

Maintenance of Office Facilities at the Makassar City Public Works Service

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ABSTRACT

Maintenance is the activity to maintain equipment so that the activation process can run smoothly to get the results as planned. One of the needs to support the smooth productivity and competitiveness of the office is the availability of office facilities that can support the success of the office to meet shared needs. The purpose of this study was to find out how to maintain office facilities at the Makassar City Public Works Department. To determine the purpose of the study, qualitative descriptive research was used. There were 7 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 maintenance of office facilities at the Makassar city public works service was routine, periodic, emergency, and prevention is good enough. Thus it can be concluded that the maintenance of office facilities at the Makassar City Public Works Department has been carried out properly.

Keywords: Maintenance; facilities; office.

INTRODUCTION

One of the needs to support the smooth productivity and competitiveness of the office is the availability of office facilities that can support the success of the office to meet shared needs. The success of an office can be determined by the achievement of predetermined goals (Saggaf et al., 2014). Humans play an important role in achieving the goals of every office, but if they are not supported by adequate facilities, the achievement of goals will not run smoothly as planned and expected (Niswaty et al., 2019); (Bagheri, 2016)

In addition, humans are also the main resource in an office because humans have the ability to cooperate, set goals, work to achieve goals, and fix problems within the institution itself. No less important office facilities in an office also have a big role and influence in efforts to improve work efficiency and effectiveness Herlina Noer Amaliah (2019: 4) Facilities are all the tools needed to support the achievement of goals. Maintenance of office equipment has an important role to provide smooth work for employees (Zerella et al., 2017). The maintenance of all office equipment in the office environment is the responsibility of the equipment division employee. Maintenance of office equipment is carried out periodically and on an emergency basis. Periodic maintenance is carried out every three months according to the level of damage to office equipment. Office equipment that is damaged suddenly during operation can be carried out for emergency maintenance.

The availability of adequate facilities of good quality is certainly needed by every organization anywhere in carrying out activities to achieve the expected goals (Niswaty et al., 2021) (Akib, 2005). Without the means, it is impossible to achieve the goal. Office facilities are things that must be managed properly because of their very important role in the work process (Suryadi & Rahmawati, 2018). Likewise, if office facilities are not managed properly they will experience damage, loss, and even waste which affects the operational burden of the office. The importance of awareness of every employee to be able to pay attention and carry out maintenance of facilities wisely and well so that things that harm the office do not happen. In addition, the office must also pay attention to the tools used. Because these tools are supporting an office activity. Even in today's era where everything is fast-paced and digital, it's time to switch to electronic devices (Jamaluddin et al., 2017; Lin et al., 2020; Saleh et al., 2019; Supardianto et al., 2019). However, in fact, there are still many offices that ignore this, which actually hampers work so that productivity decreases and the morale of employees also decreases because they are annoyed with slow, outdated machines and make employees spend more of their energy. Productivity will be productive if offices, human resources, facilities, and infrastructure support each other (Arhas et al., 2022)

Therefore, an office requires office facilities that can facilitate employees in carrying out their duties and work in order to be able to complete administrative activities and other operational activities so that they can run smoothly (Krasjuk et al., 2021);(Kumoro, 2015). Given the importance of office facilities in an effort to facilitate employee work activities, it is necessary to maintain good office facilities. The need for maintenance of office facilities is the main thing that needs to be considered by all users of these facilities because with employees knowing how to maintain office facilities, office facilities are easily kept away from damage. Widiyanti (2014: 139) stated that if maintenance is not carried out regularly, the facilities' machines will be damaged, and in the end it will be fatal, causing loss to the company. The most felt impact is the reduced economic life and the high depreciation rate. Office facilities that experience several problems or damage will hinder employee work activities.

The Makassar City Public Works Service is one of the government agencies whose job is to assist the mayor in carrying out government affairs in the field of public works which is the regional authority and is assigned to the region. For the smooth running of work activities, it must be supported by good office facilities so that the smooth work can be completed quickly. Based on the results of initial observations made by researchers in September 2020 at the Makassar City Public Works Office, researchers noticed that. Some of the office facilities used for work were found to be damaged, dusty, and not well organized, such as computers, keyboards, scanners, desks, and filing cabinets, and some facilities were even damaged due to lack of maintenance. On the other hand, maintenance personnel does not regularly check office facilities so some office facilities do not receive maintenance. This will result in the smooth process of employee work activities being hampered. Lack of awareness of the importance of maintenance is due to employees not having a sense of responsibility for the office facilities that have been used.

METHOD

This research took place at the Makassar City Public Works Department. 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 by the results of data processing that has been done (Sugiyono, 2018). In this study, the types of primary data generated from interviews and observations were carried out directly by researchers, and secondary data were obtained from literature studies and data available at the Makassar City Public Works Department so that the data to be taken came 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 needs, the informants for this research are 5 Makassar City Public Works Department, 1 Head of General and Personnel Subdivision, and 1 Head of Correspondence Administration Section. In this study, the researcher acts as the main instrument in collecting data and information by using interview media in the form of interview guides, voice recorders, and cameras. The description of the focus of this research is to find out some indicators of the maintenance of office facilities that refer to the according (Nurabadi, 2014) among others Routine; Periodically; Emergency; Preventive.

Activities in qualitative data analysis are carried out interactively and take place continuously until complete until the data is clear. Data collection begins by examining all available data from various sources. The data analysis technique in this study used three data acquisition procedures consisting of data condensation, data display, data reduction, and conclusion (Miles et al., 2014).

RESEARCH RESULTS AND DISCUSSION

Routine Maintenance

Routine maintenance is a type of maintenance that is carried out almost every day to keep the office facilities clean and ready for use (Lubis et al., 2016). Cleaning is carried out such as sweeping, mopping, and tidying up office facilities that have been used. The officers who are responsible for cleaning at the Makassar City Public Works Office are cleaning services or janitors. In addition, tidying up office facilities is usually done by employees who have used the equipment.

Based on the results of the interview, it can be concluded that routine maintenance at the Makassar City Public Works Office is carried out by janitors who clean the room every day such as sweeping, mopping, and cleaning dusty office facilities to keep the room clean. In addition, each Head of Division and Head of Subdivision of General Affairs and Personnel directly controls the cleaning process when the cleaners carry out cleaning.

Based on the results of observations carried out by researchers in the field the maintenance of office facilities is carried out routinely every day, for example, as sweeping, mopping, and cleaning or tidying office facilities when they have been used so that these facilities can be well maintained. The routine maintenance of office facilities at the Makassar City Public Works Office has been carried out properly.

Periodic Maintenance

Periodic maintenance is maintenance that is carried out according to a certain period and is carried out for various types of office facilities, this is done so those office facilities are not easily damaged. At the Makassar City Public Works Office, periodic maintenance is carried out every three months, this is adjusted to a predetermined schedule.

Based on the results of interviews, it can be concluded that periodic maintenance is carried out every 3 (three) months according to a predetermined schedule and if there are office facilities that are damaged, they are immediately taken to a technician for repair.

Based on the results observations in the field can be seen from the existence of a regular maintenance schedule, which is once every 3 (three) months, for example, cleaning the AC (air conditioner), and checking office machines carried out at the Makassar City Public Works Office. The periodic maintenance of office facilities at the Makassar City Public Works Office has been carried out properly.

Emergency Maintenance

Emergency maintenance is carried out for unexpected damage and if it is delayed it will cause harm. Emergency maintenance also needs to be done immediately to prevent serious damage to office facilities.

Based on the results of the interview, it can be concluded that emergency maintenance at the Makassar City Public Works Office is carried out by employees of the General and Civil Service Subdivision to first check the office facilities then if there are office facilities that are damaged, repairs will be carried out immediately, but if the office facilities cannot be repaired then the facility will be replaced with a new one.

Based on the observations of researchers in the field, the general subdivision and civil service employees always check office facilities so that if there is damage to the office suggestions, inventory employees can immediately take action to prevent more severe damage. So the emergency maintenance of office facilities at the Makassar City Public Works Office has been carried out properly.

Preventive Maintenance

Preventive maintenance is a way of maintaining office facilities before the facilities are damaged. The aim is to prevent or reduce the possibility of the facility not working normally and to help the facility to be active according to its function.

Based on the results of interviews with informants, it can be concluded that the implementation of preventive maintenance at the Makassar City Public Works Office has been carried out by the general and personnel subdivisions to strive for office facilities to remain in good condition, this can be seen from checking office facilities carried out by the general and staffing subdivision. To repair damaged office facilities, the office contacted a second party or technician from outside because there had been previous cooperation.

Based on the results of observations made by researchers in the field, namely preventive maintenance at the Makassar City Public Works Office, they always strive if there are office facilities that are damaged, they will be repaired first and if the office facilities cannot be

repaired, the office facilities will be replaced with good office facilities this is done because considering the cost of repairs is greater than the purchase of new office facilities. So that the preventive maintenance of office facilities at the Makassar City Public Works Office has been carried out properly.

Discussion

Routine Maintenance

Routine maintenance is a type of maintenance that is carried out almost every day so that the office facilities are ready for use. According to (Lubis et al., 2016:11) there is a need for a maintenance system for office facilities including a plan for periodic inspections and repairs.

Based on the results of research conducted by researchers at the research location, namely the Makassar City Public Works Office, it can be concluded that routine maintenance of office facilities is carried out every day, this can be seen in terms of cleanliness and tidiness in each room because every day there are janitors who handle such as sweeping, mopping, and cleaning dusty office facilities. In addition, each Head of the Division and the head of the General and Personnel Subdivision participate in direct control of the cleaning process when the cleaning staff does the cleaning.

Periodic Maintenance

Periodic maintenance is maintenance that is carried out according to a certain period of time and is carried out for various types of facilities, this is done so that office facilities are not easily damaged (Sedarmayanti, 2017:53) said that it is necessary to have the best possible time schedule for service/repairs in the context of maintenance and improvement.

This is supported by the results of research based on answers from informants that periodic maintenance is carried out every 3 months according to a predetermined schedule. Activities carried out such as checking office facilities to find out what office facilities must be serviced and if at the time of checking is carried out and there are office facilities damaged, the office facilities will be repaired immediately.

Emergency Maintenance

Emergency maintenance is carried out for unexpected damage and if it is delayed it will cause harm. (Mentari & Darwin lie, 2017) that the need for emergency maintenance on damaged office inventory for immediate repairs carried out in an emergency to repeat the production process bottlenecks that occurred so as not to stop for too long. This work is temporary until the replacement of the component causing the jam is completed.

Based on the results of research and observations that have been carried out by researchers, it can be concluded that emergency maintenance at the Makassar City Public Works Office is carried out by employees of the General and Civil Service Subdivision by checking first on office facilities then if there are office facilities that are damaged further will immediately repairs are made but if the office facilities cannot be repaired then the facilities will be replaced with new ones.

Preventive Maintenance

Preventive maintenance is a way of maintaining office facilities before the facilities are damaged. The aim is to prevent or reduce the possibility of the facility not working normally and to help the facility to be active according to its function. According to (Sedarmayanti, 2017:53) maintenance of material equipment with the aim that the equipment can be more durable. This maintenance is more emphasized on prevention before it is damaged, with the consideration of lighter costs.

Based on the results of research that has been carried out by researchers, it can be concluded that preventive maintenance at the Makassar City Public Works Office is carried out by the General and Personnel Subdivision as the person in charge of office facilities available at the Makassar City Public Works Office. This is done To strive for office facilities to remain in good condition, inspection of office facilities is also carried out by the General and Personnel Subdivision. And if during the inspection there are office facilities that are damaged, the facilities will be repaired immediately and if the facilities cannot be repaired, they will be immediately replaced with new ones, considering that the repair costs are higher than buying new items. Meanwhile, to repair damaged office facilities, the office immediately contacted a second party or technicians from outside because cooperation related to maintenance had been established.

CONCLUSION

Based on the results of research regarding the Maintenance of Office Facilities at the Makassar City Public Works Service, this can be seen from each research result for each indicator, namely routine maintenance, periodic maintenance, emergency maintenance, and preventive maintenance. Of the four indicators used to find out how to maintain office facilities at the Makassar City Public Works Department, it is stated that the maintenance of office facilities has been done well.

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