

# ANALYSIS OF OFFICE INFRASTRUCTURE FACILITIES AT CV. X

Alfaalahah<sup>1</sup>, Christian Wiradendi Wolor<sup>2</sup>, Marsofiyati<sup>3</sup>

<sup>1</sup>Department of Digital Office Administration, Universitas Negri Jakarta, Indonesia

<sup>2</sup>Department of Digital Office Administration, Universitas Negri Jakarta, Indonesia

<sup>3</sup>Department of Digital Office Administration, Universitas Negri Jakarta, Indonesia

## Abstract

This study aims to analyze office infrastructure facilities at CV. X company and find out its impact on employee comfort. Good office infrastructure facilities can support smooth operations to achieve goals. This research uses a qualitative descriptive approach, namely by describing and analyzing the problems found. This qualitative research is based on primary data and secondary data. Primary data is obtained through observation, interviews, and documentation, while secondary data is obtained from articles, books, and previous research relevant to the research topic. Based on the results of the research, office infrastructure facilities at CV. X is in good condition, but does not support employee comfort. Such as office space with desks that are not neatly arranged, poor lighting in the production room, and low employee awareness in maintaining environmental cleanliness. This research is important to provide insight into the importance of office infrastructure facilities in supporting comfort at work.

**Keyword:** *facilities; infrastructure; office; employees*

## 1. Introduction

A comfortable environment is not only due to social and cultural factors, but also to office infrastructure facilities that have supporting facilities in doing work at the company. An office infrastructure facility is one of the things that can make employees feel comfortable when doing work. In this case, the company must be sensitive to the importance of appropriate prasarna facilities in the company.

Office infrastructure is something that must be structured because it supports activities in the company and can have an impact on employees. Prarasana facilities are needed in activities carried out by employees in an office as a facility to make it easier for employees to carry out work activities in the office in accordance with company goals. The company must be able to provide facilities and infrastructure to facilitate work, employees will be more motivated if the company understands the need for comfort in the environment at work.

According to (Komala et al., 2022) suggests that facilities are tools or objects that are moving and function as support in carrying out office activities. Meanwhile, infrastructure is a term that refers to a place or office to be used in carrying out structured organizational activities.

As a company that provides laundry and requires CV. X understands the importance for companies in understanding office infrastructure as operational support for the comfort of employees also needs to be considered. This company faces the challenge of continuing to provide adequate work space for employees because the number of employees continues to increase as the company grows. With the increase in the number of employees due to business growth, the company must be more concerned with supporting infrastructure facilities. Office infrastructure is a crucial element which must be prepared optimally and continuously to ensure the smooth operation of employee work (Rini Palealu et al., 2022)

Based on direct observations made at CV. X found various office infrastructure facilities available where there are unsupportive infrastructure conditions such as office space with office desks that are not arranged. In addition, there is a production room that lacks lighting, and lack of employee awareness in maintaining cleanliness. So that it has an impact on the comfort of office infrastructure.

Based on a brief interview with employees at CV.X, the results of the observation support, where employees suggest that the office infrastructure is in good condition. However, they said that there is often a shortage of stationery such as pens, lighting problems such as

lights during the day in the production room need to be added, and finally the lack of employee awareness of cleanliness in the work environment.

Pre-research results most of the existing office infrastructure facilities are not as expected by employees with a percentage of 20% agreeing then 20% neutral. 26.7% disagree and 26.7% strongly disagree. With a total of 53.4% employees who feel that they are not in accordance with their office infrastructure, 20% of employees feel that the office infrastructure is appropriate, and 20% have a neutral opinion on office infrastructure as expected by employees from a total of 15 employee respondents.

The results of the pre-report on employee comfort in the available office infrastructure show that most employees feel uncomfortable with office infrastructure. this can be seen from the percentage results of 26.7% of employees agreeing 13.3% of employees are neutral then 26.7% of employees disagree and 26.7% strongly disagree. Thus the overall total who feel uncomfortable in the office infrastructure that is already available is 53.4%, employees who feel comfortable in the office infrastructure are 26.7% and employees with neutral answers are 15% of the total number of respondents 15 employees.

Previous research was conducted by (Febriani, 2022) with the title “The Effect of Infrastructure Facilities on Employee Work Effectiveness at the Pangkalan Kuras Sub-District Office”. examined objects at the Pangkalan Kuras Sub-District Office with a quantitative research method approach. The study involved two variables and used instruments in the form of questionnaires, questionnaires, and documentation analyzed through linear regression.

The focus of this research is to discuss office facilities in the CV X office. This research uses a qualitative method approach. Data collection was done using observation, interviews, and documentation. Thus, this research aims to complement the insights of previous research with different contexts and approaches. The author feels interested in the explanations and problems that exist and wants to conduct research on office infrastructure facilities in companies engaged in services.

## **2. Literature Review**

### **2.1 Definition of office infrastructure**

In work, infrastructure is an important component that supports the smooth flow of work. Infrastructure facilities are the foundation that allows all elements of the organization to function optimally. Both not only help streamline business processes, but also help increase efficiency, productivity, in the work comfort of employees. According to (Datus Salam & Rosy, 2022) suggests that infrastructure facilities are additional components that help the process of coordinating work activities. Facilities and infrastructure include all tools, devices,

and a facility that acts as the main or supporting means for work activities according to Moenir, (M Zahari MS et al., 2022)

The existence of office facilities and infrastructure plays a very important role in ensuring the smooth running of business operations and increasing the comfort of employees in carrying out activities at the company. Facilities and infrastructure are inseparable because they are mutually sustainable. Facilities include equipment and equipment used as support in the work of employees, such as computers, desks, chairs and other office equipment. Infrastructure such as goods that cannot move are buildings, space and also land.

## **2.2 Indicators of Infrastructure Facilities**

According to (Hakim & Herman, 2022) there are three indicators of infrastructure facilities including:

1. Condition

The condition of infrastructure facilities is also important in completing work. Companies that have good infrastructure conditions can make the process of working easier and faster. But on the contrary, the condition of the infrastructure is not good, so the work process is not completed in a timely manner.

2. Completeness

Complete facilities in a company will make the process of work easier, because there are facilities that are fulfilled to support activities.

3. Use of infrastructure facilities

Infrastructure facilities whose use is easy will have an impact on employee performance. And vice versa, infrastructure facilities that are difficult and complicated to use, then completing the work will take a long time. After compiling the research instrument, the next step is to distribute the questionnaire form online through social media. After obtaining the number of samples, the data was analyzed using SEM PLS using the help of smart pls 3.0.

## **2.3 Office Infrastructure Facilities in Supporting Employee Comfort**

Comfort for employees includes the condition of workers who feel physically, mentally and emotionally contained in the work environment. To ensure that employees feel comfortable, adequate facilities are very important in order to create a more productive employee work environment in carrying out every work activity (Guntur & Putro, 2017) according to him employee comfort is a condition in which the physical environment, such as adequate lighting can support employee welfare so that they can work efficiently and without interruption.

Employee comfort is also determined by the facilities contained in the work environment as stated by (Mandey & Kindangen, 2017) Mentioning that comfortable space conditions can increase work enthusiasm and increase employee concentration while conversely unsupportive environmental conditions can make employees lack concentration and interfere with activities. Employees who have discomfort at work will affect the company's work. Therefore, comfort has an important aspect because it will affect the concentration power, thinking speed, and enthusiasm of individuals in completing their work, according to Agritubella et al., in (Pratama & Raharjo, 2023).

### **3. Material and Method**

The author conducted research at CV. X. Activities in the form of observation of research that is the object of research. Research was conducted from September 2024 to December to collect data through observation and interviews.

The research method used is qualitative method. According to Walidin, Saifullah, and Tabrani in (Adlini et al., 2022) qualitative research aims to understand phenomena in depth and complexity through word-based descriptions. This research answers the questions asked and reports the detailed views of informants. The qualitative research process involves several stages, starting from the preparation stage, pre-field, field work, and up to the data analysis stage. Qualitative research aims to reveal and explain the actions that subjects take and how these actions have an impact on their lives (Fadli, 2021).

Data sources in this qualitative research were obtained through interviews conducted with a total of 4 respondents. The purposive sampling method was used as a sampling technique, which is a method that selects samples based on certain criteria relevant to the research objectives. The data collection techniques used are primary data and secondary data, the explanations are:

1. Primary Data

According to (Abdussamad, 2021) Primary data is data obtained directly by researchers through interviews, observation and documentation with groups related to the research.

2. Secondary Data

The author uses data collection methods and information using secondary data, according to (Abdussamad, 2021), secondary data is data that is obtained indirectly through relevant sources of books, journals, and previous research. Therefore, literature study is an attempt by researchers to find information and a theory that has a relationship to the title under study.

#### **3.1 Design Study**

In the process of testing the validity of data, the main focus is usually on aspects of validity and reliability. In a qualitative method research, tested to ensure validity and reliability is the data itself, not the measuring instrument or method used. In this study using triangulation techniques, the triangulation method is one of the techniques used to test the validity of data by comparing information obtained from various sources. This method involves collecting data from various means and sources that are already available, with the aim of verifying the accuracy and consistency of information in the research (Alfansyur & Mariyani, 2020). The triangulation technique aims to increase the interpretive, theoretical, and methodological power of qualitative research (Mekarisce, 2020).

Researchers obtained data from several employees in the office being studied to ensure the accuracy of information and the suitability of the data needed to support this research. In addition, the triangulation technique in the study was carried out with observation, interviews, and documentation to obtain the data needed in the study.

#### **3.2 Data Analysis**

Data analysis refers to the process of processing data to obtain important and relevant information, which will later be used as a basis for making decisions to solve problems. According to (Rijali, 2019), there are four steps in the data analysis process, as follows:

1. Data Collection

The process of collecting data and information needed by researchers to carry out research. This data and information is obtained through observation, interview, and documentation methods.

2. Data Reduction

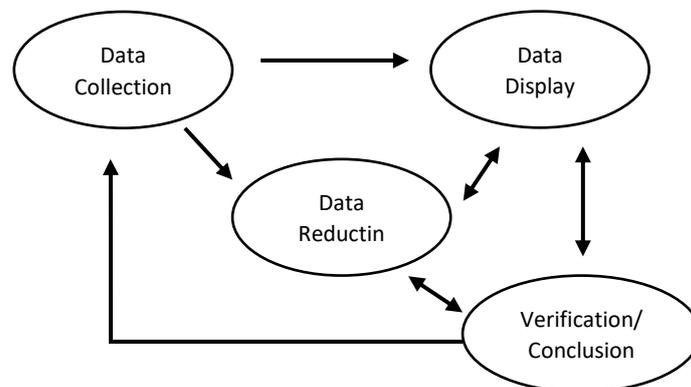
A simplification process that involves grouping and removing irrelevant information, so that the remaining data can produce meaningful information and facilitate drawing conclusions. The data reduction stage is very important because of the large amount of data and complex data so that it is necessary to get the right information in decision making.

3. Data Presentation

One of the steps in compiling the previous research report is presenting the data; this must be arranged simply and clearly so that it is easy to understand and analyze in accordance with the desired objectives.

4. Verification or Conclusion

In the final stage of qualitative data analysis, researchers draw temporary conclusions based on existing evidence. These conclusions are tentative and may change if not supported by sufficient evidence during data collection. However, if temporary conclusions are supported by additional evidence found, then these conclusions are considered valid and credible.



**Figure 1.** Data Analysis Component Of The Miles & Huberman Model

Source: Data processed by researchers

## 4. Result and Discussion

### 4.1 Data Description

In order for this research to be carried out effectively, the researcher followed the data collection procedures and the predetermined research stages. The researcher asked a number of questions related to office infrastructure to obtain an accurate description. The participants

in this study consisted of four individuals, namely two people who work in the admin department and two people who work in the service department.

In this study, a qualitative approach was used to determine how office infrastructure affects CV X. The participants were employees of CV. The participants were employees of CV. X employees where the researcher believes that they will provide valuable perspectives in the results of this study.

**Tabel 4.1 : Participant Data**

Source: Data processed by researchers

No	Participant	Length Of Service	Position
1	Participant A	9 years	Admin
2	Participant B	16 years	Admin
3	Participant C	8 years	Driver and Production
4	Participant D	2 years	Production

## 4.2 Data Results

### 1. Condition Of Office Infrastructure

Office infrastructure facilities are facilities that have been provided by the company to support operational, administrative and management activities in an office. Based on observations, office infrastructure facilities needed by employees are available in good condition. However, there are several facilities that are less supportive such as employee awareness in toilet cleanliness, lack of lighting in the production room and such as in the production section where the arrangement of production results still does not have a neat place, so the room will feel narrower. This will cause difficulties in work activities and result in employee discomfort in the work environment.

### 2. Office Infrastructure Affects Employee Comfort

Office infrastructure facilities can have an impact on the comfort of employees who can help employees make it easier to complete their work. In the company CV. X, the office infrastructure facilities they provide have supported employee comfort.

### 3. Obstacles and Efforts to Improve Office Infrastructure Facilities Company CV. X

often finds various obstacles and obstacles in the work activities of employees due to office infrastructure facilities. Based on the results of previous observations and interviews, most of the obstacles experienced are the lack of printers, office stationery stock such as pens, lighting in the production room, uncomfortable car vehicles and lack of employee awareness in environmental cleanliness. However, the improvement efforts made by CV. X is very fast in responding to reports and immediately repairing.

## **5. Data Discussion**

### **5.1 Condition Of Office Infrastructure**

Office facilities and infrastructure are important elements to support office operations and ensure smooth work activities. Well-maintained office facilities and infrastructure contribute to employee comfort.

According to (Komala et al., 2022) facilities refer to movable tools or equipment that function as supporting office activities. Meanwhile, infrastructure relates to the physical location or office used to carry out organizational activities in a structured manner.

Findings from interviews with participants related to the first issue show that the available office facilities and infrastructure are generally adequate for employees. This includes computers, printers, office equipment, meeting rooms, offices, production rooms, rest areas, toilets, prayer rooms, and others. Effective facilities for employees are those that can support and accelerate task completion. The facilities must be of high quality, taking into account factors such as comfort, safety, and durability for use by employees (Tsang et al., 2023).

Although the overall condition of the facilities and infrastructure is good, employees' awareness of cleanliness and tidiness needs to be improved, and lighting in the production room is still inadequate. According to (Aula & Nugraha, 2020), inadequate facilities can hinder employees in completing tasks quickly and efficiently. Therefore, it is very important to pay attention to the condition of the facilities.

### **5.2 Office Infrastructure Affects Employee Comfort**

Companies that pay attention to office infrastructure facilities in good condition can make employees comfortable in doing their work. Good infrastructure facilities, to create work comfort, will pay attention to small to large things in the environment such as lighting, adequate ventilation for employees and if the work environment is clean, employees will feel comfortable (Oktavianti, n.d. 2018).

Based on observations and statements from interviewees, the available office infrastructure is quite comfortable for employees. If the facilities are supportive, it will increase motivation for employees and not easily fatigue. However, there are some things that need to be improved in order to have an impact on employee comfort, such as the need for additional printers, office stationery, comfort in car vehicles, and lighting. This is supported by (Guntur & Putro, 2017) according to him employee comfort is a condition in which the physical environment, such as adequate lighting can support employee well-being so that they can work efficiently and without interruption.

The provision of optimal facilities and infrastructure for companies not only focuses on quality and quantity, but also on employee comfort and the suitability of the facilities provided to their needs (Aprianti & Putri, 2024)

### **5.3 Obstacles and Efforts to Improve Office Infrastructure Facilities Company CV. X**

Constraints on an office infrastructure can be a serious problem and can interfere with the work process of employees to achieve a goal. In an obstacle, an improvement effort is needed for progress. According to Moenir, all types of equipment, work equipment and office

facilities are considered as facilities that function as the main tool in assisting work activities and helping matters of interest related to the company (Hasanuddin et al., 2023)

Based on observations and participant answers, the obstacles faced include: the number of computers, frequent problems with printers, lack of stock in office stationery, frequent damage to production machines, inadequate lighting in the production room, lack of employee concern for environmental cleanliness and lack of comfort in operational vehicles. Damaged infrastructure needs special attention and immediate repair so as not to cause new problems that can hamper operations and have an impact on reducing employee productivity (Amaliah, 2019).

Efforts are made to immediately repair damaged machines, replace machines that are no longer suitable for use, increase the stock of office stationery, repair operational vehicles if there are problems, add inadequate room lighting, and often hold warnings to employees regarding maintaining environmental cleanliness to increase employee self-awareness. If supporting facilities such as office infrastructure are in good condition, it can speed up employee work. Meanwhile, on the contrary, if many facilities are damaged and problematic, employee work will be hampered for completion. The provision of adequate and high-quality office facilities and infrastructure is a crucial aspect that needs to be prepared optimally and continuously to support the smooth work activities of employees (Listyawati & Muhyadi, 2017).

## **6. Conclusion, Implication, and Recommendation**

### **6.1 Conclusion**

Based on the results of the analysis and discussion that has been carried out, it can be concluded as follows:

1. Office infrastructure facilities available at CV. X are in good condition and can be used in employee activities. There are various kinds of infrastructure facilities that have been facilitated by the company to support office operations. Not all conditions of office infrastructure facilities receive attention such as those in the production room still lacking lighting, employees' lack of environmental cleanliness, the arrangement of office space that is less organized and the arrangement of production results still does not have a neat place.
2. The available office infrastructure is quite comfortable for employees. Facilities that support operational activities have a big impact on achieving company goals. So the company needs to increase attention to needs and input to avoid obstacles to work activities.
3. Often there are problems with office infrastructure such as: the number of computers, frequent problems with printers, stock shortages in office stationery, frequent damage to production machines, inadequate lighting in the production room, lack of employee

concern for environmental cleanliness and lack of comfort in operational vehicles. Repair efforts are made by making repairs independently, but if the obstacle cannot be resolved, then submitting obstacles to the company owner.

## 6.2 Implication

### 1. Theoretical Implications

From the research findings support previous research by (Fahmi & Effendi, 2024), (Rismawati & Rafie, 2022), (Afifah & Nasution, 2022), (Datus Salam & Rosy, 2022), (Yudiansyah et al., 2020), (Hasanuddin et al., 2023), and (Aprianti & Putri, 2024) from the results of this study indicate that office infrastructure is needed in a company to support the process of creating results in accordance with the objectives so that it is more optimal.

### 2. Practical Implications

The results of this study state that CV. X has provided office infrastructure facilities in good condition, but there are some that are less considered, although overall they support employee comfort. Then the obstacles contained in the office infrastructure facilities have been maximally repaired by the company.

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