

The Effectiveness of the Work Environment at the Makassar City Public Works Office

Muh. Nasrullah¹, Wulandari², Helda Yusdiana³ Jamaluddin⁴, A. Djameluddin⁵

^{1,2,4}Universitas Negeri Makassar, ³STAI-YAPNAS Jenepono, ⁵Universitas Muhammadiyah Sinjai

Email: nasrullah_mujetaba@unm.ac.id

ABSTRACT

This study is a quantitative descriptive study that aims to determine how the effectiveness of the work environment at the Makassar City Public Works Office. The total population in this study was 186 respondents with a sample of 65 respondents using the Probability Sampling technique, namely Simple Random Sampling. Data collection techniques used are observation, questionnaires, and documentation. The data analysis technique used is a descriptive percentage and distribution analysis. The results showed that the effectiveness of the work environment at the Makassar City Public Works Office was classified as effective in terms of the indicators of the working atmosphere classified in the effective category, including clear light or lighting, quiet and quiet sound, safety at work, sufficient temperature to control affect employee performance. Indicators of relationships with co-workers are classified as very effective, including relationships with harmonious co-workers, kinship, and without mutual intrigue among co-workers. Work Facilities are categorized as effective including equipment or complete work facilities, one of which supports smooth work.

Keywords: Effectiveness, work environment, employees

INTRODUCTION

Every organization needs resources to achieve its goals. Resources are sources of energy, energy, the strength needed to create power, movement, activity, activity, and action (Arhas & Suprianto, 2019; Ismaili & Etemi, 2010; Kazakovs, Verdina, & Arhipova, 2015; Suhariadi, 2013). These resources consist of natural resources, financial resources, human resources, scientific resources, and technological resources. Among these resources, the most important is human resources which have a very vital role for an organization, namely to mobilize and synergize other resources to achieve organizational goals. (Akib, 2016; Darwis et al., 2020; Niswaty & Tambe, 2015).

Civil Servants (PNS) are very valuable government assets that must be managed properly by the government to make an optimal contribution because they are the main movers for the smooth running of a business activity which will affect the success of an agency in achieving its goals. Employee not simply objects in the achievement of organizational goals, but also be a perpetrator or subject. Employees can be planners, implementers, and controllers who always play an active role in achieving organizational goals. In addition, the employee contributes to government agencies such as the ability, expertise, and skills possessed (Hariyono et al., 2019; Selanno, 2020). While the organization is expected to provide rewards and rewards to employees fairly so that in the future they can provide good performance.

In government agencies, the achievement of goals is determined through means in the form of an organization, which is driven by a group of people who play an active role as actors in achieving goals. The achievement of organizational goals can be achieved through positive performance from its employees, otherwise, the organization will face obstacles in achieving goals if employees do not carry out their duties properly and do not carry out their responsibilities effectively. From the several factors above, one of the efforts to improve employee performance is to pay attention to the conditions of the work environment.

The work environment is everything that is around the worker and that can affect him in carrying out the tasks assigned (Elbejjani et al., 2020; Hughes, Zajac, Woods, & Salas, 2020). For example are cleanliness, music, and others. Because it can affect the work done, every organization must strive in such a way that it has a positive influence on employees.

The work environment is everything that is around employees or workers that can affect employee job satisfaction in carrying out their work so that maximum work results will be obtained (Dul & Ceylan, 2011; Kurniawaty, Ramly, & Ramlawati, 2019; Lee, Chiang, & Kuo, 2019; Nantsupawat et al., 2017), wherein the work environment there are work facilities that support employees in completing tasks assigned to employees to improve performance. and achieve productivity. Factors that can affect a working environment condition that can be seen from the provision of work facilities in an office, salary and allowances factors as well as working relationship factors that exist in an office or work environment. Creating a good and pleasant work environment will be able to create enthusiasm and enthusiasm for work. On the other hand, if the work environment gets less attention, is unhealthy and uncomfortable, it will have a negative impact which will reduce morale and work productivity.

Poor working environment conditions have the potential to cause employees to be unmotivated to work, have difficulty concentrating, arrive late, and other inhibiting factors. Likewise, if the work environment is healthy and comfortable, the employees will certainly be more enthusiastic in completing their work, so that the work will be completed quickly according to the target. In achieving workplace comfort, among others, it can be done by maintaining physical infrastructures such as cleanliness that is always maintained, adequate lighting, air ventilation, and a comfortable office layout.

Seeing the fact that the work environment at the Makassar City Public Works Office in some rooms is still not very supportive of employees to work comfortably, it can be seen from the cleanliness that is still not maintained and the workspace arrangement is not by the standards set.

METHOD

The variable in this study is the single variable, namely the effectiveness of the work environment at the Makassar City Public Works Office. The approach used in this research is quantitative. With this kind of descriptive research, as said by Sugiyono (2017:14) that "descriptive research is research conducted to determine the value of independent variables, either one or more (independent) variables without making comparisons or connecting between one variable and another variable".

To measure this variable using a questionnaire instrument using a Likert scale based on variable indicators. The population is all people in an organization according to the specified characteristics which is a source of information to answer research problems. The population in this study were all staff of the Makassar City Public Works Office, totaling 186 people.

The sample is part of the population, or it can also mean part of several residents whose numbers are less than the population. The sample is part of the number and characteristics possessed by the population. Because the population in this study was more than 100 employees, the researchers conducted a sampling with the total population taken as much as 35% so that the sample in this study was 65 respondents. The sampling technique used is simple random sampling. Data collection techniques used in this study were observation, questionnaires, and documentation.

One activity that is quite important in the research process is data processing. With data processing, it can be seen the meaning of the data that has been collected so that the results of the study can be immediately known. The data analysis technique used in this study is descriptive statistical analysis, for that the data analysis technique used is percentage analysis by presenting each statement to determine the effectiveness of the work environment at the Makassar City Public Works Office.

RESULT AND DISCUSSION

The data presented in this study is data from the results of the percentage of questionnaires that have been given to 65 respondents who became the research sample which aims to find out an overview of the work environment at the Makassar City Public Works Office, described as follows:

Work Atmosphere

A conducive work environment will provide a sense of comfort, safety, and fun to enable employees to work optimally. If the employee likes the work environment in which he works, then the employee will feel at home in his workplace to carry out his activities so that work time is used effectively. The results of data processing regarding indicators of work atmosphere are:

Table 1.
Respondents' answers to indicators of work atmosphere

Number	Frequency					Point x Frequency					Amount
	5	4	3	2	1	5	4	3	2	1	
1	20	31	13	1	0	100	124	39	2	0	265
2	15	27	20	3	0	75	108	60	6	0	249
3	10	38	15	2	0	50	152	45	4	0	251
4	15	30	12	6	2	75	120	36	12	2	245
5	13	29	23	0	0	65	116	69	0	0	250
6	10	27	25	3	0	50	108	75	6	0	239
7	8	37	20	0	0	40	148	60	0	0	248
Jumlah											1747

Source: Research data processing, 2021

To determine the level of effectiveness of the work environment at the Makassar City Public Works Office by looking at the results of the work atmosphere indicators, the formula is used:

$$\% = \frac{n}{N} \times 100$$

$$\% = \frac{1747}{7 \times 5 \times 65} \times 100$$

$$\% = \frac{1747}{2275} \times 100$$

$$= 76,79 \%$$

Based on the results of observations and results of data analysis above, it shows that indicators regarding working conditions are included in the effective category with the results obtained by 76.79 percent in the 61% - 80% category. It is seen that the Makassar City Public Works Office has provided an effective working atmosphere for its employees. However, based on the results of data processing, some respondents think they are not satisfied with the physical environment in their room, such as regarding the coloring of the room that has not been updated, the provision of room temperature.

Relationships with Coworkers

Work relations can be interpreted as relationships that occur between parts or individuals both within the organization and between them and outside the organization as a result of carrying out their respective duties and functions in achieving organizational goals and

objectives. Siwi Ultima Kadarmo et al in (Ernawati, 2010:111). In the organization, employees or members should communicate with each other. This cannot be separated from the working relationship, the old working relationship must be renewed to create a harmonious working relationship with all members.

Table 2. Respondents' answers to indicators of relationships with colleagues

Number	Frequency					Point x Frequency					Amount
	5	4	3	2	1	5	4	3	2	1	
1	10	53	1	0	1	50	212	3	0	1	266
2	15	49	0	1	0	75	196	0	2	0	273
Amount											539

Source: Research data processing, 2021

To determine the level of effectiveness of the work environment at the Makassar City Public Works Office by looking at the results of the relationship indicators with colleagues, the formula is used:

$$\% = \frac{n}{N} \times 100$$

$$\% = \frac{539}{2 \times 5 \times 65} \times 100$$

$$\% = \frac{539}{650} \times 100$$

$$= 82,92 \%$$

Based on the observations and the results of the data analysis above, it shows that the indicators regarding the relationship with colleagues are included in the very effective category with the results obtained by 82.92 percent in the 81% - 100% category. This can be seen from the fact that the relationship that exists between employees or superiors that occurs at the Makassar City Public Works Office has a harmonious and pleasant working relationship without mutual intrigue between each other and every field at the Makassar City Public Works Office also regularly holds briefings so that the establishment of a solid work team.

Work Facilities

In achieving organizational goals, tools or supporting facilities are needed that are used in the daily activities of the organization, the facilities used are of various forms, types, and benefits. Facilities are facilities and infrastructure to facilitate and facilitate work. Work facilities are related to the work environment, because the work environment is also a work facility, with a comfortable work environment, employees can carry out or complete their work

well.

Table 3.
Respondents' answers to indicators of work facilities

Number	Frequency					Point x Frequency					Amount
	5	4	3	2	1	5	4	3	2	1	
1	12	37	15	1	0	60	148	45	2	0	255
2	11	34	20	0	0	55	136	60	0	0	251
Amount											506

Sumber : Olah data hasil penelitian, 2021

To determine the level of effectiveness of the work environment at the Makassar City Public Works Office by looking at the results of the work facilities indicators, the formula is used:

$$\% = \frac{n}{N} \times 100$$

$$\% = \frac{506}{2 \times 5 \times 65} \times 100$$

$$\% = \frac{506}{650} \times 100$$

$$= 77,84 \%$$

Based on the results of observations and results of data analysis above, it shows that indicators regarding work facilities are included in the effective category with the results obtained by 77.84 percent in the 61% - 80% category. Seeing the availability of facilities in each room or field at the Makassar City Public Works Office has been effective because every employee has been given work tools in the form of computers and the provision of clean and comfortable facilities such as canteens, prayer rooms, and toilets.

Discussion

Work Atmosphere

The work environment is one of the factors that must be considered because it is closely related to the high and low morale of the employees. The work environment is everything that is around the workers that can affect employee job satisfaction in carrying out their work so that maximum work results will be obtained. If the work environment is good, it will be able to trigger high morale, which in turn can improve employee performance.

According to Saydam in Pratama (2016:18) "Work atmosphere is a condition that exists around employees who are doing work that can affect the implementation of the work itself. This work atmosphere will include work aids, cleanliness, lighting, tranquility including working relationships between people who are in the place. This is supported by the results of research based on respondents' answers that the conditions of the working atmosphere provided by the employees at the Makassar City Public Works Office have been effective, namely by looking at some of the workspaces, the physical environmental conditions, including the provision of workplace lighting either through lamps or bright light. according to the standard. Although there are still some workspaces whose physical environmental conditions are not too good, such as regarding the coloring of the room that has not been updated and the provision of room temperature.

Relationship with coworkers

A good work environment accompanied by teamwork or good working relationships can influence job satisfaction, while strong teamwork acts as a source of support, comfort, advice, and assistance to individual members. Working groups with high cohesiveness and loyalty will increase work productivity because one worker and another will support each other in achieving goals and/or results. This is because there is a relationship between motivation and enthusiasm and enthusiasm for work with a conducive relationship between fellow employees at work, incompatible relationships between employees can reduce motivation which can reduce work productivity.

"Work relations can also be interpreted as relationships that occur between parts or individuals both within the organization and between them and parties outside the organization as a result of carrying out their respective duties and functions in achieving organizational goals and objectives" Siwi Ultima Kadarmo et al in (Ernawati, 2010:111). 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 the relationship that exists between fellow employees or superiors has occurred a harmonious and pleasant working relationship without mutual intrigue and which is always supported by active communication between employees. both with co-workers in the same field or with colleagues in different fields.

This is related to the opinion of Pratama (2016: 19) regarding indicators of relationships with work records that "relationships with co-workers are relationships with harmonious co-workers and without mutual intrigue among co-workers. One of the factors that can influence employees to stay in an organization is the harmonious relationship between co-workers. From the opinion above, it is the same as the results of research that has been carried out by researchers at the Makassar City Public Works Office that each field at the Makassar City Public Works Office also regularly holds briefings so that a solid work team is established.

Work Facilities

In achieving office or organizational goals, complete work facilities are needed in daily activities so that they can support smooth and facilitate work. The facilities used are of various forms, types, and benefits adapted to the needs and capabilities of the organization. To achieve organizational goals, there are many supporting factors, one of which is employee work

facilities which are a supporting factor for the smooth running of the tasks they do, so that the work can be done as expected. Work facilities are related to the work environment, because the work environment is also a work facility, with a comfortable work environment, employees can carry out their work well.

Based on the results of research that has been carried out by researchers, it can be concluded that the provision of facilities at the Makassar City Public Works Office has been effective because every employee has been given facilities such as work aids in the form of computers for employees. The part of the provision of facilities and infrastructure also routinely checks for work tools that are lacking and repairs work tools that are damaged or unfit for use (software or hardware). it is intended that the equipment used to support the smooth running of work is complete/up-to-date. The availability of complete work facilities, although not new, is one of the supporting processes in work”.

CONCLUSION

Based on the results of research on the effectiveness of the work environment at the Makassar City Public Works Office, it can be categorized as effective, this can be seen from the results of each indicator, namely work atmosphere, relationships with colleagues, and work facilities. of the three indicators on average get effective results, so it can be concluded that the Makassar City Public Works Department already has an effective work environment quality level.

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