

Analysis of Office Facility Maintenance in Administrative Services at Bogor Regency

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Abstract

This study, titled "Analysis of the Maintenance of Facilities and Infrastructure at the Dinas Kependudukan dan Pencatatan Sipil Kabupaten Bogor," aims to evaluate the effectiveness of the maintenance of existing facilities and infrastructure at the Dinas Kependudukan dan Pencatatan Sipil Kabupaten Bogor. This research employs a descriptive qualitative approach with the collection of primary and secondary data. Primary data is obtained through interviews, observations, and documentation, while secondary data is sourced from articles, journals, books, and previous research. The results of the study indicate that the maintenance of facilities and infrastructure at the Dinas Kependudukan dan Pencatatan Sipil Kabupaten Bogor is conducted periodically but still faces several challenges, such as not all facilities and infrastructure receiving proper maintenance. This can be observed from the poorly maintained archive storage room, which is messy and dusty, some aging service vehicles that need servicing, and the restroom doors that remain unrepaired.

Keywords: Office; Maintenance; Infrastructure; Facilities

1. Introduction

Facilities and infrastructure play a direct role and serve as the main support in an activity. Facilities and infrastructure can take the form of movable or immovable objects with various sizes (SMPN1Badas, n.d.). Overall, facilities and infrastructure complement each other. Facilities enable activities or tasks to be carried out directly, while infrastructure provides the environment or infrastructure that supports the smooth use of these facilities. Without facilities and infrastructure, an activity cannot be carried out and will be hindered or not optimized. Maintenance of facilities and infrastructure also plays a crucial role in ensuring the effectiveness of office operations.

Maintenance is the process of keeping, maintaining, and storing products according to their type to ensure durability and longevity. Facilities and infrastructure facilitate the operational process, where these items will experience damage over time and usage. To ensure that the existing facilities and infrastructure function well and are ready for use, maintenance is an ongoing effort (Fitri Malau et al., 2022). Furthermore, proper maintenance is also essential to ensure the safety and comfort of users. For example, poorly maintained buildings can pose risks to their occupants, and damaged equipment can become a source of accidents.

The Population and Civil Registration Office of Bogor Regency is a government institution responsible for managing population administration. The main tasks of the Population and Civil Registration Office of Bogor Regency include managing population data and conducting civil registration, which includes various important services, from citizens' identities to legal status. This study was conducted at the Population and Civil Registration Office of Bogor Regency, and based on direct and indirect observations at the office, the researcher found issues with the maintenance of office facilities and infrastructure. This has caused discomfort for the users of these facilities and infrastructure.

In this study, the author conducted a pre-survey by distributing a questionnaire about office facilities and infrastructure to 20 employees. This pre-survey was conducted to clarify and ensure the topic and issues at hand. Based on the results of the preliminary survey conducted, the majority of respondents, 45%, felt that the existing facilities and infrastructure were not well-maintained. This indicates dissatisfaction with the condition of the facilities in use. Only 10% strongly agreed and 25% agreed with the condition of the facilities, while 15% of respondents were neutral, which may reflect uncertainty or a lack of attention to this issue.

As many as 45% of respondents felt that the maintenance conducted was neither regular nor effective. Meanwhile, 35% of respondents stated that maintenance had been carried out adequately, with only 5% strongly agreeing that the maintenance was done regularly and optimally. Although many studies have addressed the maintenance of office facilities and infrastructure, such as the study by Rismawati & Rafiie (2022) which examined the impact of maintenance on employee effectiveness, this research focuses on the maintenance of facilities and infrastructure in administrative services. Additionally, there are strong reasons for conducting this study. One of the main reasons is the continuous change in conditions and needs over time. The facilities and infrastructure in administrative services are dynamic and not fixed, following the advancements in technology, policies, and changing demands in services. Recent research is often needed to assess and evaluate whether maintenance has been responsive to the developments of the current era. Therefore, the researcher has titled this study: "Analysis

of Office Facilities and Infrastructure in the Administrative Services of the Population and Civil Registration Office of Bogor Regency."

2. Literature Review

2.1 Facilities and Infrastructure

Facilities and infrastructure are essential for human life as they serve as supporting factors for various activities. Although they are two distinct concepts, they are closely related. According to Salamadian.com, facilities refer to tools or resources that help humans achieve specific goals more easily. They are directly related and serve as primary supports for effectiveness. Meanwhile, infrastructure refers to everything that supports activities either directly or indirectly (Putra, 2020).

Facilities and infrastructure are critical elements for ensuring the success and smoothness of any process, including in the field of education. These facilities are necessary to support the smooth running of activities, although sometimes they may not be optimally met (Nurmadiyah, 2018). According to the Regulation of the Minister for Administrative and Bureaucratic Reform No. 1 of 2021, facilities are resources that directly support the implementation of work tasks and functions. In contrast, infrastructure is the facility that indirectly supports the implementation of these tasks and functions (PERMEN PANRB No. 1, 2021).

Facilities and infrastructure are essential tools or components that play a significant role in ensuring the success and smoothness of a process, including within the educational sphere. These facilities must be provided to facilitate the smooth execution of activities (Wahyu et al., 2019). Etymologically, infrastructure refers to indirect tools for achieving goals, such as office buildings, parking lots, and so on. In contrast, facilities refer to direct tools used to achieve goals, such as computers, office desks, and others (Muhammad et al., 2020).

From the above explanations, it can be concluded that facilities and infrastructure are two interconnected elements that support the process of any activity. Facilities are tools directly used to help humans achieve goals, while infrastructure refers to everything that supports activities indirectly. Facilities include items like computers or desks, while infrastructure includes items such as buildings, parking lots, and more. The presence of both facilities and infrastructure significantly influences the effectiveness and success of an activity.

2.2 Administrative Services

According to Atmosudirdjo (1986), etymologically, the word "administrasi" in Indonesian, which is translated as "administration" in English, comes from the Latin words *ad ministrare* and *administratio*. The term *ad ministrare* means to serve, assist, or fulfill, while *administratio* refers to the provision of assistance, implementation, leadership, and governance. Therefore, administration is essentially an effort to help, assist, lead, or direct all activities towards achieving predetermined goals. In everyday understanding, administration is often equated with office management, which involves activities such as recording, collecting, and storing data or results to assist leaders in decision-making (Yusri, 2020).

Service refers to a series of activities or tasks that occur consecutively, carried out by an individual, a group of people, or an organization through specific systems, procedures, and methods to assist in preparing or fulfilling the needs of others or the wider public (Setijaningrum, 2009). From the explanation above, it can be concluded that administrative service is an activity conducted to support management within an organization. These services

aim to meet the needs and interests of the public in an effective and efficient manner, in accordance with existing procedures.

Through the process of administrative services, the needs of the community at the Population and Civil Registration Office of Bogor Regency can be fulfilled efficiently and effectively, such as the issuance of birth certificates, moving certificates, death certificates, family cards, and others.

3. Material and Method

This research will be conducted over six months, from August 2024 to January 2025, involving direct and indirect observations as part of the fieldwork. The research will take place at the Department of Population and Civil Registration in Bogor. The data will be collected using purposive sampling, targeting employees who have worked for more than five years and are involved in the management of office infrastructure. Primary data will be collected through observation, interviews, and documentation, while secondary data will come from articles, journals, and books. Data validity will be ensured through triangulation, comparing information from various methods and sources. The analysis will involve data reduction, display, and conclusion drawing to interpret patterns and relationships, ensuring the accuracy and relevance of the findings.

3.1 Design Study

This research uses a qualitative method. According to Moleong, qualitative research is aimed at understanding the phenomena experienced by research subjects, such as behaviors, perceptions, motivations, actions, and others, in a holistic manner, and through descriptions in the form of words and language, within a specific natural context using natural methods (Harahap, 2019).

One of the methods commonly used in qualitative approaches is the case study, which is often referred to as field research. According to Harahap (2019) in his book on qualitative research methods, this type of research is conducted to study intensively the environmental interactions, positions, and conditions of a research unit as they naturally occur. The research subjects can be individuals, communities, or institutions.

3.2 Data Analysis

According to Sutriani & Octaviani (2019), data analysis is the process of organizing, categorizing data, and searching for patterns or themes in order to understand their meaning.

Organizing data means classifying it into themes, patterns, or categories according to the intended purpose. Without this organization, problems may arise in research, theses, articles, or similar works being discussed. From this organized data, various interpretations or meanings can be derived to provide insights into the analysis, explain the patterns or categories, and explore the relationships between different concepts. In qualitative data analysis, there are generally three steps involved:

1. **Data Reduction** At this stage, the researcher selects whether the data is relevant to the research objectives. Field information is summarized and arranged by choosing key points that are essential to the research goals.
2. **Data Display**
Data display is used to present a specific overview of a goal or its smaller components. At this stage, the researcher classifies data according to the initial research problem.
3. **Conclusion Drawing or Data Verification**

Conclusion drawing involves comparing the consistency of statements from the subjects with the meanings contained within the basic concepts of the research. Verification is intended to ensure that the assessment of the data's alignment with the concepts is accurate and objective.

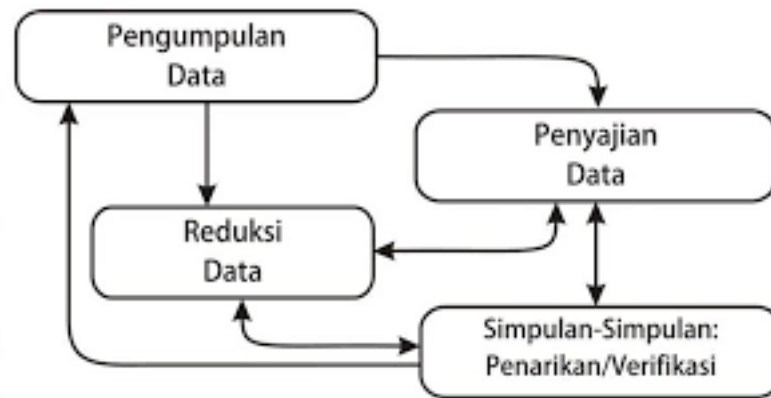


Figure 1. data analysis techniques

Source: dqlab website

4. Result

Table 1

| No | Participant | Age | Years of Services | Position |
|----|---------------|----------|-------------------|--------------------------|
| 1 | Participant A | 38 Years | 10 Years | Procurement Staff |
| 2 | Participant B | 35 Years | 8 Years | Civil Registration Staff |
| 3 | Participant C | 32 Years | 6 Years | Human Resources Staff |
| 4 | Participant D | 37 Years | 7 Years | Civil Registration Staff |

The results of the interview regarding the maintenance of office facilities and infrastructure are as follows:

Maintenance of Facilities and Infrastructure.

Participant A: “The maintenance of official vehicles is carried out continuously, considering the high mobility and the services provided by each department. The engine condition is not always optimal, and there are usually some issues. To minimize these problems, we conduct periodic maintenance every three months. This is already scheduled.”

Participant B: “The maintenance of official vehicles here is usually done every three months, as part of periodic servicing. As for items like computers, chairs, keyboards, and the like, we only repair them when there is a malfunction. This is supported by third parties, such as specialized repair technicians.”

Participant C: “Maintenance activities include cleaning the workspaces, service counters, and restrooms. These are carried out daily by the cleaning staff. However, the

storage room is rarely cleaned because it is not frequently accessed, and there are many items stored there, making it a bit difficult to clean”

Participant D: “Maintenance for larger facilities such as buildings, computers, and air conditioners is usually done only when there is a problem, such as leaks or an air conditioner not cooling properly. The periodic maintenance, such as for official vehicles, is done every three months, and the cleaning of workspaces is done daily.”

Office Facilities and Infrastructure Maintenance Schedule

Participant A: “The maintenance of office facilities and infrastructure is indeed very important, but currently, we do not have a comprehensive schedule for everything. Only for things we deem very important, such as official vehicles, do we have a schedule. For rooms or office equipment that needs cleaning or repair, we address it directly, so there is no schedule or monitoring sheet. However, this is definitely done every day.”

Participant B: “Whenever there is an issue, we address it immediately, so there is no specific schedule or monitoring for cleanliness and repair of some office equipment. If our technicians are unable to make the repairs, we usually call in a third party to handle it.”

Participant C: “A fixed schedule is only in place for certain important areas, such as official vehicles, which are crucial for public service to the sub-districts, so we definitely have a schedule for that. It is done every three months. As for daily cleaning and maintenance, we do not have a set schedule. We usually wait for reports, such as broken chairs or slow computers, and then address them immediately.”

Participant D: “Daily cleaning and maintenance are definitely done every day, but we do not yet have a monitoring system like that. Usually, if there is something still dirty or a room that hasn't been cleaned, we call the cleaning staff to do it again.”

Barriers in Office Facilities and Infrastructure Maintenance

Participant A: “The usual obstacle we face is when equipment has been maintained, but it still experiences damage or when an official vehicle breaks down on the road. For other issues, fortunately, there are no problems, as the departments work together for the maintenance of facilities and infrastructure, so there are no major obstacles”

Participant B: “The barrier in maintenance seems to be the lack of a comprehensive maintenance schedule. A schedule is only in place for certain facilities and infrastructure. If we had a routine maintenance schedule that covered everything, we might be able to better maintain the condition of the facilities

and avoid major damage, such as air conditioners not cooling properly or the cleanliness of all rooms, which currently lack proper monitoring.”

Participant C: “The challenge we face is the limited number of human resources with specialized skills in maintenance, such as air conditioner repair, vehicle technicians, or computer repairs. We still rely on third parties for these tasks. Sometimes, because we depend on external service providers, we have to wait a bit for the repairs of facilities and infrastructure.”

Participant D: “The problem we encounter is with official vehicles, which sometimes break down on the road. When this happens, technicians are not available, so we have to send someone to pick up the vehicle. As for scheduling, only important areas are prioritized, and there is no schedule for daily tasks. Sometimes, we don't know whether something has been cleaned or not.”

Solutions Implemented for Barriers in Office Facilities and Infrastructure Maintenance

Whenever there is an obstacle, there is always a way to resolve it. Based on the observations made, here are the solution statements from the participants during the interview session.

Participant A: “For official vehicles, like cars, we usually take them to the repair shop. If the vehicle breaks down on the road, we will pick it up and swap it with another car that we bring, then the broken vehicle will be taken to the workshop for repairs. The same applies to repairs for air conditioners, computers, or other equipment. If no one from our team can repair it, we will call a third party that we have a partnership with.”

Participant B: “The solution to this issue is definitely to establish a comprehensive maintenance monitoring schedule, including for air conditioners, daily cleaning, and other facilities. This will likely minimize damage.”

Participant C: “The solution to the obstacle we face, especially with the lack of technical skills among our staff, is to collaborate with external technicians from partner organizations to repair damaged air conditioners, service official vehicles, or fix computers and other equipment. Sometimes, we do have to wait for repairs, but we try to find partners who can provide faster services.”

Participant D: “We collaborate with workshops for official vehicles that break down on the road. As for periodic servicing, it is already scheduled every three months, including tasks like oil changes and others. For cleaning, we can directly call the cleaning staff to immediately clean the facilities or office rooms.”

5. Discussion

Based on interviews conducted with four participants regarding the maintenance of office facilities and infrastructure, it was found that although maintenance activities are carried out fairly well, several challenges still need to be addressed to improve their effectiveness. Office facility maintenance includes two main types of activities: routine maintenance and periodic maintenance. Routine maintenance, such as cleaning workspaces, restrooms, and administrative service areas, is performed daily by cleaning staff. However, there are some areas that rarely receive attention, such as storage rooms, which are difficult to clean due to limited access and the large number of items stored there. This indicates that while routine cleanliness is maintained, certain areas receive less attention in terms of upkeep.

In addition to routine maintenance, periodic maintenance is performed on facilities such as official vehicles, computers, and air conditioners. According to the interviews, maintenance of official vehicles is carried out every three months to ensure that the engine and vehicle performance remain optimal. However, despite periodic maintenance, official vehicles still experience technical issues due to their high usage. Vehicles that are constantly used in operational activities often encounter damage, even with a scheduled maintenance plan. Other facilities, such as computers, chairs, and keyboards, are only repaired when damage occurs, and the repairs often involve external service providers, such as technicians or repairmen. Reliance on third parties for repairs can sometimes delay the speed and effectiveness of maintenance.

On the other hand, the maintenance of larger facilities, such as buildings and air conditioners, is generally only performed when significant technical issues arise, such as leaks or malfunctioning air conditioners. Participant D mentioned that this maintenance is reactive, meaning it is only carried out when a problem occurs, rather than as a preventive measure. This suggests that there is a deficiency in preventive maintenance, where facilities that are used less frequently or do not exhibit immediate issues may be neglected.

6. Conclusion, Implication, and Recommendation

Although office facilities and infrastructure maintenance, such as room cleaning and official vehicle maintenance, is carried out regularly and periodically, it is not yet optimal. Several obstacles hinder the effectiveness of this maintenance, with some facilities, such as the storage room and official vehicles, continuing to experience issues due to limited attention and preventive maintenance. Additionally, reliance on third parties for technical repairs delays the response time to address damages. Furthermore, despite ongoing maintenance efforts, there is a lack of systematic and comprehensive scheduling, especially for routine maintenance activities beyond official vehicles. This results in several facilities, such as air conditioners, room cleanliness, and other office equipment, not being well-maintained. The absence of written schedules and detailed monitoring for maintenance is a major obstacle in maintaining the quality of office facilities and infrastructure.

One of the main barriers to effective maintenance is the limited availability of human resources with specialized technical skills, such as technicians for air conditioners, vehicles, and computers. The solution has been to collaborate with third-party service providers or workshops for repairs, while also planning to implement a more comprehensive maintenance schedule to prevent significant damage and improve overall preventive maintenance. The practical implications of this study suggest that implementing a systematic maintenance

schedule for all office facilities and infrastructure will help address potential damage earlier. The maintenance and reorganization of the archive room have also been carried out, which has made it easier to access and manage the archives. Cooperation with third parties or external partners remains necessary for repairs requiring specialized expertise.

Future researchers are encouraged to consider using quantitative or mixed methods to measure effectiveness and compare the results with previous studies. Increasing the number and diversity of participants would also provide a more complete perspective. Additionally, including data such as previous maintenance reports or research documentation would enhance the quality and depth of the research results.

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