

Analysis of office layout at the Mojolaban Subdistrict Office

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Abstrak

Penelitian ini bertujuan untuk (1) mengetahui penataan tata ruang kantor Kecamatan Mojolaban, (2) mengetahui persepsi pegawai terhadap penataan ruang kantor Kecamatan Mojolaban, (3) mengetahui hal-hal yang diperlukan untuk memperbaiki tata ruang kantor di kantor Kecamatan Mojolaban. Jenis penelitian ini merupakan deskripsi kualitatif dengan pendekatan studi kasus. Sumber data penelitian ini meliputi camat Mojolaban, Kasubag Umum dan Kepegawaian, Kasubag Keuangan, pegawai dukcapil, serta mengambil data dari arsip atau dokumen. Teknik pengambilan informan yang digunakan adalah purposive sampling. Teknik pengumpulan data yang digunakan adalah wawancara, observasi, dan dokumentasi. Teknik uji validitas data yang digunakan adalah triangulasi sumber dan triangulasi metode. Teknik analisis data yang digunakan adalah model analisis interaktif. Hasil penelitian ini diperoleh kesimpulan bahwa (1) Penataan ruang kantor di Kecamatan Mojolaban secara keseluruhan kurang optimal karena terbatasnya lahan sehingga terdapat beberapa ruang yang luasnya kurang sesuai dengan jumlah karyawan. Kondisi ruang kerja kantor berdasarkan asas mengenai jarak terpendek terpenuhi karena setiap ruangan saling berdekatan dan ruang camat berada di tengah kantor; (2) Persepsi karyawan mengenai penataan ruangan mengeluh mengenai luas kantor yang sempit, kurangnya peralatan, dan dekorasi yang minim (3) Hal yang diperlukan untuk mendukung penataan ruang kantor adalah penambahan peralatan untuk menunjang aktivitas karyawan, meningkatkan utilitas kantor dan memperluas sirkulasi gerak.

Kata kunci : kantor; kecamatan mojolaban; perspektif karyawan; tata ruang

Abstract

This study aims to (1) determine the layout of the Mojolaban sub-district office, (2) knowing perceptions of the layout of the Mojolaban sub-district office, (3) determine the support needed to implement office layout in the Mojolaban sub-district office. This type of research is a qualitative with a case study approach.

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The data sources for this study include informants, places and events, and archives or documents. The informant selection technique used was purposive sampling. The data collection techniques used were interviews, observations, and documentation. The data validity test techniques used were source triangulation and method triangulation. The data analysis technique used was an interactive analysis model. From the results of this study, it was concluded that (1) The layout of the office space in Mojolaban Sub-district as a whole is not good because the land is limited so that there are several rooms whose size does not match the number of employees. The condition of the office workspace is based on the principle of the shortest distance, each room is close to each other and the sub-district room is in the middle of the office; (2) Employee perceptions regarding the layout of the room complain about the narrow office space, lack of equipment, and minimal decoration (3) Things needed to support the layout of the office space are the addition of equipment to support employee activities, increase office utilities, and expand circulation.

Keywords: employee perspective; Mojolaban district; office; spatial planning

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Introduction

Office space planning is an art of arranging rooms in a way that creates a comfortable working environment, ultimately enhancing employees' productivity and work efficiency (Hanafi, 2020). Office layout, as it is commonly referred to, is one of the key supporting elements of the work system that needs careful attention in office environments. In Indonesia, numerous offices—ranging from large-scale to medium and small-sized—employ various spatial arrangements, each interconnected to optimize operational processes. Within any organization, achieving objectives fundamentally depends on performing tasks effectively. Therefore, in order for employees to perform optimally, a well-organized office layout is essential. A good office layout means utilizing space efficiently, particularly in arranging office equipment and furniture, so that employees can carry out their duties comfortably (Elisa & Pahlevi, 2021).

Office space planning must be carefully designed to support efficient and effective office operations. This involves creating a neat, comfortable, and orderly office environment that adheres to established regulations, ensuring structured workflow and neatly arranged furniture. According to research findings (Rilla, 2020), office layout significantly influences work effectiveness. Consequently, employee performance effectiveness shows substantial improvement, leading to satisfactory outcomes for both employees and the organization. The design of office furniture should also be planned meticulously to create harmonious office space and ensure employee comfort during work. Factors such as the width, depth, and height of furniture must be considered accordingly (Zulkarnain, 2018). Supporting this idea, full effort is required to establish an organized, comfortable, and pleasant office layout for employees, which will enable them to fulfill their responsibilities smoothly (Ramadhan & Jannah, 2022: 33–38). A good office layout effectively utilizes available space, provides a comfortable working environment for employees, creates a positive impression for visitors, ensures efficient workflow, and thus enhances employee productivity (Sayuti, 2018).

Spatial arrangement issues are also evident at the Mojolaban Subdistrict Office, a government office responsible for delivering administrative services to the community in the Mojolaban Subdistrict area. Rizky (2020) states that problems related to office layout and furniture still exist, such as disorganized placement of staff desks and chairs, unused furniture within rooms, and unorganized document storage despite the availability of filing cabinets. Musdalifah & Harpeni

Dewantara (2022) indicate that some common problems related to inadequate office layout in schools include employees feeling uncomfortable due to overcrowded spaces filled with objects, making the room feel cramped and limiting available workspace. The current office layout has not fully supported work implementation. At first glance, the existing spaces appear narrow and cluttered with excessive furniture and documents, resulting in limited movement space. Some employees struggle to concentrate due to being seated too closely together. Based on preliminary observations conducted by the researcher, it was found that the office layout does not yet fully support work activities. The spaces appear cramped and overloaded with furniture and documents, limiting mobility. Employees experience difficulties concentrating due to proximity between workstations.

The role of proper office layout is crucial in promoting employee effectiveness and efficiency within government agencies. An appropriate and well-planned office layout contributes to improved quality of office activities aligned with the main objectives of the office. Therefore, as knowledge and technology continue to evolve, organizations and companies are increasingly adopting office layouts that align with procedural requirements. Based on the discussion of the aforementioned issues, the research questions to be addressed are: What is the current office layout of the Mojolaban Subdistrict Office? How do employees perceive the current office layout? And finally, what improvements are needed to enhance the office space arrangement?

Research Methods

Research methodology is a scientific method to obtain data with specific purposes and uses (Ramdhan, 2021). The research approach used is a case study. Case study is defined as research that focuses on a particular case analyzed in detail to obtain accurate data according to field conditions. The case study approach focuses on the environment, conditions, and room arrangement at the Mojolaban Subdistrict Office because it aligns with the focus of the problem to be studied. This research was conducted at the Mojolaban Subdistrict Office located at Jalan Veteran Perang Kemerdekaan No. 4 Mojolaban Sukoharjo. The data used include primary and secondary data. To obtain data and information related to the problems and research objectives, data sources are obtained from informants or sources, activities, research locations, and documents. Informants are people who are considered to understand the issues to be studied and are willing to provide relevant information. Informants in this study were the Subdistrict Head, Head of General Affairs and Personnel, Head of Finance, and Civil Registration officers. Researchers use secondary data to strengthen findings and complete information obtained through interviews and observations. Archives needed in this study are photos, office layout plans, reports, notes regarding ownership of equipment and offices.

This study used qualitative research methods with data collection techniques using observation of office space, interviews with informants, inventory books of the Mojolaban Subdistrict Office, the official website of the Mojolaban Subdistrict Office, and building blueprints of the Mojolaban Subdistrict Office. Sampling used purposive sampling method, which is a sampling technique that considers decisions based on the selection of informants, certain criteria, and specific strategies so as to find critical and representative data for the research. Data validity used source and method triangulation which means a data verification technique by comparing data obtained from one source with another through different approaches and times so as to develop theoretical, methodological, and interpretive strength. The data analysis technique used in this research is the qualitative data analysis technique sourced from Miles and Huberman which consists of data collection, data presentation, and concluding. These three components are interrelated in the analysis process and cannot be separated from the previous process, then can determine the final result of data analysis.

Results and Discussion

Research Results

Office Layout Arrangement of Mojolaban Subdistrict Office

An office is a place where organizational work is carried out. In English, office layout is referred to as "office layout." Office space arrangement means the effort to manage and organize all office furniture and equipment in their proper places so that employees can perform their tasks effectively and comfortably, thereby achieving work effectiveness and efficiency (Anggraeni, 2022).

Based on observations conducted, the researcher obtained information regarding the type of office layout used at the Mojolaban Subdistrict Office, which is a closed plan office. A closed office layout refers to an arrangement where each section occupies its own separate room, isolated from other sections. The office spaces at the Mojolaban Subdistrict Office are divided into several rooms separated by walls, so that each room is not connected with others.

The Mojolaban Subdistrict Office has a total of six workrooms, four service rooms, and six supporting rooms, separated by two corridors. All rooms are walled, giving each room its own privacy and soundproofing, thus helping employees concentrate better while working within their respective units without being disturbed by activities in other rooms. The layout can be adjusted according to the needs of each work unit in the Mojolaban Subdistrict Office. Overall, the office rooms have an area of approximately 12m², with some rooms having windows that allow outside air circulation. The furniture inside the rooms includes desks, shelves, and document cabinets. The interior color scheme is dominated by white, while air circulation in all workrooms uses air conditioning (AC). Placement of office tools or supplies must be arranged according to staff needs and consider the room's size. One particular room, the planning and finance section, has an L-shaped layout but is too narrow for the number of employees working inside. There is an excessive amount of furniture crammed together in this room, and even access in and out can only accommodate one person at a time.

Implementation of Office Layout Principles at Mojolaban Subdistrict Office

Principle of shortest distance. This office has prioritized its function as a public service institution by placing rooms in relatively close proximity. The design of each room in Mojolaban is arranged closely together, centered in the middle, followed by secondary sub-divisions and so on. Principle of full utilization of space. Based on research conducted in Mojolaban, it was found that seating arrangements within rooms were not entirely suitable for priority needs. In the general meeting room (Ruang PBB), there are three seats and three work desks directly facing where citizens request services. However, during service delivery, the distance between the officer and the citizen is quite far and uncomfortable. Principle of flexibility in work arrangements. The Mojolaban Subdistrict Office, viewed from the perspective of office layout principles, applies the principle of flexibility, meaning that the office rooms can be rearranged and positioned easily according to employee needs.

Employees' Perception of Office Space Arrangement at Mojolaban Subdistrict Office

According to Walgito (2020), perception is an active process involving not only stimuli received but also the individual as a whole, including relevant experiences, motivations, and attitudes. Below are the perceptions of employees at the Mojolaban Subdistrict Office regarding office space arrangement. From several interview results with informants regarding their perception of office layout, it was found that the Mojolaban Subdistrict Office building is quite old. The office space is arranged as-is, based on experience from the employees themselves. Therefore, the current room arrangement is done merely to meet basic needs, with many rooms feeling cramped due to being used beyond their intended capacity. Regarding workroom circulation, the arrangement in the Head of Division (Kasubbag) office should be analyzed and reviewed again. Similar findings were observed in the office layout: good layout must consider mobility movement. Employee mobility should follow efficient workflow patterns, arranging employees and equipment in straight-line patterns to avoid backtracking or crossing among employees.

Regarding office furniture, adequate work equipment in terms of availability and functional suitability is an important factor influencing employee performance. Some problems related to office equipment at the Mojolaban Subdistrict Office include insufficient availability of printers, forcing employees to move between rooms to print necessary documents, which certainly reduces work effectiveness. Apart from printer availability issues, other informants reported that the work desk sizes are too small, especially considering the presence of computer monitors taking up significant space, making data entry tasks inconvenient.

Utilities at the Mojolaban Subdistrict Office include efforts to address hot and humid conditions by regulating indoor temperatures using AC, ensuring sufficient air circulation, managing window usage to allow fresh air exchange, and preparing contingency plans during power outages to ensure the office remains functional without AC. Regarding decoration, it was found that the selection of interior colors and accessories affects employee working conditions. According to Gie (2009), the use of yellow, green, and blue colors in office interiors reflects less than 100% light, preventing glare. Based on this information, it can be concluded that the white wall paint currently used in the office rooms may reflect light that causes eye fatigue more quickly. Meanwhile, a modern-style office with dimmer lighting can enhance visual comfort, both in terms of illumination and aesthetics. A non-monotonous and non-monochrome office environment creates a unique appeal for employees, potentially improving service delivery.

Improvements Needed for Office Layout at Mojolaban Subdistrict Office

To improve the office layout, several suggestions have been made, including renovating the building to add a second floor, allowing additional space to be built according to the number of employees who will work in it. Another suggestion provided by informants through interviews is relocating the subdistrict office to a new location with a larger area, rebuilding all rooms to be more representative. To improve comfort and cleanliness at the Mojolaban Subdistrict Office, particularly concerning food and drink areas, and the repurposing of the Kasubbag room into a pantry, there is a need for serious efforts to make the kitchen cleaner, avoiding employees creating pantries within the Kasubbag room. Additionally, clutter accumulating on both sides of the Kasubbag entrance door diminishes aesthetic value and creates unpleasant odors in the workspace. Hygiene issues in the prayer room can be addressed by providing thick mats before entering, so that water from ablution does not immediately seep into the prayer room carpet.

For office equipment such as chairs, tables, cabinets, printers, etc., these should be adequately provided in terms of both specifications and utility. Computer usage should be reconsidered by switching to laptops, which are more compact and save table space.

Additionally, storage facilities for administrative documents should be promptly provided, given the importance of protecting sensitive documents in the village office from damage due to humidity, water, or pests like termites and mice. Requests for procurement have already been submitted in the district budget (RAB) for both document storage and printers—ideally, each room should have at least one printer to prevent disruption of work and reduce inefficiency caused by employees moving between rooms.

Discussion

The office rooms of the Mojolaban Subdistrict Office are divided into several rooms separated by walls, so that each room is not connected with others. According to Zulkarnain in Ayu (2021), closed office layout arrangements aim to ensure better employee concentration on work, maintain job confidentiality, enhance the authority of employees—especially those holding positions—so that officials' status is always maintained, and to guarantee successful performance while fostering a sense of ownership.

The first factor encountered was improper room arrangement. George in Nurdelima (2022) stated that office space planning involves determining space requirements and detailed usage related to layout and needs within a room, which was not properly implemented in several rooms at the Mojolaban Subdistrict Office, including the prayer room (mushola), kitchen, and storage room. Regarding the prayer room, access from the ablution area to the prayer area is too close and unclean. The equipment arrangement also does not suit the room; the carpet used is thin and does not absorb

water effectively, and the lighting condition in the room is poor, leading to dampness and unpleasant odors.

Another issue found is the misuse or repurposing of office rooms, such as the Head of Division (Kasubbag) room, which has been converted into a dining area. Upon entering the Kasubbag room, one will find a dining table along with stacks of dishes and eating utensils left after use. This situation inevitably causes food smells inside the room, and over time, these odors become unpleasant, making employees feel uncomfortable working there.

In addition to the above issues, work equipment has emerged as a key finding from interviewed informants regarding the office layout of the Mojolaban Subdistrict Office. Work equipment represents a form of service provided by the organization to its employees to support their performance and fulfill their needs, thereby increasing employee productivity. According to Sugiri (2021), the provision of work equipment significantly supports employees in carrying out their duties. Such equipment serves as tools, facilities, and infrastructure to assist employees in completing tasks more easily and efficiently. When adequate equipment is available, employees feel comfortable and motivated to achieve the desired results for the organization. In delivering services, physical facilities are needed to provide convenience for service users. Physical facilities in subdistrict offices are essential for citizens accessing administrative services. These facilities are crucial in providing public services. Insufficient physical facilities can disrupt the service process and cause discomfort for citizens at the service location. Therefore, the government must pay serious attention to service-related physical facilities.

Several steps have been identified, including re-evaluating existing equipment by reviewing actual equipment needs, so that the root of the problem does not recur or repeat. Procurement of equipment that does not match the required quantity or function has become an emerging issue. Equipment procurement that does not account for future needs—such as document storage space—can lead to document accumulation due to lack of storage facilities, resulting in piles of documents on desk sides or even requiring additional room usage, which makes spaces cramped. Poor planning of equipment procurement according to employees' work needs leads to dissatisfaction in performing tasks, which ultimately affects employees' ability to work optimally.

Based on the problems identified, it is necessary to focus on effective and well-organized office layout planning, particularly considering several components of the physical work environment that influence employee productivity and creativity. Furthermore, Gie (2018) suggests that four important factors influence work layout: sufficient lighting to improve employee concentration, good air circulation to create a cool office atmosphere, noise-free acoustic conditions, and appropriate color selection that directly impacts the work environment and psychologically affects employees.

Conclusion

The Mojolaban Subdistrict Office has a total of 6 workrooms, 4 service rooms and 6 supporting rooms separated by two corridors. The placement of the Subdistrict Head's room in the middle of the entire subdistrict office building makes coordination among divisions within the subdistrict office easier. Office layout principles at the Mojolaban Subdistrict Office based on research findings show that the office rooms follow the principle of shortest distance, with each room located close to one another and the Subdistrict Head's room placed in the center of the office. Employee perception regarding the office layout of the Mojolaban Subdistrict Office in Sukoharjo still has several shortcomings including the room arrangement which makes movement space narrow. Another perception is that office cleanliness is not well maintained, along with insufficient equipment, both due to missing required items and inappropriate tools used for employees' daily tasks at the Mojolaban Subdistrict Office. To improve the office layout, several suggestions have been proposed, including conducting renovations to add a second floor to the building, allowing additional rooms to be built according to the number of employees who will work inside them. Another suggestion provided by informants through interviews is relocating the subdistrict office to a new location with a larger area, rebuilding all rooms to make them more representative. There needs to be serious effort to clean up the kitchen so that employees do not create pantry areas inside the Kasubbag room, especially considering the clutter accumulating on both sides of the Kasubbag

entrance door, which reduces aesthetic value and creates unpleasant odors in the workspace. Hygiene issues in the prayer room can be addressed by providing thick mats before entering the prayer room so that water from ablution does not immediately seep into the prayer room carpet. Procurement requests for these improvements have already been submitted in the district budget (RAB) for both document storage facilities and printers—ideally, each room should have at least one printer, so that it will not interfere with employee performance and reduce inefficiency in their work. More attention should also be given to office layout planning by considering the number of employees in one room and paying more attention to the concept of utility for each room according to its function. Limitations in the implementation of this study include the large amount of data collected, which made analysis and interpretation time-consuming. The presence of the researcher during data collection, which could not always be avoided in qualitative research, may have influenced subject responses. In the process of conducting this research, there were several limitations that might affect the obtained results. First, limited time, energy, and capability of the researcher became factors influencing the course of the research. Second, informants' lack of understanding of the statements in the questionnaire as well as the level of honesty of informants in providing data could also cause the research results not to reach the optimal level.

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