

Effectiveness of Spatial Management of the One-Stop Integrated Service Section at the Makassar State Administrative Court

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ABSTRACT

Office layout is the art of arranging a room in order to produce a comfortable working climate and ultimately to create productivity and work efficiency. The purpose of this study was to determine the effectiveness of the office layout of the one-stop integrated service division at the Makassar State Administrative Court. To determine the purpose of the study, a qualitative descriptive research was used. There were 6 informants in this study using data collection techniques through observation, interviews, and documentation. The data obtained from the research results are then processed using data analysis techniques consisting of data reduction, data presentation, and drawing conclusions. The results showed that the arrangement of the one-stop integrated service space at the Makassar State Administrative Court was good for the shortest distance, work sequences, and changes in the arrangement of the workplace, and for the use of all the rooms it was considered quite good but not optimal.

Keywords: Effectiveness, spatial management, one-stop integrated service

INTRODUCTION

Effectiveness is a condition that shows the level of success or achievement of a goal as measured by quality, quantity, and time, in accordance with what was previously planned. Effectiveness is an effort that is carried out optimally as expected, besides that effectiveness can also be interpreted as an effort that never gets tired before the desired expectations have not been achieved. A business really needs to be done effectively so that the efforts made are not wasted (Agiskawati et al., 2018; Rante Toding et al., 2015). An effective way is very well done so as to build the human soul not to give up easily. According to Niswaty et al. (2019) said effectiveness is a key element of organizational activities in achieving predetermined goals or targets. When viewed from the aspect of success in achieving goals, effectiveness is focused on the level of achievement of organizational goals. Furthermore, in terms of timeliness, effectiveness is the achievement of various targets that have been determined on time by using related resources that have been allocated to carry out various activities.

Office buildings cannot be separated from the rooms contained in one building, where the rooms are made in such a way as to make office work easier and more effective, because with office layout it can make work in the office more effective and efficient. which can provide comfort for employees who work in office spaces so that organizational goals can be achieved.

Office layout is the art of arranging a room in order to produce a comfortable work climate and ultimately productivity and work efficiency can be created (Pranama, 2020; Rahmawati et al., 2018; Ridwan et al., 2018). Office layout is an important thing because an efficient and comfortable office space will improve good service so that it will lead to higher customer satisfaction with the office, this is in line with the opinion Gavinov (2016) which states the purpose of the office layout, namely; Providing comfort to employees, making maximum use of office space so that no office space is useless, facilitating the flow of communication and work flow, facilitating supervision, facilitating service delivery, facilitating employee movement at work, providing a sense of security and privacy, keeping away from noise that occurs, provides a good image to customers and company guests. With the fulfillment of the objectives of the office layout, it will create an effective and efficient office space arrangement, so that it will produce several benefits

The advantages are optimizing the use of existing space, creating a comfortable work environment for employees, giving a positive impression on the office, ensuring the efficiency of service flow, increasing employee productivity (Rusdiana & Zaqiah, 2014). The Indonesian government itself has issued a policy that facilitates the service process, both administrative and non-administrative, by implementing a one-stop integrated service system. The establishment of one-stop integrated services in the regions is included in the context of bringing and improving services to the community as well as shortening the service process in order to realize fast, easy, cheap, transparent, certainty, and affordable services (Saleh et al., 2019). The purpose of the establishment of a one-stop integrated service is to facilitate the licensing process in establishing a business that business people have complained about so far (Yusriadi, 2018). The background so that Indonesia requires a one-stop integrated service is quite clear, namely providing licensing and non-licensing services that are fast, effective, efficient, transparent and provide legal certainty and realize the rights of the community and investors to obtain licensing services free from illegal fees, transparent, and clearer information on requirements, costs and times that can be done in one place. This section is an open office section so that it requires a clear and uncomplicated arrangement because this section is the first section to be seen and felt by guests or consumers, therefore it needs special attention.

The one-stop integrated service at the Makassar state administrative court was established in 2017 which is 3 years after the Government made a regulation regarding the establishment of a one-stop integrated service that aims to facilitate the licensing and non-licensing processes according to their authority (Pammu, 2021). The one-door integrated service room section starts from the office entrance gate, motorbike and car parking lots, disability lanes, to the room where the service desk is located.

The arrangement or layout of the office of the one-stop integrated service division more or less determines the community satisfaction index. This is reinforced by the results of a public service survey conducted by the Makassar State Administrative Court with survey questions in the form of; 1) Facilities are available and adequate, 2) Facilities are clear and easily accessible to people who carry out administrative and non-administrative arrangements at the state administrative court office Makassar. This public service is becoming increasingly important because it is always in touch with the general public who have a variety of interests and goals (Niswaty et al., 2020). So that community assessment becomes the main aspect in determining whether or not an office is good in this case the facilities and facilities available.

Based on the background that has been described, the question that then arises is how the effectiveness of the office layout of the One Stop Integrated Services section at the Makassar

State Administrative Court. This study aims to determine the effectiveness of the spatial management of the one-stop integrated service section at the Makassar State Administrative Court."

METHODS

This research takes place in the Makassar State Administrative Court. This research uses a qualitative approach and a descriptive type of research, because this research tries to generate data through data collection methods in the form of observation, interviews, and documentation which then the research results will be described in accordance with the results of data processing that has been done (Sugiyono, 2019). In this study, the types of primary data generated from interviews and observations made directly by researchers and secondary data obtained from literature studies and data available at the Makassar State Administrative Court are used so that the data to be taken comes from clear and reliable sources. real.

To determine informants who meet the criteria and are considered to be able to provide data according to research purposes, the informants of this research are 3 Makassar state administrative court employees and 3 users of one-stop integrated services at the Makassar state administrative court which are then considered to be the interpretation of employees and users of one-stop integrated services at the Makassar State Administrative Court. In this study, the researcher acts as the main instrument in capturing data and information by using interview media in the form of interview guidelines, voice recorders, and cameras, and then the data that has been obtained will then be analyzed using data analysis techniques according to Siyoto & Sodik (2015) namely the data will be reduced, then presented and finally conclusions will be generated

RESULTS AND DISCUSSION

Shortest Distance Principle

A good room arrangement is one that allows the process of completing a job, arranging employee workplaces, and placing work tools to cover the shortest possible distance. In carrying out an office activity, of course, it is necessary to prepare a good employee work desk for the smooth running of activities, such as receiving a lawsuit file from a justice seeker, which in this case requires a temporary storage place before the lawsuit file is brought to the final disposition section, then the employee desk arrangement One-stop integrated service is expected not too wide and not too narrow, it will certainly create an effective and efficient working environment.

Based on the results of interviews regarding the principle of the shortest distance, the results of the study prove that the arrangement of the one-stop integrated service desk there is no special direction given either from the Supreme Court or the local government, so the Makassar state administrative court arranges a one-stop integrated table according to the needs of its services consisting of From the section on incoming letters, information and complaints, filing legal remedies, and registering claims that are in one integrated desk which is considered sufficient for the 4 sections, it can be concluded that the Makassar State Administrative Court has arranged a one-stop integrated service desk. starting from the placement of employees, arrangement of computers, office equipment, accessories, chairs,as well as complementary ornaments that have been arranged as well as possible so that there are no obstacles at all and make workers comfortable in the one-door integrated section of the state administrative court. this Makassar.

Working Circuit Principle

In the service activities of an office, its parts should be arranged in accordance with the order of the service divisions, especially for the one-stop integrated service section where all forms of service come from one door which is where all types of incoming and outgoing files, of course, do not need to have a serial service flow. The series of work is not only in the service flow, but a clear form of service and the placement of employees with special skills in a section is also included in the work series because it is included in the process of facilitating the completion of work.

Based on the results of interviews regarding the principle of a series of work, the results of the study prove that each part of the one-stop integrated service is filled by relevant and competent staff according to the section being served, such as the SIMAP section in this case the administration and information section which is filled in by the general staff and finance, then the registration section where justice seekers if they want to file a lawsuit are filled out by staff from the young clerk of the case, then the last is the reporting section if there are trial results that are not pleasing to the justice seeker then they can report to this section which is filled by staff from the young clerk of law. The one-stop integrated service section at the Makassar State Administrative Court has several sections, namely: the cashier, the information section, the claim file reception section, the incoming letter, and the e-court section. The e-court corner is given a separate room that is separate from the integrated service desk, one main door, because its services are more specific, especially for justice seekers who experience technical problems regarding e-court applications so that the purpose of their services can be maximized. It can be concluded that the placement of competent one-stop integrated service staff with their field of service is considered very appropriate, because employees are well able to serve according to their capacity. In addition, the placement of service parts in the one-stop integrated service is deemed appropriate because the parts that have a special purpose that are different from the one-stop integrated service are generally given their own room and are not too far from the one-door integrated service desk, in this case are e-court section.

The Principle of Using Entire Space

The use of all components of the room both horizontally in this case is the overall use of the floor area, then the use of the vertical up and down parts of the room or in this case the use of the entire wall area in the room must of course be utilized to the maximum, not only the use of the entire room but there is one What is considered very important is the availability of facilities and infrastructure in accordance with the standards of the Supreme Court and the standards of infrastructure according to the users of the one-stop integrated service at the Makassar State Administrative Court. The availability of infrastructure facilities is important in order to provide comfort and community satisfaction with services in an office.

Based on the results of interviews regarding the principle of using all space, the results of the study prove that the Makassar state administrative court office is a building that has existed since the 90s, this building at first did not meet the requirements of a good building in terms of service, but because now every agency must apply standards clean bureaucratic areas serve so this building was renovated in order to meet existing standards. The infrastructure in the Makassar state administrative court has met the standards set by the Supreme Court and the Ministry of Health, namely legal aid posts, lactation rooms, health rooms, and health protocols, but the facilities are still not optimal, such as the chairs used are still old chairs, then there are no

additional facilities in the form of free drinking water for service users. However, the overall arrangement of the room is good and has implemented health protocols for each facility. So it can be concluded that the Makassar state administrative court has met the infrastructure standards set by the Supreme Court and the Ministry of Health, but regarding the renewal of facilities in the form of chairs and other supporting facilities, it is considered not optimal, because during the Covid-19 pandemic it is obligatory for the public to maintain distance from each other so the addition of seats for visitors is considered very necessary.

The Principle of Changing the Workplace Structure

A good layout is one that can be changed or rearranged easily and doesn't cost much. Changes in the arrangement of the workplace is very necessary in order to make employees and guests not feel bored with a monotonous work space, therefore the arrangement of office space should use non-permanent materials so that when you want to change it later it does not require large energy and costs.

Based on the results of interviews regarding the principle of changing the composition of the workplace, the results showed that the material used in the one-door integrated service room divider used non-permanent materials so that one time it could be changed easily and did not take a lot of effort and cost, and for the arrangement of the service room. One-door integrated service is changed depending on the working atmosphere or important days such as the birthday of the Supreme Court and other big days. It can be concluded that this one-door integrated service room is made so that one day it can be changed depending on the existing needs, as evidenced by the use of room dividers using non-permanent materials so that if one day the arrangement of the room will be changed it will not cost and energy. the big one.

Discussion

Shortest Distance Principle

The shortest distance is an action in arranging the employee's workplace and the placement of work tools must cover the shortest distance possible both for the convenience of service users and the convenience of employees in carrying out their work behind the desk (Zerella et al., 2017). In terms of preparing a work desk, what must be considered is not only the arrangement of office equipment, but the distance between one part and another should not be too far apart and should not be

too close. Based on the results of data analysis, it can be seen that the arrangement of the employee's workplace and the placement of office equipment is good and orderly, as can be seen from the placement of service sections that have been placed in adjacent positions in a table of approximately 1 meter between one section to another, then the arrangement of the one-door integrated service desk has been arranged as well and as neatly as possible, such as the placement of as many as 4 computers placed in one integrated one-door service table for approximately 4 meters. Then the temporary file storage area in the drawer of the one-door integrated service desk so that files are safe and not scattered. so that the arrangement of the one-stop integrated service desk there is no obstacle at all so that employees who want to save administrative files do not need to move from their seats. This is in line with the opinion Pranama (2020) that "Office layout is the art of arranging a room in order to produce a comfortable working climate and ultimately productivity and work efficiency can be created" where employee productivity and work

efficiency are needed to launch all service activities contained in the Makassar state administrative court office.

Working Circuit Principle

The series of work is a service process that is in accordance with the series, in this case the preparation of the service division based on the part and purpose of the service. The work series does not only discuss the series of services, but the clear and precise placement of certain parts is also included in the work series because it is included in the process of facilitating the completion of work. Based on the results of data analysis that the placement of service parts in one-stop integrated services is appropriate and effective, this can be seen from the placement of service parts which are considered structured according to the objectives of the service itself, namely the e-court media section where the e-court aims to serve service users who are registering cases online through the e-court application but encounter some technical problems from the e-court application, therefore the e-court corner is given its own space to maximize the function of the service itself. Then for the series of services available at the one-stop integrated service desk, it is well regulated, namely all service sections are placed in one table so that service users can be served as needed only by coming to one section only, plus employees who fill the service section are competent employees in the relevant field. served so as to facilitate all service processes and without obstacles, this is in line with the opinion Therefore, the e-court corner is given its own space in order to maximize the function of the service itself. Then for the series of services available at the one-stop integrated service desk, it is well regulated, namely all service sections are placed in one table so that service users can be served as needed only by coming to one section only, plus employees who fill the service section are competent employees in the relevant field. served so as to facilitate all service processes and without obstacles, this is in line with the opinion Mansyur (2013) that "The substance of public services is always associated with an activity carried out by a person or group of people or agencies to provide assistance and convenience to the community in order to achieve certain goals" so that the fulfillment of the ease of service will create public satisfaction with the services provided in the administrative court. Makassar State.

The Principle of Using Entire Space

The use of the entire room is the use of all sides of the existing room both horizontally and vertically up and down, the use of all space is very important in structuring office space because a good room is one that does not allow unused parts of the room, besides the aspect of the availability of facilities as well. included in the use of the entire space because it will eventually have an impact on the use of the room itself and of course will make the room better and beautiful to look at. Based on the results of data analysis, it can be said that the one-stop integrated service room at the Makassar state administrative court is good enough but not optimal in terms of facilities in the form of guest chairs and supporting facilities in the form of free drinking water for visitors. a good service room is one that can make service users comfortable, one way is to update office facilities, one of which is the old guest waiting chair with the latest guest waiting chair that can adjust to health protocols and of course can pamper service users with additional facilities in the form of drinking water free and automatic temperature check. Furthermore, the existing infrastructure at the Makassar State Administrative Court is good and meets the requirements set by the Supreme Court regarding infrastructure standards in the form of legal aid posts and standard facilities and infrastructure from the Ministry of Health in the form

of health rooms, lactation rooms, and health protocols. One way is to update office facilities, one of which is the old guest waiting chair with the latest guest waiting chair that can adjust to health protocols and of course can pamper service users with additional facilities in the form of free drinking water and automatic temperature checks. Furthermore, the existing infrastructure at the Makassar State Administrative Court is good and meets the requirements set by the Supreme Court regarding infrastructure standards in the form of legal aid posts and standard facilities and infrastructure from the Ministry of Health in the form of health rooms, lactation rooms, and health protocols.

Rina & Sulistari (2014) argues that "The purpose of office layout is to facilitate office work", so that it becomes more effective, uses all existing spaces optimally, creates good working conditions, facilitates supervision of office work (improves aesthetics), provides high flexibility, maintains a balance between tools and staff". However, in the one-door integrated service room at the Makassar state administrative court, it is still visible that there are some empty parts that have not been utilized optimally, these sections should be able to be occupied by several additional chairs considering the Covid-19 pandemic conditions where the waiting area for guests must be spaced apart. Therefore, there will be fewer places to wait for guests, but for vertical rooms up and down it seems that there are almost no empty parts because they are filled with information boards, television, office vision and mission, and others. Utilization of space and the renewal of facilities are the most important principles in increasing public satisfaction with the office, especially in the one-door integrated service section which in this case is the part that is placed directly in the office lobby, so it is necessary to arrange the one-door integrated service room to the maximum in order to improve Community Satisfaction Index towards the Makassar state administrative court office.

Health Principle

During the research, there was an additional principle that was carried out at the research locus, namely the principle of health. During the COVID-19 pandemic until the new normal at the one-stop integrated service at the Makassar state administrative court, various efforts were made to prevent the spread of COVID-19. Such as room sterilization, minimum room distance of 1 meter, use of hand sanitizer that is inserted throughout the office area. This is to ensure the safety and comfort of customers and employees.

A pandemic is a time of change, not only in the way health care is provided, but also in the way people in the health care system interact at work, in the family and in the community. Lifestyle shifts, including in office life, are absolutely necessary to maintain the health of the people involved. Health is a gift from God that cannot be denied. With stable health, office work will be more effective to carry out because it creates a sense of comfort. Therefore, the principle of health is an important aspect in office layout in the era of the pandemic and the new normal.

CONCLUSION

Based on the results of the study, it can be concluded that the spatial management of the one-stop integrated service section at the Makassar State Administrative Court is already good on the shortest distance principle, the principle of work sequences, and the principle of changing the composition of the workplace, then on the principle of using all space it is quite good but still not optimal.

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