

# **Analysis Of The Use Of Office Facilities At Pt. Pos Indonesia**

**Muhammad Ajib Albana<sup>1</sup>, Christian Wiradendi Wolor<sup>1</sup>, Marsofiyati<sup>1</sup>**

<sup>1</sup>Digital Office Administration, Universitas Negeri Jakarta, Indonesia

<sup>2</sup>Universitas Negeri Jakarta, Indonesia

<sup>3</sup>Universitas Negeri Jakarta, Indonesia

## **Abstract**

This study aims to determine how the use of office facilities at PT POS INDONESIA LAPANGAN BANTENG, to find out the constraints of facilities at PT POS INDONESIA LAPANGAN BANTENG, and also solutions to overcome the obstacles faced when using office facilities at PT POS INDONESIA LAPANGAN BANTENG. This research uses a qualitative method with a descriptive approach that describes and analyzes the conditions that occur. Qualitative research is based on primary and secondary data. In collecting data sources, researchers collect data in the form of primary data and secondary data. Primary data in the study were obtained through observation, interviews and documentation, while secondary data were obtained through journals, articles, and books related to the study. Based on the results of the research that has been done, it can be seen that the use of facilities at the PT POS Indonesia office is quite good, but not all office facilities have received sufficient attention in terms of maintenance. This can be seen from the damaged items that do not immediately get treatment and are only placed next to the office while waiting for the technician to come to repair.

**Keywords:** Maintenance; Office; Facilities; PT. POS Indonesia

## 1. Introduction

The use of office facilities is one of the most important aspects to support employee work in carrying out work in the office. If the company cares about the use of facilities in detail what is needed by employees, then employees can easily complete the job because the correct use of office facilities is certainly very helpful in completing the work. Good facilities for employees are facilities that can help and facilitate the completion of the employee's own tasks, these facilities also have good conditions including comfort, safety and durability for employees who use the facilities (Tsang et al., 2023).

Office facilities such as office equipment and equipment are something that needs to be considered in their use. If the use of office facilities is not properly considered, it can reduce the period of use. Office facilities provided by the company are a means to expedite work, adequate facilities of the highest quality and facilitate smooth work in the company, the use of office work facilities must be considered in every company because it can hinder overall work (Wibowo et al., 2022).

Quoted from one of the journals (Noer Amaliah, 2019) facilities are one of the most important things in carrying out the main tasks in a company. if the company wants to improve a work result, the first thing that needs to be done is to care about how the use of existing employee facilities such as tools or office equipment meets the standards. This is related to where the more modern the times, the more sophisticated the facilities used such as tools and office equipment, the less time is used to complete the work so that employees do not need to spend excessive energy to complete a job. The relationship between facilities and employees must support each other, such as the use of good facilities, maintenance of facilities, facilities that are maintained, and employees who care about operational standards in using sarana, so that facilities can be used in a longer period of time.

This research was conducted at PT Pos Indonesia Lapangan Banteng which is a State-Owned Enterprise (BUMN) institution. PT Pos Indonesia is an institution that provides postal services, along with the times that are developing, the services provided are also increasing, not only sending letters. PT.Pos Indonesia also provides services such as shipping goods both large and small and also sending goods domestically and abroad. Providing financial services such as money transfers, bill payments, and other banking services. Provides Logistics services such as providing Solutions related to other business needs.

PT Pos Indonesia also has an important role for the community such as making it easier for people to connect with each other by sending goods, helping economic activities such as

micro, small and medium enterprises through services such as logistics and finance, and facilitating public services that make life easier for the community.

## **2. Literature Review**

### **2.1 Definition of Office Facilities**

Facilities are tools used to carry out employee work, facilities also help to facilitate work effectively and efficiently to achieve goals, if the facilities used follow operational standards, it will increase employee production (Noer Amaliah, 2019).

Facilities are very influential on the process of activities in the office, office facilities in the form of tools or objects directly used to carry out office work tasks (Rismawati & Rafie, 2022). Facilities are office objects that can move, including focused on office objects that can move, namely machines, equipment, equipment, office furniture (Faadiyah Aulia Rihhadatul 'Aisy et al., 2023).

### **2.2 Maintenance of office facilities**

Maintenance is the process of keeping facilities from damage, so that the facilities remain good and can be used, maintenance includes several aspects that must be done so that the facilities remain in the best condition (Andri Cahyo Purnomo, 2022). Maintenance maintenance activities are an important task for the company as well as employees because maintenance and maintenance of facilities so that they remain in good condition or are always ready to use so that they can be used optimally by employees (Zainal & Sianturi, 2019).

Maintenance is an effort to maintain the technical condition, suitability and usefulness of the facilities can be maintained so that the facilities used can be more durable (Cindy Prastika et al., 2023). Maintenance is an activity Efforts to carry out so that the facilities remain in good condition and are ready for use (Madrasah et al., 2021) In order to maintain facilities in order to provide the best service, there must be management in it, management is also called facility management (Isnaini et al., 2021).

## **3. Material and Method**

This research was conducted for 5 (five) months starting from July 2024. The author made observations as the Research Methodology lecture progressed

### **3.1 Design Study**

This research uses qualitative research methods. Qualitative research is a form of research method that intends to get conclusions about what is happening through an inductive thinking process. In research, researchers are also involved in the setting of the phenomenon under study (Permana, 2021).

This research uses case studies, case studies are detailed research on individuals, groups, organizations, agencies, institutions and so on in order to have the aim of being able to get a complete and very detailed description of the object under study by obtaining data which will then be examined through data acquisition procedures, namely, interviews, observations, and archives (Abdussamad, 2021).

### **3.2 Data Analysis**

This research uses the Miles and Huberman interactive model data analysis technique which is carried out through 4 stages:

data collection, data reduction, data presentation, and conclusion drawing and verification (Utomo, 2021). The following stages of data analysis were carried out:

#### **1. Data Collection**

In a qualitative study, the quality of research depends on the quality and completeness of the data produced. Qualitative research data collection generally uses observation, interview, and documentation methods (Rizky Fadilla & Ayu Wulandari, 2023) To obtain the necessary data.

#### **2. Data Reduction**

Data obtained from research in the field with a considerable amount, complicated, and complex. Reducing data is summarizing data or selecting data that comes (Abdussamad, 2021).

#### **3. Presentation of Data**

Presentation of data in qualitative research can be done in the form of brief descriptions, charts, relationships between categories, flowcharts and the like (Abdussamad, 2021). The goal is for researchers to easily understand the purpose of writing.

#### **4. Conclusion Drawing and Verification**

According to Miles and Huberman is conclusion drawing and verification. Conclusions in qualitative research are temporary withdrawals, and will change if strong evidence is found that supports the next stage of data collection (Abdussamad, 2021). That way the writer can understand what is planned in his writing.

## **4. Result**

### **4.1 Questionnaire Result**

To understand more clearly about the use of facilities at the PT Pos Indonesia Lapangan banteng office, questions were asked to 4 (four) sources related to the use of facilities. The following are the answers from the sources in the interview session:

## 1. Use of facilities

Use is an activity in running and using so that office equipment is maintained and in good condition to be ready for use. Based on the research observation, the use of facilities has been done well.



**Figure 4.1 Office Room Condition**

Source: Peneiti Documentation

The picture is evidence that researchers took when conducting observation research. From the results of the documentation it is clear that the facilities used are very good.

The informant also explained further regarding the use that exists at the PT Pos Indonesia Lapangan Banteng office. The following data from the results of interviews with sources in accordance with the statement, namely:

Interviewee A: “It is quite optimal considering that all office equipment needs have been met even though the amount of stock of Reserve equipment is limited”.

Interviewee B : “In my opinion, it is quite optimal, considering that there are additional electric vehicles to support operations”.

Interviewee C : “Very optimal because every request for goods is always fulfilled”.

Interviewee D: “It is optimal”.

## 2. Maintenance of office facilities

Office facility maintenance activities are carried out differently for various facilities in the office. From the observations that have been made, the schedule for maintaining facilities is carried out regularly. From the results of interviews related to the daily maintenance of office facilities, it is in accordance with the answers of the sources, but for repairs there are several things that are followed up directly due to the limitations of technicians to fix damaged

equipment quickly. This makes employees wait to work, thus hampering work. The results of the observations that have been made are in line with the interviewees' answers in interviews related to the use of facilities.



**Figure 4.2 Condition of Equipment awaiting repair**

Source: Researcher Documentation

The picture above is evidence of the documentation that researchers took during observation. Based on the results of the documentation, it can be seen that a lot of office equipment is not functioning and waiting for repairs.

The resource person also provided an explanation regarding the maintenance of office advice. The following are the results of interviews related to the maintenance of office facilities according to the source's statement, namely:

Interviewee A: “Maintenance of office equipment such as air conditioners and lights has been taken over by Pos Properti while for office operational equipment maintenance is carried out only when there is damage, although it has to wait a little longer for the repair process to be carried out”.

Interviewee B : “For routine maintenance vehicles periodically according to needs, while for other office facilities repairs are carried out when there is damage even though it takes a little longer to repair”.

Interviewee C : “I don't do maintenance, I procure printing materials and stationery, although sometimes there are problems in the procurement section”.

Interviewee D : “The maintenance depends on the needs, but what is routinely done is checking the vehicle oil, although sometimes unexpected damage occurs and waiting for the technician to come to fix the vehicle”.

### 3. Obstacles and Solutions in the Use of Facilities

From the results of the observations carried out, there is a correspondence with interviews with sources related to the use of facilities. Obstacles that occur when there is damage to facilities such as damaged office equipment, suddenly, and limited units to do work so that it hampers the course of work, the following is based on the results of observations and statements of sources from the results of interviews that have been conducted. This cannot be handled directly by the company so the solution is to repair the tools that can be handled directly, if it cannot be handled directly then wait for outside parties to repair the facilities.

Interviewee A: “The hitch is that when there is equipment damage that requires immediate repair, we cannot immediately repair it because there are no internal technicians, so we rely on external technicians, yes we coordinate with the region and vendors”.

Interviewee B: “When there is damage that requires immediate repair, we cannot immediately repair it because there are no internal technicians, so we rely on external technicians”.

Interviewee C : “The obstacle is when there is a sudden request for goods, the vehicles are all on the road so they have to wait, so convince the employee who sent the request that the goods can only be delivered by regular transportation every afternoon”.

Interviewee D : “The obstacle is when you want to use a vehicle but all vehicles are out, the solution is to coordinate with the foreman”.

## 5. Discussion

### 1. Use of Facilities

The use of office facilities is a work activity to achieve goals. Office facility usage activities have various kinds of functions.

In the use of facilities, employees must know the use of facilities, because knowing the use of facilities will make it easier to operate the facilities, and when problems occur, employees have no difficulty facing problems and overcoming them themselves (Noer Amaliah, 2019). The use of facilities must also be considered in the inventory of goods needs to be managed properly, because daily use reduces the function of its usefulness, so as not to be wasteful and not wasted (Noer Amaliah, 2019).

The use of the necessary and complete facilities can facilitate the work to be better, because all of that helps the work (Siahaan & Meilani, 2019). In using facilities that are easy to run, it can also affect the performance of employees, and vice versa if the facilities are difficult to use, it will hinder the work process (Siahaan & Meilani, 2019).

Office facilities such as equipment, equipment and transportation equipment must be considered in their use, service must be carried out in each use (Putri et al., 2023).

## 2. Facility Maintenance

Maintenance is an effort in maintaining and doing so that office equipment and equipment can be maintained in good condition so that it is ready for use. In carrying out maintenance, office facilities are carried out differently for the types of facilities available. In its use, office tools and equipment need to be maintained so that the use of goods maintains its quality. So that the use of goods is maintained, the quality needs regular scheduling maintenance to maintain its use (Noer Amaliah, 2019).

Based on interviews and observations, it can be seen that in point 1, one of the forms that must be carried out is facility maintenance, namely by repairing office facilities. Scheduling is showing, applying, or dividing labor and certain tools every day efficiently to do the work of operational needs. Monthly machine scheduling is planned when, how long, how many days for maintenance to be carried out so that the hours used for maintenance work can be planned (Almahri & Kamal, 2019).

In the above process with what happened at the place of observation, there is a schedule for the maintenance of the advice that is carried out regularly which is needed in the maintenance activities. From the observations and narrators' statements from the interviews, routine maintenance is carried out every day. This is supported by Baenawi and Arifin (2012) based on routine maintenance is a process that is carried out repeatedly in a special time. There are two types of maintenance advice, namely, daily maintenance and periodic maintenance (Andi Saputra Sirait Drs. Rustam, MA Dr. Neliwati, 2021).

From research conducted by Sedarmayanti (2017), periodic maintenance is a structured maintenance process according to the time determined on the type of office facilities to prevent damage to office saraba so that office advice is maintained in the best quality. This aims to require the best maintenance schedule (Akib et al., 2022).

With the scheduling of routine maintenance, office facilities are things that must be considered because of their very important role in the continuity of the work process. Facilities if not managed properly hinder the work process and will experience damage, loss, and even suspension so that it affects the Company's operational burden (Permana, 2021).

Based on the statement of the theory that has been explained, it can be concluded that routine maintenance can prevent damage and keep facilities in good condition. This is a form of preventive action where efforts are made to prevent damage to office facilities.\

### 3. Obstacles and Solutions in Maintenance of Facility Use

Obstacles in the use of office facilities can cause serious problems and can disrupt the process of working in the office. From the observations that have been made and the answers from the interviewees in point 3, one of the obstacles that occurs is the handling of the repair process on the facilities and there are shortages in several units of facilities. This is based on the results of observations and interviews that have been conducted. Even though the damage to the facilities and the lack of facility units can be overcome for the continuity of the work process. Suggestion maintenance activities in the office are carried out to ensure that the tools are in the best situation so that they can be used when doing work (Putri et al., 2023)

Interviewees explained that there are obstacles when there is a sudden change in office facilities. Basically, the purpose of office equipment is to facilitate work. If office equipment in a company does not meet the needs, it will affect the smooth running of the work. (Fadillah et al., 2023). In the maintenance process there are various maintenance mcavcam, namely routine, emergency, and preventive (Fadillah et al., 2023)

The concept of management is also put forward by George R. Terry, who explains that management is the use of human resources and other resources with a planning, organizing, monitoring, and directing an activity (Permana, 2021). Office equipment needed by workers must be in accordance with the needs and in the best quality so that it is ready to use (Fadillah et al., 2023).

Because there are no employees who handle the maintenance of facilities specifically for repairs needed, of course, it causes cooking, it requires facilities to get attention by relying on vendors or third parties from the company. If the facilities do not get special attention, the facilities cannot be repaired immediately and hinder work because of ineffective use.

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

### **6.1 Conclusion**

From the results of research and discussion, conclusions can be drawn from the analysis that has been done. The following conclusions are made:

1. Activities of using office facilities are carried out for various kinds of office facilities. The results showed that the use of facilities was optimal but not all facilities could be used properly because of constraints from the condition of the facilities that were not good and the units of facilities that were less than the amount of use. This can be seen from the sources who have explained about the state of the facilities when damaged and the lack of facilities when used.

2. Maintenance of office facilities is an important step to ensure that each facility is in good condition and ready for use. This maintenance includes a regular schedule to maintain quality and prevent damage. With structured scheduling, the maintenance process can be carried out efficiently to avoid operational obstacles that can disrupt the work.
3. Obstacles in the use and maintenance of facilities, such as unit shortages and sudden breakdowns, can hinder the smooth running of work. Suggested solutions include better maintenance scheduling, providing more adequate facilities, and preparing specialised personnel for each section in the facility to overcome facility problems. With organised management, office facilities can be optimally utilised to support a more effective and efficient work process. Overall, the application of good facility use and maintenance strategies is a preventive measure to prevent damage, improve operational efficiency, and ensure smooth work activities in the office.

## **6.2 Implication**

### **6.2.1 Theoretical Implications**

Based on the results of the research that has been carried out, it is found that supporting previous research that has been conducted (Wibowo et al., 2022), (Hakim et al., 2022), (Rismawati & Rafiie, 2022), (Nuraini Apriliana Putri et al., 2023), (Hasanuddin et al., 2023), (Akib et al., 2022), based on this research it is known that the use of facilities is very important to be carried out in the Company in order to facilitate the process of activities at work so that the objectives achieved can be obtained to the maximum.

### **6.2.2 Practical Implications**

Based on the research, it can be seen that the implications of PT Pos Indonesia Lapangan Banteng have carried out the process of using facilities optimally and routine maintenance of canotr facilities.

## **C. Research Relevance**

From the results of this research process, there are limitations experienced by researchers so that this research can be completed with other studies as a tool, the limits include:

1. The research conducted is only limited to using a qualitative approach research method for the use of suggestions that have been carried out at the PT Pos Indonesiaia Lapangan Banteng office and there is no research.

other companies in equivalent companies so that it cannot measure the effectiveness of the use made.

2. time constraints in this study have a time limit to be completed so that this research has a shortage of getting more in-depth related results.

3. Limited interview sources in conducting this research made researchers unable to explore the existing problems.

#### **D. Recommendations for Further Research**

In improving the results of research to be even better on this topic in the future, based on research has a formulation of recommendations for further research, namely:

1. Future researchers can use a quantitative approach research method in order to measure the effectiveness of facility maintenance that will be carried out can be examined in different places in order to distinguish and complement any shortcomings from the results of research to be carried out in the future.
2. Future researchers can add the necessary sources to find out more about your problem so as to get maximum results.
3. Future researchers can also add from the results of the documentation that is more necessary as evidence of the results of the observation for satisfactory results.

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