

# Procedures And Implementation of Performance Evaluation Of Teachers And Staff At Sempoa SIP

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## Abstrak

Performance evaluation is a crucial managerial instrument in human resource management, particularly in non-formal educational institutions that rely heavily on service quality and parental trust. Sempoa SIP Company, as an informal educational institution focusing on abacus training and children's cognitive development, implements performance evaluation as a core strategy to maintain and improve the quality of teaching and administrative services on a continuous basis. This study aims to analyze in depth the procedures, implementation, and impacts of performance evaluation on the professionalism of teachers and administrative staff at Sempoa SIP. This research employs a qualitative approach using a case study method, with data collected through in-depth interviews, field observations, and analysis of internal company documents. The findings indicate that performance evaluation at Sempoa SIP is conducted regularly, systematically, and flexibly, referring to Key Performance Indicators (KPI), direct observation, learning quality control, and routine performance reports. The implementation of performance evaluation has shown a significant positive impact on teaching quality, administrative staff performance, parental satisfaction, student retention, and the long-term sustainability of the non-formal education institution.

**Keyword:** Performance Evaluation, Teachers, Staff, Non-Formal Education, Sempoa SIP.

## 1. INTRODUCTION

Performance evaluation is a fundamental component of human resource management as it functions as a control mechanism to assess how effectively individuals perform their duties and responsibilities according to organizational standards. In modern management perspectives, performance evaluation is not merely an administrative tool but also a strategic instrument for competency development, motivation enhancement, and the establishment of a professional work culture oriented toward continuous improvement.

Within educational organizations, performance evaluation holds a highly strategic role because it is directly related to the quality of educational services provided. Teachers play a key role in determining the effectiveness of the learning process, while administrative staff influence operational efficiency, service quality, and parental satisfaction. Therefore, the success of an educational institution is strongly dependent on the quality of its performance evaluation system.

Non-formal education institutions face more complex challenges compared to formal institutions, including the absence of standardized national curricula, intense competition among institutions, and strong dependence on parental trust. Under these conditions, performance evaluation becomes a strategic necessity to ensure that teachers and staff perform professionally, consistently, and adaptively to the evolving needs of students and parents.

Sempoa SIP, as a non-formal educational institution focusing on abacus training and children's cognitive development, considers human resources as its primary asset. Performance evaluation has been positioned as an integral part of the organizational management system. It is used not only to assess work outcomes but also as a means of communication, reflection, coaching, and continuous improvement. Therefore, this study aims to analyze the procedures, implementation, and impact of performance evaluation on improving the professionalism of teachers and staff at Sempoa SIP

## 2. RESEARCH METHODE

### 2.1 Research Framework

This study adopted a qualitative research framework using a case study approach to explore the performance evaluation system of teachers and administrative staff within a real organizational context. The qualitative framework was chosen to obtain an in-depth understanding of evaluation procedures, implementation processes, and their impact on employee professionalism and institutional sustainability (Moleong, 2021; Sugiyono, 2022). The case study approach enables comprehensive exploration of organizational practices, managerial policies, and behavioral dynamics related to performance evaluation. The research focused on the evaluation system applied at Sempoa SIP as a non-formal educational institution that relies heavily on service quality and human resource performance. The unit of analysis consisted of teachers and administrative staff, while key informants included managers, coordinators, and employees directly involved in the evaluation process. The framework emphasizes understanding performance evaluation as a managerial control mechanism, a developmental tool, and a strategic instrument for improving organizational quality (Dessler, 2020; Wibowo, 2021).

## 2.2 Research Stages

The research was conducted through several systematic stages to ensure methodological rigor and data credibility.

### Stage 1: Preliminary Study

The researcher conducted an initial observation to understand the organizational structure, evaluation policies, and operational characteristics of the institution. This stage aimed to identify research focus and formulate research questions (Arikunto, 2020).

### Stage 2: Data Collection

Data were collected using multiple techniques to ensure triangulation:

- a) In-depth interviews with managers, coordinators, teachers, and administrative staff
- b) Direct observation of teaching and administrative activities
- c) Documentation analysis, including performance reports, Key Performance Indicators (KPI), and quality control records

Multiple data sources were used to obtain a comprehensive understanding of performance evaluation practices and to strengthen research validity (Sugiyono, 2022).

### Stage 3: Data Analysis

Data were analyzed using qualitative techniques involving:

- a) Data reduction to identify key themes and patterns
- b) Data display to organize findings systematically
- c) Conclusion drawing and verification through triangulation to ensure validity and credibility

This analytical process ensures consistency and credibility of findings within qualitative research (Moleong, 2021).

### Stage 4: Interpretation and Reporting

The final stage involved interpreting findings to explain how performance evaluation influences employee professionalism, service quality, and organizational sustainability. The interpretation was grounded in performance management theory, which emphasizes continuous performance improvement through systematic evaluation (Mangkunegara, 2021; Rivai & Sagala, 2021).

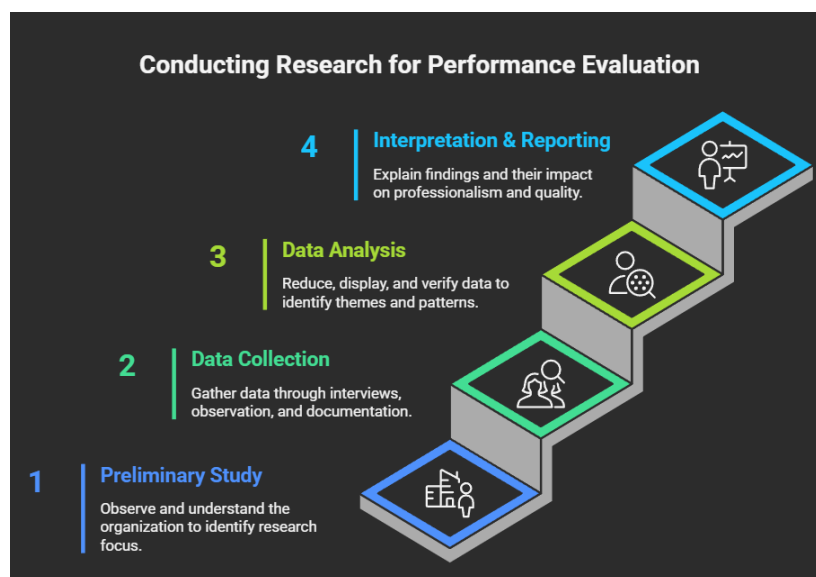


Figure 1. Conducting Research for Performance Evaluation (2026)

## 2.3 Conceptual Framework

The conceptual framework of this study is grounded in performance management theory, which defines performance evaluation as a systematic process of measuring, monitoring, and improving individual and organizational performance (Wibowo, 2021). Performance evaluation also serves as a basis for decision-making related to training, development, and employee performance improvement (Dessler, 2020). In this study, performance evaluation is conceptualized as a multidimensional system consisting of evaluation procedures, implementation mechanisms, and organizational outcomes. Effective evaluation contributes to improving employee professionalism and organizational effectiveness (Hasibuan, 2020; Mangkunegara, 2021).

- a. **Performance Evaluation System,** Includes KPI determination, performance measurement, observation, documentation, and quality control. Systematic evaluation improves work discipline, accountability, and performance quality (Wibowo, 2021).

- b. Employee Professionalism**, Refers to competence, discipline, responsibility, communication skills, and commitment to continuous improvement. Professionalism is a key determinant of organizational performance (Mangkunegara, 2021).
- c. Service Quality Improvement**, Represents improvements in teaching effectiveness, administrative performance, and stakeholder satisfaction. High-quality service strengthens organizational credibility and competitiveness (Rivai & Sagala, 2021).
- d. Institutional Sustainability**, Reflects organizational stability, student retention, service consistency, and long-term competitive advantage. Sustainable performance is achieved through continuous evaluation and improvement (Dessler, 2020).



**Figure 2.** Foundations of Educational Excellence (2026)

The conceptual relationship suggests that an effective performance evaluation system positively influences professionalism, which enhances service quality and ultimately supports long-term institutional sustainability.

### 3. RESULT AND DISCUSSION

#### 3.1 Implementation of Performance Evaluation

Performance evaluation at Sempoa SIP is an integral part of the human resource management system conducted routinely and continuously. The evaluation is carried out in two main forms: monthly evaluation and comprehensive quarterly evaluation through quality control. Monthly evaluation focuses on discipline, attendance, and target achievement, while quality control evaluates the learning process, administrative performance, and alignment with organizational standards.

#### 3.2 Performance Evaluation Procedures

The evaluation procedure begins with the establishment of Key Performance Indicators (KPI) tailored to each job role. KPIs serve as the primary reference for performance measurement and are communicated to all employees. Performance measurement is conducted through direct observation, performance report reviews, informal interviews, and quality control. Evaluation results are documented and used as the basis for improvement and follow-up actions.

#### 3.3 Evaluation of Teacher Performance

Teacher performance evaluation includes achievement of learning targets, mastery of subject matter, teaching methods, classroom management, discipline, and communication with students and parents. The evaluation encourages teachers to be more reflective, actively participate in training, and remain open to feedback. The impact is reflected in improved teaching quality and enhanced student performance.

#### 3.4 Evaluation of Administrative Staff Performance

Administrative staff evaluation focuses on service quality, administrative accuracy, communication with parents, product knowledge, and support for student recruitment. Findings indicate significant improvements in discipline, responsiveness, and service quality following regular performance evaluation.

#### 3.5 Impact of Performance Evaluation on Satisfaction and Sustainability

Performance evaluation has a positive impact on parental satisfaction, service quality improvement, and student retention stability. A structured evaluation system becomes a strategic advantage in maintaining service quality and strengthening the institution's professional image.

#### 4. CONCLUSION

Performance evaluation is a strategic instrument in human resource management at Sempo SIP. It functions not only as an assessment tool but also as a mechanism for coaching, communication, and continuous competency development. The evaluation is conducted systematically through monthly evaluations and quarterly quality control, enabling management to consistently monitor performance and implement corrective actions effectively. The evaluation significantly improves teacher professionalism, teaching quality, discipline, and communication skills. Additionally, performance evaluation enhances administrative staff performance and contributes to parental satisfaction and student retention stability. Overall, the evaluation system plays a significant role in ensuring the sustainability and competitiveness of the non-formal educational institution.

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