The Effect of Authority, Empathy, Honesty on the Management of Education Personnel

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Abstract: Educational staff is one of the important factors in the overall educational driving force. Management of educational staff aims to utilize educational staff effectively and efficiently to achieve optimal results. The purpose of this research is to reveal the actual activities of educational management and staffing and to find out the efforts made to improve the quality of education through education and staffing management. Education personnel can be said to be one of the keys to the success or failure of education, so it is necessary to understand what the nature of the management of education personnel is and the aspects of managing educational staff. Management can be interpreted as organizing or managing so that something that is managed can run smoothly, effectively and efficiently. Management can also be interpreted as carrying out activities by utilizing all existing resources, which have been planned to be implemented and evaluated regularly according to certain procedures in order to achieve predetermined goals. While aspects of the management of educational staff consist of planning, recruitment, training and fair development. The type of approach used in this research is qualitative with a qualitative descriptive research method. Research subjects, school principals, 1 administrative staff, 1 teacher. This research data collection technique is to use interviews, observation and documentation. This data analysis technique is carried out by means of the reduction stage, data presentation, and drawing conclusions.

Keyword: The Effect of Authority, Empathy, Honesty on the Management of Education Personnel.

INTRODUCTION

Educational staff is an important factor in the overall educational driving force. In the management of educational staff, the emphasis is on the personnel themselves, in planning and organizing the personnel selected and appointed, of course, people who have the skills and abilities appropriate to the position they hold.

Education personnel are people who carry out their duties in the administration, management, supervision and technical services. Problems that must be considered in personnel activities are providing motivation to educational staff to always work hard, employee welfare (physical and spiritual), incentives and rewards for their services, conduct and guidance to be more advanced, the opportunity to self-upgrade, the problem of dismissal and retirement of employees.

Education personnel management aims to utilize educational staff effectively and efficiently to achieve optimal results, but still in pleasant conditions. In this regard, the personnel functions that must be carried out by the leadership are attracting, developing, studying and motivating personnel to achieve system goals, helping members achieve positions and standards of behavior, maximizing the career development of educational staff, and aligning individual and organizational goals.

One of the studies that discusses the management of education personnel is Hamdanah's research with the title of public administration as the theoretical basis of educational administration. The results of this study state that whether quality in education administration is good or not depends on the ability of all those involved in the existing system in educational institutions to consistently meet the expectations served, namely students, students, guardians of students.

Leaders cannot be separated from leadership which is a part of management itself. Leadership is also called leadership, which is an art of how to influence other people and then direct their desires, abilities and activities to achieve the goals of the leader. In the context of leadership in educational institutions, leadership is used as the main reference for measuring the extent to which educational institutions are good or not, advanced or not, quality or not and so on. The role of leaders in educational institutions needs to be studied wisely and wisely.

From previous research we can see that activities related to the management of educational staff in terms of the division of tasks, where the division of tasks needs to be adjusted to the number of educational staff working, educational background, rights and obligations as well as the expertise possessed by an educator in an institution education. Thus educational staff, one of the components of education which is considered to be the key to the success of education, must be able to be managed and developed continuously so that they become quality education staff and can carry out their functions professionally, because professional education staff is an absolute necessity in improving the quality of education. In this regard, a leader must pay attention to matters related to aspects of human resource management, namely aspects of needs planning, recruitment and selection, training and development of human resources, as well as monitoring the performance of the educational staff.

Based on the results of initial observations of administrative activities carried out by educational staff, it is hoped that they will be able to provide good service so that school activities can be carried out as they should. As for what is the focus of this research, the aim is to find out the influence of authority, empathy, honesty on the management of educational staff.

Based on the background, the problems that will be discussed can be formulated in order to build hypotheses for further research, namely:
1. Does authority affect the management of education personnel?
2. Does empathy affect the Management of Education Personnel?.
3. Does honesty affect the management of education personnel?

LITERATURE REVIEW
Authority

The concept of authority is adopted from the Dutch language, namely "gezaq" which comes from the word "zeggen" which means "to say". Anyone whose words have binding power over another person means that he has authority or gezaq towards that person. Authority is a trait that shows the ability to influence others through attitudes and behavior that contain leadership and attractiveness.

In general, the meaning of authority has the same connotation, that is, it both boils down to the notion that one day the mention of authority may disappear and in various expressions it automatically mentions the existence of authority. Authority consists of the affix word ke-an with the root word authority.In the Big Indonesian Dictionary, authority is "the ability to control and influence others through attitudes and behavior that contain leadership and are full of attractiveness.The meaning of authority that has received the affix of being is "an influencing power that exists in a person, so that other people who deal with him, consciously and voluntarily become obedient and submissive to him. (Uyoh Sadulloh et al).

Authority is an "educational tool" that is applied by teachers to reach (to touch) the self-esteem of students in educational relations. This authority leads to a high touch condition, in the sense that the teacher's treatment touches positively, constructively, and comprehensively the aspects of the self/humanity of students. In this case the teacher becomes a facilitator for the development of students who are strongly colored by an atmosphere of warmth and acceptance, openness and sincerity, respect, trust, understanding empathy, love and full attention. (Adi Darma et al, 2019).

Authority in education is "recognition and voluntary acceptance of influences or suggestions that come from other people, on the basis of sincerity, on the basis of full trust, not based on coercion, fear of something."3 So whoever has authority will be fulfilled consciously, without being forced to, obey and comply with all recommendations of the owner of authority.

Empathy

According to Zoll and Enz (2012) empathy can be interpreted as the ability and tendency of a person ("observer") to understand what other people ("target") think and feel in certain situations. Empathy was first introduced by Titchener (1909) as an English translation of the German word "Einfühlung" (Vischer, 1873; Lipps, 1903) which was originally used in aesthetic studies to describe the relationship between a person and an object of art. During the 20th century the term was applied more and more to human relations, with approximately two emphases arising, one referring to the affective component of empathy, and the other to the cognitive component of empathy.

Empathy is a form of self-awareness emotion, in addition to shame, jealousy, pride and guilt. According to Darwin, these emotions stem from the development of self-awareness and involve mastery of rules and standards (LaFreniere, 2000). Meanwhile, Mead in Eisenberg (2000) states that empathy is the capacity to take the role of others and adopt other people's perspectives in relation to oneself. Other researchers call empathy with reference to the cognitive ability to understand the mental and emotional conditions of others (Borke, 1971, 1973; Deutsch & Madle, 1975 in Eisenberg, 2000) or social insight (Dymond, 1950 in Eisenberg, 2000). In other words empathy involves cognition.

In the clinical field, empathy is defined in several ways. For example Rogers (1959) says that empathy is useful for understanding the internal framework of others accurately, and with the components and meaning attached, as if being someone else without negating the "if condition" (Eisenberg, 2000). Other clinicians suggest that the definition of empathy

involves shared effects, including putting oneself in the shoes of another and clear distinctions between selves. with other people (Katz, 1963; Kohut, 1959; Strayer, 1987; Wispe, 1986 in Eisenberg, 2000). Some social psychologists use empathy to indicate inferential cognitive processes. Based on the description above, it can be concluded that empathy is the cognitive ability to understand the mental and emotional conditions of others.

Honest

According to Kesuma, et al (2012) honesty is a person's decision to express his feelings, words or actions that the existing reality is not manipulated by lying or deceiving others for his benefit. Honest meaning is closely related to goodness (benefit). Maslahah means to prioritize the interests of many people rather than selfish or group. Etymologically, being honest means being straight-hearted, not lying (for example, by telling the truth), not cheating (for example, in a game you always follow the rules), they are people who are respected. Honesty is the nature (state) of being honest, sincerity, sincerity. (Dictionary. card: Balai Pustaka, 2000).

Honesty as a value is a person's decision to express (in the form of feelings, words and/or actions) that the existing reality is not manipulated by lying or deceiving others for his own benefit. The word honest is synonymous with "right" whose opposite word is "lying". Honest meaning is further correlated with goodness (benefit). Benefit has the meaning of the interests of many people, not the interests of oneself or the group, but everyone is involved. (Dharma Kesuma, et al (2012)

According to Mustari (2011) honesty is a behavior that is based on efforts to make oneself a person who can always be trusted in words, actions and work, both towards oneself and other parties. Honesty is a moral character that has positive and noble qualities such as integrity, full of patience, and is straight while not lying, cheating, or stealing. Honesty is one of the principles that must be held by everyone, not only important for students, students and students. Because honesty is very valuable for oneself, society, people or even the nation. In association in society, honesty will bring peace, inner peace, and even happiness for someone. Honesty also means strength and firmness. Honesty is a very valuable item. Togetherness in family life, community, learning community, school or the life of the nation and state really needs mutual trust among its members.

Kesuma, et al (2012) revealed further that honesty is very important to be applied in schools as a character for Indonesian children today. This character of honesty can be seen directly in life in the classroom, for example when children are taking exams or tests, that is, they are more inclined to cheat so that children do not act honestly and deceive themselves, friends, parents and teachers by manipulating the grades they get instead of the result. of the child's actual abilities.

According to Zuriah (2008) the values and principles of honesty can also be instilled in students at the basic education level through the activity of cross-correcting test results in class. The role of the teacher is very important in observing the correction process with the aim of instilling honesty and responsibility in students. The teacher needs to re-correct the student's work one by one after the student has finished correcting. The student's streaks and writings listed on the answer sheet will show the honesty of the child in correcting the results of the test. The teacher then conveys the value of honesty and responsibility to children and their impact on their lives in the future.

From the various opinions above, it can be concluded that honesty is an attitude of a person who is often expressed in words or actions spontaneously in accordance with the actual situation without any engineering from what is said and done. Whatever he does and says is always right because it is in accordance with the facts, so that honesty can be interpreted as the similarity between one's words and actions.

Table 1: Relevant Previous Research Results

No	Nama dan Tahun	Hasil	Persamaan	Perbedaan
1	Sidra (2018)	THE INFLUENCE OF TEACHERS' Prestige ON THE SUCCESS OF THE LEARNING PROCESS AT MADRASAH ALIYAH NEGERI MARIORIAWA, SOPPENG DISTRICT	Has similarities in the scope of the discussion, namely the Effect of Placement as a Y variable with other indicators.	In this study, the researcher examines the teacher's authority over student learning outcomes, while the author himself examines the management of teaching staff, especially teachers
2	Eka nurul bija rohma (2018)	THE INFLUENCE OF WORK ETHOS ON TEACHER PERFORMANCE IN MADRASAH IBTIDAIYAH MA'ARIF NAHDLATUL ULAMA PUCANG SIDOARJO	Has similarities in the scope of the discussion, namely the Effect of Placement as a Y variable with other indicators.	In this study, the researchers examined the enthusiasm of educators in improving the quality of learning, while the authors examined the attitude of empathy towards students.
3	Siti zubaidah (2022)	The Relevance of the Cheerful Concept to the Academic Honesty of Students of the Islamic Religious Education Study Program	High school studies the same about honesty	In this study, the authors examine academic honesty affecting student success in learning, while the researchers examine the effectiveness of honesty towards teachers
4.	Amin Budiawan (2013)	The Influence of Physical Evidence, Reliability, Guarantee, Responsiveness and Empathy on Consumer Satisfaction at Minimarket 212 in Medan City	The same study about empathy	In this study, the authors examined empathy for consumers, while researchers focused more on the effect of empathy on the performance of educational staff

METHODS

The method of writing this Literature Review article is the Qualitative Descriptive method and Library Research, sourced from the Google Scholar online application, Mendeley and other online academic applications.

In qualitative research, literature review must be used consistently with methodological assumptions. This means that it must be used inductively so that it does not direct the questions posed by the researcher. One of the main reasons for conducting qualitative research is that it is exploratory in nature, (Ali & Limakrisna, 2013).

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RESULT AND DISCUSSION

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Based on the problem formulation, relevant theoretical studies and previous research, the discussion of this literature review article is:

Authority has an effect on the Management of Education Personnel.

Prestige has the meaning of a state or talent related to extraordinary abilities in individual leadership to inspire trust and admiration from other people towards him, or it can also be said that authority means strength to be admired based on the quality of individual personality. 1 In Arabic, authority commensurate with the term haibah which means to be feared with respect and fortify from everything, and close to the term waqara which means calm, steadfastness, sincerity, patience, and generosity.

According to Weber, in terms of authority, there are 3 (three) types of authority, namely; Rational legal authorities; traditional authorities; Charismatic authority. 20 As with Max Weber's theory that authority 21 is divided into 3 types, namely; traditional authorities; charismatic authority; and legal rational authority (Max Weber 1937:324)

One indicator that can affect the authority of educational staff is proactive, intelligent, empathetic, wise, creative and innovative, always learning, humorous, friendly, fair, simple, communicative, patient, humble, compassionate, firmly nurturing, forgiving, democratic, and familiar, therefore we can see that authority influences the management of educational staff (Muhammad 2010:87)

The influence of Empathy on the management of educational staff

The notion of empathy in Indonesian is translated as gulung-rasa, while in Javanese it is translated as tepo-seliro, namely the ability of a person to understand the feelings and thoughts of other people who do not have emotional meaning for themselves. Broadly speaking, empathy can be categorized in two main senses, namely (1) as a skill in imagining the role of another person and understanding and correctly predicting what that person is thinking, feeling and doing, (Dymond, RF, 1949: 145-152), and (2) as a response to someone's emotional empathy which will differ from one another depending on experience in receiving other people's emotions.

Indicators that affect a person's emotional level of empathy are (1) the level of the individual relationship between the observer and the victim which causes emotional empathy to arise, the closer and better the relationship between the observer and the victim will be, the higher the emotional response of the empathy and the farther the relationship between the observer and the victim will lead to the lower the empathic emotional response in the observer. The level of this relationship has more to do with existing patterns of social construction, starting from the relationship between siblings, extended family, community, ethnicity, nation, gender and age (2) the close relationship between work cooperation between observers and victims which causes the emergence of different emotional empathy Also, the closer the relationship and cooperation, the higher the empathetic emotional response. The level of closeness of this work cooperation has more to do with how the form of the work collaboration relationship between observers and victims, for example a corps

troop friend who dies in battle will cause an increase in emotional empathy for the observer compared to victims who come from outside the corps, even though the soldiers who died they are not relatives, and do not know him directly. (3) a person's ability or skill determines the emotional level of empathy, the ability to empathize is mostly due to the experiences experienced by the observer in dealing with existing problems, the experience of an observer 408

Honest's influence on the management of education personnel

Honesty in the context of the world of education is very important to make the character of today's students a provision for living life in the future. Character like this can be seen directly in class life. In the learning process, the teacher must integrate the values of honesty to students, such as getting used to borrowing something and then returning it by saying thank you, besides that the teacher must prohibit students from copying their friends' activities such as coloring activities. Mansur stated that early childhood is a group of children who are in a unique growth and development process in the sense that they have patterns of growth and development (gross and fine motor coordination), intelligence (thinking power, creativity, emotional intelligence, and spiritual intelligence) (Trianto 2011 : 45.) The honesty of the teaching staff in question is a picture of a personal attitude in carrying out professional duties by someone. In this sense, it implies that personal attitudes are either tangible (in work practices) or unreal (in the form of intentions, motivations) that have a background. So, professional honesty can be interpreted as an attitude born in the form of performance and which is contained in the intention to improve performance.

Professional honesty is the basic attitude that underlies a person's work appearance in carrying out his profession, both visible (work behavior) and abstract (intentions, aspirations and ideas). It is further said, that professional honesty can also be used as an assessment material to assess whether a person is a "professional worker or not" (Hamalik, 2006). In the context of education, the honesty of educators is very necessary. How could we not and try to imagine, a teacher whose job is to help children reach maturity mentally and physically, but he "does not understand" how to do the right and right way of carrying out his function, then the teacher will deviate in helping the child. This deviation has the same meaning as going off track and wrong from the applicable legal provisions. If the teacher does not work according to the provisions, then the results of his work will be wrong, and the mistake will cause the child to not be able to reach the maturity that is expected to be correct and correct within a certain time. Therefore, as an educator honest attitude plays a very important role.

(Anang, 2010)

Conceptual Framework

Based on the formulation of the problem, theoretical studies, relevant previous research and discussion of the influence between variables, the framework for thinking this article is processed as below
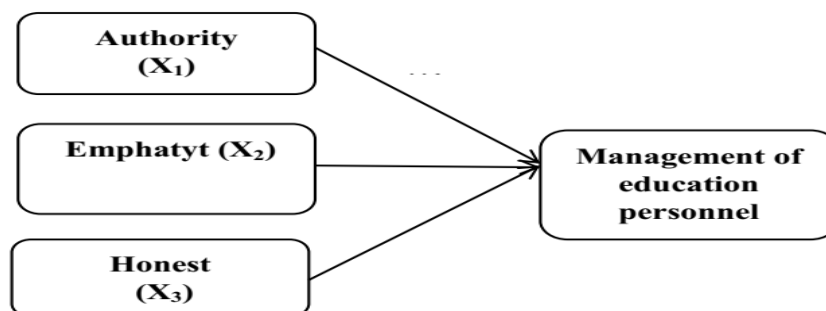

Figure 1: Conceptual Framework

Based on the theoretical study and review of the results of relevant articles and pictures from the conceptual framework, then: honesty, empathy and authority have an effect on the management of educational staff

This article discusses the impact that affects the management of education personnel in Indonesia: honesty, empathy and dignity. Apart from the factors discussed in this article, the factors that influence the management of education personnel in Indonesia are still many other factors, based on previous research, including: 1): management (Subroto & Ali, 2021), 2) Job satisfaction: (Endang Hendrayanti , 2017), leadership style (Lilis Suryani & Oktavia 2018) Quality (Sulaiman Angkotasan, 2021) Motivation (Dahma Bagus Widodo & Ali Imron 2019) Organizational behavior (Robins 2023)

CONCLUSION

Based on the theory, relevant articles and discussion, it can be formulated that the hypothesis for further research:

1. Honesty influences the management of educational staff in Islamic education management.
2. Empathy influences the management of educational staff in Islamic education management.
3. Authority has an influence on the management of educational staff in the management of Islamic education.

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