According to Susetyo et al. (2022), a positive image of an educational institution can increase its attractiveness to prospective new students. Student satisfaction is also influenced by effective communication between students and the administration. The quality of communication, clarity of information, and the professionalism of administrative staff are important factors influencing students' perceptions of service quality and their level of satisfaction (Mustafa et al., 2022). In this context, faculties need to ensure that the information presented to students is easy to understand and accessible.

Research by Ariyanto et al. (2026) found that students who are satisfied with administrative services tend to have a higher commitment to their institution. This suggests that the quality of administrative services impacts not only satisfaction but also student loyalty to the faculty and university. Another noteworthy phenomenon is the shift in student expectations of administrative services. With the increasing

availability of information online, students are now more critical in assessing the quality of the services they receive.

The importance of training and development of human resources in the administrative field cannot be overstated. Good service quality depends heavily on the competence and attitude of administrative staff. Therefore, faculties need to provide adequate training for administrative staff so they can deliver high-quality service. The professionalism and competence of administrative staff are crucial factors in improving service quality. Employees with strong service skills will be more responsive in meeting student needs and resolving administrative issues effectively (Mustafa et al., 2022).

Every student expects services tailored to their needs and is satisfied with the services provided. Therefore, the quality of service can be measured by their satisfaction. Students will be satisfied when their expectations are met and delighted when they are exceeded. Student satisfaction is reflected in their loyalty, which will produce positive outcomes for their respective higher education institutions.

Based on my initial observations, several interesting phenomena warrant further study. In some situations, students still have to wait relatively long periods for administrative services, particularly when processing specific documents or during busy service periods, such as at the beginning and end of the semester, when filling out the study plan card (KRS), processing certificates, and various other administrative needs.

Observations also indicate that the faculty administration has essentially strived to provide optimal service to students. However, in practice, several obstacles remain that impact service effectiveness, such as limited resources, a service system that is not yet fully digitized, and a large student population that increases the service load during certain periods. These conditions pose a challenge for the administration in its efforts to provide fast, accurate service that meets the expectations of students as service users.

Various studies have shown that the quality of administrative services has a positive and significant relationship with student satisfaction. The better the quality of services provided, the higher the level of student satisfaction with higher education institutions (Rizos et al., 2022; Simanullang et al., 2025). These findings indicate that the quality of administrative services is a key factor in increasing student satisfaction. These findings align with research findings showing that good service quality is a key factor influencing user satisfaction, including in the context of administrative services in higher education (Asnawi & Supriyanto, 2022).

Based on the background that has been explained above and by paying attention to the findings of the initial observations, the relevance of the study in an academic perspective, and the importance of efforts to improve the quality of service in the implementation of higher education, the research on the quality of

administrative services on student satisfaction at the Faculty of Education, Puangrimaggalatung University is considered to have a high level of importance to be studied in more depth. This is what makes researchers interested in conducting research with the title "The Quality of Administrative Services on Student Satisfaction at the Faculty of Education, Puangrimaggalatung University".

Based on this background, the focus of this research is: the quality of administrative services on student satisfaction at the Faculty of Education, Puangrimaggalatung University and the obstacles faced in the implementation of administrative services on student satisfaction at the Faculty of Education, Puangrimaggalatung University. The purpose of this research is to study and analyze the quality of administrative services on student satisfaction at the Faculty of Education, Puangrimaggalatung University and to analyze and describe the obstacles faced in the implementation of administrative services on student satisfaction at the Faculty of Education, Puangrimaggalatung University.

RESEARCH METHODS

This research is a qualitative descriptive study. Qualitative research produces descriptive data in the form of written or spoken words from the objects being observed. Descriptive research aims to describe or elaborate on existing phenomena. The types of data used are primary and secondary data. Primary data is data obtained directly by researchers from the original research source or location. Secondary data is data obtained by researchers from literature in the form of articles, journals and other scientific works. Researchers delve directly into the actual situation, gathering information about the problem they are investigating. This study involved 15 informants, as follows:

Table 1. List of Informants

No	Informants	Amount
1	Dean of the Faculty of Education	1
2	Head of Study Program, Faculty of Education	3
3	Operator of the Faculty of Education	1
4	Staff of the Faculty of Education	1
5	Students	9
Total Informants		15

The data collection techniques used in this study were observation, interviews, and documentation. The data analysis technique used was descriptive qualitative analysis. The data analysis model includes three components: data reduction, data presentation, and conclusion drawing/verification. Data validity was tested using source triangulation, technical triangulation, and time triangulation.

RESULTS AND DISCUSSION

After the researcher collected data through observation, interviews, and documentation, the researcher obtained data on "The Quality of Administrative

Services on Student Satisfaction at the Faculty of Education, Puangrimaggalatung University." The following is data from the research informants who served as sources in this study.

Quality of Administrative Services

Service quality is the comparison between customer expectations and their perceptions of the service received. This is consistent with the statement of an informant, a student of Educational Administration, Mr. MA (Thursday, December 11, 2025), who stated:

"Overall, I am quite satisfied with the administrative services at the faculty. The service provided by the administrative staff has assisted students in managing various academic needs. While there are still some areas for improvement, such as the speed of service when there are a large number of students, overall, the service provided has been running well."

The same thing is also supported by a statement from a Biology Education study program student, namely Sister AP (Monday, November 24, 2025) who was also an informant in this study that:

"I was satisfied with the service I received because it was prompt, and when a student needed assistance, the administrative staff were able to assist them within the allotted time. The staff were also friendly and communicative."

The results of the study indicate that the quality of administrative services at the Faculty of Education, Puangrimaggalatung University, is in the fairly good category, but has not fully met student expectations. In this study, the quality of administrative services at the Faculty of Education was measured using five main indicators of administrative service quality according to Saputra et al. (2025): tangibles, reliability, responsiveness, assurance, and empathy. These five indicators were used to assess the extent to which the quality of administrative services provided to students and how it impacts student satisfaction.

Physical Evidence

The existence of physical facilities, equipment, and communication facilities and other facilities that must be present in the administrative service process, including: the appearance of service officers, modern equipment, parking spaces. This is in line with the results of an interview with one of the informants, namely the Operator of the Faculty of Education, Mr. DA (Wednesday, November 19, 2025) that:

"My workplace is in good condition and supports my duties. Facilities such as desks, computers, internet connection, and administrative equipment are available and functioning well. There are also waiting chairs and a parking area for lecturers, staff, and students. This certainly helps ensure smooth work flow."

The same thing was also expressed by the Head of the Educational Administration Study Program, namely Mrs. SM (Wednesday, November 12, 2025), that:

"Thankfully, the Faculty of Education is quite satisfactory, and students receive adequate facilities when they need assistance. There's a waiting room before being served, and reference materials and reading materials, such as theses, are all readily available in the study program."

Based on the above statement, it can be concluded that the physical facilities at the study program and faculty levels are adequate. This is due to the availability of student waiting areas and ample parking. The Foundation provides IT equipment such as computers, printers, Wi-Fi, and other facilities to facilitate administrative services. The information technology equipment is easy to use, and the service area is adequate, comfortable, and conducive.

Based on research results, administrative facilities at the Faculty of Education are generally available and adequate. This is evident in the presence of an administrative service room, a service desk, computer equipment, and document archives used in administrative processes. Furthermore, the appearance of administrative staff was deemed neat and professional, creating a positive impression on students who come to attend to administrative matters.

The results of this study indicate that physical facilities play a significant role in creating comfort for students in receiving administrative services. Good facilities will improve students' perceptions of the quality of service provided. This finding is in line with the theory of Saputra et al. (2025) which states that tangibles are one of the main indicators of service quality related to the condition of physical facilities, equipment, and the appearance of employees who provide services to customers. Thus, it can be concluded that tangibles in administrative services at the Faculty of Education are quite good, but still need to be improved, especially in terms of modernization/digitalization of the administrative service system and increasing the comfort of the service room for students and adding seating for students waiting for service.

Trustworthy (Reliability)

The ability to provide services as promised accurately, as well as the ability to be trusted (dependably), in this case, namely providing services on time, according to the promised schedule and without making mistakes every time the service is provided. This is in line with the results of an interview with one of the informants, namely a Biology Education student, Sister AP (Monday, November 24, 2025) that:

"The service is fast and when a student needs administrative assistance, the administrative staff can complete it according to the time promised and determined in advance."

The same thing was also expressed by one of the informants of this research, namely a student of the Biology Education study program, Sister AD (Friday, October 17, 2025) that:

"I have never encountered any errors in the administrative process so far. Everything has run smoothly and according to procedure."

Interview results also indicated that administrative staff were reliable, services were provided in a timely manner, information was accurate, and administrative processes ran smoothly. However, two respondents also noted that administrative services were sometimes not delivered on time. Based on this statement, it can be concluded that the quality of administrative services in terms of reliability/trustworthiness is quite good because the ability to provide services as promised accurately and quickly has been felt by students.

Reliability relates to the ability of administrative staff to provide services accurately, consistently, and reliably in accordance with established procedures. Based on the research results, administrative services at the Faculty of Education have generally been implemented well in accordance with applicable procedures. Administrative staff are able to provide services related to various student administrative needs such as making certificates, processing academic documents, processing KRS and KHS, legalizing diplomas and transcripts, changing student data, and making permits related to campus academic activities and student organizations, submitting leave and reactivation requests, and providing information related to academic activities.

These findings indicate that the level of reliability of administrative services is quite good, but still requires improvement, especially in terms of consistency and timeliness of service. According to Saputra et al. (2025), reliability is an organization's ability to provide promised services accurately and reliably. This indicator is very important because customers expect consistent and reliable service. Therefore, improving the reliability of administrative services at the Faculty of Education can be achieved through improved coordination between employees, simplifying administrative procedures, and utilizing an information technology-based administrative system to accelerate the service process.

Responsiveness

Components included in this dimension include readiness and responsiveness to handle customer requests, responsiveness of service personnel to customer suggestions, and prompt service delivery. This is in line with the results of an interview with one of the informants, Mr. MS, a Biology Education student (Monday, November 24, 2025), who stated:

"I think the administrative services at the faculty are quite fast, especially if the requirements you bring are complete."

The same thing was also expressed by one of the informants of this research, namely a student of the Educational Administration study program, Saudara MA (Thursday, December 11, 2025) that:

"I think the speed of administrative services at the faculty is quite good. Administrative staff usually serve students promptly and strive to complete administrative tasks according to established procedures."

Based on the statement above, it can be concluded that the staff's responsiveness in assisting and providing the services needed by students has been effective. This is because the administrative staff are able to respond quickly to every student's needs, provide the information they require, and strive to resolve all student administrative matters promptly in accordance with established procedures.

Responsiveness relates to the willingness of staff to assist students and provide prompt and responsive service to their needs. The study found that most students considered the administrative staff at the Faculty of Education to be quite responsive in providing service. Staff were willing to assist students experiencing difficulties with administrative matters and provided explanations regarding the necessary administrative procedures.

The results of this study align with the findings of Alfianto & Suryawardana (2021), which showed that responsiveness is one of the dimensions of service quality that most influences student satisfaction. Students tend to be satisfied when administrative staff respond quickly and accurately and assist with resolving their academic needs.

Assurance

Assurance includes the knowledge, ability, friendliness, courtesy, and trustworthiness of contact personnel to eliminate doubts within customers and feel free from danger and risk. This is in line with the results of an interview with one of the informants, namely faculty staff, Mr. MB (Wednesday, November 19, 2025) that:

"I prioritize clear, friendly, and solution-oriented communication. If any students encounter any issues, I am ready and ready to assist, as per the faculty's service procedures."

The same thing was also expressed by one of the informants, namely the Head of the Biology Education Study Program, Mr. SR (Wednesday, November 12, 2025) that:

"To guarantee confidentiality at the study program level, we are confident and guarantee the confidentiality of student data, just as at the faculty level; student data will not be disseminated."

The same thing was also expressed by one of the informants, namely a student of the Educational Administration study program, Saudara MA, (Thursday, December 11, 2025) that:

"In my opinion, the attitude and communication skills of the administrative staff were quite good. They served students in a friendly and polite manner and provided clear explanations of the administrative procedures. This made it easier for students to understand the service process."

Based on the statement above, it can be concluded that the quality of administrative services, related to assurances that include knowledge, competence, friendliness, courtesy, and trustworthiness of contact personnel, has been demonstrated by faculty administrative staff, and this has been perceived by students. This is because the attitudes and communication skills of administrative staff are quite good.

Assurance relates to the knowledge, skills, and attitudes of employees in providing a sense of trust and security to students. Research shows that administrative staff in the Faculty of Education are considered to have adequate skills in providing administrative services. They understand applicable administrative procedures and are able to provide clear information to students regarding various academic needs.

These findings indicate that the assurance indicator in administrative services is quite good, as students feel confident and trusting in the service provided by administrative staff. Assurance relates to the knowledge and courtesy of staff, as well as their ability to foster customer trust and confidence. Therefore, improving the assurance indicator can be achieved by enhancing administrative staff competency through public service training and enhancing professionalism in service delivery.

Empathy

Empathy can be interpreted as the existence of a personnel relationship attitude that can understand the needs and difficulties of consumers, can communicate well, have personal attention and have ease in communicating or relationships outside of service operations. Components included in this indicator are: being able to provide personal attention to consumers, friendliness of service officers, understanding customer needs specifically. This is in line with the results of an interview with one of the informants, namely a student of the Educational Administration study program, Saudara RD (Monday, November 24, 2025) that:

"The administrative service I received met my expectations. The process went smoothly, and the administrative staff provided the assistance and information students needed. However, there are still some areas for improvement, such as the speed of service when there are a large number of students."

The same thing was also expressed by one of the informants, namely the Faculty Operator, Mr. DA (Wednesday, November 19 2025) that:

"If an administrative error occurs, I immediately correct it and ensure the corrected document meets standards. After that, I evaluate the cause of the error and improve the workflow to minimize similar incidents."

Based on the statement above, it can be concluded that the empathy of administrative staff is considered quite good, as they show concern and attention to student needs. The administrative services received are in line with student expectations. The service process runs smoothly, and administrative staff provide the assistance and information students need.

Based on the research results, most students considered the administrative staff at the Faculty of Education to be quite friendly and willing to assist them in resolving various administrative issues they faced. Staff also strived to provide clear explanations of administrative procedures so students could understand the process. This indicates that empathy indicators in administrative services have been implemented quite well.

The findings of this study are supported by research by Herlina et al. (2023) which shows that the attitude of empathy, friendliness, and attention of administrative officers to student needs makes a significant contribution to increasing student satisfaction in receiving administrative services at universities.

Student Satisfaction

Service quality is a crucial factor in determining student satisfaction with the services provided by higher education institutions. In higher education, students are viewed as users of educational services who receive various forms of services, both academic and administrative. Student satisfaction is influenced by the quality of service received. According to student satisfaction theory, there are three indicators of user satisfaction according to Mahendra et al. (2024), including:

Conformity Between the Services Provided and Those Expected by Customers

Customers have perceptions about the quality of the service they receive, whether it meets the service provider's promises or not. This is consistent with an interview with an informant, a student in the Educational Administration study program, Ms. NS (Monday, November 24, 2025), who stated:

"It's appropriate, because administrative needs can be met properly."

The same thing was also expressed by one of the informants, namely a student of the Biology Education study program, Sister AD (Friday, October 17, 2025) that:

"The suitability of the administrative services received with my expectations in general while I was taking care of or going to the faculty administration room was in accordance with my expectations."

Based on interviews with students in the Educational Administration and Biology Education Study Programs, it can be concluded that the administrative services provided by the Faculty of Education have met student expectations. Students assessed that their administrative needs were met well and that the services received met their expectations. These findings indicate a good match between the services provided by the administration and the needs and

expectations of students, thus reflecting a fairly good quality of service and providing satisfaction to service users.

Compliance Between Services and the Rates Paid

This relates to customer perceptions of their experience, whether the quality of service they receive is commensurate with the fees or charges they pay for it. This is in line with the results of an interview with one informant, a student of the Indonesian Language Education study program, NM (Thursday, December 11, 2025), who stated:

"The costs incurred are in accordance with the quality of service received."

The same thing was also expressed by one of the informants, namely a student of the Biology Education study program, Mr. MS (Monday, November 24, 2025) that:

"In my opinion, the fees paid are adequate for the quality of administrative services received. The services provided by the faculty have been quite helpful in assisting students with various administrative needs. However, improvements in service quality are still needed to ensure student satisfaction."

Based on interviews with students in the Indonesian Language Education and Biology Education Study Programs, it can be concluded that the fees paid by students are considered appropriate for the quality of administrative services received. Students assessed that the administrative services provided are able to meet their needs and assist in managing various academic and administrative needs. However, there is a hope that the quality of service will continue to be improved to optimize student satisfaction levels. These findings indicate that students generally have a positive perception of the appropriateness of the fees paid and the benefits and quality of the administrative services they receive.

There is Customer Satisfaction With the Services Offered

Student satisfaction is a key indicator in assessing an educational institution's success in providing services to students. This is consistent with an interview with an informant, a student in the Educational Administration study program, Saudara MA (Thursday, December 11, 2025), who stated:

"Overall, I am quite satisfied with the administrative services at the faculty. The service provided by the administrative staff has assisted students in managing various academic needs. While there are still some areas for improvement, such as the speed of service when there are a large number of students, overall, the service provided has been running well."

The same thing was also expressed by one of the informants, namely a student of the Biology Education study program, Sister AM (Monday, November 24, 2025) that:

"I am satisfied with the administrative services provided, because my administrative needs can be resolved well and quickly."

Based on interviews with students in the Educational Administration and Biology Education Study Programs, it can be concluded that students are generally satisfied with the administrative services provided by the Faculty of Education. This satisfaction is reflected in the administration's ability to assist students with various administrative needs effectively and relatively quickly. Although there are still several aspects that need to be improved, particularly regarding the speed of service when the number of students served increases, the overall administrative services are considered to have run well and are able to meet student needs. This finding indicates that the quality of administrative services provided has had a positive impact on the level of satisfaction of students as service users.

Obstacles in Administrative Services

Although administrative services at the Faculty of Education have generally been running well, in its implementation there are still several obstacles faced in providing services to students. Based on the results of the study, there are several obstacles that are often faced in administrative services, including: a limited number of administrative staff, so that at certain times the service becomes slower, especially when many students require services simultaneously, some administrative systems are still manual, so that the process of processing administrative documents sometimes takes quite a long time, the lack of utilization of information technology in administrative services, so that students still have to come directly to the administration office to take care of various academic needs, the high number of students who require services at the same time, such as during the KRS filling period or processing other academic documents, network connections that are often unstable are one of the obstacles in administrative services, because they can hinder the process of data processing and access to online-based administrative systems, incomplete documents are also an obstacle that can hinder the process of administrative services, and physical facilities such as seating in the waiting room are also an obstacle. Especially when the number of students surges to be served at certain times. This is in line with the results of an interview with one of the informants, namely faculty staff Mr. MB (Wednesday, November 19, 2025) that:

"There are several obstacles that I often experience when carrying out my duties, including incomplete documents, a surge in the number of students at certain times such as at the beginning and end of the semester, serving students on holidays due to time constraints and imperfect network connections."

The same thing was also expressed by one of the informants, namely the faculty operator, Mr. DA (Wednesday, November 19, 2025) that:

"The obstacles I often face in providing fast service are incomplete student files and technical problems such as unstable internet connections."

This is in line with the results of an interview with one of the informants, namely a student of the Educational Administration study program, Sister NS (Monday, November 24, 2025) that:

"In the future, the number of administrative staff can be increased because, as far as I know, administrative tasks are very numerous, especially at certain times. So, it is often seen that the staff is overwhelmed when several students require administrative services."

The same thing was also expressed by one of the informants, namely a student of the Educational Administration study program, Saudara MA (Thursday, December 11, 2025) that:

"I think the facilities in the service room could be improved, such as more seating so that students are more comfortable while waiting, especially at certain times when students have to take turns to get service."

The same thing was also expressed by one of the informants, namely a student of the Educational Administration study program, Mr. RD (Monday, November 24, 2025) that:

"In the future, administrative services at the faculty will be faster, and everything will utilize an online system (digitalization) to make it easier for students to access them anytime and anywhere."

These obstacles can certainly impact the quality of administrative services provided to students. If these obstacles are not addressed promptly, they can decrease student satisfaction with administrative services. Therefore, to improve the quality of administrative services in the Faculty of Education, improvements are needed in various aspects, such as increasing the number of administrative staff, utilizing information technology in digital-based administrative services, and simplifying service procedures to ensure faster and more efficient administrative processes.

CONCLUSION AND SUGGESTIONS

Conclusion

Based on the discussion that has been outlined, it can be concluded that the quality of administrative services has a close relationship with the level of student satisfaction. The higher the quality of administrative services provided, the higher the level of student satisfaction with the services they receive. Therefore, good service quality is demonstrated through the availability of adequate facilities, accurate and consistent service, a quick response to student needs, the ability of officers to provide service certainty, and attention and concern for student needs. Obstacles often encountered in administrative services include, among others, a limited number of administrative staff, some administrative systems are still manual, the lack of use of information technology in administrative services, a high number of students requiring services at the same time, network connections that

are often unstable, incomplete documents, and physical facilities such as seating in the waiting room are also obstacles.

Suggestions

Based on the research findings regarding the influence of administrative service quality on student satisfaction at the Faculty of Education, Puangrimaggalatung University, there are several suggestions, namely the Faculty of Education, Puangrimaggalatung University is expected to continue to strive to improve the quality of administrative services by providing more adequate service facilities, so that the administrative service process becomes more effective and efficient, and is expected to strengthen coordination with the faculty administration section in providing academic services to students. Study programs also need to ensure that academic information is delivered clearly, timely, and easily accessible. On the other hand, students are expected to be able to utilize the available administrative services optimally, comply with procedures and actively provide constructive input and suggestions regarding the administrative services received. This input can be used as evaluation material for the faculty to make improvements and increase the quality of administrative services in the future.

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