



## **Employee Performance Improvement Through Workplace Design**

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### **Abstract:**

Every organization has an obligation to design, organize and improve workplaces, which enables employees to carry out their duties and functions optimally so as to improve superior performance. Pleasant workplace design plays an important role in improving effectiveness and efficiency of performance. With the optimal workplace design, it can grow the motivation for employee and to facilitate the use of productivity in improving performance and productivity. Conversely, workplaces that are not well designed will potentially lead to a decrease in employee performance and productivity. Standards for improving employee performance through workplace structuring design are (1) optimal results, (2) efficiency, (3) satisfaction, and (4) adaptability. The workplace design organization basically refers to 4 principles, namely (1) short distance principles, (2) the principle of all use of space, (3) the principle of the arrangement of workplaces and (4) the principle of the form of work. Through workplace design both are expected to improve the performance and production of employees as an organization.

**Keywords:** *Performance, Workplace Design*

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### **INTRODUCTION**

In every organization, both government and private, there must be an office as a workplace. This is because all forms of activity from the organization are carried out in the office by employees in order to achieve the organizational goals.

A pleasant workplace is a place that is not boring and can increase employee enthusiasm in order to support the increase in office activities and the achievement of organizational goals, then indirectly the office atmosphere as a workplace strongly supports the effectiveness of the work of employees who work in the office. Therefore, every

organization needs to create a workplace atmosphere that supports the smooth running of its employees in carrying out their work, and one of them is by doing a good office space arrangement.

Workplaces have special specifications on their functions, namely for work activities. In this context, the workspace is a physical part of the workplace. Sukmana emphasized that physical work environment is more related to engineering psychology, where the physical condition of the work space is expected to create work convenience for employees. This is very different from the

non-physical work environment which is more oriented towards social interaction and psychological dynamics of workers.

In other words, physical conditions should be made in such a way that physical conditions in the workplace can improve the work performance and productivity of employees. Thus the design of the workplace is good from the aspect of the workspace, the element of color, as the nature possessed by all forms, holds a important role in relation to the activity in the workspace in improving employee performance.

The design of the workplace in each organization has an important role because the design of the workplace affects employees in carrying out their duties, conditions, and results of work. A good workplace design will cause employees to work well and be passionate.

The role of employees is certainly related to how the quantity of work, as well as the timeliness in completing work that is put together in aspects of work productivity and employee performance, which means that if the work productivity of employees is higher, it will also impact on the optimal implementation of the duties and functions of an institution by the employee. However, it should also be noted that there are several things that affect the high and low performance and work productivity of employees, one of which is the design of workplaces (office space) of employees. The study of this article is seeing problems of employee performance by involvement of the work environment.

## **DISCUSSION**

### **1. Employee Performance**

In educational technology improving performance or translated as improving performance more often refers to a statement about effectiveness, can be ways that are expected to bring quality results, products that are expected to create effective learning processes, and changes in competencies that can be applied in real world. This is the case with educational technology concepts that are presented by Alan Januszewski and Michael Moland, who have formulated educational technology in the Association for Educational

Communication and Technology (AECT), namely by using the term creating. Whereas a more complete concept is educational technology is the study and ethical practice of facilitating learning and improving, by creating, using, and managing appropriate technological processes and resources. Its mean that the learning technology area to facilitates the quality of employees performance.

Molenda and Pershing interpret the increase in performance or performance limited to technological involvement in the field of education alone. This means that technology can enhance the role of education to improve human performance and quality.

Employee performance according to Muhammad Zainur Roziqin (2016), is as a whole process of working from individuals whose results can be used as a basis to determine whether the individual's work is good or vice versa. While Wirawan, stated that performance is output produced by functions or indicators of work or a profession in a certain time. Same with some of the opinions above Hariman and Hilgert in Muhammad Zainur put forward performance as an embodiment of the work of the apparatus which will then be used as a basis for evaluating whether or not targets are achieved and the objectives of a government organization, performance includes the results achieved by employees in carrying out their assigned tasks.

While according to August W, Smith in Rusman (2010), performance is output derives from processes, human or otherwise, namely performance is the result of a process carried out by humans.

According to Moehariono in Zaid (2012) Employee performance is one of the factors that influence the level of success of the organization. Performance is the result of work that can be achieved by a person or group of people in the organization both quantitatively and qualitatively, in accordance with their respective authorities and duties, in an effort to achieve the objectives of the organization in question legally, not violating the law and in accordance with morals or ethics.

Thus it can be concluded that performance is work performance or the implementation of work or the performance of a person who is carried out in accordance with the expectations and goals of the organization effectively and efficiently.

According to T. R. Mitchel in Rusman (2010) one measure of performance standards is quality of works, this is clear by Ivancevich that measures of quality of performance can be seen from the productivity of institutions that have been achieved regarding the output produced.

Thus the standard performance measure needs to be used as a reference in making comparisons of what is achieved with what is expected, or the quality of performance is a form of behavior or activities carried out and in accordance with the expectations and goals set by the organization. In other words, performance standards can be used as a benchmark in holding accountability for what has been done.

In relation to this explanation, the design of the workplace must have criteria to determine the improvement of employee performance. According Ivancevich in Rusman (2010) sets the benchmark as follows:

1. Results, refers to the size of the organization's main output
2. Efficiency, refers to the use of step resources by the organization
3. Satisfaction, refers to the success of the organization in meeting the needs of its employees or members.
4. Adaptation, refers to the size of the organization's response to change.

These four benchmarks are work standards that have an influence on performance in the organization by designing a workplace (office space).

Molanda in Mulyanto (2008), distinguishes the performance measurement system from three things, namely: tactical, operational, and strategy. In measuring tactical performance emphasized the point of view of consumers, for example quality can be measured through external measures such as the achievement of consumer needs detected based on the number of claims aimed at products sold. Operational performance measurements emphasize internal operations

and internal organizational capabilities. While according to Mulyadi (2007) in Riski work measurement is a periodic determinant of the operational effectiveness of an organization, organizational parts and employees based on targets and standards as well as predetermined criteria.

## 2. Workplace Design

Design as a plan for problem solving processes (Gognon and Collay, 2001; Dick and Carey, 2006; Robert M. Gagne et. Al, 2005; Charles M. Reigeluth, 1983). In relation to these concepts, workplaces designed with good are effective solutions to solving workforce problems in an organization. Thus the workplace is created as an effective, efficient and attractive process for helping employees to improve performance and productivity as a goal that has been determined by an organization.

The term office layout comes from English, namely Office Layout or often also called Layout. The workplace layout is furniture, machine, and so on in the available space.

According to Ida Nuraida in Zaher (2013), office layout is the arrangement of office space along with office equipment and furniture on the floor area and office space available to provide facilities for employees.

Meanwhile, according to The Liang Gie in Zaher (2013), office space is a determination of space needs and about the detailed use of space to prepare a practical arrangement of physical factors that are considered necessary for the implementation of office work at a cost that is worthy. Thus, office space is the arrangement and preparation of all office machines, office equipment, and office furniture in the right place, so that workers can work well, comfortably, freely and freely to move, so that work efficiency is achieved. Furthermore, according to Quible in Sukoco (2009), office layout is the use of space effectively, as well as being able to provide satisfaction to employees in carrying out their work, as well as giving a deep impression to employees.

While according to Littlefield and Peterson in Sukoco (2009), office layout is the

arrangement of office furniture and equipment on the available floor area.

From the various concepts above, it can be concluded that workplace design is designing a place and equipment so that it can be utilized properly, so as to improve work performance of employees.

### 3. Principles of Workplace Design

According to Muther in Sedarmayanti in Zaid (2013), office spatial planning has 4 (four) basic principles that are useful for organizations as guidelines in office space planning.

#### 1. Shortest Distance Principle

By not ignoring specific matters, a good workspace is one that allows the process of completing a work with a distance as short as possible.

#### 2. Principle of Using All Spaces

A good workspace arrangement is one that fully uses all available space. The space is not only in the form of floor area (space), but also vertical space up and down. So, there is no space left unused.

#### 3. Principle of Change in Workplace Arrangement

A good workspace is one that can be changed or followed by not too difficult and does not using much cost.

#### 4. Principles of Work Series

A good work space arrangement is one that places employees and office equipment in a series that is in line with the sequences of the work.

The existence of these 4 principles must be the basis in designing a workplace in an organization so as to enable an increase in employee work performance. Thus designing workplace arrangements should provide benefits, so that it can enhance employee performance spirit.

## CONCLUSION

Workplace design is designing and managing a place of work and its equipment so that it can facilitate optimal work, so that it can improve its performance. Thus, workplace design is designing and managing a place and equipment so that it can be utilized properly, so as to improve employee work performance. Designing of workplace an organization must be integrated with the main goals of the organization. Through workplace design it is expected to improve employee performance as a goal of an organization. Therefore it is necessary to have standardized performance measures.

Designing a workplace can have a significant positive impact on improving employee performance. Then the four basic principles of the workplace really need to consider in designing a workplace that will allow an increase the employee performance in an organization.

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