



# The Influence of Office Facilities on Employee Performance in the One-Stop Single Administration System (Samsat) Office in Gowa Regency

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## ABSTRACT

This study examines the influence of office facilities on employee performance at the One-Stop Single Administration System (SAMSAT) Office in Gowa Regency, Indonesia. The study employed a quantitative research approach to analyze the relationship between office facilities and employee performance. Data were collected through direct observation, documentation, and structured questionnaires distributed to all employees of the SAMSAT Office using a saturated sampling technique. A total of 43 employees participated as respondents. The research instrument utilized a Likert scale and the collected data were analyzed using simple linear regression with the assistance of Statistical Package for the Social Sciences (SPSS) version 27. The findings reveal that office facilities have a positive and significant effect on employee performance. The regression analysis produced a coefficient value of 0.789 with a significance level of 0.000, indicating that improvements in office facilities contribute substantially to enhanced employee performance. The coefficient of determination ( $R^2$ ) value of 0.598 demonstrates that 59.8% of employee performance variation can be explained by office facilities, while the remaining 40.2% is influenced by other variables outside the scope of this study. The results highlight the importance of adequate office infrastructure, equipment availability, workspace arrangement, and technological support in improving work efficiency, productivity, and service quality within public sector organizations. Therefore, enhancing office facilities should become a strategic priority for improving employee performance and organizational effectiveness at the SAMSAT Office in Gowa Regency.

## 1. Introduction

Human resources are widely recognized as one of the most strategic assets in determining organizational sustainability and competitiveness. In both public and private sector organizations, employee performance plays a critical role in achieving institutional objectives, maintaining service quality, and ensuring organizational effectiveness. Human resources are not merely operational actors but also valuable organizational assets that possess knowledge, competencies, and capabilities that can be continuously developed to support institutional progress. According to Darmadi, the quality of human resources significantly determines the success or failure of an organization in adapting to environmental changes

and achieving strategic goals. Consequently, organizations are increasingly required to create a supportive work environment capable of enhancing employee productivity, motivation, and performance.

In the era of globalization and rapid technological advancement, organizations are confronted with increasingly complex challenges related to human resource management. Public organizations, in particular, are expected to provide effective, efficient, and high-quality services to society while simultaneously adapting to digital transformation and administrative modernization. However, many organizations continue to face problems associated with declining employee performance, inadequate infrastructure, limited

technological adaptation, and inefficient administrative systems. These challenges often emerge because organizations fail to provide sufficient support systems and workplace facilities that enable employees to perform optimally. Organizational leaders therefore hold a strategic responsibility to formulate effective management strategies, coordinate organizational resources, and ensure the availability of supportive working conditions that can improve employee performance and institutional productivity.

One of the essential factors influencing employee performance is the availability of adequate office facilities. Office facilities refer to the physical and technological infrastructure provided by organizations to support employees in carrying out their duties efficiently and effectively. Such facilities include office equipment, furniture, computers, internet connectivity, air conditioning systems, communication devices, document storage systems, and other operational infrastructure required to facilitate administrative activities. Previous studies have emphasized that office facilities contribute significantly to employee comfort, work efficiency, and organizational productivity. According to Jufrizen and Fadilla Puapita Hadi, adequate office facilities positively influence employee performance because they enable employees to complete tasks more effectively and reduce work-related obstacles. Inadequate facilities, on the other hand, can reduce productivity, increase work stress, and negatively affect employee morale.

The importance of office facilities has become increasingly relevant in public sector organizations where administrative efficiency and service quality are primary concerns. Government institutions are expected to provide adequate infrastructure to support employee activities and improve the effectiveness of public services. The provision of supportive office facilities reflects an organizational commitment to improving human resource quality and achieving institutional objectives. Adequate facilities can accelerate work processes, reduce operational inefficiencies, and create a comfortable working environment that encourages employees to work more productively and responsibly. Consequently, office facilities are not only operational tools but also strategic organizational resources that directly affect employee performance and service delivery quality.

Employee performance itself represents the level of achievement attained by employees in carrying out their responsibilities according to organizational expectations. Performance is commonly reflected through indicators such as work quality, work quantity, responsibility, cooperation, discipline, and initiative. High employee performance indicates that organizational resources are effectively managed and aligned with institutional goals. Conversely, poor employee performance may result in delays, low productivity, ineffective service delivery, and organizational inefficiency. Several studies have identified workplace infrastructure and office facilities as critical determinants of employee performance because supportive facilities enable employees to perform tasks more accurately, quickly, and comfortably.

The relevance of office facilities to employee performance is particularly important within public service institutions such as the One-Stop Single Administration System Office (SAMSAT). SAMSAT is an integrated administrative service institution involving cooperation between the Indonesian National Police, the Provincial Revenue Office, and PT Jasa Raharja in providing vehicle registration and tax administration services. The SAMSAT Office in Gowa Regency is responsible for issuing vehicle registration certificates (STNK), collecting motor vehicle taxes, processing ownership transfer fees, and administering mandatory road traffic accident funds. As a public service institution, SAMSAT is expected to deliver efficient, accurate, and timely services to the community. Therefore, employee performance becomes an essential aspect in ensuring the effectiveness and quality of public service delivery.

Despite the strategic role of the SAMSAT Office, preliminary observations conducted at the SAMSAT Office in Gowa Regency indicate several problems associated with inadequate office facilities. These limitations potentially hinder employee productivity and reduce overall organizational performance. Several office facilities were found to be insufficient or in poor condition, including damaged chairs, limited air conditioning units, unstable internet connectivity, inadequate document scanning devices, malfunctioning fax machines, insufficient storage cabinets, and photocopy machines incapable of processing large numbers of

documents efficiently. Additionally, several operational facilities were connected to only one employee's computer, thereby disrupting workflow and reducing work efficiency. Such conditions create operational obstacles that may negatively influence employee performance, service quality, and organizational effectiveness.

The inventory data of the SAMSAT Office in Gowa Regency further confirms these infrastructural limitations. Several essential facilities, including computers, chairs, fax machines, and photocopy machines, were categorized as being in poor condition. Although some facilities such as air conditioning units, printers, and server networks were considered adequate, the overall condition of office infrastructure remains insufficient to fully support employee activities and administrative efficiency. This situation demonstrates the need for organizational improvements in workplace infrastructure management to ensure that employees can work more effectively and efficiently.

Previous empirical studies have generally shown that office facilities positively influence employee performance across various organizational contexts. Research conducted in public institutions, educational organizations, and private companies consistently demonstrates that adequate workplace infrastructure improves employee productivity, motivation, and work quality. Nevertheless, empirical findings remain inconsistent because several studies reported insignificant relationships between office facilities and employee performance due to differences in organizational culture, management systems, and employee characteristics. Furthermore, limited studies have specifically examined the influence of office facilities on employee performance within integrated public administration institutions such as SAMSAT offices, particularly in regional contexts such as Gowa Regency. This indicates the existence of a research gap that requires further investigation.

Based on the theoretical background, empirical evidence, and organizational phenomena described above, this study aims to analyze the influence of office facilities on employee performance at the SAMSAT Office in Gowa Regency. This study is expected to contribute theoretically to the development of human resource management literature, particularly regarding

workplace infrastructure and employee performance in public sector organizations. Practically, the findings are expected to provide recommendations for organizational leaders and policymakers in improving office facilities to enhance employee performance and optimize public service quality.

## 2. Literature Review

### Office Facilities

Office facilities are one of the most important organizational resources in supporting operational effectiveness and employee productivity. In modern organizational management, office facilities are no longer viewed merely as complementary infrastructure but as strategic assets that directly influence organizational performance and service quality. Office facilities refer to all physical and technological resources provided by organizations to support employees in carrying out their duties effectively and efficiently. These facilities include office equipment, communication technology, internet networks, workspace infrastructure, operational tools, and employee supporting amenities designed to create a comfortable and productive work environment. Recent studies explain that organizations with adequate facilities tend to demonstrate higher employee satisfaction, better operational efficiency, and stronger organizational competitiveness.

The development of digital transformation has significantly changed the concept of office facilities in contemporary organizations. Workplace facilities now include technological infrastructure such as integrated information systems, cloud-based databases, scanners, printers, digital communication platforms, and high-speed internet connectivity. The integration of technological facilities into organizational operations enables employees to complete tasks more accurately, quickly, and efficiently. In public service organizations, the availability of adequate office facilities becomes increasingly important because administrative activities require speed, accuracy, and service responsiveness. Research conducted between 2021 and 2026 found that organizations with modern technological infrastructure achieve better operational performance and improved employee productivity compared to organizations with inadequate facilities.

Office facilities also contribute significantly to employee comfort and psychological well-being. Facilities such as ergonomic furniture, proper lighting, air conditioning systems, organized workspace arrangements, and employee welfare amenities positively affect employees' work motivation and job satisfaction. Employees who work in comfortable environments generally experience lower levels of stress and demonstrate greater enthusiasm in completing organizational tasks. Furthermore, adequate facilities reduce operational obstacles and improve work efficiency, enabling employees to focus more effectively on achieving organizational objectives. Several studies have shown that organizations providing supportive work facilities experience lower absenteeism rates, stronger employee commitment, and improved organizational performance.

Office facilities can generally be classified into several categories, including office equipment, technological facilities, infrastructure facilities, transportation facilities, and employee welfare facilities. Office equipment includes desks, chairs, computers, printers, photocopy machines, scanners, and filing cabinets used in daily administrative activities. Technological facilities include internet access, software systems, servers, and communication devices that facilitate data processing and organizational coordination. Infrastructure facilities include office buildings, electricity systems, parking areas, lighting systems, and air conditioning systems that support workplace safety and comfort. Meanwhile, employee welfare facilities include cafeterias, health rooms, prayer rooms, and rest areas designed to improve employee well-being and satisfaction. The availability and quality of these facilities significantly influence employees' ability to complete work effectively and efficiently.

The functions of office facilities extend beyond operational support. Office facilities also serve to accelerate work processes, improve service quality, enhance employee productivity, reduce physical workload, and create a safe and conducive working environment. Contemporary human resource management literature explains that organizations providing adequate facilities demonstrate greater organizational effectiveness because employees can complete tasks with fewer operational barriers. Therefore, office facilities

represent an important organizational investment that supports both employee performance and long-term organizational sustainability. Based on these explanations, office facilities can be understood as all organizational resources and infrastructure provided to support employees' operational activities, improve workplace comfort, and enhance organizational productivity.

### **Employee Performance**

Employee performance is one of the primary indicators used to measure organizational effectiveness and success. Performance refers to the quality and quantity of work achieved by employees in carrying out their duties and responsibilities according to organizational standards and objectives. In the field of human resource management, employee performance reflects employees' contribution toward achieving organizational goals through productive behavior, work quality, efficiency, and professional responsibility. Contemporary organizational studies emphasize that employee performance is influenced by multiple factors, including competence, motivation, leadership, organizational culture, compensation, and workplace facilities.

Employee performance encompasses several important dimensions, including work quality, work quantity, responsibility, cooperation, initiative, efficiency, and timeliness. Work quality reflects employees' accuracy, neatness, and professionalism in completing tasks, while work quantity refers to the amount of work completed within a certain period. Responsibility indicates employees' accountability in carrying out organizational duties, whereas cooperation reflects employees' ability to collaborate effectively with colleagues and supervisors. Initiative represents employees' creativity and independence in solving problems and improving work processes. These dimensions collectively determine employees' overall contribution to organizational productivity and effectiveness.

Theoretical and empirical studies indicate that employee performance is strongly influenced by both internal and external factors. Internal factors include skills, competencies, discipline, work experience, and motivation, whereas external factors include leadership style, organizational support, compensation systems, work environment, and

office facilities. Among these factors, office facilities are considered particularly important because they directly influence employees' operational efficiency and work comfort. Employees who are supported by adequate facilities generally perform tasks more effectively because they encounter fewer technical obstacles during work processes. Conversely, inadequate facilities often reduce employee productivity, create operational delays, and negatively affect job satisfaction.

Recent studies conducted between 2021 and 2026 consistently demonstrate a positive relationship between workplace facilities and employee performance. Research in public sector institutions found that adequate technological infrastructure, internet connectivity, ergonomic workspace arrangements, and office equipment availability significantly improve employees' work effectiveness and service quality. Similarly, studies conducted in regional government offices and public service institutions reported that office facilities positively affect employee performance both individually and simultaneously with other organizational variables such as work discipline and motivation. These findings suggest that supportive work facilities are essential for improving employee productivity and organizational competitiveness.

Employee performance evaluation is also an important managerial process because it helps organizations assess employee achievement, identify training needs, improve organizational effectiveness, and support decision-making regarding promotions and rewards. Performance evaluations are generally conducted using indicators such as work quality, work quantity, cooperation, responsibility, initiative, attendance, and punctuality. Through effective performance evaluation systems, organizations can identify strengths and weaknesses in employee performance and develop strategies to improve productivity and organizational efficiency. In public organizations, employee performance evaluation is particularly important because it influences service quality, public trust, and organizational accountability.

Overall, employee performance represents employees' ability to achieve organizational goals through effective, efficient, and responsible work behavior. High-performing employees contribute significantly to organizational success, service quality, and long-term sustainability. Therefore,

organizations must continuously improve factors influencing employee performance, including workplace facilities, employee competencies, leadership quality, and organizational support systems. In the context of public service institutions such as the One-Stop Administration System Office (SAMSAT) of Gowa Regency, improving employee performance is essential to ensure efficient administrative services and high-quality public service delivery.

### 3. Research Methods

#### Research Design

This study employed a quantitative research approach with an explanatory design to examine the effect of office facilities on employee performance at the Regional One-Stop Administration System Office (SAMSAT) of Gowa Regency, Indonesia. Quantitative research is appropriate for investigating causal relationships among variables through statistical analysis and hypothesis testing.

This approach enables researchers to measure observable phenomena objectively and systematically, thereby producing empirical evidence that supports or rejects the proposed hypotheses. Recent studies in human resource management and organizational behavior emphasize that quantitative methods remain highly relevant for assessing workplace factors influencing employee performance, particularly in public-sector organizations where measurable indicators are required for policy evaluation and organizational improvement.

The explanatory research design was selected because the study seeks to explain the causal relationship between office facilities as the independent variable and employee performance as the dependent variable. This design is widely used in organizational and management research to identify the magnitude and direction of relationships among variables. The research was conducted using a cross-sectional survey method, where data were collected from respondents at a single point in time to capture perceptions regarding workplace facilities and employee performance conditions.

#### Research Location and Time

The study was conducted at the Regional One-Stop Administration System Office (SAMSAT) of Gowa Regency, located on Tumanurung Raya

Street, Kalegowa, Somba Opu District, Gowa Regency, South Sulawesi, Indonesia. The SAMSAT office was selected as the research location because it represents a public service institution that relies heavily on administrative efficiency, employee productivity, and adequate office facilities to deliver services effectively to the public.

The research activities were carried out from December 2024 to February 2025. The research period included preliminary observation, questionnaire distribution, data collection, data processing, and statistical analysis. This period was considered sufficient to obtain comprehensive information regarding the existing office facilities and employee performance conditions within the institution.

### Population and Sample

The population of this study consisted of all employees working at the SAMSAT Office of Gowa Regency. According to organizational records, the total number of employees was 43 individuals. Since the population size was relatively small and manageable, this study employed a saturated sampling technique (census sampling), where all members of the population were included as research respondents.

The use of saturated sampling ensures that the study captures the perceptions and experiences of all employees, thereby minimizing sampling error and increasing the representativeness of the findings. Census sampling is frequently recommended in organizational studies involving limited populations because it provides more comprehensive and accurate results than partial sampling techniques.

### Types and Sources of Data

This study utilized both primary and secondary data sources to ensure comprehensive and reliable findings. Primary data were obtained directly from respondents through questionnaires, observations, and direct interactions with employees at the SAMSAT Office of Gowa Regency. The primary data focused on respondents' perceptions of office facilities and employee performance.

Secondary data were collected from institutional documents, organizational reports, journals, books, government publications, and previous empirical studies related to office facilities

and employee performance. Secondary data were used to strengthen the theoretical framework and provide contextual understanding of the research problem. The integration of primary and secondary data enhances research validity and supports triangulation in organizational research.

### Data Collection Techniques

Data collection was conducted using observation, questionnaires, and documentation techniques. Observation was carried out to identify the actual condition of office facilities and workplace environments within the SAMSAT Office. Through direct observation, the researcher was able to obtain contextual information regarding the adequacy and functionality of office equipment and infrastructure.

The questionnaire served as the primary instrument for data collection. A structured questionnaire was distributed to all respondents using a Likert scale measurement ranging from one to five, where 1 indicated "strongly disagree" and 5 indicated "strongly agree." The Likert scale was selected because it is widely recognized as an effective tool for measuring perceptions, attitudes, and behavioral tendencies in social science research. The questionnaire items were developed based on indicators derived from previous studies and established theoretical frameworks.

Documentation techniques were also employed to collect supporting information such as employee records, office inventory data, organizational profiles, and institutional reports related to office facilities and employee performance. Documentation provided additional evidence to support the empirical findings obtained through questionnaires and observations.

### Operational Definition of Variables

This study consisted of one independent variable and one dependent variable. The independent variable was office facilities, while the dependent variable was employee performance. Office facilities refer to all physical and non-physical resources provided by the organization to support employees in carrying out their duties effectively and efficiently. Office facilities include office equipment, technological infrastructure, workspace arrangements, internet connectivity, air conditioning systems, filing systems, and other

supporting tools that facilitate employees' work activities. The indicators of office facilities in this study include adequacy of facilities, ease of use, workspace arrangement, work efficiency support, and facility accessibility.

Employee performance refers to the quality and quantity of work achieved by employees in carrying out their responsibilities according to organizational standards and objectives. Employee performance indicators include work quality, work quantity, responsibility, cooperation, and initiative. These indicators reflect employees' ability to complete tasks effectively, maintain productivity, collaborate with colleagues, and demonstrate accountability in workplace activities.

### Instrument Testing

Before conducting the main analysis, the research instrument was tested for validity and reliability to ensure the quality and consistency of the measurement tools. Validity testing was conducted to determine whether the questionnaire items accurately measured the intended constructs. Item validity was examined using Pearson Product Moment correlation analysis by comparing the correlation coefficient of each item with the critical value. Questionnaire items were considered valid if the calculated correlation coefficient exceeded the minimum acceptable threshold and showed a significance level below 0.05.

Reliability testing was performed using Cronbach's Alpha coefficient to assess the internal consistency of the questionnaire items. A Cronbach's Alpha value greater than 0.70 indicated that the instrument possessed acceptable reliability and consistency. Reliability testing is essential in quantitative research to ensure that measurement instruments produce stable and dependable results across different respondents and conditions.

### Data Analysis Technique

The collected data were analyzed using the Statistical Package for the Social Sciences (SPSS). Descriptive statistical analysis was initially conducted to describe respondents' demographic characteristics and summarize the distribution of responses for each variable. To test the research hypothesis, simple linear regression analysis was employed to examine the influence of office facilities on employee performance. The regression

model used in this study can be formulated as follows:

$$Y = a + bX + e$$

Where:

- $Y$  = Employee Performance
- $X$  = Office Facilities
- $a$  = Constant
- $b$  = Regression Coefficient
- $e$  = Error Term

Simple linear regression analysis was selected because the study involved one independent variable and one dependent variable. This method enables the researcher to determine the direction and magnitude of the relationship between office facilities and employee performance.

### Hypothesis Testing

Hypothesis testing in this study was conducted using the partial significance test (t-test) and coefficient of determination ( $R^2$ ). The t-test was used to determine whether office facilities significantly influence employee performance. The decision criteria were based on the significance value (p-value). If the significance value was less than 0.05, the hypothesis indicating a significant effect of office facilities on employee performance was accepted.

The coefficient of determination ( $R^2$ ) was used to measure the proportion of variance in employee performance explained by office facilities. A higher  $R^2$  value indicates stronger explanatory power of the regression model in predicting employee performance variations. The coefficient of determination also provides insight into how much employee performance is influenced by office facilities compared to other factors outside the model. Through these analytical procedures, the study aimed to provide empirical evidence regarding the importance of adequate office facilities in improving employee performance within public service institutions, particularly at the SAMSAT Office of Gowa Regency.

## 4. Results and Discussion

### 4.1 Research Results

## Respondent Characteristics

### *Characteristics Based on Age*

Based on the results obtained through questionnaire distribution, the respondents' age characteristics are presented in Table 4.1.

Table 4.1 Respondent Characteristics Based on Age

Age	Frequency	Percent	Valid Percent	Cumulative Percent
20–30 Years	9	20.9	20.9	20.9
31–40 Years	16	37.2	37.2	58.1
41–50 Years	15	34.9	34.9	93.0
51–60 Years	3	7.0	7.0	100.0
Total	43	100.0	100.0	

Source: Processed Primary Data, 2024

The majority of respondents were between 31–40 years old (37.2%), followed by those aged 41–50 years (34.9%). This indicates that most employees are within the productive age category and are expected to contribute optimally to organizational performance (Mangkunegara, 2019).

### *Characteristics Based on Gender*

Based on the questionnaire results, the gender characteristics of respondents are presented in Table 4.2.

Table 4.2 Respondent Characteristics Based on Gender

Gender	Frequency	Percent	Valid Percent	Cumulative Percent
Male	25	58.1	58.1	58.1
Female	18	41.9	41.9	100.0
Total	43	100.0	100.0	

Source: Processed Primary Data, 2024

The respondents were dominated by male employees (58.1%), while female employees accounted for 41.9%, indicating a relatively balanced gender distribution and equal contribution to organizational objectives (Hasibuan, 2021).

### *Characteristics Based on Educational Background*

The respondents' educational background is presented in Table 4.3.

Table 4.3 Respondent Characteristics Based on Educational Background

Educational Level	Frequency	Percent	Valid Percent	Cumulative Percent
Senior High School/Equivalent	6	14.0	14.0	14.0
Bachelor's Degree	30	69.8	69.8	83.7
Master's Degree	7	16.3	16.3	100.0
Total	43	100.0	100.0	

Source: Processed Primary Data, 2024

Most respondents held a bachelor's degree (69.8%), indicating the importance of educational background in supporting analytical capability and task implementation within the organization (Supriyadi et al., 2020).

### *Characteristics Based on Work Experience*

The respondents' work experience at the SAMSAT Office of Gowa Regency is presented in Table 4.4.

Table 4.4 Respondent Characteristics Based on Work Experience

Work Experience	Frequency	Percent	Valid Percent	Cumulative Percent
< 5 Years	9	20.9	20.9	20.9
6–10 Years	23	53.5	53.5	74.4
> 10 Years	11	25.6	25.6	100.0
Total	43	100.0	100.0	

Source: Processed Primary Data, 2024

Employees with 6–10 years of work experience dominated the sample (53.5%), suggesting that adequate work experience contributes positively to employees' ability to perform organizational tasks effectively (Sedarmayanti, 2018).

#### *Characteristics Based on Position*

The respondents' job positions are presented in Table 4.5.

**Table 4.5 Respondent Characteristics Based on Position**

Position	Frequency	Percent	Valid Percent	Cumulative Percent
Employee	39	90.7	90.7	90.7
Head/Supervisor	4	9.3	9.3	100.0
Total	43	100.0	100.0	

Source: Processed Primary Data, 2024

Most respondents were operational employees (90.7%), highlighting the important role of operational staff in supporting organizational activities and public service delivery (Daft & Marcic, 2021).

### **Description of Research Variables**

#### **Description of Office Facilities Variable (X)**

Office facilities include various organizational resources provided to support

employees in carrying out their duties efficiently and effectively. This variable was measured using indicators such as adequacy of facilities, optimal work support, ease of use, work acceleration, and workspace arrangement. Adequate office facilities can improve employee productivity and comfort, thereby contributing positively to organizational performance (Jufrizen & Hadi, 2021).

**Table 4.6 Description of Office Facilities Variable (X)**

Statement Item	Average Score
X.P1	4.34
X.P2	4.16
X.P3	4.32
X.P4	4.27
X.P5	4.16
X.P6	4.16
X.P7	4.62
X.P8	4.53
X.P9	4.00
X.P10	3.06
Average of Office Facilities Variable (X)	4.16

Source: Processed Primary Data, 2024

The descriptive analysis indicates that the office facilities variable obtained an average score of 4.16, suggesting that respondents perceived the available facilities as relatively adequate. This finding supports the argument that appropriate office facilities can significantly enhance employees' work efficiency and effectiveness (Sitompul in Rahmawati Iliheli, 2024).

#### **Description of Employee Performance Variable (Y)**

Employee performance refers to the work outcomes achieved by employees in accordance with their assigned responsibilities. This variable was measured using indicators such as work quality, work quantity, responsibility, cooperation, and initiative. Employee performance measurement reflects the effectiveness of individuals in achieving

organizational targets and objectives (Mangkunegara, 2019).

Table 4.7 Description of Employee Performance Variable (Y)

Statement Item	Average Score
Y.P1	4.23
Y.P2	4.27
Y.P3	4.16
Y.P4	4.30
Y.P5	4.30
Y.P6	4.39
Y.P7	4.44
Y.P8	4.32
Y.P9	4.16
Y.P10	4.32
Average of Employee Performance Variable (Y)	4.28

Source: Processed Primary Data, 2024

The results show that employee performance achieved an average score of 4.28, indicating that employee performance at the SAMSAT Office of Gowa Regency is categorized as good according to the indicators used in this study. High employee performance is considered a critical factor in achieving organizational goals effectively (Lijan Poltak Sinambela in Masda, 2020).

### Instrument Testing

#### Validity Test

The validity test was conducted to ensure that each questionnaire item accurately measured the intended variables. The results indicated that all items for both office facilities and employee performance variables had correlation values greater than the r-table value of 0.308. Therefore, all questionnaire items were declared valid (Prastatistica, 2020).

Table 4.8 Validity Test Results

Variable	Item	r-count	r-table	Description
<b>Office Facilities (X)</b>	X1	0.599	0.308	Valid
	X2	0.500	0.308	Valid
	X3	0.512	0.308	Valid
	X4	0.476	0.308	Valid
	X5	0.662	0.308	Valid
	X6	0.516	0.308	Valid
	X7	0.474	0.308	Valid
	X8	0.313	0.308	Valid
	X9	0.589	0.308	Valid
	X10	0.565	0.308	Valid
<b>Employee Performance (Y)</b>	Y1	0.454	0.308	Valid
	Y2	0.572	0.308	Valid
	Y3	0.638	0.308	Valid
	Y4	0.458	0.308	Valid
	Y5	0.453	0.308	Valid
	Y6	0.439	0.308	Valid
	Y7	0.574	0.308	Valid
	Y8	0.481	0.308	Valid
	Y9	0.648	0.308	Valid
	Y10	0.590	0.308	Valid

Source: SPSS 27 Output, 2024

The findings demonstrate that all questionnaire items exceeded the minimum validity threshold, indicating that the research instrument was capable of producing accurate and relevant data to support the study objectives (Ghozali, 2021).

### Reliability Test

Reliability testing was conducted to assess the internal consistency of the research instrument, ensuring that the questionnaire would produce stable and consistent results when applied repeatedly (Said et al., 2023).

**Table 4.9 Reliability Test Results for Office Facilities Variable (X)**

Reliability Statistics	Value
Cronbach's Alpha	0.704
Number of Items	10

Source: SPSS 27 Output, 2024

**Table 4.10 Reliability Test Results for Employee Performance Variable (Y)**

Reliability Statistics	Value
Cronbach's Alpha	0.716
Number of Items	10

Source: SPSS 27 Output, 2024

The analysis shows that the Cronbach's Alpha value for the office facilities variable was 0.704, while the employee performance variable obtained a value of 0.716. Both values exceed the minimum reliability threshold of 0.60, indicating that the research instrument is reliable and suitable for measuring the intended variables (Said et al., 2023).

### Hypothesis Testing

#### Simple Linear Regression Analysis

Simple linear regression analysis was conducted to examine the effect of office facilities on employee performance.

**Table 4.11 Simple Linear Regression Analysis Results**

Model	Unstandardized Coefficients (B)	Std. Error	Standardized Coefficients (Beta)	t	Sig.
Constant	8.895	4.366	—	2.037	0.048
Office Facilities	0.789	0.101	0.773	7.814	0.000

Dependent Variable: Employee Performance

Source: SPSS 27 Output, 2024

The regression analysis produced the following equation:

$$Y = 8.895 + 0.789X$$

The regression coefficient value of 0.789 indicates that every one-unit increase in office facilities will increase employee performance by 0.789 units (Amiruddin & Ishak, 2018). The results demonstrate that office facilities have a positive and significant effect on employee performance, as indicated by the significance value of 0.000, which is

lower than the significance threshold of 0.05. This finding supports the theory that adequate workplace facilities can improve employees' efficiency and effectiveness in performing their duties (Sitompul in Rahmawati Iliheli, 2024).

#### Partial Test (t-Test)

The partial test (t-test) was conducted to determine the individual effect of the independent variable on the dependent variable.

**Table 4.12 Partial Test (t-Test) Results**

Model	t-value	Significance
Office Facilities	7.814	0.000

Source: SPSS 27 Output, 2024

The t-value of 7.814 with a significance level of 0.000 indicates that office facilities significantly influence employee performance (Muliani et al., 2019). Therefore, the research hypothesis stating that office facilities positively and significantly affect employee performance at the SAMSAT Office of Gowa Regency is accepted.

Table 4.13 Coefficient of Determination ( $R^2$ ) Results

Model	R	R Square	Adjusted R Square	Std. Error of Estimate
1	0.773	0.598	0.588	2.00619

Predictors: (Constant), Office Facilities

Source: SPSS 27 Output, 2024

The R Square value of 0.598 indicates that 59.8% of the variation in employee performance can be explained by office facilities, while the remaining 40.2% is influenced by other variables not examined in this study (Ghozali, 2021). This result demonstrates that office facilities contribute substantially to improving employee performance within the SAMSAT Office of Gowa Regency.

## 4.2 Research Discussion

### The Effect of Office Facilities on Employee Performance

This study aimed to examine the effect of office facilities on employee performance at the Sistem Administrasi Manunggal Satu Atap (SAMSAT) Kabupaten Gowa. The findings demonstrate that office facilities have a positive and statistically significant effect on employee performance. Based on the simple linear regression analysis, the regression coefficient value was 0.789 with a significance level of 0.000 ( $p < 0.05$ ), indicating that improvements in office facilities contribute directly to higher employee performance. These findings confirm that adequate workplace facilities are essential organizational resources that support employees in carrying out their duties effectively and efficiently.

The results indicate a strong relationship between office facilities and employee performance. The positive regression coefficient implies that every improvement in the quality and availability of office facilities leads to an increase in employee productivity and work outcomes. This finding is consistent with the argument of Sugiyono that a significant relationship is established when the regression coefficient is positive and the significance

### Coefficient of Determination Test ( $R^2$ )

The coefficient of determination test was conducted to measure the extent to which the independent variable explains variations in the dependent variable.

value is below 0.05. The present study therefore provides empirical evidence that office facilities constitute an important determinant of employee performance within public sector institutions.

### Descriptive Analysis of Office Facilities and Employee Performance

From a human resource management perspective, office facilities function not merely as supporting physical assets but also as strategic organizational resources capable of improving work effectiveness, efficiency, and employee motivation. Adequate facilities create a comfortable working environment that enables employees to complete tasks more accurately and within shorter timeframes. In the context of public service organizations, the availability of proper facilities becomes increasingly important because employee performance directly influences the quality of public service delivery. Consequently, improving office facilities should become part of organizational strategies aimed at enhancing institutional performance and service quality.

The descriptive analysis further revealed that the highest average score for the office facilities variable was related to the indicator "accelerating work processes" with a mean score of 4.62. This finding suggests that employees perceive the available facilities as highly supportive in facilitating task completion and improving work efficiency. Technological facilities, office equipment, and operational infrastructure were considered capable of reducing delays and increasing productivity. These findings support previous studies emphasizing that modern and accessible office facilities positively affect employee effectiveness and organizational productivity.

However, the indicator with the lowest mean score was “workspace neatness,” with an average value of 3.06. This result indicates that although the facilities are generally considered adequate, improvements are still required regarding office layout, workspace organization, and environmental cleanliness. A less organized workspace may reduce employee comfort and concentration, potentially affecting performance outcomes. Therefore, organizational management should pay greater attention not only to the availability of facilities but also to their arrangement and maintenance to create a more conducive working environment.

Regarding employee performance, the highest mean score was found for the “cooperation” indicator, with a value of 4.44. This finding demonstrates that teamwork and collaboration among employees are strong elements within the organization. Effective cooperation facilitates task coordination and enhances collective productivity in achieving organizational goals. In contrast, the indicators with the lowest mean scores were “work quantity” and “initiative,” both scoring 4.16. These findings imply that employees may still require additional motivation, training, and managerial support to improve proactiveness and productivity. Organizations may address these issues through capacity-building programs, incentive systems, and more effective performance management practices.

### Comparison with Previous Studies

The findings of this study are consistent with previous empirical studies. Research conducted by Jufrizen and Fadilla Puapita Hadi (2021) found that office facilities significantly influence employee performance. Similarly, studies by Septian Ragil Anandita, Susi Indriyani, and Wisnu Mahendri (2021) concluded that workplace facilities play an important role in enhancing employee productivity. These studies reinforce the argument that adequate facilities contribute to higher work effectiveness and improved organizational outcomes.

Nevertheless, the findings differ from the study conducted by Firman, Wulandari, and Jaenab (2023), which reported that office facilities did not significantly affect employee performance at the Regional Library Office of Bima City. Such inconsistencies may be explained by differences in

organizational characteristics, institutional culture, employee needs, managerial systems, and the extent to which facilities are integrated into daily operational activities. These contextual differences suggest that the influence of office facilities on performance may vary across organizations and sectors.

### Implications of the Study

In addition, the coefficient of determination analysis revealed an Adjusted R Square value of 0.598, meaning that 59.8% of the variation in employee performance can be explained by office facilities, while the remaining 40.2% is influenced by other variables not examined in this study. This result indicates that office facilities represent a substantial factor affecting employee performance, although other determinants such as leadership style, work motivation, organizational culture, compensation, and job satisfaction may also contribute significantly.

Overall, the findings of this study emphasize that adequate office facilities are critical in supporting employee performance within public organizations. Facilities that align with employee needs, are easy to use, accelerate work processes, and create a comfortable working environment can significantly improve work quality, work quantity, responsibility, cooperation, and initiative among employees. Therefore, organizational management at the Sistem Administrasi Manunggal Satu Atap (SAMSAT) Kabupaten Gowa should prioritize the improvement and maintenance of office facilities as part of strategic efforts to enhance employee performance and optimize public service delivery. The findings of this study also provide practical implications for policymakers and organizational leaders in formulating more effective workplace management strategies aimed at increasing organizational productivity and service excellence.

## 5. Conclusion

### 5.1 Conclusion

This study examined the effect of office facilities on employee performance at the Sistem Administrasi Manunggal Satu Atap (SAMSAT) Kabupaten Gowa. The findings revealed that office facilities have a positive and significant effect on employee performance. The regression analysis showed a regression coefficient value of 0.789 with

a significance value of 0.000 ( $p < 0.05$ ), indicating that improvements in office facilities contribute directly to enhancing employee performance. These results confirm that adequate facilities support employees in performing their duties effectively, efficiently, and productively. Furthermore, the coefficient of determination demonstrated that office facilities explain 59.8% of the variation in employee performance, while the remaining 40.2% is influenced by other factors not examined in this study.

The descriptive analysis also indicated that employees perceived office facilities to be generally adequate, particularly in supporting the acceleration of work processes. However, several aspects, especially workspace organization and neatness, still require improvement to create a more comfortable and productive working environment. In terms of employee performance, cooperation among employees emerged as the strongest aspect, while work quantity and initiative require further managerial attention. Overall, the findings emphasize that the availability of adequate office facilities is a strategic factor in improving employee performance and organizational effectiveness.

### 5.2 Theoretical Implications

This study contributes to the development of human resource management theory, particularly regarding the relationship between workplace facilities and employee performance in public sector organizations. The findings strengthen previous theories suggesting that office facilities function not only as physical supporting tools but also as strategic organizational resources capable of increasing work efficiency, employee motivation, and organizational productivity. The study also confirms that supportive working environments can positively influence employee behavior and performance outcomes.

In addition, the findings provide empirical support for organizational behavior theories that emphasize the importance of environmental and infrastructural factors in shaping employee productivity. By demonstrating the significant influence of office facilities on employee performance, this study enriches the existing literature related to workplace management and public sector performance improvement.

### 5.3 Practical Implications

The findings of this study provide practical implications for organizational leaders and policymakers, particularly within public service institutions. Management should prioritize the improvement, maintenance, and modernization of office facilities to support employee productivity and service quality. Adequate technological infrastructure, comfortable workspaces, proper office equipment, and organized work environments are essential elements in creating an effective workplace.

Furthermore, organizations should regularly evaluate the condition and functionality of office facilities to ensure that employees can perform their duties without operational obstacles. Improving workspace layout, internet connectivity, office equipment, and document management systems may significantly enhance employee efficiency and public service performance. These improvements are expected to strengthen organizational effectiveness and increase public satisfaction with government services.

### 5.3 Limitations of the Study

Despite its contributions, this study has several limitations. First, the research focused only on one independent variable, namely office facilities, while employee performance may also be influenced by other factors such as leadership style, work motivation, organizational culture, compensation, and job satisfaction. Second, the study was conducted within a single public institution, limiting the generalizability of the findings to other organizations or sectors.

In addition, the relatively small sample size may affect the broader applicability of the results. The study also relied primarily on questionnaire-based responses, which may contain subjective perceptions from respondents. Therefore, future studies should consider combining quantitative and qualitative approaches to obtain a more comprehensive understanding of factors affecting employee performance.

### 5.4 Recommendations for Future Research

Future research is recommended to include additional variables that may influence employee performance, such as leadership, organizational



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culture, work discipline, job satisfaction, compensation, and employee motivation. Expanding the research scope to different institutions, industries, or regions would also provide broader insights into the relationship between workplace facilities and employee performance.

Moreover, future studies may employ more advanced analytical methods, such as Structural Equation Modeling (SEM) or mixed-method approaches, to obtain deeper and more comprehensive findings. Comparative studies between public and private sector organizations are also recommended to identify differences in the role of office facilities in influencing employee performance across organizational contexts.

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