



## Excellent Service Management of School Administration Personnel in Senior High Schools in Sleman District

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**Abstract.** *Excellent service is the best form of service that aims to optimally meet customer expectations and needs. In the world of education, school administration personnel have a strategic role as the main support for the continuity of the educational process. This study aims to describe the formulation and implementation of excellent service management for administrative staff at high schools in Sleman Regency. This research uses a qualitative method with a descriptive approach. Data were collected through observation, interviews, and documentation, then analyzed using the Miles, Huberman, and Saldana model. Data validity tests include credibility, transferability, dependability, and confirmability. The results show that the formulation of excellent service management is carried out by formulating innovations through strengthening the competence and quality development of administrative staff. This aims to create a superior and quality education service system in SMA-Kabupaten Sleman. The implementation of excellent service is carried out through professional attitudes, attention, and real action to build an administrative service system that is responsive to aspirations, needs, and the dynamics of scientific and technological developments. This research recommends strengthening the competence of administrative staff on an ongoing basis and innovating service management, so as to create quality, superior and highly competitive education services in accordance with the demands of the times.*

**Keywords :** *Service Excellence, School Administrators, Service Quality*

### 1. INTRODUCTION

Educational services to students and the community are a form of school. All school members have a shared responsibility in providing good services at school. Apart from teachers, services are also influenced by administrative personnel (Neliwati et al., 2022). School administrative personnel, or administrative staff, consist of administrative heads, administrators, and special service officers who support the education process. Schools as exemplary centers are tasked with creating a comfortable and safe atmosphere, which affects the teaching and learning process and student satisfaction (Hama et al., 2020).

School administration personnel, both in academic and non-academic services, are tasked with providing optimal services for the satisfaction of school customers (Amri & Syaparuddin, 2022). They serve principals, teachers, students, school committees and other stakeholders. Excellent service accompanied by good attitude, behavior, and communication is a role model for school members (Baharun et al., 2021). In addition to technical abilities, administrative personnel need to have a supportive personality and

social skills. Ideal competencies include intrinsic traits, interaction skills, and technical knowledge for effective service.

Excellent service, according to Field et al. (2021), is a demand in the service and trade industry to meet customer expectations and needs. Satisfactory service helps companies or agencies prevent customers from switching to other parties. In simple terms, service excellence is the best service that meets quality standards according to customer expectations and satisfaction. Service involves direct interaction between individuals or with physical machines to provide customer satisfaction.

The service process takes place regularly and continuously to meet the needs of service recipients and providers (Putu & Widanti, 2022). Excellent service is the best service that meets customer expectations and quality standards. School administrators support the educational process by upholding educational values and instilling positive morals (Daulay et al., 2021). Different from the general bureaucracy, they are oriented to the needs of the school community by prioritizing students to achieve educational goals (Bennis & Nanus, 1986; Khurniawan et al., 2020).

According to the results of identification in schools in Sleman Regency, administrative staff must have concepts regarding excellent service strategies, such as service level assessment, reasons for providing excellent service, dimensions of service quality, indicators of excellent service, and effective steps in providing excellent service. Administrative personnel must provide excellent service as a whole for the institution or organization. The success of excellent service depends on a number of factors. First, administrative personnel must understand well the needs and expectations of the citizens served. The ability to provide a quick, precise, and solution-oriented response is the essence of quality service.

Excellent service in school administration is an effort to provide the best service with professionalism, responsiveness, and effective communication (Anshori et al., 2022). Efficient administration focuses on student, teacher, and parent satisfaction through good scheduling, use of technology, and secure data protection (Sriani et al., 2021). Administrators must be proactive, responsive, and regularly evaluate and improve service quality. Building strong interpersonal relationships, with polite, professional, and friendly interactions, is key to service excellence. Providing accurate and accessible information is also important to ensure superior administrative services. All these elements contribute to a positive image and trust in administrative services.

School administrators in Sleman Regency, Yogyakarta, face major challenges related to technological infrastructure and limited human resources. According to a report by the Sleman Education Office, around 30% of schools, especially in rural areas, have limited internet access, and 25% have not yet used a digital school management system (Sleman District Education Office, 2021-2026). These limitations cause administrative processes such as filing, data processing and communication between school parties to still be done manually, hampering work efficiency and technology-based excellent service.

In addition, 43% of schools in Sleman only have less than two administrative staff, causing a very high workload. On average, administrative staff handle more than four administrative tasks per day (Machali, 2019). This lack of manpower is exacerbated by low access to training, with only 15% of administrative staff receiving information technology training in the last two years. This lack of manpower and training further adds to the challenge of creating efficient, effective and quality services in education management.

This descriptive research discusses the excellent service of administrative staff in Sleman Regency high schools, based on the results of observations and interviews. The findings show the need to improve the quality of administrative services, the challenges faced by administrative staff, changes in regulations, and the efficiency and effectiveness of the administrative system.

The main problem is that administrative services are often not in accordance with SOPs, reducing service quality and causing dissatisfaction of various parties, such as students, parents, teachers, and school management. This can affect administrative management, especially in terms of timeliness, data accuracy and smoothness of processes. Suboptimal services also trigger delays in data reporting due to incomplete management. The problems of administrative personnel include high demands that trigger service instability (Scott & Guan, 2023).

A decline in the service quality of administrative personnel can lead to administrative errors, such as scheduling, managing student data, or financial bookkeeping. These inefficiencies hamper school activities, including student registration, procurement of goods, and execution of events, impacting on the school's image, organizational performance, and relationships with stakeholders. Some administrative personnel in Sleman Regency high schools also face the constraint of cramped workspaces, which reduces service effectiveness. Therefore, this study focused on private senior high schools in Sleman Regency.

A number of factors cause this instability. First, the heavy workload on administrative staff can reduce the quality of service due to time pressure and the number of tasks to be completed. In addition, limited resources, both in terms of manpower and facilities, affect the ability of administrative personnel to provide consistent services. Policy changes, lack of training, and lack of coordination between departments also contribute to service instability, which ultimately reduces user satisfaction with school administration services (Scott & Guan, 2023).

The ideal TAS service should support the smooth operation of the school by providing fast, efficient, and friendly services to students, teachers, and parents. Administrative personnel need to have good communication skills, archive management skills, and mastery of information technology to support digital-based administrative systems (Gunawan et al., 2023). TAS must also comply with applicable policies and be ready to assist school activities, creating an orderly and harmonious learning environment (Nurhayati et al., 2019).

Excellent service management is needed to improve the quality of TAS services in schools (Scott & Guan, 2023). Some schools formulate strategies to improve service delivery, including TAS skills training, efficient time management, and internal policies that support service quality. A focus on customer satisfaction is also important in these strategies, with the aim of providing high-quality services that result in satisfaction for administrative service users. To provide excellent service, TAS need to master various competencies, ranging from personality competencies to managerial competencies. **This study examines the excellent service management of school administrative personnel in Sleman Regency.**

## **2. METHODS**

This research uses a descriptive qualitative approach to examine phenomena that cannot be quantified, such as work processes, concepts, and characteristics of goods or services. The research was conducted in two high schools in Sleman Regency, Special Region of Yogyakarta, namely Colombo High School and Gama High School, with the aim of improving school administration service management. Primary data sources were obtained through interviews and observations of administrative staff in both schools, while secondary data were obtained from documents and related readings. The data collection techniques used include observation, interview, and documentation to obtain information related to the effectiveness of administrative management in supporting the quality of

education services. . Data analysis used the interactive model of Miles, Huberman and Saldana (2014) which includes data condensation, data presentation and conclusion drawing.

### 3. RESULTS

In presenting the data from this study, the researcher will present the management pattern which is the findings of the researcher after conducting research at high schools in Sleman Regency. The following research results are an alignment of the theory from (Lichtman, 2023) suggesting that management functions are planning, organizing, actuating, controlling. The following are the results of the research findings.

#### **The Formulation Process of Excellent Service Management for Administrative Personnel in SMA Se-Kabupaten Sleman Yogyakarta**

**Table 6.** Management pattern of school administrative personnel

Management Pattern	
<p><i>1.Planning</i> The principal distributes Standard Operating Procedures (SOP)</p>	<p><i>3.Organizing</i> The principal assigns tasks and functions by creating a management structure and the duties of each administrative staff in the school.</p>
<p><i>2.Actuating</i> School administrators provide services by prioritizing 3 important elements, namely attitude, attention, and action.</p>	<p><i>4.Controlling</i> The principal conducts an evaluation of the administrative staff to see their performance.</p>

Based on the results of interviews, observations, and documentation, data were obtained regarding the process of formulating excellent service management for administrative staff at SMA and Gama as follows:

a. Colombo High School

The principal of SMA Kolombo, Mr. Sukarsono, explained that in formulating excellent service, he collaborated with staff, teachers, and administrative staff. They formulated SOPs in accordance with the school's vision and mission as well as the need for optimal service. In addition, the Head of Administration, Mrs. Yulia Fitriastuti, added that they routinely conduct briefings with the principal so that services are in line with expectations. Monthly coaching is also conducted to improve service quality. The formulated SOPs aim to maintain service quality and ensure that administrative staff work according to procedures to provide excellent service to

students, teachers and other stakeholders. SOP reviews are conducted periodically to resolve complaints and improve services in the future.

b. Gama High School

The process of formulating excellent service management at SMA Gama is carried out with structured stages. The Principal, Mrs. Ariyani, explained that the formulation of excellent service management begins with providing direction according to the duties and functions of administrative staff, although the number is limited. The existing SOP is used as a reference to provide the best service. The Head of Administration, Mrs. Asriwati, added that the administrative staff conducts preparation, implementation and evaluation in providing services. Service quality is prioritized, with coaching such as workshops and training to improve the skills of administrative staff. The Principal also conducts supervision to ensure services are in accordance with SOPs and effective. Based on interviews and observations, administrative staff at SMA Gama must follow existing SOPs to ensure excellent service to students, teachers, and other stakeholders.

**Implementation of Excellent Service for Administrative Personnel in Senior High Schools throughout Sleman Regency Yogyakarta**

**Table 7:** Implementation of excellent service for administrative staff at school

SMA Kolombo	SMA Gama
Attitude	
Look good, Positive thinking, and Respectful attitude.	Polite and harmonious appearance, Positive thinking, and Respectful attitude.
Attention	
Understand customer needs, Respecting customer behavior, and Provide attention to customers properly	Really listen and understand the needs of customers, Observe and respect the behavior of customers and 3. Devote full attention to customers
Action	
Realizing customer wishes, and Giving the best smile to customers.	Record customer orders, Saying thank you politely.

The implementation of excellent service management of administrative staff at Colombo High School and Gama High School has similarities in several aspects, namely Attitude, Attention and Action. At Colombo High School, administrative staff prioritize

attitude by looking good, thinking positively, and respecting customers. They also give attention by understanding customers' needs, respecting their behavior, and giving good attention. In addition, administrative personnel at Colombo High School serve by realizing customers' wishes and giving the best smile. Meanwhile, at SMA Gama, the administrative staff also prioritize attitude by looking polite and harmonious, thinking positively, and respecting customers. They give attention by listening to and understanding the needs of customers, observing their behavior, and devoting their full attention to customers. Actions taken at SMA Gama include recording customer orders and thanking them politely. Overall, both schools demonstrate a commitment to providing professional and customer satisfaction-oriented administrative services.

#### **4. DISCUSSION**

##### **The process of formulating service excellence for administrative staff in high schools**

###### **a. Planning**

In the planning stage, the principal prepares and distributes Standard Operating Procedures (SOPs) to the administrative staff. These SOPs contain instructions and rules for carrying out administrative functions efficiently, so that each staff member knows the limits of their duties and the steps to follow. The aim is to create order and consistency in administrative tasks, so that services run according to the expectations of the school and the community.

The distribution of SOPs by the principal is a strategic responsibility to provide clear guidelines to all parties involved in the administration. This careful planning reduces the risk of errors and increases the effectiveness of staff performance (Lubis et al., 2023). SOPs also serve as a communication tool between principals and administrative personnel so that all parties have the same understanding of work procedures. In addition, principals must update SOPs regularly to keep them relevant to the needs of the school (Trisninawati et al., 2023). Good planning includes problem identification and long-term solutions, so that the administrative process runs smoothly and supports the success of educational institutions.

In the formulation of excellent service management at Colombo High School, the principal involves teachers, employees, and administrative staff to develop excellent service standards through contracts and the preparation of SOP in accordance with the school's vision and mission. This SOP is formulated in a meeting with the principal and administrative staff, to facilitate the division of tasks and

understanding of the steps that must be taken. This is in accordance with the statement of Yani & Srimulat (2023) which states that service quality standards are related to the implementation of leadership and administrative tasks, including administrative tasks such as academics, finance, facilities, infrastructure, and others. Coordination between school principals and administrative staff is very important to improve excellent management services.

Periodic reviews and coaching are carried out to ensure the service remains excellent, with the aim of maintaining and improving the quality and stability of services to school customers, both services and products provided by Colombo High School employees. This is in line with the statement of Yani & Srimulat (2023) which emphasizes that excellent service management aims to meet and satisfy customers and provide focus to them. Excellent service in the public sector, such as in schools, aims to optimally meet the needs of the community and support the survival of schools.

a) Organizing

At the implementation stage, school administrators carry out their duties by prioritizing three important elements: attitude, attention, and action (Pisriwati et al., 2024). A professional and friendly attitude is essential to create a positive working environment and strengthen the school's image. Attention given by staff demonstrates their commitment to details and the needs of service users, ensuring there are no errors in the administrative process. Action is a concrete form of service, where administrative personnel not only manage data, but also take proactive steps to solve administrative problems. Good implementation ensures efficiency and optimal results, with the principal acting as a monitor to maintain the standards that have been set.

b) Actuating

At the implementation stage, school administrators carry out their duties by prioritizing three important elements: attitude, attention and action. A professional and friendly attitude creates a positive working environment, strengthens the school's image and builds good relationships with students, teachers and others. Staff attention shows their commitment to details and the needs of service users, avoiding errors in administration. Action, as part of implementation, includes proactive steps in resolving administrative issues (Ismaya et al., 2023). Implementation involves effective communication between staff and outsiders, ensuring smooth administrative processes. The principal acts

as a monitor to keep the quality of attitude, attention and action within the set standards, ensuring efficiency and optimal results.

c) Controlling

Supervision is the final stage in the management cycle carried out by the principal to assess the performance of administrative personnel. This evaluation is carried out periodically to ensure that procedures are carried out in accordance with the plans and SOPs that have been set. The principal conducts the evaluation through direct observation, reports, and feedback from administrative service users. Supervision is not only to find shortcomings, but also to give appreciation and motivation to staff who perform well. Through supervision, the principal can assess whether service standards are being achieved and identify areas that need improvement, as well as provide additional guidance or training if needed. This evaluation is also the basis for updating or refining the SOPs to better suit the school's operational needs (Putri et al., 2023). With effective control, principals can keep the quality of administrative services excellent and create a responsible work culture in schools (Izzulhaq et al., 2024).

From the explanation above, it can be concluded that the Principal of Colombo High School implements excellent service management innovation by strengthening the competence of administrative staff, so that they can be balanced with the competence of teachers and principals. The ultimate goal is to create an excellent and quality service system at Colombo High School. At SMA Gama, the principal involves employees in the formulation of service excellence to ensure the work is done well. The principal gives clear directions and compiles them into SOPs to make it easier for administrative staff. SMA Gama prioritizes excellent service to improve the school's image, by ensuring that services are in accordance with existing SOPs. In addition, SMA Gama continues to develop the quality of administrative staff through training and workshops to improve their professionalism. The ultimate goal of strengthening the competence of administrative staff at SMA Gama is to create a quality and excellent service system.

## **Implementation of Excellent Service Management for Administrative Personnel in Senior High Schools in Sleman Regency Yogyakarta Colombo High School Attitude**

### 1) Look good

Looking good is an important element of excellent service, including dress, attitude, manners, and personal hygiene (Theodora et al., 2021b). Administrative personnel at Colombo High School prioritize a neat and professional appearance to make a positive impression on customers, build trust, and create comfort. A good appearance reflects readiness and competence, which increases customer trust and creates a more satisfying service experience.

### 2) Positive Thinking

Positive thinking in excellent service is an optimistic and constructive mental attitude in dealing with various situations (Cahyono, 2011). Administrative personnel at Colombo High School adopt this attitude by remaining calm, patient, and providing the best solutions despite facing challenges or customer complaints. The main benefit of positive thinking is the improvement of the quality of interaction between administrative personnel and customers (Wiliamto et al., 2022). A positive attitude makes administrative personnel more friendly, helpful, and proactive, creating a pleasant experience that increases customer satisfaction and loyalty.

### 3) Appreciative Attitude

Respect in excellent service is an important basis that determines the quality of interaction between service providers and customers (Junaedi, 2020). Administrative personnel at SMA Kolombo demonstrate this attitude by understanding and paying attention to customers' needs, expectations, and preferences through a friendly attitude, listening carefully, and providing appropriate and solutive responses. Respect also includes fair and non-discriminatory service, ensuring every customer is treated with respect regardless of background. This builds trust and loyalty, enhances the reputation and positive image of the service provider, and creates a pleasant experience for the customer.

### b. Attention

#### a) Understanding customer needs

Understanding customer needs is an important step in excellent service. It means recognizing and identifying what customers want and need, both explicitly and implicitly (Suryadi, 2019b). Administrators at SMA Kolombo prioritize listening carefully, analyzing feedback, and observing customer behavior. Good

communication allows agencies to capture the nuances of customer needs, which can be done through satisfaction surveys, interviews, or daily interactions, so as to provide solutions that match customer expectations.

b) Appreciating customer behavior

Respecting customer behavior in excellent service is an aspect that involves acknowledging and appreciating customer interactions and preferences (Wiliamto et al., 2022). Administrators at Colombo High School provide this appreciation with prompt responses, empathy, and respect for customers' needs and expectations. When customers feel valued, they will have a positive experience, increasing loyalty to the service.

c) Giving attention to customers well

Paying attention to customers means focusing on their needs, wants, and expectations in a responsive, empathetic, and proactive way (Suminar & Apriliawati, 2017). Administrative personnel at SMA Kolombo engage in listening attentively to customers, understanding their problems or requests, and providing satisfactory solutions. Clear and effective communication creates a sense of respect and care for customers.

c. Action

1) Realizing customer desires

Realizing customer wishes is the main goal in excellent service, which aims to meet and exceed customer expectations and needs (Wati, 2022a). Administrative personnel at Colombo High School actively listen to complaints, feedback, as well as customers' preferences and expectations of the services provided. A quick and effective response is essential in realizing customer desires, where the school responds to requests or problems with satisfactory solutions. This not only solves the problem but also creates a pleasant and efficient experience for the customer (Wati, 2022a).

2) Giving the best smile to customers

A smile is a universal form of communication that expresses friendliness, warmth, and care without words (Arifani, Anita, et al., 2022). A warm smile makes customers feel valued, enhancing their experience with the service provided. Administrative personnel at SMA Kolombo prioritize quality smiles to create a positive atmosphere, help reduce customer tension or anxiety, and create

a stronger emotional and psychological connection between customers and service providers..

Through attitude, attention, and action, the administrative staff at Colombo High School succeeded in realizing an administrative service system that accommodates aspirations, interests, and the development of science and technology. This supports SMA Kolombo's vision to be a school of excellence, quality, and excellent service to customers.

### **GAMA High School**

#### a. Attitude

##### a) Polite and harmonious appearance

Polite and harmonious appearance reflects professionalism and reliability in excellent service (Widiawati & Santoso, 2021c). Administrative personnel at SMA Gama prioritize a neat appearance and in accordance with industry norms, with personal hygiene, well-groomed clothes, and polite behavior and respect for customers. Matching appearance means that the clothes and accessories worn harmonize with each other, creating a pleasant and professional impression. Friendly and courteous gestures, such as greeting with a smile and listening attentively, are also an important part of a polite appearance.

##### b) Positive thinking

Positive thinking is very important in service excellence because it affects the quality of interactions with customers. Administrative personnel at SMA Gama adopt an optimistic and constructive attitude, even in the face of challenges or problems (Wiliamto et al., 2022). By thinking positively, they can be more open to creative solutions and maintain professionalism and friendliness in serving customers.

##### c) Respectful attitude

Respect in excellent service involves the ability to listen attentively and provide appropriate responses (Cahyono, 2011). Administrative personnel at SMA Gama actively listen to customer needs and expectations, and provide appropriate solutions. This attitude also includes acceptance of criticism and feedback, which is used to improve service quality.

b. Attention

1) Genuinely listen to and understand the needs of customers

Listening to and understanding the needs of customers is key to service excellence, which involves more than just hearing the customer's words (Andriyani et al., 2022b). Administrators at SMA Gama try to capture the meanings, emotions and needs that underlie every interaction with customers. By understanding what customers really want and need, SMA Gama can provide relevant solutions, increasing customer satisfaction and loyalty.

2) Observing and appreciating the behavior of customers

Observing and appreciating customer behavior is important so that staff can remain professional and avoid excessive assumptions (S. Suhartono et al., 2019). Every customer is unique, and their behavior is influenced by various factors that are not always obvious. Therefore, administrative personnel at SMA Gama promote an open and flexible attitude, ready to adjust their approach according to the situation and the interaction.

3) Devote full attention to customers

Devoting full attention means providing services that are fully focused on customer needs and satisfaction (Amaliah, 2020). Administrative personnel at SMA Gama focus on listening carefully, understanding customer needs, and providing appropriate responses. By showing empathy and patience, and proactively offering help and solutions, staff ensure that customers feel valued, heard and understood.

c. Action

1) Record customer orders

Recording customer orders is an important step in effective and efficient service at SMA Gama. This process ensures that orders are received correctly and helps create a pleasant experience for customers (Belia & Polisda, 2022). By carefully recording orders, administrative personnel can ensure the accuracy of the service, increase customer satisfaction, and minimize potential errors that could affect the customer experience.

2) Expressing gratitude politely

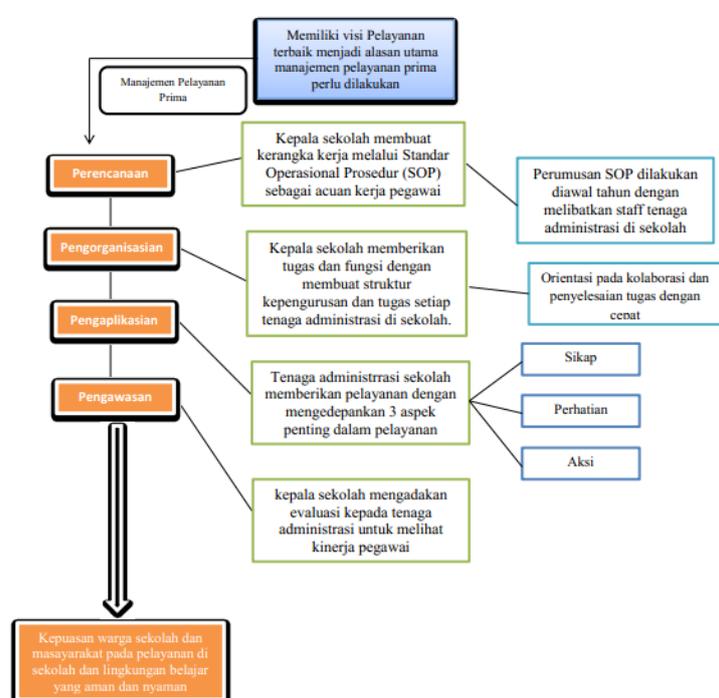
Expressing gratitude politely is a key element in excellent service that shows respect for customers (Frimayasa, 2017). At SMA Gama, expressing gratitude is not just a formality, but reflects the quality of the relationship built with

customers. A polite expression of gratitude, with elements of honesty, politeness, and warmth, helps strengthen the positive bond between the service provider and the customer, and creates a good impression.

The implementation strategy of excellent service management for administrative staff carried out at Gama High School through attitudes, concerns, and actions has led to realizing an administrative service system that is able to accommodate various aspirations, interests and dynamics of science and technology that are able to realize Gama High School that is superior, of high quality and has excellent service.

### **Innovative Findings of Excellent Service Management at Colombo and Gama High Schools**

Based on the results of research through interviews, observations and documentation, researchers were able to find the pattern of excellent service management applied at Colombo and GAMA High Schools. The following are research findings related to the management of Excellent Service at Colombo and GAMA High Schools which ideally should be done by every principal who wants to implement excellent service.



**Figure 1.** Findings of Excellent Service Management Patterns at Colombo High School

The figure above explains the process of excellent service management in schools through four stages: planning, organizing, applying and evaluating. At the planning stage, the principal prepares the SOP as a work reference. At the organizing stage, tasks are divided into management structures. Application is done with a focus on attention, attitude, and action according to the SOP. Evaluation is done to assess performance and formulate improvements. The ultimate goal is to achieve school and community satisfaction, creating a safe and comfortable environment.

## 5. CONCLUSION

**Based on the research results, it can be concluded as follows:**

### **Formulation of Excellent Service Management for Administrative Personnel in High Schools in Sleman Regency:**

- a. SMA Colombo The principal involves teachers, staff, and administrative staff in the formulation of service excellence. Regular coaching is conducted to improve the competence of administrative staff so that they can balance the competence of teachers and principals, with the aim of creating an excellent and quality service system.
- b. SMA Gama The principal involves staff in the formulation of service excellence and develops the quality of administrative staff through workshops, trainings, and webinars.

### **Implementation of Excellent Service Management for Administrative Personnel in SMA Se-Kabupaten Sleman:**

- a. Colombo High School Implementation involves three strategies. (1) Attitude, with administrative personnel dressed neatly, politely, positively, friendly, alert, and respectful; (2) Attention, by understanding customer needs and respecting customer behavior; (3) Action, by realizing customer wishes and providing the best smile. This strategy aims to realize superior and quality administrative services.
- b. Gama High School. Implementation is also through three strategies: (1) Attitude, with a polite appearance, maintaining professionalism, and an attitude of respect; (2) Attention, by listening to and understanding customer needs, and giving full attention; (3) Action, by recording orders and expressing thanks. This strategy supports a superior and quality administrative service system at Gama High School.

## LIMITATION

There are several limitations of the study as follows:

1. In this study, the education management process only involves management patterns of planning, organizing, implementing, and supervising. However, the scope of excellent service management in high schools in Sleman Regency is still trying its best with the limited facilities available.
2. In this study, it only focuses on excellent service in private schools, for that it is necessary to conduct further research in public schools that can cover a wider dimension.

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