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Effectiveness of Utilization of Facilities and Infrastructure in the Education and Culture Office of Soppeng Regency

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ABSTRACT

Utilization of facilities and infrastructure is one indicator to measure the level of good or bad services provided by an institution. This study aims to determine the effectiveness of the use of facilities and infrastructure in the Education and Culture Office of Soppeng Regency. Research is qualitative, therefore, to achieve a research objective, data collection techniques are used, namely observation, interviews, and observation. The informants of this research were 5 employees of the Soppeng Regency Education and Culture Office. Based on the results of the study, it shows that the effectiveness of the use of facilities and infrastructure in the Soppeng Soppeng Regency Education and Culture Office can be seen from the indicators of efficiency, flexibility, satisfaction, and development have been "effective". It can be seen from the dimension of efficiency, namely the availability of adequate facilities and infrastructure as well as the use of facilities and infrastructure that reduce waste of time, energy, efficiency and achieve optimal efficiency has been carried out properly so that employees can carry out their duties and responsibilities to achieve goals. From the dimension of flexibility of facilities and infrastructure, it can be seen from the availability and use of facilities and infrastructure that are flexible enough to make it easier for employees to do various types of work to provide benefits for employees in increasing work effectiveness and supporting office work. From the satisfaction dimension, namely the feeling of pleasure felt by employees after using good facilities and infrastructure to obtain satisfactory work results to increase employee performance and morale in office activities. From the development dimension, the implementation of the development of office facilities and infrastructure used by employees' functions well and is used properly. The development of office facilities and infrastructure is carried out by the procurement of facilities and infrastructure in collaboration with planning and finance for the development of more adequate facilities and infrastructure.

INTRODUCTION

Human resources are the most important thing in institutions, because humans have the ability to set goals, work together, and work so that the planned goals can be achieved (Darwis et al., 2022; Niswaty et al., 2023; Suprianto & Arhas, 2022). The success of an institution can be seen from the achievement of planned goals. Thus, an institution definitely needs office facilities and infrastructure that facilitate its workers to carry out their duties and responsibilities, so that the implementation of administrative activities or operational activities can work together and can achieve goals effectively and efficiently (Akib et al., 2022; Pratiwi et al., 2019).

Effectiveness in working is closely related to the equipment or facilities in the office or institution. The better and more complete the facilities and infrastructure available, the more it supports and supports the effectiveness of an employee's work. The principle of effectiveness emphasizes more on the utilization process that takes place solely to facilitate the achievement of mutually agreed goals both directly and indirectly.

Utilization of facilities and infrastructure is one indicator to measure the level of good or bad services provided by an institution. Good utilization of infrastructure facilities is a use that is tailored to needs. Things that must be considered in the process of utilizing facilities and infrastructure are, there must be clear goals to be achieved, the suitability of the tools to be used in work, there are infrastructure facilities that can support employees to work effectively and efficiently, and employee characteristics.

Facilities more aimed at objects that move directly can be used to facilitate the implementation of the process of office activities in achieving predetermined goals, for example office machinery, office equipment and supplies, and office furniture. Infrastructure is all the tools needed to support indirectly in achieving goals. Infrastructure is more intended for immovable objects such as buildings, land, and space.

Minister of Home Affairs Regulation Number 7 of 2006 concerning standardization of facilities and infrastructure That in order to improve the performance and smooth implementation of local government duties effectively and successfully, it is necessary to arrange work facilities and infrastructure: (1) That local government facilities and infrastructure are important factors in supporting the implementation of government administration and development in the regions, so standardization of work facilities and infrastructure is needed. (2) That standardization of office space, office auxiliaries, official houses and official vehicles in the ranks of the Ministry of Home Affairs.

The availability of adequate office facilities and infrastructure and good quality is an important part that must be prepared optimally and continuously to ensure the smooth functioning of employees (Arhas, Khatami, et al., 2022; Arhas, 2024). The use of infrastructure facilities must be in accordance with the needs to achieve the goals that have been planned considering the importance of office facilities and infrastructure to facilitate the work of employees. In addition, the role of an office to provide good facilities and infrastructure is very necessary so that office operational activities such as public service activities and administration can be carried out optimally.

Based on observations on September 1, 2023, at the Soppeng Regency Education and Culture Office, there are many problems regarding the use of office facilities and infrastructure. The problem is that the procurement process of office infrastructure facilities is not optimal, meaning that the procurement process has been carried out but has not met the required quality standards. It can be seen in a room that does not have a computer on the employee's desk, so the use of the computer must be alternated, and many employees' works is delayed. The problem of facilities and infrastructure is not only that but the problem of uncomfortable workspace due to the lack of air conditioning such as air conditioning. This makes employees less comfortable in carrying out office activities, so that the effectiveness of employee work decreases, it can also be seen from the existing office facilities and infrastructure becoming dusty or even damaged, so that there are some facilities and infrastructure that can no longer be used and some can still be used but are not cared about.

METHOD

This research uses a qualitative approach because this research further emphasizes the process compared to the result, so from this the sequence of activities can change depending on the condition and many symptoms found. As Suprianto (2024) said, that the qualitative approach emphasizes meaning and understanding from within (verstehen), reasoning, definition of a certain situation (in a certain context), more examining things related to everyday life.

This research uses a type of descriptive research that aims to provide description, explanation, and validation of the phenomenon being studied. By using this approach and type of research, it is expected to provide an overview and research results regarding the effectiveness of the use of facilities and infrastructure in the Education and Culture Office of Soppeng Regency. The description of the focus of this study focuses on the Effectiveness of Utilization of Facilities and Infrastructure which consists of 4 dimensions of the effectiveness of the use of facilities and infrastructure, namely efficiency, flexibility, satisfaction, and development.

Efficiency includes the best use of office facilities, to reduce waste of time and energy. Flexibility refers to the ability of employees to use facilities and infrastructure from one activity to another. Satisfaction is the level of human feeling after the performance he feels compared to his expectations. Development is defined as the ability of employees to use office tools or machines in accordance with their functions.

RESULT AND DISCUSSION

The effectiveness of the use of facilities and infrastructure has several dimensions that need to be considered, namely efficiency, flexibility, satisfaction, and development. The results of research conducted at the Education and Culture Office of Soppeng Regency used observation, interview, and documentation methods. All data collected is presented in descriptive form or in the form of explanation. To determine the effectiveness of the use of facilities and infrastructure in the Education and Culture Office of Soppeng Regency can be seen through informant responses. For more details, we will describe in detail each focus description based on the results of the interview, namely:

Efficiency

The availability of complete facilities and infrastructure and employees who can use them well will improve employee services. Therefore, the achievement of efficiency in the office supports the realization of effective use of office facilities and infrastructure. Efficiency leads to the use of office facilities and equipment by employees at the Soppeng Regency Education and Culture Office as well as possible to reduce waste of time and energy.

Based on the results of the interview, the use of office facilities and infrastructure has been efficient in achieving goals. The use of infrastructure facilities at the Soppeng Regency Education and Culture Office office has been effective. The availability of complete facilities and infrastructure and employees who can use them well will improve employee services. Therefore, the achievement of efficiency in the office supports the realization of effective use of office facilities and infrastructure.

Based on observations, efficiency has been implemented well as seen from employees who make it easier for a teacher to find his promotion file in a bag folder that has written the period provided to facilitate the employee service process. In addition, employees who have an SOP book as a reference in carrying out their duties and responsibilities to achieve goals so that there will be high efficiency of time, energy, and productivity (Arhas & Suprianto, 2024; Papilaya et al., 2015).

Efficiency is the use of good, appropriate, and time-saving facilities and infrastructure in the process of implementing office activities. Therefore, efficient relates to punctuality in doing work without having to spend excessive costs or energy. Based on the results of research conducted by researchers, there is efficient use of facilities and infrastructure. The use of office facilities based on the standard of availability of adequate facilities and infrastructure with good quality is very helpful for employees in supporting office activities (Jun Yong Joon et al., 2020; Luin & Luin, 2021; Parveen et al., 2012; Taliang et al., 2023). In addition, service standards are also a reference for employees in utilizing existing office facilities, the use of appropriate office facilities can improve the service process.

Efficient use of office facilities is important in increasing productivity and reducing waste of time and resources. Using equipment and work materials according to their capacity to

improve efficiency. Work efficiency is often carried out in various areas of human life which certainly has a purpose as the reason for efficiency, in general the purpose of work efficiency is to achieve a result or goal that is in accordance with what is expected, to save or reduce the use of resources in carrying out activities and to maximize the resources owned so that nothing is wasted. So that efficiency is related to the punctuality of employees in carrying out their duties and responsibilities without using excessive human resources and costs.

Flexibility

Flexibility refers to an organization's ability to move resources from one activity to another to support employee work. Flexibility needs to consider the unity of office equipment so that office equipment and facilities can be used effectively for many types of work.

Based on the results of the interview, the use of facilities and infrastructure in the office already includes employee flexibility. The use of flexible facilities and infrastructure can support the work of employees well. Office supplies such as the availability of wifi used to access online and web applications on computers to increase enthusiasm and make it easier for employees to complete office work. The facilities provided by the office such as the hall are quite flexible because they can be used by other organizations not just the scope of the education office itself. Based on the results of observations on the use of facilities and infrastructure, flexibility can be seen from employees who easily access the internet and open other online applications on computers because in every room wifi is available.

Flexibility is an important factor that must be considered in choosing office facilities that are in accordance with the purpose and effectiveness of the office. Good facilities and infrastructure to use are flexible facilities. Flexible office facilities can be used for different types of work and help reduce the difficulty of work. The flexibility of office equipment makes it possible to combine jobs and adjust the type of work facing.

Based on the results of research that the availability of available facilities and infrastructure is quite flexible, office machines are used for various kinds of work, adapted to employee needs, and easy to move. The use of office facilities and equipment includes employee flexibility, the use of office facilities that include the workplace can provide benefits for employees in improving welfare, productivity, and work balance. Flexibility is a response to an organization or changes that occur in an organization. Flexibility is an element that shows the organization's responsiveness to internal and external change demands. Flexibility relates to an organization's ability to shift resources from one activity to another and produce different new products and services in response to customer demand (Rahman et al., 2024; Suprianto & Suci, 2024; Uzmasyah & Nasution, 2022).

The use of office facilities and infrastructure that includes employee flexibility is an important factor that must be considered to improve work effectiveness, the availability of flexible office facilities and infrastructure in its use such as computers used by employees to access various applications, *online* and perform other activities on the computer. In addition, the availability of flexible office facilities and infrastructure requires employees who can move these resources from one activity to another to support work.

Satisfaction

The availability of complete facilities and infrastructure will make employees feel comfortable in doing work so that they can support employee performance. With adequate office facilities and equipment, the level of employee feelings can be felt after the performance he feels is compared to his expectations.

Based on the results of interviews with informants, it can be seen that employees are satisfied with the facilities and infrastructure available at the Soppeng Regency Education and Culture Office. Feeling happy about the availability of office facilities and infrastructure will make employees make good use of the available facilities and infrastructure. Office arrangement strategies such as good office space arrangement and equipped with adequate facilities make employees feel comfortable in carrying out their work. In addition, the office plan and

instructions for other rooms make it easier for guests who come to find the facilities they are looking for.

Based on observations, it can be seen that employees are quite satisfied and feel comfortable working indoors because there are fans and air conditioners as air conditioners. In addition, a good and comfortable layout and position is one of the factors of employee satisfaction. The office service waiting room is quite comfortable to see from guests who are waiting for work.

Satisfaction is an intellectual state that is individual, whether pleasant or not, felt by employees from the use of facilities and infrastructure used and their interaction with the workplace environment. Satisfaction with office facilities has an important role in improving employee performance and morale.

Based on the results of research and observation, it can be seen that employees are quite satisfied with the completeness of facilities that meet employee needs, providing comfort to employees in carrying out their duties and responsibilities. The things that include completeness, quality and quantity of office equipment, as well as the suitability of employees to the position and layout of the office space. Satisfaction has benefits that are felt to users, it is a means to deal with different side conflicts in the future (Arhas, Niswaty, et al., 2022; Asrijal et al., 2021; Darwis et al., 2021; Herman & Didin, 2020; Isgunandar et al., 2023). Facilities and infrastructure that are more complete and have clear assets, this is a benefit also the implementer tries to ensure satisfaction from users so that the work they do continues to grow and develop".

Based on the results of research that employee satisfaction with office facilities and infrastructure is very important for the office to increase employee productivity and performance. Feeling happy about the completeness of office facilities will support employees in utilizing office facilities and equipment properly and using them as needed. Complete facilities and infrastructure make employees feel comfortable working and reduce boredom and fatigue when doing repetitive work.

Development

Development is a measure that describes an organization's ability and responsibility to improve its capabilities and competencies for development through funding resources. Development in this case is defined as the ability of employees to use facilities and tools or office machines in accordance with their functions.

Based on the results of the interview, the implementation of the development of office facilities and infrastructure used by employees is functioning properly and is used properly. The development of facilities and infrastructure is carried out by the field of procurement of facilities and infrastructure and collaborates with planning to assist employees in meeting the needs of facilities and infrastructure. Development of good facilities and infrastructure by the office and used properly by employees to support productive and optimal office activities. The availability of wifi that can be accessed by employees can facilitate the work of employees in the increasingly sophisticated technology and management information systems. Based on observations, employees who use office machines such as computers and laptops to input, record, manage information materials in office work function properly.

Development is defined as the ability of employees to use office equipment and machinery in accordance with their functions. In carrying out the development of office facilities and infrastructure, it is necessary to consider the needs and functions of each field, as well as maintain the availability of office facilities for better utilization of facilities and infrastructure. (Achim et al., 2021; Niswaty et al., 2022).

Development is a measure that reflects an organization's ability and responsibility to improve its capabilities and competencies for development through the investment of resources". Based on this theory, the development of facilities and infrastructure starts from analyzing needs, conducting surveys, selecting main needs and describing educational specification, the implementation of facilities and infrastructure development is carried out through the field of planning then to the financial sector. The development of office facilities and infrastructure has

referred to the use of equipment in accordance with needs and rules, so as to increase quality and guaranteed work results and accelerate the process of carrying out work.

CONCLUSION

Based on the results of research and discussion, it can be concluded that the effectiveness of the use of facilities and infrastructure at the Soppeng Regency Education and Culture Office is in the "effective" category in terms of dimensions or indicators of good efficiency, namely the availability of adequate facilities and infrastructure and employees who use these facilities in carrying out their duties and responsibilities to achieve goals so as to reduce waste of time, power, and versatility, and achieve optimum efficiency. Dimensions or indicators of flexibility, namely the facilities and infrastructure available and used by employees are good, the availability of facilities and infrastructure can be used for various types of work tailored to employee needs, providing benefits for employees in increasing work effectiveness and supporting office work. Dimensions or indicators of employee satisfaction are quite satisfied with the facilities and infrastructure available. Namely the feeling of pleasure with the completeness of available office facilities and infrastructure that support employees in utilizing office facilities and infrastructure properly according to their needs. Satisfaction with office facilities and infrastructure has an important role in improving performance. The dimensions or indicators of development are quite good, namely the implementation of the development of office facilities and infrastructure used by employees to function properly and be used properly. In the context of developing office facilities and infrastructure, it is carried out by the procurement sector in collaboration with the planning and finance fields for the development of more adequate facilities and infrastructure.

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