



**IMPROVING EMPLOYEE PERFORMANCE  
THROUGH GOOD OFFICE LAYOUT METHODS  
AT THE POPULATION AND CIVIL REGISTRATION  
OFFICE BANYUMAS DISTRICT**

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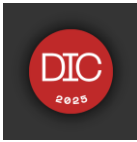
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**Abstract**

Digitalization has brought significant changes in various sectors, including in government agencies such as the Population and Civil Registration Office of Banyu as Regency. This transformation enables increased efficiency and speed of service through the implementation of the Population Administration Information System (SIAK). In addition to digitalization, good office layout also plays an important role in improving employee performance, productivity, and work efficiency.

This report is based on the results of the Merdeka Belaga Kampus Merdeka (MBKM) internship carried out by the author at the Population and Civil Registration Office of Banyais Regency during the period August 5 to December 5, 2024. In carrying out this internship, the author was involved in various operational tasks, from assisting public services, making deeds, to population administration. The importance of a good office layout is explained in this report, where an efficient arrangement can affect collaboration, creativity, and employee comfort. Elements such as lighting, color, air circulation and noise are outlined as physical environmental factors that affect work efficiency. A well-designed office layout not only affects employee productivity but can also increase job satisfaction. From the observations made during the internship, it can be concluded that the implementation of digitalization and the improvement of good office layout at the



Population and Civil Registration Office of Banyais Regency can improve employee performance, provide better service to the community, and support the achievement of overall organizational goals.

**Keywords:** Digitalization, Office Layout, Employee Performance, Population Service, Population Administration, Productivity.

#### Abstrak

Digitalisasi telah membawa perubahan signifikan dalam berbagai sektor, termasuk pada instansi pemerintah seperti Dinas Kependudukan dan Pencatatan Sipil Kabupaten Banyumas. Transformasi ini memungkinkan peningkatan efisiensi dan kecepatan pelayanan melalui penerapan Sistem Informasi Administrasi Kependudukan (SIAK). Selain digitalisasi, tata ruang kantor yang baik juga berperan penting dalam meningkatkan kinerja pegawai, produktivitas, serta efisiensi kerja.

Laporan ini berdasarkan hasil magang Merdeka Belajar Kampus Merdeka (MBKM) yang dilakukan oleh penulis di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Banyumas selama periode 5 Agustus hingga 5 Desember 2024. Dalam pelaksanaan magang ini, penulis terlibat dalam berbagai tugas operasional, mulai dari membantu pelayanan publik, pembuatan akta, hingga administrasi kependudukan. Penulis juga mengidentifikasi beberapa kendala, seperti pencahayaan yang kurang memadai, tata letak meja yang belum strategis, serta pendingin ruangan yang tidak berfungsi optimal. Pentingnya tata ruang kantor yang baik dijelaskan dalam laporan ini, di mana penataan yang efisien dapat memengaruhi kolaborasi, kreativitas, dan kenyamanan pegawai. Elemen-elemen seperti pencahayaan, warna, sirkulasi udara, dan kebisingan diuraikan sebagai faktor lingkungan fisik yang berpengaruh terhadap efisiensi kerja. Tata ruang kantor yang dirancang dengan baik tidak hanya mempengaruhi produktivitas pegawai tetapi juga dapat meningkatkan kepuasan kerja. Dari hasil pengamatan selama magang, dapat disimpulkan bahwa penerapan digitalisasi serta perbaikan tata ruang kantor yang baik di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Banyumas dapat meningkatkan kinerja pegawai, memberikan pelayanan yang lebih baik kepada masyarakat, dan mendukung tercapainya tujuan organisasi secara keseluruhan.

**Kata Kunci:** Digitalisasi, Tata Ruang Kantor, Kinerja Pegawai, Dinas Kependudukan, Administrasi Kependudukan, Produktivitas.

## **A. INTRODUCTION**

Along with the times, digitalization has become the main key in the rapid transformation of organizations and companies, agencies and organizations are indirectly required to adjust to the rapid changes in information technology, including government agencies such as the Population and Civil Registration Office of Banyumas Regency. Digitalization allows processes that previously used manual systems to be improved through the use of information technology. This can speed up the service process, increase efficiency, in the implementation of tasks and public services. In the Population and Civil Registration Office of Banyu MAs Regency, digitization has changed operational aspects. For example, the management of population data, which previously used physical documents, has now been digitized to enable fast and accurate data access. With the implementation of the population administration information system (SIAK), the Banyu as Regency Population and Civil Registration Office strives to continue to develop and update performance in providing optimal services so that the Banyais Regency Population and Civil Registration Office can be assessed well and of course provide good service so that it can satisfy the applicants. SIAK itself includes population data collection, civil registration, family card (KK) management, and birth certificate management. SIAK is managed by the District or City Population and Civil Registration Office. Population data stored in SIAK is the source of the national population

database managed by the central government.

In addition to the application of digitalization, good office spatial arrangement is also a supporting factor in increasing employee performance productivity. One of the factors that affect employee performance productivity is office layout. A good office layout not only supports comfort, but can also increase collaboration, creativity, and work efficiency. Collaboration is the process by which individuals or groups work together to achieve a common goal. In this case collaboration means sharing ideas, information, to complete tasks well and quickly. Then creativity is the ability to generate new and innovative ideas for solutions to problems, while work efficiency is the ability to complete tasks quickly by utilizing time, energy, and materials. Apart from being a place to work, offices are also where employees spend most of their time. Therefore, aspects such as lighting, air conditioning, and room design have a major impact on employee comfort and productivity. According to (Rina & Sulastrri, 2014) using the existing space in the office can provide a large economic effect so as to provide and facilitate the supervision of its staff, and facilitate the flow of communication.

One of the agencies that uses office layout arrangements with the aim of achieving good employee performance is the Population and Civil Registration Office of Banyu MAs Regency. The Population and Civil Registration Office of Banyu as Regency is a government agency that handles Population Administration, so employee

performance will determine the success of the agency's vision and mission.

Based on the results of the author's internship activities, there are several obstacles in the office layout at the Population and Civil Registration Office of banduras Regency. These obstacles are found in the lack of lighting in several places such as the population service registration room, the arrangement of office space seen from the arrangement of desks that are not yet strategic, and there are also several air conditioners that are less functional so that they affect the atmosphere when working

Based on the description above, the author is interested in taking the title "Improving Employee Performance Through Good Office Layout Methods at the Population and Civil Registration Office of Banyu as Regency".

## **B. IMPLEMENTATION AND METHODS**

Internship activity is one of the programs that allows students to work in a company or agency for a certain period of time with the aim of gaining experience relevant to their studies, the Merdeka Learning Campus Internship program aims to help students prepare to enter the world of work. Independent Campus Learning Merdeka Internship (MBKM) activities were carried out at the Population and Civil Registration Office of Banyais Regency, which is located at Jl. Jens. Sudirman No.320A, Kauman Lama, Purwakarta Lor, East Purwakarta Kec., Banyumas Regency, Central Java 53116. The internship was carried out from August 5 to

December 5, 2024.

Regarding the hours of internship implementation, it follows the regulations given, namely Monday-Friday starting at 07.15 WIB until 15.30 WIB. Meanwhile, service hours at the Population and Civil Registration Office of Banyumas Regency start at 08.00 WIB. For Monday and Tuesday use black and white clothes and wear almet, Wednesday batik, Thursday batik striated and Friday free clothes or oh sport.

The results and methods used in this internship are participatory methods. Where the author is seen directly in carrying out services at Dindukcapil. Some of the activities carried out are as follows

- a. Assisting the community in making birth certificates, quotations, and death certificates. In this case, the writer assists the community in checking the files when making death certificates, births, and making birth certificates. The author's activity is to check the files of the applicant's requirements for making a deed before it is processed.
- b. The author assists in separating the deed of relation based on the name of the agency that made the application through the hospital, puskesmas in Banyumas Regency. In this case, the author groups the deeds based on the hospital or puskesmas agency, after being grouped based on the hospital agency, the deeds will be put into a folder according to the name of the agency or puskesmas.

- c. Becoming a Digital Population Identity (IKD) barcode scan operator, in this case the author is placed in the service section to become an IKD barcode scan operator, to get a barcode the author must log in to Siak-Central, in this case the author logs in to a centralized Siak account using an account belonging to a Dindukcapi employee, then the author looks for the population registration menu after that select the KTP menu after that enter the applicant's NIK, after that select the barcode menu.
- d. The author assists the applicant in recording the E-KTP, also assists the applicant in making a family card, the activities that the author does are directing the applicant to the KTP recording room, after the KTP recording room the applicant will be directed to take a photo after taking a photo the applicant will be asked to scan fingerprints, then the applicant will be directed to check the iris and the last part is the applicant's signature, after that all the data is inputted in the ben roller application.
- e. The author assists in recording the Database Administrator (ADB) The activities carried out by the author are recording the Database Administrator (ADB) by inputting the origin of the applicant's move, the applicant's name, the applicant's NIK, and finally the applicant's moving address.
- f. The author was assigned to assist staff in preparing for the meeting. In this case, the activities carried out by the

author are preparing for meetings by helping to be the recipient of invited guests, preparing snacks for meetings, and helping to take documentation at public consultation forum meetings related to population administration services in villages through siak and freekabe villages.

- g. The author was given the task of giving outgoing letter numbers on overseas death reporting, marriage reporting. For death reporting with code 472.12, and for marriage reporting with code 472.2.

### **C. RESULTS AND DISCUSSION**

The development of technology and digitalization currently has an impact on various aspects of life, including in government agencies, such as the Population and Civil Registration Office of Banyumas Regency, also experiencing this development. The application of digitization-based information systems greatly supports agency operations, especially in data management and public services. In addition to the application of digitalization, a good office space arrangement is also a supporting factor for improving employee performance and increasing the productivity, efficiency, and effectiveness of employee performance in an agency. Therefore, aspects such as lighting, air conditioning, and room design have a big impact on the comfort of employees.

#### **Employee Performance**

Employee performance is the

result of an employee's work in carrying out his duties and responsibilities at work, employee performance is also a measure that can be used to compare the performance of tasks and responsibilities that come from the organization over a certain period of time and is used relatively to measure performance during organizational work time.

According to Osborn (1991) says that performance is "A portion of the quality and quantity of the achievement of tasks, whether carried out by individuals, groups or corporate agencies." Meanwhile, according to Tika (2006) performance is the results of the job function / activities of a person or group in an organization that is influenced by various factors to achieve goals in a certain period of time. Meanwhile, according to Bernardin & Russel (2003) to measure employee performance, several performance indicators can be used, including:

- a. Quality is the degree to which the process or result of completing a task is close to perfect.
- b. Quantity is the production produced that can be shown in units of currency, the number of units, or the number of activity cycles completed.
- c. Timeliness is where the activity can be completed, or results can be achieved within a predetermined time and maximize the time available for other activities.
- d. Cost effectiveness is the degree to which organizational resources, such as human, financial, technological, can be

maximized in the sense of obtaining the highest profit to reduce losses incurred.

- e. Interpersonal impact is the degree to which an employee is able to develop feelings of mutual respect, goodwill and cooperation between one employee and another.

### **Definition of Office**

The term office comes from the Dutch "Kantoor" which means a room for doing work activities. While in English, namely "Office" which means a place used to provide services. According to Sabrina & Dinah (2024) The office is a means of centralizing all administrative activities or rather activities that are managerial and facilitative in nature. Likewise, those who state that an office is a container or place for a group of people or organizations that carry out administrative activities.

Based on the description above, we can conclude that an office is a place where all administrative, managerial, and facilitative activities are carried out by a group of people or organizations. The office itself has several shapes and sizes.

### **Office Layout**

Office layout is one of the important things in entering a company or government agency. An office with an unorganized office layout is sure to make office guests think that performance is much different from the appearance of the layout. Basically, office layout is directly related to office management. The office itself is a place to provide information in order to facilitate work activities in

all fields (Palupi, S. R., & Rustiana, 2014). Thus the office is a place where activities related to information are held starting from receiving, collecting, managing, storing, and distributing (Anggraeni & Yuniarsih, 2017). Office layout is also a requirement of modern offices today. Office layout is the arrangement and arrangement of all office machines, office equipment and office furniture in the right place, so that employees can work properly, comfortably, freely and freely to move, so as to achieve performance efficiency (Arifin & Nurcaya, 2018).

So the office layout needs to be designed as well as possible with the aim of preventing the waste of energy and time of employees due to inappropriate layout, facilitating the work of employees, facilitating the flow of communication and work flow, and providing a sense of comfort and flexibility for employees in carrying out all responsibilities (Oktsvisnti, 2018).

So in outline, the existence of office layout is able to organize the room properly so that it has an impact on the implementation of orderly and smooth work. The benefits provided from office layout can be felt by all employees and produce the desired performance. According to Sabrina & Dinah (2024) there are factors that affect the condition of an office layout, namely:

- a. The physical environment of the office includes the building, tools and equipment, and office machinery. The physical environment can be affected by light, color, air in the

office and sound.

- b. Cultural environment, habits that become behaviors include how to work, communicate, interact with colleagues and external parties.

In relation to the physical environment from the description above, there are four important things in the physical environment that affect the efficiency of activities in the office, namely:

- a. Light is able to provide illumination in a place. Light helps illuminate work, minimizes eye fatigue and increases work effectiveness.
- b. Color can provide a stimulus to human emotions and the brain. Color selection can provide comfort in employee work productivity.
- c. Air, air circulation is a factor that greatly affects employee performance and employee comfort.
- d. Excessive sound or noise can interfere with the work of employees of an office, especially in jobs that require high concentration. Therefore, the company should take action to minimize excessive noise.

According to Sabrina & Dinah (2024) office layout can generally be divided into four types, namely:

- a. Open place offices are a type of office where each employee's workplace is not separated by dividers or other barriers. This allows employees to supervise each other, communicate, and facilitate the use of office equipment or machines.

- b. A closed office layout is an arrangement of separate rooms and is divided based on the function of each section, which consists of rooms or because the nature of the work demands artificial separation.
- c. Landscape layout is a scenic layout that is decorated by gardens, decorations, parks, and other decorations.
- d. Combined layouts are a combination of open and closed layouts.

### **Recognition of field learning**

The implementation of courses related to internship activities carried out at the Population and Civil Registry Office in semester V include:

### **Archival Management II**

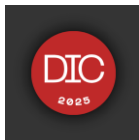
In the course of archival management, learn the basic concepts of archives and archive storage systems. Archival management consists of archival management systems in various institutions. The material discusses archival management II, the positive and negative sides of implementing management in institutions, efforts to build an effective management system and improve archivists to support the smooth and development of institutional performance. The author's activity is to assist the civil registration field to archive the finished deed archive using a time-based archive storage system. The author will first check the finished deed archive based on time and then place it in a folder based on the time the deed was made. In addition, activities related to archival management courses are archiving a collection of SPJ files

for each field based on the sub-activities of each field.

### **Professional Ethics**

The Professional Ethics course refers to the values, principles, and moral norms that govern the behavior and actions of individuals in the context of their profession. Professional ethics is reflected in work ethics, which is a system of norms used by all stakeholders of a company and a government agency as moral guidance. These guidelines assist professionals in making appropriate, responsible and ethical decisions in carrying out their duties. Professional ethics courses discuss the formation of normative values, student morals, and behavior in the work environment and daily life. Just as the Population and Civil Registration Office in serving applicants shows a 5S attitude in serving applicants, namely smiles, greetings, greetings, politeness, and courtesy.

The purpose of studying professional ethics is to improve intellectual skills in thinking and acting in a morally desirable way in order to achieve moral commitment and responsible behavior. Activities related to professional ethics are applying good ethics to professional and professional materials by applying a good way of dressing, and conducting ethics in communicating between employees and internship students at the Banyumas Regency Population and Civil Registration Office. Furthermore, being kind, honest and responsible in the tasks assigned during internship



activities.

### **Public Speaking**

Public Speaking is the art of public speaking skills to convey ideas or the right ideas so that information can be conveyed properly to the audience. Public speaking includes conveying information in the press, speeches, lectures, presentations, briefings, and speaking in front of a crowd.

Activities related to public speaking courses in internship activities at the Banyumas Regency Population and Civil Registration Office carried out in the Front Office section to assist the public in providing information or what requirements are needed when managing population administration and assisting the public in rating assessments on google maps. this is addressed to the public or applicants who have completed services at the counter, in this case the author uses good and polite language and is easily understood by the applicant and activities related to public speaking are to assist the applicant in providing information about what requirements are needed in managing population administration, both information about the requirements for making deeds, managing moves and others.

In this case the author not only applies a good and polite way of speaking but also the author applies body language in public speaking activities when conveying information to the applicant. Thus the author feels benefits such as increasing self-confidence and improving communication between the author and the applicant who takes care of the population administration.

### **Work Integrated Learning (WIL)**

This course covers the integrity of practicum courses such as archival management courses, computer practice, typing, office computers, secretarial practice, public speaking, and several other courses in the office administration department whose learning process involves direct practice at the agency.

Work Intergrated Learning is relevant to the MBKM internship because the author applied it during his internship at the Population and Civil Registration Office of Bnayumas Regency. The activities carried out by the author include operating a computer to recap data on the number of visitors at the Population and Civil Registration Office of Banyumas Regency using Ms. Excel. Furthermore, archiving activities were also carried out by the author such as grouping deed archives based on time, field SPJ archives based on each field's sub-activities. Then related to the secretarial practice course, the author behaves politely, obeys the rules of the Banyumas Regency Population and Civil Registration Office, and manages the numbering of outgoing letters and disposes of incoming letters and writes incoming letters in the incoming letter agenda book.

### **Information Applications**

### **Technology**

Information technology applications are the use of information technology, management, input processing so that it becomes information insight into hardware and software. The purpose of using information

technology applications is to produce high-quality information, in this case what means high quality, namely, relevant, accurate, and timely. The Population and Civil Registration Office of Banyumas Regency uses an E-catalogue or online shopping application developed by the government goods/services procurement policy agency in this application provides various products from various commodities needed by the Population and Civil Registration Office of Banyumas Regency in the E-catalogue there are features of product management and viewing, product collections and categories, negotiations and purchases, access and users of this application use a budget use authorization account when purchasing goods in the E-catalogue.

The activities that the author performs are related to understanding and describing the material. The activities that the author performs are related to understanding and describing the material of computer hardware and software using the technology that has been provided such as E-catalogue, Srikandi, IKD, gratiskabeh, basic grave book and the activity of recapitulating visitor data to the Population and Civil Registration Office of Banyumas Regency using Ms. Excel.

### **International Management**

International management is the process of managing cross-border business operations that involves planning, controlling, organizing, taking into account cultural, legal, and economic differences in various countries. International management courses

can develop a global mindset so as to be able to adjust, adapt and provide direction effectively amid cultural, political and economic differences. The author's activities related to international management courses on cross-cultural communication and negotiation competencies. How the Banyumas Regency Population and Civil Registration Office conducts civil registration of foreigners and Indonesian citizens who are married and reports foreign births, the Banyumas Regency Population and Civil Registration Office also cooperates with Embassies or Consulates to record and manage data on Indonesian citizens who are abroad, as well as reporting foreign deaths.

### **Organization and Leadership Theory**

Organization theory is the concepts and principles by which organizations are formed, function, and managed. It studies how tasks are coordinated to achieve goals. Leadership is the principle that explains the behavior, style, and characteristics of leaders in influencing, motivating, and directing individuals or groups to achieve goals. In this case the author takes leadership style material because it is seen from the leadership of the Head of the Dindukcapil Office applying a democratic (Participative) leadership style because it involves members in making decisions, encourages discussion, and listens to input. This can increase the sense of responsibility of members. Meanwhile, the leadership system at Dindukcapil Banyumas Regency

is bureaucratic which focuses on the application of strict rules, procedures and policies and compliance with laws and regulations is very important, especially those related to population administration because it must be in accordance with statutory regulations.

### **Japanese**

This course studies grammar, culture, Japanese alphabets such as hiragana, kanji, communication skills, and learns vocabulary in Japanese. The course is less relevant to be implemented at the author's internship site. The author communicates using Indonesian and does not use foreign languages. Even so, the author tries to speak Japanese with other interns such as saying *konnichiwa*, *itadakimasu* with interns. In this case the author takes material about Japanese culture at work, namely being friendly and polite (Mulyadi et al., 2023) Dindukcapil employees are quite friendly to applicants by asking about the needs in managing population administration and in terms of ethics, Banyumas Regency Dindukcapil employees are polite to applicants, a sense of responsibility where Dindukcapil employees have a sense of responsibility for applicants who are taking care of population administration, the discipline of Dindukcapil Employees is quite disciplined in terms of time.

### **Entrepreneurship**

Is the process of creating and developing in managing a business or business to generate profits. Entrepreneurship courses discuss innovation, entrepreneurship, and

opportunities in existing businesses, applications in the industrial sector, factors in economic growth, the role of government, business management, and growth sectors. The author observed this material in the canteen at Dindukcapil.

In terms of the needs of Dindukcapil employees and visitors for civil registration, there are several aspects that need to be developed and considered such as time availability where employees may need fast food due to time constraints during breaks, taste where the Dindukcapil canteen offers common food preferences as well as healthy food, the price of the Dindukcapil canteen is relatively cheap.

The implementation of entrepreneurship can also be done in Dindukcapil through the application of innovation, creativity, and technology, developing ideas to improve existing services in Dindukcapil. Although Dindukcapil is not a business institution, the development of ideas can be focused on technology that can assist in population administration services, for example developing *Gratiskabeh* technology that allows people to access without having to come directly to Dindukcapil. The *gratiskabeh* service also allows people to take care of documents without having to queue because it can be accessed via cellphone and is also more effective.

## **D. CLOSING**

### **Summary**

Regarding the implementation of an internship at the Population and Civil

Registration Office of Banyumas Regency for four months in the field of civil registration, the field of population registration services, the secretarial field, provides experience for the author directly. The author also gained new insights into the world of work and applied the knowledge gained on the bench, as well as improving hard skills and soft skills. It can be concluded that in this case the office layout at Dindukcapil Banyumas Regency uses a combined spatial system seen from the room for the head of the office, the secretary of the office, the head of the field.

Office layout is an important aspect in an agency or company in achieving optimal performance. However, judging from the real situation, the office layout at the Population and Civil Registration Office is still not optimal, judging from the arrangement of office space, seen from the air factor, lighting, mediocre rooms and supporting facilities that are not adequate in carrying out work effectively and efficiently, it is necessary to increase the procurement of office facilities and infrastructure in the form of air conditioners so that the room is not hot and stuffy.

### **Advice**

Based on the statement of internship activities at the Population and Civil Registration Office of Banyumas Regency, the following suggestions can be given:

First, increase the size of the room so that it can help smooth work for employees. Second, use minimalist furniture that is more streamlined and adequate to save space. Third,

use the available filing cabinet or archive rack to store files so that there is no accumulation on the table. Fourth, optimize the use of air conditioning to adjust the size of the space for work comfort.

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