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The Effectiveness of Office Space Management of PT. Pegadaian Unit Rappocini Branch in Makassar City

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ABSTRACT

The physical layout of the office space has a direct impact on improving performance and facilitating productive and successful work outcomes. The purpose of this study is to examine how PT. The Pegadaian Unit of the Rappocini Branch of Makassar City has prepared its office space. The purpose of this qualitative descriptive research project is to evaluate the effectiveness of PT. Office Space Management. Pegadaian Unit Rappocini Branch Makassar City. The informants in this study amounted to seven (seven) people, both direct and visiting clients. Observation, interview, and documentation methods are used in the data collection approach. The data analysis approach of this study uses data presentation, data reduction strategies, findings, and data verification. The findings of this study show the efficacy of PT. Office Space Management. Indicator is part of the Pegadaian Unit of the Rappocini Branch of Makassar City. 1) The principle of shortest distance has been effectively implemented since the office equipment was arranged to meet the needs of employees and facilitate the smooth service process; 2) The order of work of employee placement is based on the ability of the employee; In addition, the employee's sitting position is also adjusted to his workflow to prevent transaction conflicts. so that the transaction process can run quickly and efficiently, 3) The idea of using each space is less than ideal because there are several spaces that have been used and not all of them are divided according to needs. 4) The idea of modifying the workspace layout was successful because the partition material is not permanent so it does not require a lot of time, effort, and cost to modify the layout of the employee's workspace in the future.

Keywords: Effectiveness, Space Management , Pegadaian

INTRODUCTION

An organization is a group of people who connect with each other and work together to achieve a predetermined goal. The members of the organization form a forum with mutual knowledge and agreement. An organization must perform a variety of tasks in order to function effectively, provide high-quality goods and services, and meet its objectives.

There is no doubt that an organization has activities; The activity will take place in a room or office and has a predetermined purpose. An office is a room intended for work-related activities. An office is an organizational unit consisting of space, staff, and administrative functions to support leaders (Akib et al., 2024; Arhas, 2022; Ayu et al., 2019).

Workplace and leadership elements are two of the many variables that affect employee productivity and success. The ability to evaluate and monitor company conditions and employee behaviors that can interfere with productivity is a prerequisite for organizational leaders (Darwis et al., 2023; Niswaty et al., 2019; Saleh & Arhas, 2024). If a person can improve the physical and psychological state of his work, it can be said that the work environment is in excellent condition (Idris et al., 2023; Suprianto & Arhas, 2022; Taliang et al., 2023). The state of the building, workspace, ventilation system, interior decoration, and lighting can sometimes be considered physical conditions. On the other hand, psychological conditions are aspects in the workplace such as positive relationships between colleagues that can

provide a sense of psychological satisfaction to employees (Darwis et al., 2024; Nasrullah et al., 2024).

The physical layout of the office space has a direct impact on productivity and improves the ability to carry out tasks effectively and efficiently (Akib et al., 2024; Niswaty et al., 2024). Management often concentrates on the mental health of workers (Arhas et al., 2021; Darwis et al., 2022; Peng et al., 2022). However, the physical condition of employees must also be taken into account because it can improve psychological conditions. The most important aspect is the way the office is organized will facilitate group and individual productivity by encouraging efficient and well-functioning workflows among employees.

Since most of the process is done within the office, the workspace must be functional and comfortable to improve worker performance. A planned and efficient layout of the room is undoubtedly necessary; It doesn't just happen. Planning should be done carefully and precisely when setting up the workspace. Office layout is essentially a spatial arrangement that includes the placement of equipment in strategic locations and the design of workspaces so that workers are happy with their work (Arhas, 2022)

The arrangement of office space cannot be done carelessly and must be in accordance with the area of the room and the principles of spatial planning so that the work can run optimally and make it easier for employees to do their work. Based on initial observations made at PT. The Pegadaian Unit of the Rappocini Branch of Makassar City, was found to have space management in the service office that did not adhere to the principles of space management. For example, the service space is too small compared to the area of the building occupied, thus limiting the freedom of movement of employees when providing customer service.

Customers also cannot make transactions comfortably due to the narrow space. and in some situations the Rappocini Service Unit is visited by many customers so that it makes the room hot even though the room has 2 air conditioners. The service room at PT. The Pegadaian Unit of the Rappocini Branch in Makassar also has minimal lighting. In addition, to optimize customer service, it is very necessary to pay attention to space management such as in the arrangement and selection of furniture that is suitable for comfort and also the beauty of the room itself. Therefore, the author is interested in conducting a research with the title Effectiveness of Office Space Management of PT. Pegadaian Unit Rappocini Branch in Makassar City.

METHODS

This research aims to produce conclusions using various data collection techniques, including observations, interviews, and other documents, so this research uses a qualitative approach. On this occasion, the author seeks to elaborate and clarify a number of circumstances or circumstances related to the efficiency of office space management of PT. Pegadaian Unit Rappocini Branch Makassar City. Researchers used data collection methods, including observation, interviews, and documentation, to do this. Seven informants were selected for this study to ensure the accuracy of the data. Three customers, one KUR BPO, one cashier, one security officer, and one assessor were identified by the researcher as informants. In addition, this learning assignment is supported by the use of observation and interview guides as well as smartphones for event recording and interviews. Three approaches were used to obtain data: documentation, interviews, and observations. The focus of this research is as follows: a) the principle of shortest distance, which states that office equipment and furniture should be laid out to improve customer service performance by taking the shortest route possible. b) Work order principle: This involves arranging office equipment and personnel locations to allow for job transfers. Signs that were originally placed, such as the appraiser next to the cashier to speed up the process of repaying the pawn, must be removed.

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c) the idea of using the entire available space, maximizing its utilization and arranging it in such a way that it is aesthetically pleasing and practical, and d) the idea of rearranging the workspace. Every office will certainly always experience changes in the layout of the workspace, so to save time and costs, for that the company can arrange the room simply and use removable equipment.

Descriptive research is used in this study. This kind of study allows the authors to fully characterize the efficacy of PT office space management by analyzing the data collected. Makassar City Pegadaian Unit Rappocini Branch. The purpose of data validation is to determine the level of confidence in the accuracy of the reported findings. to ensure that the written data is accurate or that the data is legitimate. This study adheres to the characteristics of qualitative research, namely carrying out these activities both during and after the direct data collection procedure. In other words, research is carried out in conjunction with the data collection process. In Abdussamad Zuchri, Miles and Huberman stated that there are four steps that need to be taken to analyze qualitative writing data: (1) data collection; (2) data reduction; (3) data presentation; and (4) conclusion and verification.

RESULT AND DISCUSSION

The purpose of this study is to get an overview of the management of PT. Pegadaian Unit Rappocini Branch Makassar City. The data collected through observation, interviews, and documentation will be processed and presented using data collection techniques. The data will then be presented in a descriptive manner along with the grand theory of office space management presented by Arhas (2022). The theory includes the following principles: a. the principle of the shortest distance; b. the basis of the work network; c. the principle of utilizing all available space; and d. the basis of changing the structure of the workplace. The following is a description of the research data collected at the Rappocini Branch of PT. Makassar City Pegadaian Unit.

Shortest Distance Principle

A well-designed room layout makes it easy to complete tasks, place work supplies in the most convenient locations, and organize staff workspaces. In carrying out office activities, of course, it is necessary to prepare employee desks and good office equipment for the smooth running of activities that take place, which can be seen when employees receive pawns, receive payment transactions and other transactions, then arrange the desks of PT. The Rappocini Branch Service Unit Pawnshop in Makassar City is expected to be neither too big nor too narrow, it will certainly create an effective and efficient work environment.

In the arrangement of desks and office equipment at PT. The Rappocini Branch Service Unit Pawnshop in Makassar City has been arranged according to the size of the room and work flow so that it can facilitate the transaction process without having to leave the sitting position of the service officers. Which makes the service process more efficient and effective to meet customer satisfaction.

Rappocini Branch PT. The Pegadaian Unit in Makassar City is a suitable location and is well operated. Based on the findings of the interviews, the staff's workplace and office supplies are well placed and in accordance with their needs for the smooth transaction procedure. However, because the table is not too wide, the gold passbook printer must be placed behind the cashier, which causes the cashier to feel a little hassle if he has to print gold savings transactions. In the preparation of the work desk, employees must also pay attention to the placement of office tools and files that can support the smooth work process, which are positioned not too far and close to the employee's position so that employees feel comfortable at work.

The principle of the shortest distance is the process of completing employee work in close proximity. Employee work efficiency can be achieved by applying the principle of the

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shortest distance in the arrangement of office space. One way to implement the idea of the shortest distance is to organize the employee's workplace in such a way that the minimum distance separates the employee, or can put the items that the worker needs where they are sitting. In accordance with the results of observations in the field, the placement of desks and office equipment at the counter of PT. The Rappocini Branch Service Unit Pawnshop in Makassar City is quite good because it is easy to reach by the employees on duty but is constrained by the area of the counter which is not too wide which causes the gold savings machine printer not to be placed next to the cashier but behind the cashier chair which makes the cashier a little troublesome. And also if there is additional assistance from the interns, it makes the counter room feel even narrower so that employees and interns cannot move freely

Basics of Work Networking

In the service activities of an office, the parts should be arranged in the order of the service sections, especially in the service section of PT. Pegadaian Service Unit Rappocini Branch in Makassar City where all forms of service are carried out on the counter table so that the position of the employees' desks is arranged so that they do not cross each other in the transaction process which can facilitate and speed up the transaction process. For example, the position of the estimator table is placed on the left adjacent to the display of auction items which will later make it easier to determine the selling price of the item, and the cashier is positioned next to the estimator so that the process of printing transaction receipts can be carried out quickly.

Employees who are placed in the position of conductor and cashier are employees who have participated in previous training. Where it is very helpful in the series of work flows because the employees already know the duties and functions according to their current positions.

The arrangement of workers and office supplies follows a schedule that corresponds to the order in which the related tasks are completed. The principle of the shortest distance is reinforced with this foundation. This concept states that a task should not run backwards or crossover; Instead, it must always start from the work process to the completion of the transaction.

Based on the results of the interview, it can be said that the placement of service parts at PT. The Rappocini Branch Service Unit Pawnshop in Makassar City is considered appropriate and effective. This can be seen from the employees who are assigned to fill the position are employees who have been equipped with knowledge in accordance with their field and have a friendly and informative personality so that the transaction process runs smoothly and customers feel satisfied with the services provided. Also, the placement of employee desks is in accordance with the work flow so that there are no transactions that cross each other and result in the transaction process being constrained.

The series of work does not only discuss the series of services. But the placement of certain parts that are clear and precise is also included in the series of work because it is included in the process of ease in the work process. The series of work at PT. The Pegadaian Unit of the Rappocini Branch in Makassar City seems to be running smoothly and was built to prevent cross-cutting transaction flows that can hinder the work process, based on the observations made.

The basis of the use of all spaces

The use of all room components, both horizontal in this case, is the entire use of floor area, then the use of vertical room parts up and down, in this case, the use of the entire wall area in the room, of course, must be used to the maximum. Also use the walls of the room as a promotional medium for pawnshop products to increase sales turnover.

In addition to the use of each area, there is one thing that is considered quite important, namely the availability of infrastructure and facilities that suit the needs of offices. The use of

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room at PT. The Rappocini Branch Service Unit Pawnshop in Makassar City is not used thoroughly in one building, which is used optimally only on the first floor. As well as the counter standards used at PT. The Rappocini Branch Service Unit Pawnshop in Makassar City is an old standard that is one of the reasons why office space is not used optimally.

The use of all rooms at PT. The Rappocini Branch Service Unit Pawnshop in Makassar City has not been carried out optimally because there are still rooms that are not used properly. Based on the results of the interview, it can be said that the room of PT. The Rappocini Branch Service Unit Pawnshop in Makassar City has not been maximized in its use because some rooms are too large while the room is not used all the time, unlike the counter room and customer waiting room which should have a larger room area. For room facilities, it is good because it has guest chairs that are in good condition even though in some conditions it cannot accommodate a large number of customers who come. And posters of pawnshop product info have also been displayed on the walls of the office so that it can provide new information for customers who are waiting for transactions.

The principle regarding the use of all space, is that all existing space is used optimally so that no space is wasted". Spaces can be vertical up and down in addition to the floor area. Taking advantage of every thing is an important factor in the arrangement of office space, because the sides of the room, both horizontally and vertically, have a great influence on the happiness of service users. The client's service room and waiting room should have large rooms if the building is large, according to the researchers' first observational findings. Although significant, this does not reflect what is happening on the ground. Where on the 2nd floor of the building is only used as a warehouse for goods and files that are no longer used and an employee rest room that is too spacious but is not facilitated with tables and dining chairs so that employees also do not use the room.

Principles of Workplace Restructuring Changes

A well-designed room layout is one that can be reconfigured quickly and affordably, and changed at any time. It is important to change the structure of the workplace to ensure customers and staff feel comfortable and not get bored while waiting in line. To reduce the burden on personnel, the client room and employee work area must be prepared in advance.

Therefore, the design of the office space must use non-permanent materials so that layout modifications can be done with less effort, cost, and time. In terms of changes in the composition of the workplace at PT. The Rappocini Branch Service Unit Pawnshop in Makassar City is not carried out regularly. What is routinely done is only to revamp and rearrange the workspace so that it looks neat and organized.

In principle, PT. The Pegadaian Unit of the Rappocini Branch of Makassar City does not change workplaces regularly due to delays caused by logistics at the Makassar Regional Office 6. Instead, regular cleaning of the workspace is usually done. A good room arrangement is one that pays attention to all kinds of changes in the long term, because it will make it easier to change the shape of the room and does not take much time and money. The material used for the room divider does not use permanent materials so that it is easy to make adjustments in the future, according to the findings of the interviews conducted. Then for the decoration of the room used, it can be adjusted to important days such as the independence anniversary and the pawnshop anniversary. However, to make changes in the composition of the workplace on a large scale, you must first submit to the Regional Office 6 Makassar, and to PT. The Rappocini Branch Service Unit Pawnshop in Makassar City does not have a specific time in changing the composition of its workplace. The only thing that is routinely done is to tidy up the workspace to make it look neater and more organized.

CONCLUSION

The implementation of the shortest distance has been successfully implemented. This can be seen from the optimal placement of items needed by officers, even though they are still limited by counter space, so that even if certain office equipment is not located next to employees, cashiers can still manage it effectively to minimize disruption to their work. weekdays. b) For the principle of the service work series at PT. The Rappocini Branch Service Unit Pawnshop in Makassar City has been running well, as evidenced by the service flow that does not cross each other and the fast process. c) Furthermore, the principle of using all existing rooms is considered to be still lacking in its application, in line with the results of observations and interviews conducted that there are rooms in the PT. The Rappocini Branch Service Unit Pawnshop in Makassar City is not well utilized, such as the employee rest room where there are no tables and dining chairs that can be used by employees and the 2nd (two) floor in the building is only used as a warehouse for storing used goods and inactive documents. d) As well as ideas to change the workplace order of PT. Non-permanent materials are used by the Rappocini Pegadaian Branch Service Unit of Makassar City so that it makes it easier to change the layout of the workplace in the future. However, this was only done in the context of implementing modifications to PT. The Pegadaian Unit of the Rappocini Branch of Makassar City is currently waiting for renovation so it has to wait until the work is completed. Therefore, the effectiveness of PT spatial planning can be determined from this study. The Rappocini Pegadaian Branch Service Unit located in Makassar City is considered adequate but not an exception in terms of the shortest distance, work order, and changes in work arrangements. However, the principle of using the entire space is considered not good because the division of the room is not in accordance with the activities carried out.

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