Study Of Office Facilities And Infrastructure Management In Supporting Administrative Activites At Pt X

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Abstract
This research aims to determine the process of managing and utilizing office facilities and infrastructure in the Human Capital Department of PT X. The research method used is qualitative research descriptive analysis which involves researchers directly with the situation in the field so that researchers will more easily understand the processes carried out and the obstacles that occur in the management and utilization of office facilities and infrastructure carried out in the field. In this qualitative research, researchers observe objects in depth by collecting data about the object being studied and analyzing the data. Data collection techniques were obtained through observation, interviews, documentation and literature study. This research is expected to provide new knowledge regarding the process of managing and utilizing office facilities and infrastructure to support administrative activities carried out in the Human Capital Department of PT X.

Keyword: Facilities; Infrastructure; Management; Office Administration

1. Introduction

The company's role in providing good office facilities and infrastructure is very necessary so that company operational activities such as administrative activities can be carried out optimally. These administrative activities refer to the various tasks and responsibilities required to maintain the smooth and efficient operation of a company.

Office facilities and infrastructure are very important in supporting administrative activities, because they provide the necessary environment for administrative staff to carry out their duties. This includes physical environments such as offices, workspaces, meeting rooms as well as technological infrastructure such as computers, laptops, networks, software and telephones. The condition of office facilities and infrastructure influences the work implementation process. If the condition of office facilities and infrastructure is not in good condition, the work completion process will be hampered and cannot be completed on time (Aula & Nugraha, 2020). It is important to provide a comfortable and ergonomic workplace for administrative staff to ensure their well-being and productivity. This includes having appropriate furniture such as chairs and tables. It is also important to have good lighting and temperature control to create a comfortable working environment.

To create employee comfort at work, adequate facilities and infrastructure are needed. Therefore, these facilities and infrastructure must be managed well. According to Bafdal (Putri et al., 2023) management of facilities and infrastructure is a cooperative procedure in an effort to utilize all equipment effectively and is part of the implementation which includes planning, prequalification, procurement, storage, maintenance and supervision. The aim of managing facilities and infrastructure is to create a safe and comfortable workplace for employees, maintain operational efficiency and reduce costs. Thus, well-managed facilities and infrastructure will have a positive influence on the work environment in a company.

2. Literature Review
2.1 Facilities and Infrastructure Management
2.1.1 Definition

According to Rohiat (Nurbaiti, 2021) management of facilities and infrastructure is arranging all materials or other needs to carry out an effective and efficient work process. Management of office facilities and infrastructure is needed to create an efficient and conducive work environment that supports business goals and increases employee productivity.

Management of facilities and infrastructure can also be interpreted as the entire process of procurement and utilization of office equipment and supplies which directly or indirectly supports the implementation of work to achieve effective and efficient company goals (Putri et al., 2023). Management of office facilities and infrastructure is important to creating a safe, comfortable and efficient work environment that can support business goals and increase employee productivity.

Facilities and infrastructure management is a series of activities starting from planning, organizing, and monitoring carried out by an organization by utilizing components to optimize the achievement of organizational goals (Ramadhani et al., 2023). Failure to implement effective management of facilities and infrastructure

can have a significant impact on the organization, causing increased costs, decreased productivity, and decreased business competitiveness.

2.1.2 Scope of Facilities and Infrastructure Management

Facilities and infrastructure management is the entire process of planning, procurement, utilization, and supervision of facilities and infrastructure that are commonly used to support activities carried out in the company (Sutisna & Effane, 2022). The scope of facilities and infrastructure management includes:

1) **Planning,** is a series of activities to create a detailed procurement plan for goods according to office needs. Planning is carried out to carefully prepare plans for purchasing and procuring office needs.

2) **Procurement,** is a series of activities to provide various types of office facilities and infrastructure that suit needs. Procurement is carried out as a form of realization of planning that has been carried out previously.

3) **Storage,** activities carried out to accommodate office goods resulting from procurement. Effective storage involves monitoring inventory levels, implementing storage policies and procedures, and developing strategies to minimize storage costs and maximize storage space utilization.

4) **Maintenance,** is an activity carried out to monitor and prevent damage that may occur to office goods so that office equipment and supplies can be used in good condition. Effective maintenance includes regularly monitoring and inspecting office facilities and infrastructure to ensure that they are functioning properly and to detect and resolve problems before they become more serious and costly to resolve.

5) **Removal,** is the final part of a series of activities for managing office facilities and infrastructure. Effective write-offs involve getting rid of assets that are no longer needed or damaged. This activity is carried out to ensure that these items are disposed of in an environmentally responsible manner.

2.2 Office Facilities and Infrastructure

2.2.1 Definition

According to the Kamus Besar Bahasa Indonesia, facilities means are anything that can be used as a tool to help achieve goals. Office facilities are an important aspect of any business, as they play a role in providing the environment necessary for employees to carry out their duties effectively. Office facilities include everything from furniture, such as tables and chairs, to technology, such as computers and information technology systems. Another important aspect of office facilities is the storage of important documents and records, which are necessary for daily operations. Meanwhile, infrastructure is everything that is used as the main support for the implementation of office facilities and infrastructure (Herlina, 2019).

The types of facilities that are usually used in the office consist of office equipment such as pens, paper, envelopes, printer ink, cutters, scissors, paper punches, paper clips, and others. Office machines include scanners, printers,

telephones, computers, laptops. Office furniture consists of tables, chairs, sofas, filing cabinets. The office interior includes flower vases, mirrors, employee photos, award certificates and award trophies. Meanwhile, the types of infrastructure found in offices include meeting rooms, work rooms, leadership rooms, office equipment storage rooms, archive storage rooms, office lobbies, toilets, and prayer rooms or mosques (Topan et al., 2024)

2.2.2 Various Office Facilities and Infrastructure

According to Atmojo ('Aisy et al., 2024) the various office facilities and infrastructure are as follows:

1) **Office Equipment or Supplies**

   Office equipment or supplies are everything that an employee uses in the workplace to help complete their work. The equipment and supplies used are office assets that are consumables and non-consumables.

2) **Office Machines**

   Office machines are mechanical or electrical devices used to assist work in the office environment. This office machine functions to increase employee productivity.

3) **Office Furniture**

   Office furniture is all types of furniture used in the office environment for employee comfort and productivity. Office furniture has various designs, sizes, and materials used to suit office needs.

4) **Office Interior**

   Office interior refers to the aesthetic and functional aspects of office space, including furniture, lighting, paint colors, and office space decoration. This can include layout planning and space utilization as well as visual components.

2.3 Administrative Activities

The administration is a series of structuring activities in each main job and other activities designed to achieve goals carried out by a group of people collaborating with each other (Dewi et al., 2020). Administrative activities are necessary for efficient and effective operational activities in any organizational environment. These activities involve a variety of duties and responsibilities that help maintain the functioning of the organization, including management of financial records, human resources, information and communications technology, and office facilities. According to Samsudin (Zega, 2022) in essence administrative activities include a series of activities starting from planning, organizing (arranging and compiling), directing (giving instructions), supervising, controlling, to carrying out things within the organization in an orderly manner.

According to Silalahi (Marliani, 2019), the definition of administration in the narrow sense is defined as administrative activities in a company or organization. Administrative activities are recording activities in the office, such as writing letters and compiling reports. The administrative activities in question are those related to collecting, recording, processing, duplicating, sending, and storing activities.

Office facilities and infrastructure are used to support administrative activities. Therefore, office facilities and infrastructure are important things to pay attention to because they can help employees complete their work more effectively and efficiently. Then these facilities and infrastructure must also be managed optimally by paying attention to every series of management carried out from planning to elimination.

3. Material and Method

This research was conducted at PT X. Location selection is based on the availability of data needed by researchers based on preliminary studies that have been carried out. Then researchers collected additional data in April 2024.

The sampling technique uses a non-probability sampling technique with a purposive sampling method. According to Maxwell (Firmansyah & Dede, 2022) Purposive Sampling is a sampling strategy where certain informants and events are chosen deliberately to provide important data and information that cannot be obtained from other choices. The purposive Sampling Technique is a sample selection technique based on the researcher's knowledge of the research problem formulation. Researchers will select samples that are appropriate to their research and can provide the necessary information. The reason for selecting informants was because these employees had direct involvement in administration and management activities as well as the use of office facilities and infrastructure in the Human Capital Department. The data collection techniques used are:

1) Observation

   Observation can be interpreted as observations made about the problem being studied. Observations are carried out to explain and describe the problems that occur.

2) Interview

   Interviews were conducted with direct communication between researchers and informants. This direct communication was carried out by researchers by asking questions and answers to informants according to the interview guidelines that had been created. The questions asked adapt to the research topic.

3) Documentation

   The documentation required by researchers is in the form of photos of office facilities and infrastructure as well as photos during interview sessions with informants. This documentation aims to complete research data.

4) Literature Study

   In this case, the researcher collects data by reviewing several opinions and theories sourced from previous research reports, theses, journals, scientific essays and other written sources that are relevant to the object under study.

3.1 Design Study

The research method used is qualitative research. Qualitative research is research conducted in certain settings in real life (natural) to investigate and understand a phenomenon (Adlini et al., 2022). This research method focuses on a person's behavior and experiences by trying to understand how a person thinks, feels, and acts in a particular context or situation. In this qualitative research, the researcher observes the object in depth by collecting data about the object being studied and analyzing the data. The type of

research used is a case study, namely a research design that studies a phenomenon in the natural environment, rather than controlling conditions or manipulating variables. This qualitative research involves researchers directly with the situation in the field so that researchers will more easily understand the context of the phenomenon situation according to the topic being studied. By understanding the conditions of a context, researchers can describe in depth a picture of the actual situation according to what is happening in the field.

3.2 Data Analysis

Data analysis techniques are steps to describe the analytical techniques that researchers will use to analyze the data that has been collected, including testing it. In this research, researchers used data analysis techniques from Miles and Huberman (Wahyuningrum, 2018) with the statement that analysis activities on qualitative data are carried out interactively and continuously until completion, which means that where, when, and to whom the questions are asked, the results of the answers will remain the same. or consistent. The data analysis technique used by researchers in this research consists of four stages, namely as follows:

1) Data Collection

   In this stage, the researcher obtains data by carrying out the data collection process through observation and interviews in the form of written notes. Apart from that, researchers also obtained data from various other additional data sources originating from previous research reports, journals and other written electronic sources.

2) Data Reduction

   In this data analysis technique, the researcher provides a detailed description and then continues by presenting the description into data that is clear and easy to understand. Data reduction is carried out by analyzing any new data obtained from informants. In this research, data reduction was carried out by focusing on data related to the management of facilities and infrastructure used by employees in carrying out administrative activities.

3) Data Presentation

   In presenting this data, researchers collect information which is then arranged based on the necessary categories or groupings. Data presentation starts from the results of interviews with several informants. Next, the results of the interview are understood and collected according to the problem formulation. The next stage is to present the data in report form according to the research data obtained.

4) Draw conclusions

   It is hoped that drawing conclusions can answer each problem formulation in this research. In addition, in drawing appropriate conclusions in this research, efforts were made to verify the data obtained during the research. The data and information that have been collected from several informants will then be explained based on descriptive paragraphs in the form of a description of the research objectives related to the management of facilities and infrastructure to support administrative activities.

3.3 Data Validity Techniques

The data validity technique in this research uses triangulation techniques. Triangulation is a data analysis approach that synthesizes data from various sources (Susanto et al., 2023). This triangulation technique utilizes other evidence to strengthen evidence from several different informants. Researchers test each different source of data and evidence to support a research theme.

In this study, researchers used data source triangulation techniques. In this technique, researchers compare and review the level of confidence in the data obtained by comparing one person's views with other people regarding the same thing. Apart from that, researchers also compared the results of interviews with several document studies. This technique is used so that researchers can obtain accurate data and different views from each source of information obtained.

4. Result

Based on the results of the interviews that have been conducted, it can be concluded that the process of managing office facilities and infrastructure carried out in the Human Capital Department of PT X, the planning process is carried out by adjusting the needs of each employee. only. with a coordinator who collects a list of needs and makes requests for goods. The procurement process is carried out manually using forms and the procurement process does not have a routine schedule, it is only adjusted to employee needs. Storage processes such as stationery are stored in drawers but are not organized, employees also have drawers under their desks to store their items, there is no special storage area for office machines, they are only placed in places that are easily accessible to employees. The unscheduled maintenance process only carries out repairs if there is a problem. The deletion process is carried out on documents that have been digitized and then destroyed using a paper shredder or burned so that it is more effective and does not take a long time.

From the resulting data, it can be concluded that there are obstacles in the process of managing office facilities and infrastructure in the Human Capital Department of PT X. At the planning stage, there was an obstacle, namely changes to the list of needs for goods that had been planned because the stock of goods was not available in the cooperative. Then at the procurement stage, the obstacle that occurs is that the general section which handles the goods request form takes a long time to follow up on the form because of the large number of requests from other parties and because submissions are still done manually using a form, sometimes the form is mixed up with other forms in general Affair. At the storage stage, obstacles occur with large items because there is no space available and as a result of placing the items in an unorganized storage area, the items become mixed up and difficult to find when they want to be used. Furthermore, in the maintenance process obstacles occur when there is damage to the equipment that requires special expertise so you have to wait for a second party to repair it. Then the obstacle that occurs in the deletion process is that because there is only one paper shredder machine, the process of destroying large amounts of documents must be carried out alternately. And not to mention the machine suddenly erroring because of the large number of documents that had to be destroyed.

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5. Discussion

Having good management of office facilities and infrastructure can provide comfort and make it easier for employees to carry out their work. Management of office facilities and infrastructure should be carried out jointly by involving all employee elements so that the office facilities and infrastructure used can help improve employee performance (Hartadi et al., 2022). The process of managing office facilities and infrastructure starts from the planning, procurement, storage, maintenance, and deletion stages. According to Suharyadi & Jabar, good planning can prevent problems such as purchasing errors or waste (Manurung et al., 2020). Planning for facilities and infrastructure needs in the Human Capital Department of PT X is not carried out routinely. Planning is done by monitoring the items needed by employees and monitoring the stock of goods available in the department. If the stock of goods starts to run out, then planning is carried out by making a list of goods according to employee needs to submit requests for new goods. This description is in line with research conducted by Nurul, Fizian, and Sabri, namely that the planning of facilities and infrastructure is always programmed by adapting to needs and involving all parties in planning office needs (Isnaini et al., 2021).

The procurement process at Human Capital Department of PT X is carried out manually using the goods request form. If the list of items needed by each employee has been collected, then a coordinator creates an item request form. This form will later be checked and approved by the Section Manager and also the Head of Department. If it has been approved, the form can be given to the general section of the Company Secretariat. Furthermore, if processing in the general section has been completed, procurement of goods can be carried out at the cooperative by showing this form. In line with research conducted by Novita, Deka, and Rusyati (Wulandari et al., 2023), procurement of facilities and infrastructure is carried out by submitting the requirements that have been approved by the leadership, then handed over to the relevant parties. for follow-up, after that the waiting process, then the required requirements will be achieved. Determining the needs for facilities and infrastructure is adjusted to what each employee needs. According to Helsa & Arlis (Ibrahim et al., 2022), a needs analysis is

carried out to obtain information about the type, quantity and quality of facilities and infrastructure needed.

Storage of procurement goods in Human Capital Department of PT X, such as stationery, is stored in a drawer that is shared and there is also a private drawer under each employee's desk, and items that are quite large are stored in the corner of the room so as not to disturb the employee's work. According to Priansa & Garnida (Putri et al., 2023) one of the requirements for storage is ensuring the security of the place so that it is not easily accessible by unauthorized parties both inside and outside the company. Because not all goods that have gone through the procurement process are immediately used, to maintain the security of these facilities and infrastructure they need to be stored properly so that they can be used later if needed. The process of managing facilities and infrastructure must be carried out carefully in choosing a place to store goods, starting from the layout of the goods to the condition of the room used (Alwi et al., 2021).

Maintenance is storing, caring for and maintaining goods according to the type of goods to remain safe and durable (Fatmawati et al., 2019). Maintenance of facilities and infrastructure in the Human Capital Department of PT X is only carried out if damage occurs. Maintenance is not carried out regularly, in other words there is no routine schedule for the process of maintaining these facilities and infrastructure. Therefore, this maintenance is included in repressive and emergency maintenance because maintenance is carried out when equipment or goods are damaged. According to Nurabadi (Isnaini et al., 2021) emergency treatment is carried out for unexpected damage and if it is not handled immediately it will cause detrimental consequences. In the Human Capital Department of PT X, if there is damage to facilities and infrastructure beyond capacity, such as damage to the air conditioner, internet network, or damage to office machines, maintenance is usually carried out by a second party who has special expertise in dealing with the damage. Special technicians are needed to help handle and maintain facilities and infrastructure so that there are no employees who double as technicians who can hinder the main work (Fidiyawati & Purwanto, 2020).

Removal is the final activity of the process of managing office facilities and infrastructure which is carried out using a certain mechanism. The removal process is carried out for facilities that can no longer be used optimally. The deletion process at Human Capital Department of PT X is carried out for documents over 5 years old or papers that are no longer used. Before being destroyed, the document was confirmed to have been scanned as a form of digital archive. The documents are destroyed using a paper shredder, but if there are a large number of documents that need to be destroyed then to save time they are destroyed by burning. Destruction is the activity of physically destroying documents that have ended their shelf life and have no use value, are illegible, damaged, and cannot be recognized in terms of content or form (Maisharoh et al., 2021). According to Kompri (Nasrudin & Maryadi, 2019) there are several considerations made in the write-off process. These namely goods that are damaged, repairs that require relatively large costs and goods that do not meet needs. Furthermore, according to Huda (Vanista et al., 2024) the aim of eliminating facilities and infrastructure is to reduce losses in maintenance costs for facilities and infrastructure that are damaged and cannot be reused, lighten the workload for inventory implementation, and prevent wastage of costs for facilities and infrastructure. infrastructure.

Based on interview data, it was stated that the informant also felt several obstacles that occurred related to the process of procuring office facilities and infrastructure. Obstacles in the procurement process that occur due to submitting requests for goods are still done manually, namely by using forms. The obstacles that occur in the procurement process are usually the goods request form that has been submitted, sometimes it is lost by the second party because the form is mixed up with other forms so that the procurement process is hampered. The process of submitting goods which is still carried out manually using forms is a factor inhibiting the realization of goods procurement. Manual processes carried out using paper are at risk of being lost due to being mixed up with other documents in the general section. Research conducted by Agus, Zaenal, and Sigit (Setyawan et al., 2019) states that reporting for purchases of goods at companies requires one form to be filled in. Creating a computerized goods procurement system will help make it easier for employees to find information on purchasing requested goods. The results of this research state that a web-based goods procurement application is needed to simplify the goods procurement process. Creating an application for procurement of goods is an effort to reduce paper waste and reduce the risk of forms being mixed up with other forms or even forms being lost which could hinder the realization of procurement of goods.

The informant also explained that there were obstacles in the process of storing office facilities and infrastructure. Obstacles occur with items that are quite large because there is no place to store them, so these items are usually placed in the corner of the room so as not to interfere with employee work. One good and correct way to store large items is that they don't need to be put in a cupboard but placed in a fairly safe and comfortable place (Amalia & Maryati, 2021). Management of facilities and infrastructure is required to choose the right place to store office equipment, must pay attention to the layout of items so that they do not look messy and pay attention to the condition of the room used (Alwi et al., 2021). Then obstacles also occur due to the less neat arrangement of procurement goods. Some storage areas are still mixed with stationery, documents, or books, making it difficult to find items to be used. The disorganized arrangement of office equipment makes it difficult to get the equipment needed. Therefore, storage of office facilities and infrastructure must be placed regularly and well organized (Putri et al., 2023). The purpose of storing office goods is so that they are not easily damaged, so that there is no loss of goods, so that the goods are neatly arranged so that they are easy to find if you want to use the goods (Daraba et al., 2018).

6. Conclusion, Implication, and Recommendation
6.1 Conclusion

Based on the analysis that has been carried out on research data, the following conclusions and research were carried out:

1) The planning process is carried out by adjusting the needs of each employee. The procurement process is carried out manually using a goods request form. Storage processes such as stationery are stored in drawers and office machines are placed in places easily accessible to employees who want to use them. The maintenance process only carries out repairs if there is damage. The deletion process is carried out on documents that are more than 5 years old and have been digitized.

2) An obstacle at the planning stage is that the items planned for stock are not available in the cooperative. Procurement problems occur when shipping forms are mixed up or lost in the general section. Storage problems occur due to the placement of items that are not properly arranged. Maintenance problems occur when there is damage to the equipment that requires special expertise so you have to wait for a second party to repair it. The obstacle in the deletion process is that there is only one paper shredder to destroy documents.

3) Utilization of office facilities and infrastructure is carried out to support administrative activities or other work. Office facilities commonly used consist of tables, chairs, computers, office machines, laptops, notebooks, meeting cameras, whiteboards, LCDs, projectors, TVs, filing cabinets, filling cabinets. Meanwhile, the infrastructure used is office space, leadership room, meeting room, multi-purpose building.

6.2 Implications

1) Theoretical Implications

The research results obtained support previous research conducted by (Putri et al., 2023), (Isnaini et al., 2021), (Manurung et al., 2020), (Ramadhani et al., 2023), (Rismawati & Rafiie, 2022), (Rismawati & Rafiie, 2022), (Herlina, 2019), (Hartadi et al., 2022), (Afif et al., 2023) from research results show that good management of facilities and infrastructure is necessary for achieve organizational goals. In this case, employees need adequate support from facilities and infrastructure to carry out their work.

2) Practical Implications

The results of this research state that the management of office facilities and infrastructure in the Human Capital Department of PT X has been carried out well even though there are still obstacles that occur. The planning and procurement process is carried out by adjusting employee needs. There is storage space available for the items to be purchased, but for large items there is no storage space available so they are only placed in the corner of the room and placing the items in a storage area that is not well organized causes the items to be mixed up and difficult. to know when they want to use it. Maintenance is carried out regularly by cleaning the work space every day and having technicians to handle damaged items that require special care. Deletion is carried out on documents that are no longer used using a paper shredder. Demolition was carried out to make room for more space. Good management of facilities and infrastructure makes employees feel comfortable in utilizing the facilities provided to support their work.

6.3 Recommendations

Based on the discussion and conclusions that have been described, the researcher provides several recommendations that can be taken into consideration as improvements in further research:

- It is hoped that further research can be carried out in various departments to complement the research that has been carried out.

- Future research can use a quantitative approach to measure the effectiveness of the management of office facilities and infrastructure implemented.

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