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The Influence of Work Facilities on Employee Work Effectiveness at the Permata Keluarga Sribhawono Clinic, East Lampung

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Abstract: This study aims to determine the effect of work facilities on employee work effectiveness at the Permata Keluarga Sribhawono Clinic in East Lampung. In this study the authors used quantitative research methods, data collection techniques through surveys using questionnaires. The analysis technique used Smart PIS 3. The sample in this study amounted to 30 people. The results showed that work facilities affect the effectiveness of employee work at the Permata Keluarga Sribhawono Clinic in East Lampung, this can be seen from the Original Sample value of 0.817 (positive), the t-statistic value of $10.287 > 1.96$, the P-Value value of $0.000 < 0.05$.

Keyword: Work Facilities, Work Effectiveness.

INTRODUCTION

An organization in achieving its goals depends on the role of employees in the organization. Employees are an important factor in an organization in achieving its goals. Without productive employees, it is difficult for an organization to achieve its goals. An organization must have productive employees, because productive employees are valuable assets for the organization. Employees in carrying out their work depend on facilities or work equipment to achieve optimal work results. The role of agencies or organizations is needed in providing facilities for employee work needs in order to increase employee work effectiveness. By providing facilities by organizations or agencies, it is hoped that employee performance can be improved. Employees can work optimally if facilities are available according to their needs. With the facilities, it will encourage employees to be diligent and disciplined. In the work process, the organization must strive to provide complete work facilities so that the work process can run smoothly.

Permata Keluarga Clinic is a health facility located in Sribhawono District, East Lampung Regency. Permata Keluarga Clinic serves general and BPJS patients. The facilities at Permata Keluarga Clinic are inpatient and outpatient services consisting of the Emergency Room, general polyclinic, dental polyclinic, laboratory, physiotherapy and pharmacy.

The problem to be studied in this study is whether there is an influence of work facilities on the effectiveness of employee work at the Permata Keluarga Sribhawono Clinic, East Lampung. The objectives to be achieved in this study are to determine and prove the influence

of work facilities on the effectiveness of employee work at the Permata Keluarga Sribhawono Clinic, East Lampung.

Work Facilities

Facilities are tools and work equipment that help in carrying out work. Work facilities are everything that is used, worn, occupied and enjoyed by members of an organization that supports the smooth running of activities or activities in the organization. Work facilities are means provided by the organization to help the running of activities in the organization in achieving the goals set, which will have an impact on member performance. Work facilities are means as a motivator for employees to work to be more productive and increase employee enthusiasm in working to achieve company goals.

According to Sofyan (2001:22), the types of work facilities consist of:

a. Machinery and equipment

Namely all the equipment used to support the production process in the company.

b. Infrastructure

These are supporting facilities, used to help smooth the running of activities in the company, such as bridges, roads, fences, and others.

c. Office supplies

These are facilities that support office activities, such as office furniture (tables, chairs, cupboards and others), laboratory equipment and electronic equipment (computers, photocopiers, printers and others).

a. Inventory equipment

These are tools used in companies such as company inventory, office inventory, factory inventory, laboratory inventory, warehouse inventory and so on.

b. Land

These are assets used in building sites, or vacant land used for company activities.

c. Building

These are facilities that support the central activities of company activities such as offices and warehouses.

Means of transportation

These are vehicles used to assist company activities (trucks, tractors, cars, motorbikes, and others).

According to Moenir (2016:120), several indicators of work facilities are:

a. Work tool facilities

Employees or workers cannot do the assigned work without work tools. Work tools are divided into two types, namely management work tools and operational work tools.

b. Work equipment facilities

Work equipment facilities are all objects used in work but not directly for production, but as a facilitator and refresher in work. Included in work equipment are buildings, work spaces, adequate lighting, furniture (such as chairs and tables), communication tools and official vehicles, tools that function to freshen the room (fans or AC), and others.

c. Social or assistive facilities

Social facilities are facilities used by employees and are of a social nature, such as dormitories, official residences and official vehicles.

Work Effectiveness

Work effectiveness is the work results achieved by an employee in carrying out tasks in accordance with the responsibilities given to him. Work effectiveness is the extent to which the organization achieves the goals and objectives that have been set. Work effectiveness is a

condition that indicates the level of success of management activities in achieving goals that include work quantity, work quality and timeliness in completing work. Work effectiveness is the completion of work on time where the implementation of the task is considered good enough or not depending on how the task is carried out. Work effectiveness has the meaning of achievement which means the results of the work achieved, and carrying out activities with the aim of getting results. Effectiveness is influenced by timeliness, clarity of tasks, leadership motivation, work evaluation, supervision, comfortable work environment, and availability of equipment and facilities.

According to Hasibuan (2003:105), work effectiveness indicators are:

- a. Quantity of work
Quantity of work is the volume of work produced under normal conditions. Quantity of work can be seen from how much workload and conditions are obtained during work.
- b. Quality of work
Work quality is the attitude shown by employees in the form of work results in the form of neatness, accuracy, and relevance of results while ignoring the volume of work in carrying out the work.
- c. Utilization of time
Time utilization, namely the use of working hours adjusted to company policy so that work is completed on time.

Framework of Thinking

The framework of thought is a concept that contains the relationship between independent variables and dependent variables in order to provide temporary answers. The framework of thought is the basis of thought of the research that is synthesized from facts, observations and literature reviews. The framework of thought is presented in the form of a chart that shows the researcher's thought process and the relationship between the variables studied, which is usually called a paradigm or research model. Here is the framework of thought for this research:



Research Hypothesis

H¹ It is suspected that work facilities have a significant influence on the effectiveness of employee work at the Permata Keluarga Sribhawono Clinic, East Lampung.

METHOD

This research was conducted for 1 (one) week, namely in May 2025. The population in this study were all employees at the Permata Keluarga Sribhawono Clinic, East Lampung, totaling 30 people. The sample of this study was all employees at the Permata Keluarga Sribhawono Clinic, East Lampung, totaling 30 people. The research method used was the quantitative research method. The quantitative research method is a scientific approach that emphasizes data collection in the form of numbers. Quantitative research is a systematic scientific study of parts and phenomena and their relationships. The purpose of quantitative research is to identify and measure variables, explain relationships between variables, test hypotheses, provide accurate descriptions, provide generalizations of results, support decision making, measure the effects of interventions, assess and interpret trends, identify causal factors and contribute to theory development. Data collection techniques are through surveys using questionnaires.

Research Instrument Grid

The following is a grid of instruments in this study:

Variables	Dimensions	Size	Statement items
Work Facilities	1. Work facilities tool	In my workplace, facilities are available according to my needs.	FK01
		Facilities in the workplace can be used properly according to their function.	FK02
		Operational work tools (computers, printers, stationery) that are available at my workplace help employees' work.	FK03
		In the place where I work, there are management work tools in the form of rules that determine the authority and power in carrying out obligations.	FK04
	2. Work equipment facilities	The office building is very comfortable so my performance has improved.	FK05
		The clinic has provided facilities for employees such as toilets, bathrooms, vehicle parking, etc.	FK06
		The lighting in the room where I work is good enough.	FK07
		There are office household equipment such as cooking utensils, washing utensils, cleaning tools, glassware available at my workplace.	FK08
	3. Social or assistive facilities	There are quite good dormitories or facilities available at the place where I work.	FK09
		Official vehicles are available for employees who do not have their own vehicles.	FK10
Work Effectiveness	1. Quantity of work	I am able to complete tasks exceeding targets	EK01
		My work volume achievement level is in line with the expectations of my workplace.	EK02
	2. Quality of work	I always provide good quality service	EK03
		I am always neat and careful in doing my work	EK04
	3. Utilization of time	I always make optimal use of my working time	EK05
		I complete all my work tasks on time	EK06

Data Analysis Techniques

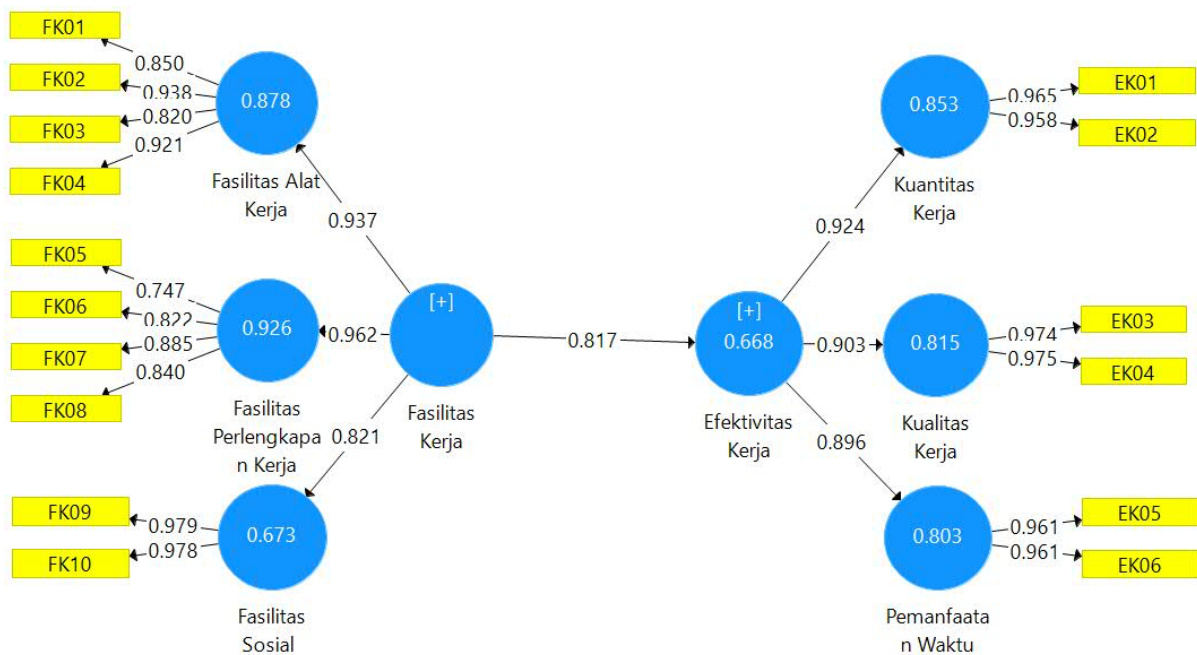
This study uses the Partial Least Square (PLS) method with the Smart PLS 3 tool. PLS analysis is a multivariate statistical technique that compares multiple dependent variables with multiple independent variables. PLS is software that can be used for soft modeling analysis because it does not assume that data must be measured on a certain scale, which means that the number of samples can be small (under 100 samples), this is a fundamental difference between PLS which is a variant-based SEM with LISREL or AMOS which is based on covariance is the purpose of its use.

RESULTS AND DISCUSSION

Analysis Results

a) Validity Test

The following is the output result of the structural equation path diagram in Smart PLS using SmartPls 3 software.



Full Model Image After Calculation

At this stage, no loading factor values were found below 0.7, which means that no indicators were dropped from this study because they met the convergent validity requirements.

b). Reliability Test

Reliability Test Results Table

	Cronbach's Alpha	Composite Reliability	Average Variance Extracted (AVE)
Work Facilities	0.941	0.950	0.654
Work Effectiveness	0.939	0.952	0.767

Source: SmartPLS Processed Data, 2025

2). Inner Model Analysis

a) *R Square*(R2)

R-Square (R2) Value Table

	R Square
Work Effectiveness	0.668

Source: SmartPLS Processed Data, 2025

b) F-Square Analysis (f2)

The f-square value is used to determine the influence of exogenous variables on endogenous variables.

F-Square Table (f2)

	Work Facilities	Work Effectiveness
Work Facilities		2.013
Work Effectiveness		

Source: SmartPLS Processed Data, 2025

Based on the table above, it can be seen that the f2 value of the work facilities variable on work effectiveness is 2.013 (large effect).

c) Hypothesis Testing

Path Coefficients Table

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics(O/STDEV)	P Values
Work Facilities → Work Effectiveness	0.817	0.820	0.079	10,287	0.000

Source: SmartPLS Processed Data, 2025

Based on the table above, the following hypothesis testing can be carried out:

- Work Facilities (X) affect Work Effectiveness (Y). The result of P-Value is 0.000 < 0.05, so it is concluded that there is an influence of work facilities on employee work effectiveness at Permata Keluarga Sribhawono Clinic, East Lampung.

Discussion of Results

The results of the hypothesis test show that work facilities have an effect on work effectiveness, indicated by the Original Sample value of 0.817 (positive), t-statistic value of 10.287 > 1.96, P-Value value of 0.000 < 0.05. This means that the better the work facilities will increase the effectiveness of employee work. Likewise, conversely, if the work facilities are not good, the effectiveness of employee work will also decrease. This shows that the variable of work facilities has a direct influence on employee work effectiveness.

This is in line with research conducted by Ilihelu, Tutupoho and Tjokro (2024), where office facilities have a positive effect on employee work effectiveness at the Telutih District Office, Central Maluku Regency. The results of this study are also in line with research conducted by Rayhan, Azwar and Mustofa (2022), where work facilities have a significant and directional relationship with the work facilities of employees in the production department of PT. Wieda Sejahtera.

CONCLUSION

Based on the results of the analysis of research data conducted on employees of the Permata Keluarga Sribhawono Clinic, East Lampung, it was found that there was an influence of work facilities on the effectiveness of employee work at the Permata Keluarga Sribhawono Clinic, East Lampung. This means that the work facilities available at the Permata Keluarga Sribhawono Clinic affect the effectiveness of the clinic's employees. The better the work facilities provided, the better the employee's work effectiveness.

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