

ANALYSIS OF ADMINISTRATIVE OFFICE LAYOUT MANAGEMENT AT PT. UNITED TRACTORS

Amanda Rezki Ananda¹, Christian Wiradendi Wolor², Marsofiyati³

¹Digital Administration Office Study Program, Universitas Negeri Jakarta, Indonesia

²Universitas Negeri Jakarta, Indonesia

³Universitas Negeri Jakarta, Indonesia

Abstract

This research employs a qualitative descriptive approach designed to analyze and elucidate existing issues. It utilizes both primary and secondary data sources. Primary data is gathered through observations, interviews, and documentation, while secondary data is sourced from pertinent articles and previous studies.

The aim of this research is to gain a comprehensive understanding of both the planning and implementation processes of office layout at PT United Tractor. This research includes an analysis of the preparation process, as well as the obstacles faced and solutions applied in the management of administrative office space.

The findings of this study clearly indicate that the planning of administrative office layout at PT United Tractor has gone well. The implementation of facilities in the administration office is adequate. The obstacles faced in the implementation of the administrative office layout are the accumulation of letters on and under the table, as well as office furniture that is designed based on desires, not needs.

Keyword: Layout, PT United Tractor, Indonesia

1. Introduction

Office layout refers to the arrangement of equipment, supplies and other physical facilities within an existing area, with the aim of ensuring the efficiency and smoothness of the work process. In designing an office layout, it is important to understand the needs of the individual, the workflow, the type of work to be done, as well as the best method to carry it out. In general, office layout refers to the organization and arrangement of the various elements within a workspace. Work desks and facilities that support daily activities. An effective office layout relies heavily on the interaction between workflow, equipment, and people. Office layout refers to the best arrangement of furniture and equipment, suitable location of various departments, and other similar physical facilities in order to secure the maximum output of office work without compromising the quality of office services (Suryani et al., 2022).

One important aspect of office layout management is the organization of the workspace itself. A good workspace arrangement will affect the smooth running of various activities in the office, which ultimately contributes to employee comfort and productivity. Considering that employees usually spend around eight hours a day in the workplace, it is only natural that the comfort factor becomes a major concern in the arrangement of office space. With proper attention to this aspect, it will certainly support effective work completion (Novi, 2020).

Meanwhile, the novelty in this study with previous research conducted by (Suryani et al., 2022) is that this study discusses the spatial management of administrative offices at PT United Tractor using qualitative research methods and data collection techniques carried out by observation, interviews, and documentation. So this research aims to complement previous research. From the explanations and problems that exist, the authors are interested and wish to conduct research on the spatial management of administrative offices at the relevant instant. Therefore, the researcher is interested in studying more deeply about “**Analysis of Administrative Office Layout Management at PT United Tractors.**”

2. Literature Review

2.1 Theory

Etymologically, the word “office” comes from the Dutch: “kantoor”, which refers to a work space, location for leaders, and institutions or agencies. In English, the term “office” has a similar meaning, namely as a place of service, position, or workspace. The definition of an office can be divided into two categories: office in the dynamic sense and office in the static sense. An office in the dynamic sense includes the process of organizing various activities, such as collecting, recording, processing, storing, and delivering or distributing data and information. In this context, an office can also be considered as administrative activities in the narrow sense. Meanwhile, an office in the static sense refers to a workspace or workroom, as well as entities such as headquarters, bureaus, agencies, institutions, and companies. Thus, an office can also be understood as a place or room where data or information collection, recording, processing, storage, delivery, and distribution activities take place (Mirmani, 2019).

Office layout refers to the strategic arrangement of office machines, equipment, and furniture to create an environment where employees can work efficiently, comfortably, and with ease of movement. By thoughtfully planning the layout, companies can ensure that their space requirements are met, fostering an atmosphere conducive to achieving organizational goals. This involves a detailed assessment of how the space will be utilized to facilitate

effective office operations while keeping costs in check. The purpose of office planning to arrange a good layout needs to be planned in advance so that the office layout can be arranged properly (Yusen, 2014).

Office spatial management is an effort to organize all physical facilities within the office environment. This is done systematically, To begin with, let's focus on the placement of office equipment and the arrangement of tables. A well-organized office space not only enhances productivity but also fosters a positive work environment. The careful positioning of desks, chairs, and technology plays a crucial role in facilitating collaboration and ensuring that employees have easy access to the tools they need. By optimizing the layout, we can create a harmonious workspace that promotes efficiency and comfort for everyone, to the utilization of every corner of the room that must be adjusted to the spatial plan. The goal is to facilitate all activities and support the achievement of organizational goals. Office space should be designed to provide comfort, both in physical aspects and available services, because this comfort has a big influence on the morale of the employees who move in it (ANANDA MUHAMAD TRI UTAMA, 2022)

This definition illustrates that office layout is an effort to organize and design office space and every furniture in it in such a way as to provide comfort for the employees in it. Every office layout and room arrangement certainly has its own purpose. A well-organized office space will provide more comfort for the employees in it. The objectives in designing office space include several important aspects, including: 1) Improve supervision; 2) Ease the flow of communication and work processes; 3) Provide a level of satisfaction and comfort at work; 4) Offer the services needed; 5) Create a sense of security and provide personal space; 6) Avoid work that produces noise; and 7) Building a positive image and impression. The other objectives of office layout besides maximizing spatial layout are to facilitate manager supervision, facilitate work flow and communication flow, provide satisfaction and comfort, provide services needed by employees, facilitate employee movement, provide a sense of security, and create a good impression for customers and company guests (Tiyastanti, 2020).

The function of an office layout is more than just placing supplies and equipment. Office layout should also be designed to organize and facilitate the movement of employees' workflow, so that they can move from one room to another easily. To measure the good condition or not of an office arrangement can be measured through eleven indicators, here are several key factors that contribute to a conducive workplace environment: 1) lighting; 2) temperature; 3) humidity; 4) air circulation; 5) noise levels; 6) machine vibrations; 7) odors; 8) color schemes; 9) decoration; 10) music; and 11) security. (Anggraeni & Yuniarsih, 2017)

A good office layout can determine the smooth running of a job in the office, besides that the layout is also directly related to the users of office space, because employees will work continuously every day in the room. The benefits obtained with an efficient office layout are expected to result in the smooth running of office activities. Effective office layout will provide the following benefits: (1) Optimize the effective use of space. (2) Develop a comfortable working environment for employees. (3) Give a positive impression of the community. (4) Ensure the efficiency and flow of existing work. (5) Increase employee work productivity. (6) Anticipating future organizational development by conducting flexible spatial planning (Rizky et al., 2020)

As previously discussed, office layout refers to the strategic arrangement of workspace and furniture aimed at fostering an efficient and comfortable work environment. Thus, the configuration of office space plays a crucial role in establishing a productive and effective atmosphere. A well-designed office that adheres to established standards and is equipped with appropriate tools can significantly enhance workflow and promote harmonious interactions among employees.

3. Material and Method

3.1 Design Study

This research employs a qualitative approach to gain a deeper understanding of contextual conditions by providing a detailed and nuanced description of the situation within its natural setting. The aim is to capture the realities of what occurs in the study environment. One commonly utilized method within this qualitative framework is the case study approach. A case study involves a thorough examination of a specific program, event, process, or group of individuals, allowing for an in-depth exploration of the subject at hand.

A case study is a valuable research method that explores various aspects of a phenomenon. It involves an in-depth examination of a specific program, event, activity, process, or group of individuals. With a focus on a defined time frame and particular activities, researchers gather comprehensive data through a range of collection techniques, allowing for a thorough understanding of the subject at hand (Rusandi & Muhammad Rusli, 2021).

3.2 Data Validity Technique

In qualitative research so that data can be accounted for as scientific research, it is necessary to use triangulation techniques. Triangulation is a cross check of data by comparing facts from one source with other sources. Triangulation is a method of checking information validity techniques that use something else. Outside of that information for the purpose of checking or as a comparison to that information. The triangulation technique enhances the theoretical, methodological, and interpretive strength of qualitative research. It involves the practice of validating data by utilizing multiple sources, methods, and timeframes. (Mekarisce, 2020).

In this study, the researchers gathered data from various employees within the department to ensure the accuracy and consistency of the information essential for their research. To enhance the reliability of the findings, they employed triangulation techniques, which involved collecting data through observations, interviews, and relevant documentation. The details of this process are illustrated in the following sketch :

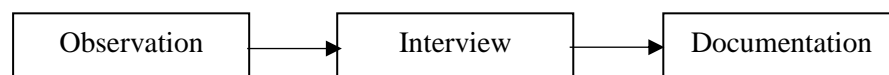


Figure 3.1. Data Validity Technique
Source : Data processed by researchers

3.3 Data Analysis

Data analysis involves the systematic examination of data to uncover valuable insights that can guide decision-making and address specific challenges. This process typically consists of four key steps (Millah et al., 2023). As follows :

1. Data Collection

Researchers conduct analysis activities simultaneously with data collection. Information obtained through observation, interviews with sources and documentation that can be used for research.

2. Data Reduction

Data reduction involves the process of simplifying data classification and eliminating superfluous information, enabling the extraction of meaningful insights and supporting effective conclusions. Given the vast volumes of data and their inherent complexity, employing data analysis during the data reduction phase is essential..

3. Data Presentation

Data presentation is a crucial aspect of reporting research findings, ensuring that the results are accessible and analyzable in line with the intended objectives. To achieve this, the data must be presented in a straightforward and clear manner, facilitating easy comprehension..

4. Verification or Conclusion

The final phase of qualitative data analysis involves drawing initial conclusions that, while insightful, remain provisional. These conclusions may be revised if no substantial evidence emerges during the data collection process. On the other hand, if subsequent evidence corroborates the initial findings, those conclusions gain credibility and acceptance.

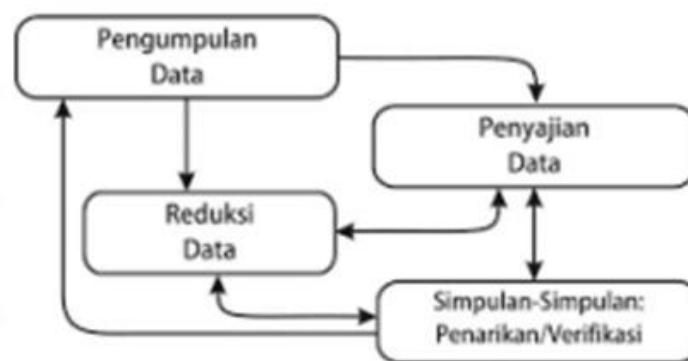


Figure 3.2. Data Analysis Component

Source : Data processed by researchers

4. Result

4.1 Data Description

This research uses qualitative research which is research used to examine the state of natural objects where in this study in accordance with the stages of data collection and research stages. Researchers conducted this research using a descriptive analysis approach, which is a method for examining an idea by describing the problem through the data available and

obtained clearly in order to explore the phenomena discussed. Data collection techniques through interviews with employees related to the topic being studied and also researchers make direct observations to the field. The research conducted interviews and observations at PT United Tractor, in this study the informants were Technical Advisor, HSE Officer, Business Support Admin, and Customer Order Processor.

Table 4.1 Participant Data

Source: Data processed by researchers

No	Participant	Gender	Potition
1	Participant A	M	Technical Advisor
2	Participant B	M	HSE Officer
3	Participant C	F	Admin Bisnis Support
4	Participant D	M	Customer Order Processor

4.2 Data Result

Planning is the main activity in office layout management, which aims to create a conducive, effective and efficient working atmosphere. Based on the observation, the office layout has been well planned. One of the strategies in this planning is to pay attention to the arrangement that suits the needs. For example, the desk is arranged in such a way that it faces the door, so that guests who come can be easily seen. In addition, the placement of office furniture, such as cabinets, is arranged to give the impression of a wider room. In one administrative office room, there are several tables and chairs intended for various positions including Technical Advisor, HSE Officer, Admin Business Support, and Customer Order Processor.

Implementation is a step taken after going through the planning process. All policies that have been set will be implemented to support activities in the office space. Based on observations, the implementation of the administrative office layout is in accordance with existing office standards. The facilities provided are also quite adequate.

The spatial management of administrative offices at PT United Tractor is fairly good and follows standard office criteria. Based on the results of observations, there is conformity with the results of interviews with participants. The obstacle that occurs is that there are still many employees who put office furniture according to desire rather than need, giving the impression of being full and messy. As well as documents that are placed in a pile both above and below the table.

4.3 Data Discussion

Careful planning of office space is necessary to obtain a good office space arrangement. Planning office space takes into account: the form of organization of work systems and procedures, outward appearance, placement of office equipment and furniture, and the number of personnel. It must also be considered the floor area required by a work desk, which provides sufficient flexibility for additional equipment needed by employees such as: computers,

printers, file shelves, waste baskets, and other furniture. Office spatial planning is very important to plan as well as possible, the office will be neat and comfortable if it is arranged in accordance with existing provisions in order to be more directed when determining the layout of office furniture and space utilization that can support improving the performance of personnel in the office space (Mauliddiyah, 2021).

Implementation refers to the tangible actions and efforts involved in management processes. Among these processes, mobilization stands out as the most crucial management function. While planning addresses more abstract elements of management, mobilization focuses on concrete activities that directly engage the organization. Essentially, mobilization involves energizing group members to actively pursue the company's objectives, fostering a shared desire to achieve these goals collectively (Novi, 2020)

According to the interviews, employees said that the bottleneck in managing the administrative office layout is document clutter. One of the main issues is that letters are scattered all over the desk, which makes it difficult for employees to find important documents quickly. The presence of letter boxes placed beneath the desks contributes to a cluttered appearance and diminishes overall comfort while working. To address this issue, it is important to implement a mail classification system, hold cleaning sessions, and provide time and space management training. Adopting an electronic document management system can also be a solution to reduce reliance on physical mail. With these measures, it is hoped that the performance of administrative offices will improve and the working environment will become more conducive.

5. Conclusion, Implication, and Recommendation

5.1 Conclusion

Based on the analysis that has been carried out, the spatial planning of administrative offices at PT United Tractor uses the concept of open space layout with the design of workstations that are close to each other to encourage communication and collaboration between employee. The analysis conducted reveals that PT United Tractor's spatial planning for its administrative offices embraces an open space layout. This design features closely situated workstations, fostering enhanced communication and collaboration among employees. The lack of dividing walls facilitates interaction and exchange of ideas, while comfortable rest areas are designed to support relaxation and social interaction outside of work activities. The implementation of the office layout meets office standards with a clear division of space between individual areas, meeting rooms, and collaboration areas. Facilities such as projectors, adequate audio systems in meeting rooms, as well as pantries and sitting areas in break rooms support productivity and comfort. However, obstacles encountered in managing this space are the disorganized placement of letters and office furniture that is placed based on employees' personal desires, not based on work needs.

5.2 Implication

The findings of this study have theoretical implications that support previous research conducted by (Novi, 2020), (Rizky et al., 2020), (Herlambang et al., 2023), (Hapsari, 2017), (Suryani et al., 2022), (Nadiyah et al., 2023), (Mauliddiyah, 2021), and (Sulaiman & Nurkaydah, 2016), which indicate that effective office space management can enhance

employee productivity. Practically, the study reveals that the management of the administrative office layout at PT. United Tractor has been well-planned, and its implementation aligns with standard office criteria. However, some challenges remain, such as the accumulation of documents on and under desks, as well as office furniture arrangement that tends to be based on personal preference rather than actual needs.\

5.3 Recommendation

Building on the earlier discussion and conclusions, the researcher puts forward a series of recommendations. First, this study only utilized a single variable; therefore, future research is encouraged to incorporate multiple variables to produce more varied and comprehensive results. Second, to achieve better outcomes, future studies should include the necessary documentation to ensure that the results obtained are more accurate and reliable.

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