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Utilization of Facilities and Infrastructure in the Housing, Settlement and Land Office of Parepare City

Muh. Nasrullah[1], Eka Wulandari[2], Jamaluddin[3*]
[1,2,3]Universitas Negeri Makassar

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Correspondence author:
Jamaluddin
jamaluddin8002@unm.ac.id

ABSTRACT

Office facilities and infrastructure refer to all facilities and infrastructure used in the operation of an office. The purpose of this study is to determine the use of facilities and infrastructure and what factors support and hinder the use of facilities and infrastructure of the Parepare City Housing, Settlement, and Land Office. Therefore, this study has significant in identifying the use of facilities and infrastructure that can lead to an effective and efficient work environment in completing their tasks. Data collection methods include observation, interviews, and documentation. The indicators of the use of facilities and infrastructure in this study are office machinery and equipment that are classified as ineffective because they are not adequate enough in existing availability. Inventory equipment is classified as ineffective due to the completeness of inventory equipment in the office that is still lacking. Office supplies, classified as ineffective because there are damaged / exhausted equipment not in accordance with the estimated time period. Office buildings, classified as effective categories because office buildings already include provisions issued by the local area. Transportation equipment is classified as effective in its utilization because the availability of official vehicles is in accordance with existing Standard Operating Procedures (SOPs). This study presents new information by relating detailed theories and research loci different from previous research on the use of facilities and infrastructure so that it can be used as evaluation material for research loci to advance the use of good and correct facilities and infrastructure.

Keywords: Utilization; facilities and infrastructure; equipment; office

INTRODUCTION

Offices are one of the pillars to prepare human resources needed to face the challenges of the times**.** Offices are one of the supporting areas that have a very important role for those who work in organizations. Room or objects that support the smooth running of the office. The office is one of the supporting areas that has a very important role for those who work in the organization (Arhas, 2024; Darwis et al., 2024; Isgunandar et al., 2024; Kornberger et al., 2017; Taliang et al., 2023). This is achieved by the presence of office buildings in the organization.

An office can be designed to carry out organizational tasks well and help the organization achieve its goals effectively and efficiently (Akib et al., 2024; Mursak et al., 2021; Rahman et al., 2024). If the office has been carefully managed, all good and comfortable office activities will be realized. An office cannot function properly without the support of office equipment as office supplies. Office equipment refers to any item or material used to perform

office work. The effect of office furniture is to maximize the efficiency of office work and allow achieving office goals fully.

Facilities and infrastructure are crucial and very important for smooth and comfortable operations. Sometimes the facilities and infrastructure of an institution are often managed with minimal information, so there are often errors in the management of these facilities and infrastructure. The deterioration of coordination is partly due to the way of acquisition, storage, and preservation. As a result, many managers do not understand the standards of good and adequate management of facilities and infrastructure.

In the context of government services, office facilities and infrastructure refer to all forms of physical facilities and infrastructure that support the implementation of the duties and functions of the agency (Arhas et al., 2021; Ayu et al., 2019; Mirdawati et al., 2018). Some cases show that infrastructure availability is too high, even though this is not a priority. Sometimes the institution can only afford to buy but is not able to maintain its facilities and infrastructure. However, poor infrastructure preservation is also caused by the wasteful management of these institutions.

The Housing, Settlement and Land Office of Parepare City is an element of government administration in the fields of housing, residential areas, and land which is the authority of the enthroned region and is responsible to the mayor through the regional secretary. The results of the observations carried out show that there are several existing problems, such as the underutilization of existing office facilities and infrastructure. Part of the problem is that there are no office facilities available according to the needs of employees and there are office facilities that are not used properly.

Then a second observation was made after three months running. This is still a *boomerang* , a problem related to its facilities and infrastructure. This became a basis for conducting a study. After both observations have been made, a third observation must be made to believe that it is still a matter for a study. Two months later, a third observation was made. Good office equipment can speed up the work process and help in achieving goals effectively and efficiently. Work efficiency is fully guaranteed because it is supported by various resources such as adequate office infrastructure.

METHOD

The research entitled Utilization of Facilities and Infrastructure in the Housing, Settlement and Land Office of Parepare City is a qualitative approach that seeks to convey events or phenomena in the field. Qualitative research is research that rides on a naturalistic approach in order to radiate and find understanding or an interpretation related to events with a specific context (Suprianto, 2024). This research was conducted at Jalan Andi Mapatola No. 02 Parepare City, South Sulawesi, 91114.

The type of research applied in this research is the type of qualitative descriptive research and field research. Where research that applies a qualitative approach emphasizes more on analysis of deductive and inductive inference processes and analysis of the problem of relationships between events that look at logically.

The focus of this research focuses on the utilization of facilities and infrastructure in the Housing, Settlement and Land Office of Parepare City with several aspects of assessment, namely office machinery and equipment, inventory equipment, office supplies, office buildings, and transportation equipment. The description of the focus of this research is the implementation of good and decent use of facilities and infrastructure.

In this research, involving three informants using the data collection techniques used, namely observation, interviews and documentation. The data analysis technique in this research applies interactive data analysis with models Miles et al. (2014) namely "Activities in Data Analysis, namely Data Condensation, Data Display, and Data Conclusion Drawing/Verification".

RESULT AND DISCUSSION

The results of research conducted by researchers regarding the use of facilities and infrastructure, the results of research obtained using data processing and presentation techniques during research are using observation, interview, and documentation techniques that will be outlined by researchers in descriptive form. Therefore, to find out how the use of facilities and infrastructure at the Office of the Housing, Settlement and Land Office of Parepare City.

Office Machinery and Equipment

Office machinery and equipment is one of the most important parts in supporting office work. Office machines are one of the supporting tools for office productivity because they are easy and efficient in their use. But the complexity of office machines must be balanced with good human resources. Examples of office machine spare parts are computers, laptops, photocopiers, and communication and transportation tools. While office equipment is any equipment or objects that are not consumable and count as office assets, such as computers, laptops, to office furniture such as tables, chairs and cabinets.

Based on the results of interviews with staff / employees, it can be concluded that office machines and equipment are classified as not being used properly due to the improper use of office machines such as computers, printers and photocopiers. When office machinery and equipment are not available properly, office activities will be hampered and office operations will not be optimal. The facts obtained in the field are that there are many problems including the availability of facilities and infrastructure that are still lacking, staff / employees use personal facilities (laptops) to complete the demands of office tasks, and there are many damaged printers

Every office cannot function properly without office machinery and equipment that is acceptable as needed by the office. The rapid advancement of technology requires people to move more swiftly with attention in all fields (Darwis, Nasrullah, et al., 2022; Jamaluddin et al., 2021; Niswaty et al., 2021). Seeing these advances, it is natural that we strive to acquire skills in using office machines, which will bring many advantages and benefits.

Based on the results of research that has been carried out using data collection techniques such as interviews and based on some of the opinions above, it can be concluded that the use of office machinery and equipment has not been used properly or can be categorized as ineffective. Office machinery and equipment are categorized as not adequate enough in existing availability. The problems that occur include the availability of tables and chairs that are still lacking, there are several computers that are damaged so that staff / employees use personal means (laptops) to complete the demands of office tasks, and there are many damaged printers so that staff/employees have to rush to other fields to use printers that are still functioning properly.

Inventory Equipment

Equipment or inventory items are used to make work easier. Basically, office inventory can be said to be a *list* in which it includes all items owned by an office to carry out certain tasks using equipment regularly and systematically according to the provisions. Generally, this inventory process will be carried out to improve the process of monitoring and managing both office facilities and infrastructure effectively.

Based on the results of interviews conducted related to inventory equipment, researchers can conclude that the availability of facilities and infrastructure is not sufficient so that it has an impact on office inventory due to a review of field observations made by researchers during the research process, that office inventory equipment such as computers

when damaged means that the data contained in the computer cannot be seen or checked so that it impact on office inventory.

Inventory equipment in this study is goods or tools that support the inventory recording process of an office. These items can include office equipment such as computers, printers, desks, and chairs. As we know, office recording or inventory generally uses Microsoft Excel. Inventory above items that are still new and used regularly so that they are still well maintained so that they are not easily damaged and can be used for a long period of time. And must have a very strong sense of ownership of the inventory of an office that is used individually. As well as such inventory items require maintenance that is carried out periodically and in a timely manner in completing work.

Based on the results of data analysis obtained using interview techniques, the conclusion of the research results is that office inventory equipment is still classified as not being used properly or ineffectively. This conclusion is taken based on the theory obtained from the results of the research above. Completeness of inventory equipment in the office is still lacking such as the availability of office computers, inventory preservation and there are several computers that are damaged so that recording or inventory is lost or scattered. This happens when researchers ask the office for inventory data, inventory data is not available because the old computer that stores inventory data is damaged.

Office Supplies

Office supplies are tools used in the office for the smooth running of the office in carrying out its administrative activities. In order to meet the goals and maximum results, undoubtedly every office wants a variety of office supplies with decent capacity.

Based on the results of research found at the research location that office supplies are lacking in their use due to the availability of office supplies that are not in accordance with existing standard procedures. It is said to be inappropriate because each office room has problems with office supplies such as, employees lack paper when they want to print, damaged printers, lack of chair inventory, lack of small equipment (pens, paperclips, hecters, stamps). This happens because the available office equipment is not used properly and correctly so that the performance of staff/employees is less effective and efficient.

Based on the results of data analysis obtained using interview techniques, this happened to the office of the Housing, Settlement and Land Office of Parepare City where the use of office supplies was classified as ineffective or not used properly. Available office supplies are not used properly and correctly so that the performance of staff/employees is less effective and efficient, while damaged/exhausted equipment is not in accordance with the estimated time period.

Of course, every office needs a variety of quality office equipment to achieve maximum goals and results. Procurement of office equipment and supplies requires attention related to their use, because if no control is held, in addition to causing waste, it will definitely also result in a shortage of office equipment and supplies (Darwis, Claresta, et al., 2022; Nasrullah et al., 2023). All of these supervisions are intended to facilitate the smooth process of work.

Office Building

Office building is a place to carry out trading activities. Essential office operations are in information enforcement activities and organizing activities. Based on the results of research found at the research location that the availability of buildings is available and well utilized. The use of office buildings is used properly in accordance with the existing field, even no building waste occurs. However, office buildings in offices are said to be still lacking in availability, it was concluded from the discussion of researchers with staff / employees of the agency. Complaints about the size of office space but this does not have a solution because the location provisions in this office are indeed relatively narrow and limited.

Office Building is a building used to carry out the activities of an agency where the building has terms and conditions that apply to each agency in carrying out its duties optimally. The office building in question consists of office rooms. There are standard operational provisions for each region related to an agency that is the foundation of an office in maintaining the use of its office building.

Based on the results of research conducted using interview techniques related to the use of office buildings that have been used in accordance with Standard Operating Procedures (SOP), office buildings in this office have included provisions issued by the local area. There is no waste of space and the available room is used properly and properly. It's just that there is one problem related to the office building, namely the size of the location. However, it is difficult to find a solution because the location area is limited and this is already in the local area provisions that have been issued to the agency and any changes must obtain permission.

Transportation Tools

Office transportation is a vehicle used for transportation between residence and office, or for other business purposes. Transportation tools aim to speed up and facilitate the completion of office tasks. Based on the results of research produced in the field, the use of transportation equipment is said to meet the Standard Operating Procedures (SOP) of the asset field because office transportation equipment is used as well as possible for the completion of office tasks. The facts obtained from the results of the study, there are several staff / employees who are given trust related to the holding of office assets where their functions and tasks must be completed. The staff/employee concerned must be responsible for the means of transportation by holding the fact of integrity or minutes of the handover of goods. While other means of transportation that are not property rights are still placed in the office to be used as office public transportation used when completing urgent tasks.

Transportation equipment is an office operational service vehicle owned by the agency to support the duties and functions of each individual. Every office has been ensured to have an official vehicle to complete various office work effectively and efficiently. The operation of official vehicles outside of official hours is carried out according to predetermined procedures and rules in sync with approved policies. Official vehicles according to Regent Regulation Number 51 of 2016 related to Standardization of Infrastructure Workplaces are assets owned by the city area that are applied only for official purposes and consist of individual and functional official vehicles.

Based on the results of research from data obtained through interview techniques, transportation equipment is classified as effective in terms of its utilization, all official vehicles are used properly and in sync with applicable Standard Operating Procedures (SOPs). Individual service vehicles have been provided by holding the fact of integrity or minutes of handover of goods and this is included in the reporting of the asset field. While operational service vehicles remain in the office and are used if there are urgent work demands, usually this happens by making a road letter for the use of the official vehicle in question.

Supporting Factors

Based on the results of the interview, it can be concluded that the supporting factors that support the use of facilities and infrastructure are Human Resources (HR), costs, and methods. The method in question is a kind of application, in order to support the smooth management of office facilities and infrastructure so that the management of office facilities and infrastructure can be effective and efficient.

Supporting factors are aspects that are encouraging, supporting, launching, supporting, helping a success related to the use of good facilities and infrastructure**.** Supporting factors for the management of facilities and infrastructure are good cooperation and periodic preservation". This expression was supported and affirmed by Soepartono in

(Mulyadi et al., 2022, p. 107) Yang said that: "There are 3 supporting factors in the implementation of the preservation of educational facilities and infrastructure, including: a) evidence of the use of good facilities and infrastructure. b) The place appears to be in good condition. c) There is a record of the equipment used and how it is preserved".

The results of the discussion between theory and field conditions state that the supporting factors for the use of facilities and infrastructure are Human Resources (HR), costs, and methods. Human Resources (HR) which includes the availability of manpower and the advantages of personal skills of staff / employees in the use and preservation of office facilities. The cost in question if there is damage there is a cost of preserving facilities and infrastructure that can also be used as support and the like. Methods such as an application or system, in order to support the smooth management of the facilities and infrastructure of an office so that its management can be effective and efficient.

Inhibiting factors

From the results of the interview, it can be concluded that the inhibiting factor in the use of facilities and infrastructure is the personal skills of staff / employees. The personal skills in question are an aggressive or less active attitude in the preservation of office facilities and infrastructure, lack of skills in carrying out a task such as driving a vehicle, operating a computer / laptop, and reporting responsibility for office facilities and infrastructure that are still lacking and dishonest. This is what triggers the unsmooth completion of the tasks given so that it will have an impact on the success of an office.

Inhibiting factors are aspects that hinder or hinder the use of good facilities and infrastructure. Based on the results of research using interview techniques obtained by informants, the inhibiting factor that is the main problem in this office is from Human Resources (HR).

With an aggressive or less active attitude in the preservation of office facilities and infrastructure, lack of personal skills in carrying out a task such as driving a vehicle, operating a computer / laptop, and reporting accountability for office facilities and infrastructure that is still lacking and dishonest. The inhibiting factor is the limitation of human resources". If obstacles are not addressed properly, this can affect the productivity and motivation of staff / employees which of course has a significant impact on overall organizational performance.

CONCLUSION

Based on the results of data analysis that has been described and discussion, it has been concluded that the introduction of facilities and infrastructure of the Housing, Settlement and Land Office of Parepare City is in the category of ineffective or poor use. This can be shown from the indicators of the utilization of facilities and infrastructure, namely: 1) Office Machinery and Equipment, the use of which is classified as ineffective because it is not adequate in availability. 2) Inventory Equipment, classified as ineffective due to the completeness of inventory equipment in the office that is still lacking such as the availability of office computers and inventory preservation so that recording or inventory is lost or scattered. 3) Office Supplies, classified as ineffective because there are damaged / exhausted equipment not in accordance with the estimated time period. 4) Office Building, Office building, is classified as effective category because office buildings have included provisions issued by the local area. 5) Transportation Equipment, classified as effective in its utilization due to the availability of sufficient official vehicles and all official vehicles are utilized properly and in sync with applicable Standard Operating Procedures (SOPs)

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