

THE INFLUENCE OF OFFICE MANAGEMENT ON PUBLIC SERVICES IN THE HILISALAWA'AHE DISTRICT OFFICE SOUTH NIAS REGENCY

by
Selateli Halawa¹, Odaligoziduhu Halawa², Robin Markus Putra Waruwu³, Eliagus Telaumbanua⁴

Program Studi Manajemen, Universitas Nias

Email: sellahalawa4@gmail.com

ABSTRACT

At the Hilisalawa'ahe District Office, South Nias Regency, researchers found that administrative services to the public were not running optimally. The purpose of this study was to determine office management for public services at the Hilisalawa'ahe District Office, South Nias Regency. Data collection techniques were through observation and distribution of questionnaires to 33 employee and community respondents. Meanwhile, data analysis used validity tests, reliability tests, correlation coefficient analysis, determinant coefficient analysis, and hypothesis testing. In this study using quantitative research with data calculation using SPSS to obtain accurate values. The results of this study, the t test of variable X Quality management system is 17.257 with a significance level of 5% obtained t table of 2,034. It is known that the Sig value = 0.000 < 0.05. So according to the interpretation: If the Sig value < 0.05 or t count > t table then there is an influence between variable X on variable Y, conversely, If the Sig value > 0.05 or t count < t table then there is no influence between variable X on variable Y. So it can be concluded that the influence of office management is positive and significant on public services. In the calculation results the value of the determinant coefficient (R-Square) is 90.6%. For 9.4% is influenced by other factors not discussed in this study.

Keywords: *Office Management and Public Services*

PENGARUH MANAJEMEN PERKANTORAN TERHADAP PELAYANAN PUBLIK DI KANTOR KECAMATAN HILISALAWA'AHE KABUPATEN NIAS SELATAN

ABSTRAK

Di Kantor Kecamatan Hilisalawa'ahe Kabupaten Nias Selatan, peneliti menemukan pelayanan administrasi pada masyarakat belum berjalan secara optimal. Tujuan penelitian ini adalah untuk mengetahui manajemen perkantoran terhadap pelayanan publik di Kantor Kecamatan Hilisalawa'ahe Kabupaten Nias Selatan, teknik pengumpulan data dengan cara observasi, dan penyebaran angket (kuesioner) kepada responden pegawai dan masyarakat sebanyak 33 responden. Sedangkan pada pengujian analisis data menggunakan uji validitas, uji reliabilitas, analisis koefisien korelasi, koefisien determinan, dan uji hipotesis. Pada penelitian ini menggunakan penelitian kuantitatif dengan perhitungan data menggunakan SPSS untuk memperoleh nilai akurat. Hasil penelitian ini, uji t variabel X Sistem manajemen kualitas adalah 17,257 dengan tingkat signifikansi 5% di dapat t tabel sebesar 2.034. Diketahui nilai Sig = 0,000 < 0,05. Maka sesuai dengan interpretasi: Jika nilai Sig < 0,05 atau t hitung > t tabel maka terdapat pengaruh antara variabel X terhadap variabel Y, sebaliknya, Jika nilai Sig > 0,05 atau t hitung < t tabel maka tidak ada pengaruh antara variabel X terhadap variabel Y. Maka dapat disimpulkan bahwa pengaruh manajemen perkantoran secara positif dan signifikan terhadap

pelayanan publik. Pada hasil perhitungan nilai koefisien determinan (R-Square) sebesar 90,6 %. Untuk 9,4 % di pengaruhi oleh faktor-faktor lain yang tidak dibahas dalam penelitian ini.

Kata Kunci: Manajemen Perkantoran Dan Pelayanan Publik

INTRODUCTION

Public service is one of the primary functions of government administration, directly addressing the needs of the public. The quality of public service is an indicator of government performance, particularly at the regional government level, such as sub-districts. In this context, office management plays a strategic role in supporting the smooth and effective operation of public services. Good office management will impact work efficiency, timely service delivery, and public satisfaction. According to Darmansah (2020), office management is a function encompassing a group of interrelated and interdependent work tasks based on their nature and implementation. Meanwhile, Soesanto, in Wilda (2023), explains that office management is all the structuring activities related to the implementation of organizational administration in order to provide meaningful information for the decision-making process. Thus, office management is understood not only as a mere administrative activity but also as an integrated management system.

Office management encompasses various aspects, such as time management, office layout, communication systems, archive management, information technology utilization, and human resource development. Each of these aspects contributes to the operational effectiveness of an organization. Appropriate use of information technology, for example, can speed up administrative processes and minimize errors. Conversely, a manual and poorly organized work system can hinder service delivery and lead to customer dissatisfaction. Public service itself is defined in Law Number 25 of 2009 concerning Public Services as an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services, or administrative services provided by public service providers. Lestari, RA., et al. (2022) stated that the government as a public service provider must continuously strive to provide the best service because public satisfaction is a benchmark for the success of public services. Muafatun (2022) also emphasized that public service is the provision of services to the community in accordance with established rules and procedures.

In the era of globalization and digitalization, public demands for fast, transparent, and

accountable public services are increasing. Therefore, government agencies are required to improve their management systems, including office management, to enhance service quality. Research by Aulia Lukman (2024) shows that effective office and archiving management plays a role in creating administrative efficiency through document organization, technology utilization, and employee collective awareness. Meanwhile, research by Melinda et al. (2024) reveals that the quality of public services influences public satisfaction levels. The Hilisalawa'ahe District Office in South Nias Regency, as a regional government agency, is responsible for providing administrative services to the public. However, initial observations indicate that administrative services are not yet optimal. Several issues have emerged, including slow processing of civil registration documents, long waiting times, a lack of information certainty, and weak coordination between departments. The manual filing system also leads to a backlog of files and delays in data retrieval.

Furthermore, limited competent human resources and a lack of employee training hinder the implementation of professional office management. The absence of a structured monitoring and evaluation system also impacts the level of accountability and transparency in public services. These conditions indicate that office management has the potential to impact the quality of public services at the Hilisalawa'ahe District Office in South Nias Regency. Based on the description, this study aims to analyze the influence of office management on public services at the Hilisalawa'ahe District Office, South Nias Regency. Specifically, this study attempts to answer two main questions, namely: (1) whether there is an influence of office management on public services, and (2) how big is this influence.

This research is expected to provide theoretical contributions to the development of management science, particularly office management and public services. Practically, the results of this study are expected to provide evaluation material and recommendations for the Hilisalawa'ahe District Office, South Nias Regency, in improving the quality of office management to support more effective, efficient, and satisfaction-oriented public services.

LITERATURE REVIEW

Office Management

Office management is a crucial component of an organization's administrative system, particularly in supporting work effectiveness and efficiency. Conceptually, management is

understood not only as a planning and control process, but also as an integrated system that combines analysis, formulation, and implementation to achieve organizational goals (Rothaermel, 2019). According to Rasyid (2018), office management is the activity of managing data and information regularly, systematically, and continuously to support the success of organizational tasks. Darmansah (2020) emphasizes that office management is a function encompassing a group of interrelated and interdependent work tasks based on their nature and implementation. Meanwhile, Rusdiana (2021) explains that office management is a series of activities involving planning, organizing, directing, and controlling office work to support the achievement of organizational goals.

The scope of office management includes the management of office space, communications, employees, office supplies and equipment, work methods, records, and the supervision of implementing officials (Najihah, 2023). These activities demonstrate that office management is not limited to administrative work but also encompasses the management of human resources, infrastructure, and information systems. Office management functions essentially follow the general management functions: planning, organizing, actuating, and controlling (Rusdiana & Zakiah, 2021). These four functions serve as the foundation for managing office activities systematically and efficiently.

According to Musdalifah (2020), office management indicators include: (1) office layout, (2) communication, (3) employee discipline, (4) facilities and infrastructure, (5) work methods or procedures, and (6) dynamic archive management. These indicators serve as the basis for measuring the extent to which office management is implemented effectively in an organization. Thus, office management can be understood as a structured administrative management system, which functions to increase work efficiency and support the achievement of optimal service quality.

Public service

Public service is one of the government's primary responsibilities in meeting the needs of the community. According to Law Number 25 of 2009 concerning Public Services, public service is an activity or series of activities designed to meet the service needs of every citizen and resident, in accordance with statutory regulations, for goods, services, or administrative services provided by public service providers. Rahmadana et al. (2020) define public service as the provision of services by the government or private parties on behalf of the government to the public, either

paid or free, to meet the needs or interests of the community. Marwiyah (2023) adds that the primary goal of public service is to improve public welfare through the provision of fair, transparent, and high-quality services. Public services must adhere to principles such as transparency, accountability, conditionality, participation, non-discrimination, and a balance of rights and obligations (Marwiyah, 2023). Furthermore, Law Number 25 of 2009 also emphasizes the principles of public interest, legal certainty, equal rights, professionalism, openness, and timeliness in the provision of public services.

Public service models can be divided into several patterns, including functional technical services, one-stop services, one-stop services, centralized services, and electronic services (Rahmadana et al., 2020). Developments in information technology are driving the transformation of public services toward faster and more efficient electronic systems (e-government). According to Tjiptono in Verawati (2023), public service quality indicators include five dimensions, namely: (1) reliability, (2) responsiveness, (3) assurance, (4) empathy, and (5) tangibles. These five dimensions serve as benchmarks for assessing the level of public satisfaction with the services provided.

Thus, public service can be understood as the process of providing services by the government to the public which must fulfill the principles of transparency, accountability and professionalism in order to achieve public satisfaction.

The Relationship Between Office Management and Public Services

Office management and public services are closely linked in the context of government administration. Effective office management will create an organized work system, clear procedures, smooth communication, and effective archives and information management. These conditions will directly impact the quality of public services. Aulia Lukman's (2024) research shows that effective office and archiving management impacts administrative efficiency through document organization and technology utilization. Meanwhile, Mufida's (2024) research confirms that improving the quality of public services is influenced by the dimensions of tangibles, reliability, responsiveness, and assurance.

Theoretically, if office management functions run well—through effective planning, organizing, mobilizing, and monitoring public services will be faster, more accurate, more transparent, and more accountable. Conversely, suboptimal office management can lead to slow service processes, a lack of coordination, and low public satisfaction. Thus, it can be assumed that there

is an influence between office management and public services. This relationship forms the basis for formulating the research hypothesis that office management has a significant influence on public services at the Hilisalawa'ahe District Office, South Nias Regency.

RESEARCH METHODS

This study uses a quantitative approach with descriptive and explanatory methods. The quantitative approach was chosen because this study aims to examine the influence of office management variables on public services through numerical data analysis. The type of research used is quantitative research. This study focuses on measuring the relationship between two variables: office management as the independent variable (X) and public services as the dependent variable (Y). The research was conducted at the Hilisalawa'ahe District Office, South Nias Regency. This location was chosen because it aligns with the research focus, which examines office management and public services at the sub-district government level. The population in this study was all employees and members of the public who received services at the Hilisalawa'ahe District Office. The research sample consisted of 33 respondents, consisting of employees and members of the public. The sampling technique was carried out directly with respondents relevant to the research.

Data in this study were collected through:

1. Observation, namely conducting direct observation of service activities at the sub-district office.
2. Questionnaire, namely distributing a list of questions to respondents to obtain data regarding office management and public services.

The data obtained was analyzed using the SPSS program with the following stages:

1. Validity and reliability tests to ensure that the research instrument is suitable for use.
2. Simple linear regression analysis to determine the effect of variable X on variable Y.
3. Test the correlation coefficient to determine the relationship between variables.
4. Test the coefficient of determination (R^2) to determine the extent of the influence of office management on public services.
5. Hypothesis test (t-test) to determine the significance of the influence of the independent variable on the dependent variable.

RESULTS AND DISCUSSION

Respondent Description and Data Processing

This study involved 33 respondents, consisting of employees and residents of Hilisalawa'ahe District. Data were collected through a questionnaire using a five-level Likert scale. The research instrument contained 22 items, consisting of 12 statements for the Office Management (X) variable and 10 statements for the Public Service (Y) variable. Before further analysis was carried out, the data was first tested for validity and reliability to ensure the suitability of the research instrument.

Validity and Reliability Test

The reliability test results show that the Office Management variable (X) has a Cronbach's Alpha value of 0.676 and the Public Service variable (Y) of 0.783. Both values are greater than 0.60, so all statement items are declared reliable. Thus, the research instrument is declared suitable and consistent for use in hypothesis testing.

Normality Test

The normality test was conducted using the One-Sample Kolmogorov-Smirnov Test. The test results showed an Asymp. Sig. (2-tailed) value of 0.200 (> 0.05), so it can be concluded that the data is normally distributed. This shows that the regression model meets the normality assumption and can proceed to the simple linear regression analysis stage.

Simple Linear Regression Analysis

Based on the results of the simple linear regression analysis, the following equation was obtained:

$$Y = 2,562 + 0,900X$$

The constant value (a) of 2.562 indicates that if Office Management has a constant value (0), then the Public Service value is 2.562. Meanwhile, the regression coefficient (b) of 0.900 indicates that every one unit increase in Office Management will increase Public Service by 0.900 units. These results show that Office Management has a positive influence on Public Services.

Correlation Coefficient Test

The results of the correlation coefficient test show a Pearson Correlation value of 0.998 with a significance of 0.001 (< 0.01). A value of 0.998 falls into the very strong correlation category (0.80–1.000). This indicates a very strong and positive relationship between office management and public services. The better the office management implemented, the higher the quality of public services perceived by the public.

Coefficient of Determination Test

The results of the coefficient of determination test show an R Square value of 0.906. This value means that Office Management is able to explain the influence on Public Services by 90.6%, while the remaining 9.4% is influenced by other factors not discussed in this study. This shows that the Office Management variable has a very large contribution to improving the quality of Public Services at the Hilisalawa'ahe District Office, South Nias Regency.

Hypothesis Test (t-Test)

Based on the results of the t-test, the calculated t-value was 17.257 with a significance value of 0.000 (<0.05). Since the Sig value is <0.05 and the calculated t value is $> t$ table, H_a is accepted and H_o is rejected. This means that there is a significant influence between Office Management and Public Services at the Hilisalawa'ahe District Office, South Nias Regency.

Discussion

Based on the results of the research that has been conducted, it was found that Office Management has a positive and significant effect on Public Services at the Hilisalawa'ahe District Office, South Nias Regency. This is proven through the results of a simple linear regression test which shows a regression coefficient value of 0.900 with a significance value of 0.000 (<0.05) and a calculated t value of 17.257. Thus, the alternative hypothesis (H_a) is accepted, which means there is a real influence between the Office Management variable on Public Services. Statistically, the relationship between the two variables is also classified as very strong, with a correlation coefficient (r) value of 0.998. This value indicates that an increase in the quality of office management will be followed by an increase in the quality of public services linearly and significantly. In addition, the coefficient of determination (R Square) value of 0.906 indicates that 90.6% of the variation in Public Services can be explained by Office Management, while the remaining 9.4% is influenced by other factors outside this study.

These findings indicate that aspects of office management, such as office layout, employee communication, discipline, availability of facilities and infrastructure, work methods and procedures, and archive management, significantly influence the quality of public service. When office layout is well-organized, service procedures are clear, and employee communication is effective, administrative processes become faster, more transparent, and more efficient.

Conversely, if office management is not running optimally—for example, due to a lack of coordination between employees, unclear procedures, or a poorly organized filing system—

public services tend to be slow and lead to public dissatisfaction. Therefore, strengthening office management systems is key to improving the quality of public services. The results of this study also align with the concept of office management, which emphasizes the importance of systematic and sustainable data and information management to support organizational success. Effective office management not only functions to regulate internal administration but also directly impacts the quality of service received by the public as users of public services.

Thus, this discussion confirms that the success of public services at the sub-district level is significantly influenced by the quality of office management implemented. Improving employee competency, implementing clear work procedures, and strengthening administrative and archiving systems are strategic steps needed to create a more professional, accountable, and public satisfaction-oriented public service.

CONCLUSION

Based on the results of the research and discussion, it can be concluded that Office Management has a positive and significant effect on Public Services at the Hilisalawa'ahe District Office, South Nias Regency. This is proven through the results of a simple linear regression analysis which shows a regression coefficient of 0.900 with a significance value of 0.000 (<0.05). The relationship between the two variables is classified as very strong with a correlation value of 0.998, and a coefficient of determination (R^2) value of 0.906 which indicates that 90.6% of the variation in Public Services can be explained by Office Management. Thus, the better the implementation of office management, the better the quality of public services provided to the community.

These findings confirm that aspects of office layout, employee communication, discipline, availability of facilities and infrastructure, work procedures, and archive management have an important role in increasing the effectiveness and quality of service. Based on these conclusions, it is recommended that the District Office continue to improve the quality of office management by establishing a more structured work system, enhancing employee competence and discipline, and optimizing service facilities and infrastructure. Furthermore, regular evaluations of service procedures are necessary to ensure prompt, accurate, transparent, and responsive service to community needs. Further research is also recommended to include other variables that may influence public service delivery to obtain a more comprehensive picture.

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