

The Implementation of Office Management in Improving the Work Effectiveness of Employees at the Perkim Office, Bolsel Regency

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ABSTRACT

This research is entitled The Application of Office Management in Improving the Work Effectiveness of Employees at the Perkim Office, Bolsel Regency. This study aims to find out the application of office management in increasing the work effectiveness of employees in the Perkim Office, Bolsel Regency and to find out what factors most affect the work effectiveness of employees in the Perkintan Office, Bolsel Regency. This study uses qualitative research methods. The results of this study show that there is office management in the Perkintan Office, namely: Office management in documents and archives; Office management in administrative procedures; and Office Management in human resources/employees. Then in improving the effectiveness of employee work at the Housing, Settlement and Land Office, there are several roles, namely the role of planning is carried out, namely through the preparation of work programs, the preparation of work plans and the preparation of strategic plans. The role of the organizer is to give tasks and responsibilities to subordinates. The role of the briefing is to provide work instructions through weekly meetings. And the role of supervision is by evaluating work in the office and in the field. And there are three factors that have the most influence on the effectiveness of employees' work, namely motivation, job satisfaction and discipline.

Keywords: Office Management, Work Effectiveness, Employees, Settlement Office

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INTRODUCTION

Along with the times, the world of organizations has also become more advanced, starting from companies to offices, for that it is necessary to have good management in managing every program and activity in the office. Management is the main foundation that every office must have, because without good management, the goals of the office will not be achieved. Management is the process of working with and through others to achieve organizational goals effectively and efficiently using limited resources in a changing environment (Hanafi, 2020). According to (Jannah et al., 2024) An office will not run smoothly if it does not apply management science in it, which includes planning, management, implementation, control, supervision, and evaluation. Therefore, management science must be applied in an office.

The process that will be passed in office management is of course with effective supervision, control and evaluation, an office will obtain well-organized employee performance. Leaders or superiors play an important role in guiding, directing, regulating, supervising, and motivating employees to ensure that they carry out all duties and responsibilities, assess the effectiveness of employees' performance, supervise and monitor the development of the office with the quality of results obtained whether it is in accordance with the previously prepared plan (Jannah et al., 2024). Because basically the performance of each employee must be different in an office, we will meet diligent employees so that their performance is good, there are also employees who are not so ambitious in their work so that their performance can be said to be not very good. Therefore, office management has an important role in implementing it so that all employees can improve their performance both individually and in groups.

The Housing, Settlement and Office Office is one of the SKPDs in South Bolaang Mongondow Regency. Based on (Performance Report of Government Agencies, Year 2024, Regulation of the Regent of South

Bolaang Mongondow Number 97 of 2021 concerning the Position and Organizational Structure, Duties and Functions and Work of the Regional Apparatus of South Bolaang Mongondow Regency. The main task of the Service is to carry out some of the affairs of the Regional Government, including mandatory affairs in the fields of Housing, Settlement Areas and Land in accordance with the principle of autonomy and assistance duties. Currently, office management at the Bolsel Regency Employment Office has begun to develop, the first, starting from the change in attendance which initially still used a manual method, currently using a technological system by filling in attendance via an online application, namely SIBERKAH, the application has been directly connected to the Regional Civil Service Agency, so that the attendance record has been automatically entered in the BKD.

The purpose of implementing this technology-based attendance system is to optimize the attendance of employees and minimize fraud. Second, there is work *Hybrid* Such as the implementation of important meetings that must be attended both outside and inside the city is now easier because it can be used *Zoom meeting* or other webinars, so that employees can still connect even in emergency conditions, the time and place can also be more flexible. Third, changes in office management through the application that used to be SIMDA only for financial management, has now been upgraded to the SIPD application which contains all performance, both from budgeting, development planning to employee performance reporting evaluation, thus the regional administrative process is more structured and regular, and data management at the Perkim Office is easier and faster.

Based on the above phenomenon, all changes that occur in office management do not always run smoothly, it is not uncommon for the Perkim Office to also experience various kinds of obstacles, one of the obstacles is the use of office management that is systematic by online technology will definitely encounter crucial problems such as operator signals that experience interference or errors, miscommunication when communicating via zoom and many more. For this reason, it is necessary to make joint efforts to overcome various obstacles in the future. For this reason, the author formulates two problems, namely: The author formulates two problems in this study, namely: How is the application of office management in improving the work effectiveness of employees at the Construction Office, Bolsel Regency? and What factors most affect the

work effectiveness of employees at the Employment Office, Bolsel Regency?. This study aims to find out the application of canonical management carried out by the Bolsel Regency Forestry Office in improving employee performance and to find out the factors that most affect the effectiveness of employee work at the Bolsel Regency Forestry Office.

METHOD

This study uses qualitative research methods. According to (Muhamad et al., 2024) Qualitative research is an approach that emphasizes a deep understanding of a phenomenon. In collecting data, researchers used two data sources, namely primary data and secondary data. Where the primary data is through interviews with employees working at the Housing, Settlement Areas and Land Office, related to the title of this study. In the interview process, the author recorded using *Telephone*, the author also notes important parts of the interview. Furthermore, to find out the factors that affect employee performance, namely by conducting direct observation or observation at the Office. As for secondary data, the author searches and reads journals or books related to the title of this research in order to find supporting theories in completing this research.

RESULTS AND DISCUSSION

Overview of the Department of Land, Settlements and Land

The Land, Settlement and Land Office is located in Soguo Village, Bolaang Uki District, South Bolaang Mongondow Regency. The agency is abbreviated as the PERKIMTAN Office, this agency has four fields, namely: Housing Sector, Residential Area Sector, Land Sector, and Infrastructure and Utility Target Sector. The Department of Housing, Settlements and Land Affairs is a regional government institution responsible for implementing public policies and administrative functions related to housing development, settlement management, and land affairs within its jurisdiction. The department plays a strategic role in ensuring the availability of adequate housing, improving the quality of residential environments, and supporting sustainable regional

development. Through its programs and activities, the department seeks to provide safe, healthy, and affordable living conditions for the community while maintaining orderly land administration.

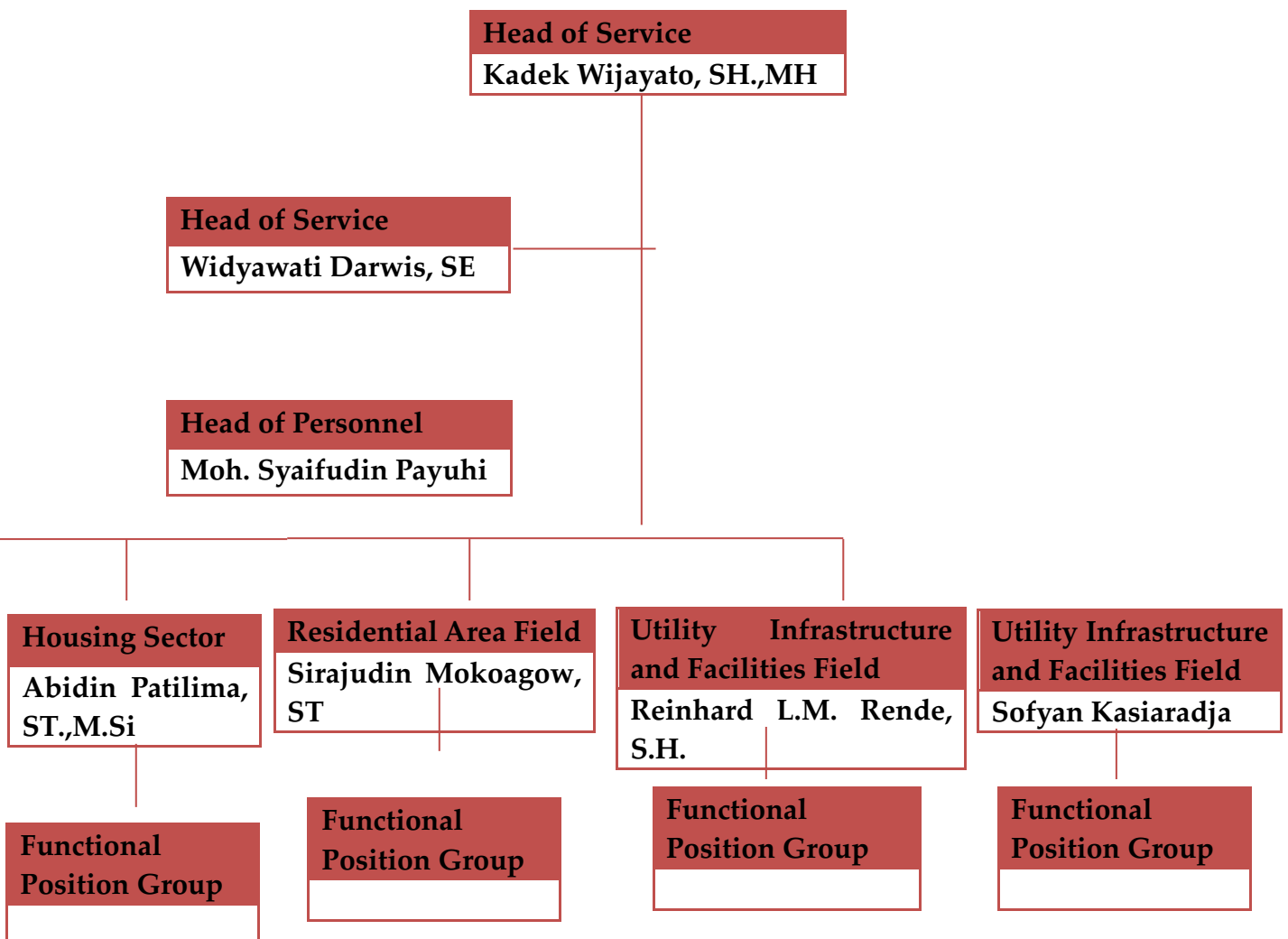


Figure 1. Data Source: Employee Structure of the Housing, Settlement and Land Office of South Bolaang Mongondow Regency in 2024.

The total number of employees working at the PERKIMTAN Office is 20 people, with 16 people being Civil Servants Sipil, two people are full-time PPPK, two people are part-time PPPK and the other two are office guards and cleaners.

Office Management of the Office of Housing, Settlement and Land

In the Housing, Settlement and Land Office, there are several office management which include:

1. General administration management, namely managing official administrative management, for example correspondence, archiving documents, managing employee official travel.
2. Financial management, which includes planning, budgeting, fund management (including cash flows and debt), investments, and financial analysis and reporting
3. Management of Human Resources/Employees, namely, management of employee data and documents, proposal of pension and period of employment, management of employee attendance list,
4. Management of office facilities, namely the arrangement of office space, maintenance of facilities and infrastructure (official vehicles, electricity, water), and ensuring an effective and efficient work environment
5. Planning, Evaluation, and Reporting: Assisting leaders in preparing work plans, monitoring, evaluating, and compiling government agency performance accountability reports (LAKIP).

Table 1. Interview Results related to Office Management

Employee Name/Informant Information	Question Indicator	Remarks
Widyawati Darwis, SE (Secretary of the Service)	How is the administrative management at the Construction Office?	"So far, the administrative management has been managed well and thoroughly, we use technology, namely computers for typing correspondence and making other files, archiving or storing documents as much as possible to be stored neatly and well"

Employee Name/Informant Information	Question Indicator	Remarks
Muhamad Risky Gobel (Treasurer of the Service)	How is financial management at the Construction Office?	<p>"As treasurer, of course, I strive in financial management. Both incoming and outgoing funds can be conveyed in a transparent and accountable manner, although it is undeniable that internal problems often occur, but all of them can be overcome and accounted for when there is an audit."</p>
Hamzah Yusuf, S.Pd (as Head of General, Legal and Personnel Section)	How is Human Resources/Employees Managed?	<p>"For personnel management, there will definitely still be several obstacles, the first may be a lack of human resources so, there are several fields that still need to add staff/implementers who can help complete the planning and programs of each field so that it can be on time. Second, the presence of employees who have been systematically implemented in the SIBERKAH application, which sometimes often experiences network disruptions/errors so</p>

Employee Name/Informant Information	Question Indicator	Remarks
	How is office facilities managed?	that employees have difficulty accessing it and it can have an impact on employee absence." "In my opinion, for office facilities there are still some shortcomings, such as limited printer equipment, so to use it we have to alternate and it can slow down the work, the next is that the Perkim Office does not have its own building, so the office we currently occupy is still rented, but for other facilities ATK, AC, wifi etc. I think it is quite adequate"
	Planning, Evaluation, and Reporting	

Source: Department of Housing, Settlement and Land

Based on the results of the interviews in table 1, it can be concluded that there are several office management that are not optimal, namely, in the management of human resources that are still experiencing obstacles such as the lack of human resources in completing service programs according to the field and the office application system that has not functioned optimally due to frequent errors in the network. Next is the management of office facilities, there are still some office facilities that are inadequate so that they can hinder and slow down work.

The Role of Office Management in Improving Employee Work

Based on the theory of (Nurhikmahyanti, 2021) The application of office management to improve the work of employees in the PERKIMTAN Office must be through the functions of the management role, namely: planning, organizing, directing, and supervising. Below are the results of the researcher's interview with the Head of the PERKIMTAN Office who is also an informant in this study,

Informant: Head of Service, Mr. Kadek Wijayanto

- a. Planning: "In planning, of course, formulating the work program of the PERKIMTAN Office in accordance with the local government program as a guideline in the implementation of duties, then Preparing a Strategic Plan (Renstra) in accordance with the regional RPJMD, and Preparing an Annual Work Plan (Renja) which contains programs and activities from each field"
- b. Organizing: "In organizing I divide the duties, authorities and responsibilities that I have for each field, for example in the field of secretariat, personnel field, finance, program and reporting field, housing sector, residential area sector, infrastructure and utility sector, and land sector"
- c. Briefing: "For briefings, I carry out work instructions through regular meetings that I schedule on Friday every week. I gather all employees to evaluate and coordinate directly with the heads of fields, staff/implementers regarding the programs and activities of the Service, as well as coaching ASN discipline and ethics"
- d. Supervision "Conducting monitoring and evaluation of work in the office and in the field, checking planning documents, verifying financial accountability reports, and ensuring that the agency's programs run on time and on target"

Based on the results of the researcher's interview with the head of the PERKIMTAN Office, it can be concluded that the role of office management in improving employee work is said to have been maximized, where the role of planning is carried out through the preparation of work programs, the preparation of work plans and the preparation of strategic plans. The role of the organizer is to give tasks and responsibilities to subordinates. The role of the briefing is to provide work instructions through weekly meetings. And the role of supervision is by evaluating work in the office and in the field.

Factors Affecting Employee Work

Based on the theory of (Octavia, 2023) Where he stated that there are several factors that affect employee performance to be more effective, namely: work motivation, job satisfaction, and work discipline. To find out the factors that most affect the work of employees, the researcher conducts observations at the PERKIMTAN Office, the researcher directly observes the activities and activities of the employees. Below are the results of the researcher's observations:

Motivation comes from internal factors and external factors, motivation from within arises naturally such as an employee wants to work better and harder, feels full responsibility for the task, or when a person feels satisfaction when he can complete work on time. Meanwhile, external factors, namely feelings of motivation arise because of praise from superiors, getting appreciation for their work or because of getting bonuses from the results of their service. In the PERKIMTAN Office itself, there are 50% of employees who feel motivated to improve their performance, namely here are several employees who do complete their work according to the vulnerability of the time given because they feel that it is a task and responsibility that has been entrusted to them by the leadership; the employee feels suitable for the field assigned to him, so that he feels happy and enjoys every job given, he feels that the field he occupies can give him the opportunity to develop his skills.

There are employees who feel motivated because the leader sets a good example, so that their subordinates also feel motivated to work. Influence on the work of employees: Employees who want to grow and have a great sense of responsibility will be more motivated to work more effectively Employees who feel driven by external influences will be easily influenced in improving their performance Job Satisfaction Job satisfaction is a feeling of pleasure or positive feelings that arise in employees in completing their work. At the PERKIMTAN Office, the job satisfaction obtained such as: fast salary management, equitable distribution of official travel, communication and relationships with superiors are well established, superiors appreciate and appreciate every employee performance, comfortable, clean and safe office environment. Influence on the work of employees: Employees feel happy and excited because of the fast and proper financial management Employees feel valued and supported so that they encourage employees to work harder

A clean and comfortable work environment can reduce stress levels, so employees will be more focused on completing their work

Discipline means obeying and obeying the rules that exist in an organization. In the PERKIMTAN Office, 70% of employees are obedient and obedient in carrying out their duties and responsibilities as ASN, such as, coming and attending on time, following apples in the morning and evening, participating in activities ordered by the leadership, completing work according to the time target given. Next is discipline with the use of office facilities such as maintaining the cleanliness of the office environment, not abusing existing facilities, and using office equipment correctly according to their respective functions. Influence on the work of employees: Employees who are disciplined about time will also be disciplined about work, employees' work will be on time and avoid delays Facilities are maintained, work is uninterrupted, and efficiency is improved.

CONCLUSION

There is a role of management in improving the effectiveness of employee work in the Housing, Settlement and Land Office, namely: 1) the role of planning is carried out, namely through the preparation of work programs, the preparation of work plans and the preparation of strategic plans. The role of the organizer is to give tasks and responsibilities to subordinates. The role of the briefing is to provide work instructions through weekly meetings. And the role of supervision is by evaluating work in the office and in the field. For readers: in order to be able to understand the content of this research well and can be applied in daily life, especially in office activities. For the next researcher: in order to be able to continue this research by researching from other aspects, for example about more specific management such as the role of financial management or the role of performance management.

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