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Quality of the Work Environment at the Office of the General Election Supervisory Agency of South Sulawesi Province

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ABSTRACT

The quality of the work environment is all the conditions, factors, and elements that affect the experience and well-being of employees in their work environment. This study aims to find out how the quality of the work environment at the Office of the General Election Supervisory Agency (BAWASLU) of South Sulawesi Province is. Therefore, the research has significant in identifying the work environment that affects the quality of the work environment. This research is qualitative, therefore, to achieve the research objectives, data collection techniques are used, namely observation, interviews and documentation. The results of this study show that all indicators used in this study are quite effective. The indicator in question is Smoothness in working quality because all employees can communicate with each other in achieving smoothness at work. The security of the quality work environment is due to the complete CCTV in every corner of the room and security carries out its duties well. The safety of the work environment is of poor quality because the work environment of BAWASLU is not in accordance with work safety standards. The cleanliness of the quality work environment is due to employee awareness and cleaning services that regularly clean. The comfort of a quality work environment is because physical comfort is enough and non-physical comfort or relationships between employees are also very good. Finally, for adequate facilities are still of poor quality because there are several facilities in each room that are still lacking, and some employees complain about it. This study presents new information by associating detailed theories and research loci different from previous research on the quality of the work environment so that it can be used as evaluation material for the research locus to improve the quality of the work environment.

Keywords: BAWASLU, quality, work environment

INTRODUCTION

In an effort to achieve the goal, every organization, be it a company, social organization, or government organization, depends on the utilization of available resources. One of the most important resources is employees, (Abbas & Daniel, 2019; Abiodun Olufayo & Martha Akinbo, 2021; Ibrahim & Daniel, 2019). The quality work ability of employees is inseparable from the supervision and direction given by a leader. The success of a leader depends on his ability to create a good environment, so that subordinates have the awareness to carry out the goals that the organization wants to achieve, (Abiodun Olufayo & Martha Akinbo, 2021; Ahmad et al., 2022; Srimulyani et al., 2023; Srimulyani & Hermanto, 2022).

A good work environment not only has a positive impact on the smooth running of the company's business, but also provides benefits for all employees both in terms of their careers and personal aspects. The work environment includes physical, social, and psychological aspects within the company that affect employee performance and productivity, (Hanafi & Zulkifli, 2018; Sazly & Permana, 2020). Some experts describe the work environment as everything around employees that affects them in working and completing tasks.

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Today, workers are not only considering salary and perks as motivation to switch to a new workplace, but also taking into account other factors that are increasingly being taken into consideration, such as the condition of the work environment and the level of freedom. Of the various new elements that have emerged, comfort in the work environment is the main focus for workers. However, defining the meaning of "comfortable" here is not simple because each individual has a different concept. When workers are in a good work environment, it can improve their ideas, productivity, and performance. On the other hand, if the working environment conditions are inadequate and do not support performance and productivity, the ability of workers to produce good work will decrease. In addition, giving awards to workers can also create a positive aura in the work environment. Awards can be given in various forms. According to Nabawi (2019) that the work environment is everything that exists around the workers, both physically and non-physically, which can affect the tasks charged. A conducive work environment will provide encouragement and increase employee morale, so that it can create a higher level of job satisfaction.

An unhealthy work environment can make employees prone to stress, loss of motivation, and tardiness. In contrast, in a healthy work environment, employees tend to be more motivated, rarely miss sickness, and can easily focus on work so that they can achieve the set targets, (Abbas & Daniel, 2019; Ibrahim & Daniel, 2019). The work environment has two main aspects, namely physical aspects such as lighting, room color, cleanliness, and layout, as well as non-physical aspects such as employee welfare, work atmosphere, and interaction between colleagues. Organizations need to ensure that these two aspects are well maintained to motivate employees to work productively and synergistically, both in relationships with fellow employees and with leaders, in order to achieve organizational goals.

The South Sulawesi Provincial BAWASLU is an independent institution that has the responsibility of supervising and carrying out general elections in Indonesia. The main function of the South Sulawesi Provincial BAWASLU is to supervise all stages of the election, including planning, collecting voter data, campaigns, as well as counting and announcing election results. In addition, the South Sulawesi Provincial BAWASLU also has the authority to handle violations in elections and take actions in accordance with applicable laws.

METHOD

This study uses a qualitative research method with a descriptive approach. That is a method that aims to seek a deep understanding of a phenomenon, fact or reality. According to that descriptive research is research that aims to collect information about the status of an existing symptom, namely the symptoms that exist at the time the research is conducted. This research uses qualitative research because it requires in-depth and detailed data or information, requires an observation study/goes directly to the research site to see and identify the real situation armed with observation guidelines, interview guidelines and supported by research documentation.

The focus of this research focuses on the Quality of the Work Environment at the Office of the General Election Supervisory Agency (BAWASLU) of South Sulawesi Province. The description of the focus in this study is the achievement of the quality of the work environment at the South Sulawesi Provincial BAWASLU Office using indicators, namely 1) smoothness; 2) security; 3) safety; 4) cleanliness; 5) comfort; and 6) adequate facilities. In this study, it consisted of 4 informants conducted at the South Sulawesi Provincial BAWASLU Office. The data collection methods applied, namely observation, interviews and documentation collection, . Meanwhile, the data analysis technique in this study uses an interactive model that "qualitative data analysis includes data reduction, data display and conclusion drawing.

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RESULT AND DISCUSSION

To find out an overview of the quality of the work environment at the BAWASLU Office, the researcher processed and presented the data that had been obtained during the research using observation techniques, interviews and documentation presented in descriptive form by adjusting the theories put forward by the Permana (2015) Regarding the indicators of the work environment, there are 6, namely smoothness, security, safety, cleanliness, comfort and adequate facilities. The description of the results of the data analysis obtained during the research at the South Sulawesi Provincial BAWASLU office is as follows:

Smoothness

Fluency at work includes the ability to carry out tasks without significant obstacles. Fluentness also includes a variety of aspects, including effective communication with colleagues or teams to complete tasks well. Support from colleagues and a conducive work environment are also very important in achieving smooth work. Based on the results of an interview with the head of the secretariat, the head of the section and one of the staff of the BAWASLU secretariat related to the smooth working in the office environment, it can be concluded that employees have cooperation in terms of communication that is always prioritized for the sake of smooth work. The performance of employees at the South Sulawesi Provincial BAWASLU Secretariat has reached an adequate level of smoothness in work, because employees always communicate well with their fellow employees in any matter for the sake of their smooth work in order to realize the desired work goals.

Success in various aspects of life, including in the work environment, is closely related to the smoothness of carrying out tasks. This brings positive impacts such as increased productivity, more efficient time management, and reduced stress levels. According to Aziz, (2016) said that the role of the work environment in an organization is very important to maintain the smooth production process, because a positive work environment not only meets the needs of employees in carrying out their duties, but also has a positive impact on improving employee performance.

Fluency in work involves the ability to carry out tasks without experiencing significant obstacles. Other aspects covered in this fluency include the ability to communicate effectively with colleagues or teams to complete tasks well. In addition, support from colleagues and the existence of a supportive work environment also play an important role in achieving smooth work. Understanding the factors that affect smoothness at work can help increase productivity and better achieve job goals.

Based on the results of data analysis obtained through interview and observation techniques, it can be concluded that the performance of employees at the BAWASLU Secretariat has reached an adequate level of smoothness in work, because employees always communicate well with their fellow employees in any case for the sake of their smooth work to realize the desired work goals. This can be interpreted as the smoothness of working for employees at the South Sulawesi Provincial BAWASLU secretariat in the quality category.

Security

Work environment security is an effort to maintain and ensure safety and welfare both inside the office and outside the office environment. This is important to help safeguard company assets, prevent unauthorized access, maintain employee trust levels, and ensure smooth operations. Based on the results of interviews that have been conducted with the head of the secretariat, the head of the section and one of the staff of the BAWASLU secretariat related to the safety of the work environment, it can be said that the BAWASLU work environment is still not safe. However, after observation and documentation in the office, the security of the work

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environment can be categorized as quality because of the presence of CCTV installed in every corner in complete terms of observation and security in the office becomes more optimal in carrying out its duties.

Security in the work environment is a very important factor in maintaining employee well-being and company productivity. As has been conveyed by Kusumastuti et al. (2019) that safety is the most influential factor on the level of comfort in the work environment. Efforts to ensure safety in the workplace involve measures to protect both inside and outside the office. This has great significance in maintaining the integrity of the company, preventing unauthorized access, maintaining employee trust, and supporting smooth operations. Safety in the work environment is not only a company's obligation, but also a basic right for all employees. A safe and healthy work environment can positively affect the efficiency and productivity of employees in carrying out their duties.

From the results of data analysis that make interviews, observations, and documentation as data collection techniques, it shows that the safety of the work environment at the BAWASLU secretariat is of high quality. Based on the results of interviews that have been conducted with several informants at the BAWASLU secretariat regarding the safety of the work environment, it can be said that the BAWASLU work environment is still not safe. However, after observation and documentation in the office in attachment 12 of the documentation section, the complete CCTV in every corner of the room and security is carrying out its duties well such as checking guests for example online drivers or couriers who want to enter the office area.

Safety

Occupational safety standards are a very important element in the context of work environment safety. Occupational safety standards refer to guidelines and regulations issued by authorities, both government and industrial organizations, that regulate procedures for safe working in various work environments. Based on the results of interviews conducted by several informants regarding the quality of work environment safety at the BAWASLU secretariat, it can be concluded that the work safety at the BAWASLU office is not in accordance with existing work safety standards. The level of work environment safety at the South Sulawesi Provincial BAWASLU secretariat is still of poor quality, this is because the South Sulawesi Provincial BAWASLU office is still not in accordance with work safety standards. Safety equipment (APAR) is not properly managed or checked regularly so that the fire extinguisher looks dusty while the light fire extinguisher (APAR) is only available 2 pieces, as evidenced by the documentation attachment. In addition, P3K is only available in 1 room or division and special training for emergency accidents has never been carried out for employees.

Work environment safety in the office has an important role in maintaining employee welfare, preventing incidents, and complying with applicable regulations. Occupational safety standards are a crucial element in the context of the work environment. As for according to Situngkir et al. (2021) said that occupational safety standards in the office environment include efforts to prevent injuries to workers during the performance of daily tasks, such as involving the maintenance and maintenance of office space. This includes the arrangement and use of office equipment, electricity management, and the judicious use of fire sources. In addition, attention is also paid to the design of equipment and the layout of the workplace.

Occupational safety standards include guidelines and rules issued by competent authorities, including governments and industry organizations, that govern safe working practices in a variety of work environments. All employees must undergo basic occupational safety training so that they understand how to avoid risks, use equipment safely, and handle emergency situations. Each office is also required to have a detailed evacuation plan and be understood by all existing employees. In addition, in the workplace there also needs to be suitable

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fire extinguishing equipment such as light fire extinguishers (and employees need to understand how to operate them. Emergency routes and evacuation routes also need to be ensured that nothing gets in the way.

Cleanliness

Maintaining cleanliness in the work environment is an important aspect to ensure employee welfare, increase productivity levels, and work morale in the place. Aspects of the cleanliness of the work environment include the implementation of an effective waste management system, as well as the provision of adequate waste bins. In addition, the work environment area of the office, should regularly undergo hygiene treatments, including cleaning dust, dirt, and stains that may interfere with work and health. A clean and orderly work environment can contribute to better safety and efficiency, as well as increase employee productivity. From the results of interviews conducted from informants, it can be concluded that the quality of the cleanliness of the work environment at the BAWASLU secretariat office is very good.

Maintaining a clean work environment is very crucial in ensuring worker welfare, increasing productivity, and maintaining morale in the workplace. Matters related to the cleanliness of the work environment include the implementation of an efficient waste management system and the provision of adequate waste bins. In addition, the work area in the office must also periodically undergo a hygiene maintenance process that includes the elimination of dust, dirt, and stains that have the potential to interfere with the comfort and health of workers. The existence of a clean and well-organized work environment has the ability to contribute to increasing the level of safety and efficiency and can increase employee productivity. By prioritizing office cleanliness, the company can create a healthier and more comfortable environment for all individuals who work there. According to Tambunan (2018) stated that companies should continue to maintain environmental cleanliness, because in addition to having an impact on health, having a clean work environment can also affect a person's health and mental well-being.

Based on the results of the data analysis carried out, it shows that the cleanliness of the work environment at the BAWASLU secretariat is quite high quality because the cleaning service in the office is very routine in cleaning the office environment area and the garbage disposal provided is also sufficient in each room.

Comfort

Comfort in the work environment can be grouped into two categories, namely physical comfort and non-physical comfort. Both play a crucial role in a person's overall well-being. Physical comfort affects an individual's physical health, while non-physical comfort is concerned with aspects such as positive interpersonal relationships, satisfaction levels, motivation, and happiness in work or personal life. Based on the results of interviews from the three informants, it can be concluded that the comfort of the work environment at the BAWASLU secretariat office is quite good because some employees feel comfortable at work. Employees also get comfort in interpersonal relationships because employees always establish good relationships with others. The physical comfort at the South Sulawesi Provincial BAWASLU secretariat is quite high-quality. Some employees already feel that the existing lighting conditions, room temperature, and ventilation are sufficient. As for the relationship between fellow employees, it is also very good because the average employee in the Sulawesi Provincial BAWASLU Secretariat office is very close to his family.

Comfort in the work environment, both in physical and non-physical aspects, is a very important investment to achieve higher levels of productivity, increase employee retention, and

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create an atmosphere of happiness in the workplace. Physical comfort and non-physical comfort, both play a major role in the overall well-being of the individual. Physical comfort affects an individual's physical health, while non-physical comfort relates to aspects such as positive interpersonal relationships, satisfaction levels, motivation, and happiness in work or personal life. When these two forms of comfort are fulfilled in the work environment, they tend to create optimal conditions to increase individual productivity, happiness, and well-being. When employees feel motivated, and supported at work, they tend to work more efficient (Panjaitan, 2018; Trisnawaty & Parwoto, 2021; Wahyuningsih, 2018) stated that an important factor that needs to be considered by companies in an effort to increase work productivity is the comfort of the work environment. A comfortable work environment can create enthusiasm and enthusiasm at work. Paying attention to the conditions of the work environment means trying to create a situation that suits the preferences and needs of the employees who work in the place.

The results of the data analysis that have been carried out show that the physical comfort at the BAWASLU secretariat is quite high-quality. This is because some employees already feel that the existing lighting conditions, room temperature, and ventilation are sufficient. As for the relationship between fellow employees, it is also very good because the average employee in the Sulawesi Provincial BAWASLU Secretariat office is very close to his family.

Adequate Facilities

Facilities are everything that can facilitate and facilitate the implementation of a job. Facilities include various facilities and infrastructure needed to support or launch various activities. Work facilities have a crucial role in improving the quality and productivity of work in a company. Based on the results of interviews by several informants, it can be concluded that the facilities at the BAWASLU secretariat office are still inadequate, this is because not a few employees use personal property for office purposes because the facilities are damaged or need to be replaced for a very long time. Some facilities are still lacking, such as prints and computers in some divisions or rooms. For the reporting of facilities that are lacking, they are also not heeded quickly, as a result of which some employees who are chased by deadlines from the office bring privately owned facilities.

Facilities are everything that can facilitate and support the implementation of work. Adequate facilities include a variety of facilities and infrastructure needed to support or facilitate various activities. The role of work facilities is very important in improving the quality and productivity of work in a company. The existence of adequate office facilities allows employees to carry out their duties efficiently, which is expected to contribute to the achievement of the company's goals. The quality of good office facilities can have a positive impact on employee performance in the company. Ensuring the existence of adequate work environment facilities is an important step in creating conditions that support productivity, maintain good employee retention, and increase job satisfaction. In addition, adequate facilities can also help companies attract the best talent and form a positive work culture. Thus, the right facilities can also meet the increasingly complex needs of employees in integrating work and personal life. In line with the opinions that have been expressed by (Alhayra et al., 2022; Anggrainy et al., 2018) said that the workforce is the main driver for the smooth operation of an organization. Office facilities have a significant impact on work motivation. With office facilities that provide comfort, the work motivation of employees to work will increase.

Based on the results of the data analysis that has been carried out, it shows that the facilities at the BAWASLU secretariat are not good because some facilities are still lacking, such as prints and computers in several divisions or rooms. For the reporting of facilities that are lacking, they are also not heeded quickly, because of which some employees who are chased by deadlines from the office bring privately owned facilities.

CONCLUSION

Based on the results of data analysis and discussion about the quality of the work environment at the General Election Supervisory Agency (BAWASLU) office, it can be concluded that the quality of the work environment at the BAWASLU office has a quality category. This is reflected in several factors or indicators that are indicators of the quality of the work environment, namely 1) Smoothness in quality work because all employees are able to communicate with each other in achieving smoothness at work; 2) Quality work environment security due to the completeness of CCTV in every corner of the room and it can be seen that security carries out its duties well; 3) The safety of the work environment is not of good quality because the work environment of BAWASLU is not in accordance with work safety standards; 4) Quality work environment cleanliness due to employee awareness and cleaning service that regularly cleans; 5) The comfort of a quality work environment because physical comfort is sufficient and non-physical comfort or relationships between employees are also very good; and 6) for adequate facilities are still of poor quality because there are some facilities in each room that are still lacking and some employees complain about it.

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