



The Effect of Office Equipment on Employee Performance at the Kertajaya Village Office Cigugur District Pangandaran Regency

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ABSTRACT

This article discusses office equipment at the Kertajaya Village Office, focusing on the influence of office equipment on employee performance at the Kertajaya Village Office. Adequate office equipment is needed by employees. This can affect the performance of employees. The method used is a qualitative approach and case study, triangulation and questionnaires through google form as the data collection method, the number of employees/respondents is 15 people. The aim is to find out the condition of office equipment, positive and negative influences on employees at the Kertajaya Village Office. The results showed that office equipment is a tool used to help process office activities. The condition of office equipment at Kertajaya Village Office is very well maintained, as many as 73.3% of 15 employees feel that the equipment in the office is well maintained. Although there are several conditions that hinder employee performance. This is indicated by the lack of a division of office equipment, the arrangement of equipment is not neat, the procurement of equipment is not as needed, and there is no deletion. The above problems are things that can affect the work process of employees. Based on the survey results 86.7% of 15 respondents agreed that office equipment greatly affects employee performance.

Keywords: Employee Performance, Kertajaya Village Office, Influence, Office Supplies.

A. INTRODUCTION

An office that is a place to carry out various kinds of office activities needs to pay attention to various aspects. Along with the times, the use of technology in every activity is the main support to achieve perfect results. (J. S. Aji et al., 2022). Likewise, offices must be equipped with adequate office equipment and in accordance with the needs of employees or employees. Office equipment is very important to be held because it will be a *tool* to support all the work that is being done by employees. The availability of facilities will also help the employee work process so that it will save time, costs, and reach targets faster.

Office equipment should be able to influence employee performance, especially in

facilitating all activities. This is in line with Rusdiana's opinion (2014) which states that the development and completeness of office equipment plays an important role in the smooth implementation of office tasks. The benefits obtained from sophisticated office equipment and inventory contribute a lot to significant progress, making a very meaningful contribution to overall development. (Solong, 2020). Sometimes this goal is not achieved by an office system, many aspects that should not happen. Such as employee performance is required to produce something above standard, but office equipment is not considered, or employees themselves buy equipment. There are also problems that occur in various offices such as the procurement of office equipment that is not in accordance with the needs of employees, so that the office equipment is unused and wasted.

Therefore, it is important to do office management well. Many aspects need to be considered when managing an office, starting from the equipment needed by employees, recording, procurement, maintenance, and inventory of equipment. In line with the opinion of William Leffingwell & Edwin Robinson "*Office management as a function, is the branch of the art and science of management which is concerned with the efficient performance of office work, whenever and wherever that work is to be done*". (Office management as a function is a branch of the art and science of management which is concerned with the efficient performance of office work, whenever and wherever that work is to be done). (Rohiyatun, 2020). Thus a good office is an office that is planned, organized, efficient in doing many things. So that there are factors that influence a well-managed office, starting from human resources (HR) who are competent in managing the office, work support such as providing material and non-material motivation, and adequate office equipment. (Agung, 2022).

Some definitions of equipment that researchers found. According to the Big Indonesian Dictionary (KBBI VI Online Kemdikbud), equipment is a collection of tools or utensils, including items used in a machine, company, job, or other field. Equipment includes everything that is needed or placed somewhere or in a certain context to support the function or activity being carried out. Meanwhile, according to (Wahyuni Nur, 2020) equipment is material that the company buys for use in its operations, which is equipment that generally has a service life of one year.

An office, according to the Big Indonesian Dictionary (KBBI) is a hall (building, house, room) where work is organized, such as a company and so on. In general, an office can also be defined as a place where someone works. An office is a location for conducting business or activities where an organization has interests, goals, objectives, or programs to be achieved. An office is any location that is generally used to carry out administrative work, such as office work and writing work, by whatever name the place may be called. (Karyaningsih, 2019).

Therefore, it can be concluded that. According to Erika Revida (Revida et al., 2021), office supplies refer to items that are used by workers to complete the tasks they have been assigned. They play a crucial role in achieving the goals of the office, and without them, these goals cannot be achieved. In situations where office supplies are inadequate, they can hinder the work process of the workers, resulting in outcomes that

do not match the planned objectives.

In the scope of an office, agency, or company, examples of equipment include printer ink, hvs paper, filing cabinets, desks, and chairs. While equipment may not have a significant impact on an agency, its role is crucial in supporting office operations. Lack of availability of equipment, such as printer ink and hvs paper, can hinder the printing of documents, proof of transactions, and letters within the agency.

Quoted from research (Batubara & Nurhayati, 2022) there are seven characteristics of a fixture, including:

1. Equipment will not depreciate, but it will run out if it continues to be used on an ongoing basis;
2. Equipment is not allowed to be sold or used as payment for company debts;
3. The useful life of the equipment is one year or less.
4. Equipment values tend to be small;
5. Equipment is recorded as part of current assets;
6. The effect of equipment on a company tends to be less significant; and
7. Loss or damage to equipment will not cause excessive losses that can disrupt the company or agency.

The types of equipment are divided into two parts. The office supplies include various stationery and equipment that meet the operational needs of the company. Examples include pens, markers, highlighters, hvs paper, printer ink, desks, chairs, and other office items that support administrative and professional activities in an office environment. Additionally, there are Manufacturing Plant supplies pertaining to equipment used for the maintenance and smooth running of production machinery within the factory. This involves various technical supplies and equipment that support the production process and maintenance of machinery to keep it optimized within the manufacturing plant environment.

Meanwhile, according to the explanation (Rusdiana, 2021) office equipment includes all items needed by an office, both movable and immovable goods. There is a difference between the two types of goods. Movable goods are divided into two categories, namely consumable movable goods and non-consumable movable goods. Consumable movable goods are items that are only used once and leave traces of their use, such as paper, pencils, and folders. On the other hand, non-consumable movable goods are items that can be reused by workers and have a longer durability, such as scissors, typewriters, and filing cabinets. Meanwhile, immovable goods are items that can be used repeatedly and do not have the ability to move. Examples of such items include buildings, land, and buildings.

This research gets support from some previous research reference literature. Research on office equipment conducted by Hammi and Lubis (2022) with the title *"Pemeliharaan Perlengkapan dan Inventaris Kantor BKDPSDM di Kota Medan"* with a research location at the Medan City BKDPSDM Office. This research was prepared using a descriptive qualitative analysis method with data collection methods through documentation, interviews, and observation. This study concludes that Inventory includes items that are new and used with the aim of being well maintained, so that they

are not easily damaged and can provide benefits in the long term. In addition, it is important for individuals using office inventory to have a strong sense of ownership of the items. Regular and timely maintenance is also necessary to keep the inventory in optimal condition during work, and this can have a positive impact on employee performance.

Therefore, employee performance needs to be considered, especially when performance is not optimal, it can be seen from various aspects, one of which is the influence of office equipment on employee performance at the Kertajaya Village Office, Cigugur District, Pangandaran Regency. The definition of performance comes from the word job performance which means work performance or performance performance. According to Indra Bastian quoted by (Fahmi, 2015, hal. 2) defines "Performance is a description of the level of achievement of the implementation of an activity / program / policy in realising the goals, objectives, vision and mission of the organisation as stated in the formulation of an organisation's strategic planning scheme". Then the State Administration Institute of the Republic of Indonesia (1999) cited in (Fadil et al., 2019) formulates "Performance as a description of the level of achievement of the implementation of an activity, program, policy in realizing the goals, objectives, mission and vision of the organisation". Meanwhile, according to (Mangkunegara, 2011), employee performance is the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

This research gets support from some previous research reference literature. Research on office equipment conducted by Muttaqin et al. (2023) with the title "*Analisis Perlengkapan Peralatan Kantor Bagian Akuntansi pada PT. Pertamina*" with a research location at PT Pertamina, Central Jakarta City. This research was prepared using a qualitative method, data collection through two data sources, primary data through documentation, interviews, and observations, and secondary data through books, previous research and articles related to the research. This research concludes that PT Pertamina's Central Jakarta Office has been equipped with various kinds of office equipment, including computers, printers, photocopiers, telephones, hvs paper, and pens. Although some equipment is damaged, such as computers and printers, this can have an impact on employee performance. The presence of complete office equipment not only increases employee comfort but also provides a comfortable experience for every guest or visitor.

Based on previous research, it can be revealed that the research that has been done shows some differences. The object of research on office equipment and employees at the Kertajaya Village Office, the location of the object of this research was carried out at the Kertajaya Village Office, Pangandaran Regency, data collection through observation and documentation of inventory reports as a comparison indicator. In addition, the main study is related to knowing the influence of employees when the equipment in the office is problematic, both positive and negative influences. Positive influence when the equipment in Kertajaya Village Office is adequate, and negative influence when the office equipment in Kertajaya Village Office is inadequate or problematic.

Kertajaya Village Office is one of the government offices in Pangandaran Regency

with approximately 23 employees. Its equipment management system is known for its relatively timely procurement process, with an average procurement time of 3 to 5 working days. While this procurement process is time-efficient, there are issues that arise regarding the quality of the goods received. According to an internal survey conducted among 15 employees, 65% of them reported that some supplies, such as stationery and electronic equipment, do not always meet the expected quality standards. This quality issue has a real impact on work productivity. From data collected in the last three-month period, it was noted that 30% of the total supplies received were damaged or worn out in less than one month. Some cases even resulted in delays in work as employees had to wait for replacement of damaged items. This impact clearly disrupts the performance and morale of employees at the Kertajaya Village Office. Therefore, researchers are interested in further examining the relationship between office equipment management and employee performance. This study aims to identify the root of the problem and provide recommendations to improve the quality of equipment procurement, with the hope of improving employee performance and satisfaction in the office.

B. METHOD

This research uses categorized qualitative methods and is descriptive research with a case study approach. The research objective was to provide a comprehensive description of the effect of office equipment on employee performance at the Kertajaya Village Office. In the context of qualitative descriptive research, as stated by (Sugiyono, 2016), data collection is carried out in a natural context. Data collection is done through three main techniques, namely observation, interviews, and literature studies. In addition, researchers used the survey distribution method as reinforcement in data collection. Observation involved honest communication with informants throughout the research related to the influence of office equipment on employee performance at the Kertajaya Village Office. Interviews were conducted with a semi-structured approach to informants. Literature study included sources such as laws, books, journals, articles and reports from relevant institutions. Data analysis involved the steps of data reduction, presentation, and conclusion drawing or verification.

The research was conducted on December 7, 2023, at the Kertajaya Village Office, Jalan Raya Pagerbumi No. 57, Dusun Cikuya, Desa Kertajaya, Kecamatan Cigugur, Kabupaten Pangandaran, Provinsi Jawa Barat 46392. Two types of data sources were used, namely primary data obtained through interviews with Kertajaya Village Office employees and observations, and secondary data in the form of documentation or reports that can be accessed from the equipment procurement staff in the form of inventory reports. The data was used to explore information about the positive and negative effects when office equipment is adequate or not on employee performance at the Kertajaya Village Office.

C. RESULT AND DISCUSSION

Office Supplies at Kertajaya Village Office

Office equipment is a must in the office, in order to help work efficiency. Various

kinds of functions, office equipment can make it easier for human resources to carry out all their activities. Based on the results of interviews, at the Kertajaya Village Office there are several types of office equipment that can support employees. Like office machine equipment, one of which is a computer, a computer machine is very important to hold, because with a computer all processes for making documents or legality files can use a computer program. The following is a table listing the equipment at the Kertajaya Village Office.

Table 1
List of Equipment in Kertajaya Village Office

No.	Office Machines	Communication Tools	Office Furniture	Office Stationery	Interior
1.	Computer	Phone	Directors' Desk	Envelope	Painting
2.	Laptop	Smartphone	Office Desk	Form	Flower Vase
3.	LCD	Email	Meeting Table	HVS Paper	Wall Clock
4.	Photocopier		Staff Table	Map	Photo Frame
5.	Laminating Machine		Side Table	Fountain pen	Tissue Holder
6.	Infocus		Cabinets	Pencil	Desk Calendar
7.	Printer		Employee Chair	Stapler	
8.	Television		Leader Seat	Scissors	
9.	Scanner		Guest Chair	Markers	
10.	Wi-Fi Modem			Glue	
11.				Ruler	
12.				Eraser	
13.				Paper Cutter	

Source: Inventory Report Documentation Results (2023)

Based on the table above, it explains that at the Kertajaya Village Office there are 4 classifications of office equipment (1). Office machines there are 9 equipment, (2). Communication Machines there are 3 equipment, (3). Office furniture there are 9 equipment, (4). Office Stationery (ATK) there are 13 equipment, and (5). Interior there are 6 equipment. If calculated, the total equipment in the Kertajaya Village Office is 40 items of equipment.

One aspect of managing office equipment is *maintenance*. This process is carried out in order to maintain the condition of an item, so that it is not quickly damaged, fragile, and can maintain the condition of the item. Therefore, researchers distributed questionnaires to 15 employees at the Kertajaya Village Office. This survey is to find out how well maintained the condition of equipment in the Kertajaya Village Office. The results are expressed in graphical form in Figure 1 below.

Office Equipment Data is Well Maintained



Figure 1. Item Condition Chart
Source: Data processed by researchers (2023)

The condition of office equipment at the Kertajaya Village Office based on the diagram above shows that most employees feel that the condition of the equipment is well maintained. This can be seen from the percentage of 26.7% of employees disagreeing, then 6.7% of employees answered disagree, and the remaining 20% answered neutral. Thus, the total number of employees who feel that the condition of office equipment is well maintained is 73.3%, employees who feel that the condition of the equipment is good is 20%, and employees with very agree answers are 53.3% of the total respondents of 15 employees.

It is important to pay proper attention to the condition of equipment and supplies in a company or organization. If equipment requires replacement or is not fit for use, and is not replaced immediately, this can affect the productivity of each employee. (Mentari & Lie, 2017). Likewise, the cleanliness and comfort of the room is an important aspect that must be considered, because increasing the level of work comfort can have a positive impact on employee performance (Karina et al., 2020). (Karina et al., 2020). Therefore, equipment maintenance and room cleanliness are crucial factors to achieve an optimal working environment and improve overall productivity.

Effect of Office Equipment in Kertajaya Village Office

The effect of equipment on employee performance can be seen from the process of continuity of activities whether it is hampered or not. One of the obstacles at the Kertajaya Village Office is the procurement of equipment that is not in accordance with the needs or is less important to be held. This occurs because there is no careful analysis of the needs of all fields, such as the administrative field requires sticky notes, and it is not included in the procurement list. In addition, the Kertajaya Village Office also rarely deletes office equipment, so there is no deletion even though the equipment is no longer needed. There is no complete division, there is only a storage section regarding the management of office equipment at the Kertajaya Village Office. Not in line with the opinion (Ozawerdana, 2013) that there are at least three divisions in office equipment, including the storage section, the expenditure and maintenance section, and the deletion section.

Therefore, these obstacles can affect employee performance at the Kertajaya Village Office. Based on the results of a questionnaire survey of 15 respondents, office equipment greatly affects employee performance. The following researchers present in the form of images from the survey results.

All Office Supplies Affect Employees



Figure 2. Influence of equipment

Source: Data processed by researchers (2023)

Based on the diagram above, it can be seen that most employees feel that the influence of office equipment at the Kertajaya Village Office affects employee performance with a percentage of 6.7% disagreeing then as many as 20% percent for the answer agree, then 66.7% for strongly agreeing, and the remaining 6.7% for the neutral frequency. Thus, the total number of employees who feel that equipment affects employee performance is 86.7% , 86.7% of employees who feel the influence of office equipment is good, and 6.7% have a neutral opinion on the influence of equipment from the total number of respondents 15 employees.

The positive effect is very visible when office equipment is fulfilled and adequate. So that all work can be done smoothly, without any fatal obstacles. Based on the results of interviews, the use of adequate office equipment has a positive impact, including faster completion of work, ease of tasks, and a positive influence on overall performance. The existence of adequate office equipment can have a positive impact on the implementation of public services by employees. This is due to the ability of office equipment that can be used safely without experiencing problems. This finding is consistent with the results of interviews conducted by researchers, which illustrate that the positive impact of adequate office equipment can be felt by employees in carrying out their duties. Adequate equipment not only improves work efficiency but also creates a conducive working environment, enabling employees to provide better public services.

If the office equipment in the company is insufficient, this will affect the work process. In order to identify the negative impact felt by employees due to the lack of office equipment (Bhastary, 2020). The negative impact is manifested in work delays and takes longer to complete tasks. The lack of office supplies can have a detrimental impact on employee performance, as expressed by (Sari & Wolor, 2023), where constraints on office equipment can significantly affect the smooth running of a job. This also applies to office stationery, where limited supplies such as pens, pencils, and paper can have a negative impact on service quality. The results of research conducted by (J. P. Aji &

Qomaruddin, 2021) shows that inadequate office equipment has an impact on reducing service quality. This situation can result in delays in completing services according to the expected time. Therefore, companies need to pay special attention to the availability of adequate office equipment, because this can directly affect the efficiency of the work process.

D. CONCLUSION

Based on the data analysis above, it can be concluded that office equipment is a means used to support the smooth process of activities in the office. At the Kertajaya Village Office there are deficiencies in the condition of office equipment. This weakness is reflected in the lack of a division of office equipment, the arrangement of equipment is not neat, the procurement of equipment is not as needed, and there is no deletion. This condition is a problem that has the potential to hinder the efficiency of the employee work process. Adequate office equipment has a positive impact by ensuring a smooth work process without obstacles. *On-time* procurement of equipment will provide easy access for employees when needed, preventing the accumulation of tasks due to delays in use. A well-functioning computer will support employee productivity, while technical issues can reduce the effectiveness of their performance. Inadequate office equipment can have a negative impact on employees' performance, given that they depend on office equipment to carry out their activities. Therefore, the availability of adequate office supplies is essential for the smooth running of employees' work.

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