

**Research Article**

# The Influence of Office Layout, Work Facilities, and Work Environment on Work Effectiveness of SPX Express Service Point Employees Tangerang Branch

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**Declaration of Interests**

The authors declare no competing financial or personal interests that could have influenced this work.

**Abstract**

This study aims to analyze the influence of office layout, work facilities, and work environment on work effectiveness. This study used quantitative descriptive approach as a method. The population in this study were employees of SPX Express Service Point Tangerang Branch, which consisted of 40 people. The sampling method used was saturated sample. The data was collected using survey, with the questionnaire as the instrument. The data were analyzed by using the SEM-PLS method with the SmartPLS program. The result of this study proves that office layout and work environment have a positive and significant effect on work effectiveness. Meanwhile, work facilities do not have a significant effect on work effectiveness.

**Keywords:** Office Layout, Work Facilities, Work Environment, Work Effectiveness.

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## 1 INTRODUCTION

Every company has a vision and mission for achieving its goals. The company aims to obtain maximum profits and survive the long-term (Marlapa & Mulyana, 2022). Many companies demand maximum possible results to compete in this era of globalization. To achieve this, companies must have good and qualified human resources (Rayhan et al., 2022). Human resources must be continuously optimized to obtain quality human resources that meet qualitative requirements to effectively perform all work tasks (Sedarmayanti, 2021). Work effectiveness is the ability to choose certain goals and complete work at a predetermined time, meaning that the implementation of a task is judged to be good or not very much dependent on the completion of previously determined tasks (Ambia, 2018).

In this study, the study took the research object was the SPX Express Service Point Tangerang Branch. SPX Express Service Point is an SPX Express delivery service that sellers can use to send packages, and buyers can pick up the packages themselves at the SPX Express Service Point location. Unlike other expedition services, SPX Express has the advantage of a complex system, organizational structure, and good risk management funds because this expedition is devoted only to sending customer packages from the online shopping platform, Shopee. Shopees are said to be one of the top online marketplaces in Indonesia as space providers for traders who want to sell their products or services online. The problem with the company the researcher studied was the lack of maximum achievement of employee targets that the company had determined.

Company targets or achievements are related to employee work effectiveness. According to Bormasa (2022), effectiveness is a condition in which organizational goals are achieved using predetermined measures. Several factors can influence work effectiveness. Using previous research results, researchers have identified factors that influence employee work effectiveness, including office layout, work facilities, and work environment. Anggraeni and Yuniarsih (2017) stated that the office layout influences employee work effectiveness. If the office layout conditions are correct and appropriate, employee work effectiveness will increase; however, if the office layout is incorrect and unsuitable, employee work effectiveness will decrease. The office layout is important in supporting employee morale when entering a company.

According to Rayhan et al. (2022), work facilities are directly related to employee work. If the work facilities provided by the company are adequate, employees will greatly increase their work effectiveness. Conversely, the lower the level of work facilities provided, the lower is the level of employee work effectiveness. This aligns with the research conducted by Rayhan et al. (2022), who found that work facilities influence work effectiveness. Another factor that influences work effectiveness is work environment. Work environments are divided into physical and non-physical work environments. The work environment must be distinct from efforts to improve employee performance, and it is also stated to influence work effectiveness. Based on research conducted by Anjani and Wahyuni (2021), work environment influences employee work effectiveness. A good, safe, comfortable, and decent work environment supports employees' effectiveness in work activities.

## 2 LITERATURE REVIEW

According to Nanda et al. (2020), human resource management is a continuous procedure that aims to provide the right people for an organization or company to be placed in the right position when the organization is under it. According to Sedarmayanti (2021), human resource management is difficult because it determines whether an organization succeeds. According to Sedarmayanti (2021), the functions of human resource management include planning, organizing, directing, controlling, procurement, development, procurement, integration, maintenance, discipline, and termination.

### 2.1 The relationship between office layout and work effectiveness

Office layout is one of the most significant factors influencing employee behavior and comfort, both functionally and psychologically. According to Sedarmayanti (2018), the definition of an office layout is the arrangement of machines in the office, office tools, and facilities provided in appropriate places so that employees can work freely and move around effectively and efficiently. According to Rusdiana and Zaqiah (2022), the office layout is the arrangement of equipment, tools, facilities, and so on in the office space. The office layout is an arrangement of office facilities, furniture, and equipment in the right and appropriate place. The results of this study support and align with previous research conducted by Fradesa (2021), who stated that office layout significantly affects work effectiveness.

H1: Office layout has a positive and significant effect on work effectiveness.

## 2.2 The relationship between work facilities and work effectiveness

Work facilities are necessary for organizations or companies to support employee activities when completing tasks more easily and smoothly (Rifa'i, 2019). The work facilities provided by the organization will positively influence employees in optimizing performance, because work facilities that provide comfort and satisfaction during the work process will support the organization's success (Asri et al., 2019). Work organizations or companies provide work facilities to make everything easier and smoother when carrying out work. This aligns with research conducted by As'ad and Fadli (2020), who found that work facilities positively and significantly affected employee work effectiveness.

H2: Work facilities have a positive and significant effect on work effectiveness.

## 2.3 The relationship between the work environment and work effectiveness

According to Bahri (2018), the work environment is everything around employees that can influence their work activities. According to Sedarmayanti (2018), a work environment can be good and acceptable if employees can carry out their work safely, comfortably, and optimally. Based on the above opinions, the work environment is the surrounding environment in which a person works, which can influence work performance Shaukat and Ali (2023). The results of this research are from Sude and Asi (2021). It is known that the work environment has a positive and significant effect on employee work effectiveness.

H3: The work environment positively and significantly affects work effectiveness.

## 2.4 Theoretical framework

The following diagram presents the graphical framework of the study.

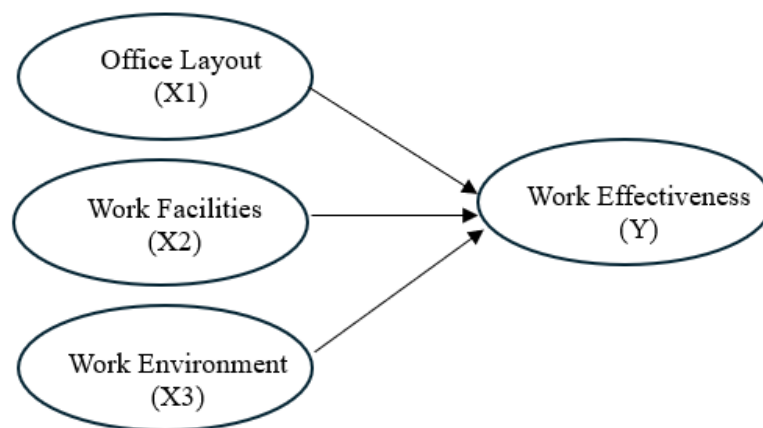


Figure 1. Theoretical framework

## 3 RESEARCH METHODOLOGY

This study adopts a quantitative research design to explore the influence of corporate governance factors on stock returns in Pakistani firms. The population of this study consisted of 40 people, all employees of the SPX Express Service Point Tangerang Branch. The sampling technique used in this research is non-probability sampling, with the technique taken being saturated sampling. Sugiyono (2022) stated that saturated sampling is a technique that uses all population members as samples.

The data collection technique used in this study was carried out using a survey method. Primary data collection was carried out through data collection techniques using an online questionnaire instrument in the form of Google Forms, which was distributed to employees with a measurement scale in the form of a Likert scale consisting of five levels of answers, namely (1) strongly disagree, (2) disagree, (3) neutral, (4) agree, and (5) strongly agree.

The analytical method used in this study is the Component or Variance Structural Equation Model (SEM), where data processing uses the partial least squares (SmartPLS) program version 3.2.9.

#### 4 DATA ANALYSIS

The results of convergent validity testing for each construct indicator are shown in the following figure.

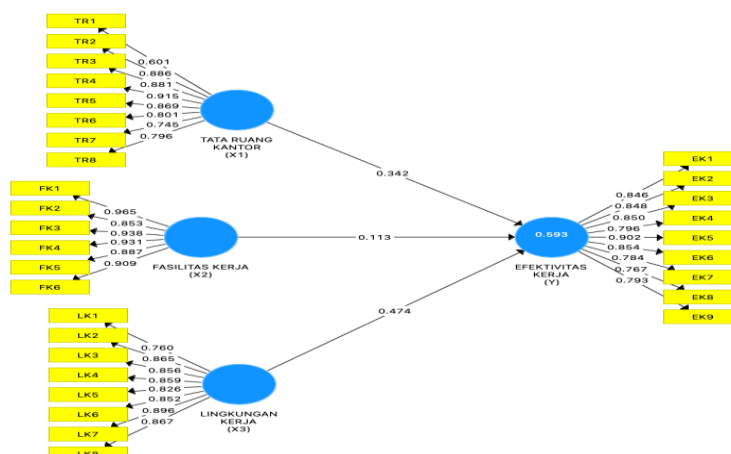


Figure 2. PLS Algorithm Results

Table 1. Discriminant Validity Test Results

Items	Office Layout	Work Facilities	Work Environment	Work Effectiveness
TR1	0.601	0.164	0.369	0.402
TR2	0.886	0.382	0.437	0.607
TR3	0.881	0.268	0.433	0.557
TR4	0.915	0.292	0.528	0.654
TR5	0.869	0.412	0.507	0.584
TR6	0.801	0.223	0.434	0.414
TR7	0.745	0.249	0.426	0.458
TR8	0.796	0.377	0.388	0.426
FK1	0.342	0.965	0.272	0.328
FK2	0.269	0.853	0.210	0.218
FK3	0.406	0.938	0.398	0.487
FK4	0.320	0.931	0.289	0.393
FK5	0.333	0.887	0.198	0.294
FK6	0.302	0.909	0.261	0.284
LK1	0.409	0.054	0.760	0.573
LK2	0.427	0.156	0.865	0.613
LK3	0.510	0.257	0.856	0.593
LK4	0.490	0.214	0.859	0.605
LK5	0.350	0.247	0.826	0.594
LK6	0.489	0.432	0.852	0.547
LK7	0.490	0.377	0.896	0.598
LK8	0.512	0.388	0.867	0.588
EK1	0.525	0.353	0.721	0.846
EK2	0.579	0.376	0.659	0.848
EK3	0.570	0.287	0.624	0.850
EK4	0.309	0.232	0.544	0.796
EK5	0.567	0.280	0.597	0.902
EK6	0.648	0.480	0.500	0.854
EK7	0.476	0.287	0.429	0.784
EK8	0.574	0.281	0.505	0.767
EK9	0.465	0.269	0.541	0.793

Based on the figure above, it can be seen that each indicator of the office layout, work facilities, work environment and work effectiveness variables has met convergent validity (valid data) because it has a loading factor value above 0.50.

The results of the discriminant validity test in Table 1 show that the outer loading value for each of the targeted constructs is greater than that for the other constructs. It can be concluded that all the existing indicators have valid results, and there are no problems with discriminant validity.

Table 2. Hasil Uji AVE

Variable	Average Variance Extracted (AVE)
Office Layout (X1)	0.668
Work Facilities (X2)	0.836
Work Environment (X3)	0.720
Work Effectiveness (Y)	0.685

The AVE test results, as shown in Table 2, show that each construct in the model has an AVE value greater than 0.50, proving that there is no discriminant validity weakness in the model being tested.

Table 3. Composite Reliability Test Results

Variable	Composite Reliability	Decision
Office Layout	0.941	Reliable
Work Facilities	0.968	Reliable
Work Environment	0.954	Reliable
Work Effectiveness	0.951	Reliable

The results of the composite reliability test show that it has a satisfactory value because all the variable values have a composite reliability value above 0.70, as stated by Ghozali (2021).

Table 4. Cronbach's Alpha Test Results

Variable	Cronbach's Alpha	Decision
Office Layout	0.927	Reliable
Work Facilities	0.961	Reliable
Work Environment	0.944	Reliable
Work Effectiveness	0.942	Reliable

The results of the reliability test were strengthened by the Cronbach's alpha. For all constructs, the expected value was  $> 0.60$  for all constructs, so the Cronbach's alpha value must be  $> 0.60$  (Ghozali, 2021). Table 4 shows that the Cronbach's alpha results have a value of  $> 0.60$  for each variable. Thus, it can be concluded that the measuring instrument used in this study was good and consistent over time.

The R-squared value is 0.593. These results explain that the endogenous variables in the structural model show a moderate model because 59.3% of the dependent variable construct can be explained by the independent variables used in this study. Meanwhile, 40.7% was explained by other variables not examined in this study model.

Table 5. Hypothesis Testing Results

Path	Original Sample	Standard Deviation	T Statistics	P Values	Explanation
Office Layout X1 → Work Effectiveness (Y)	0.342	0.127	2.686	0.007	Positive– Significant
Work Facilities (X2) → Work Effectiveness (Y)	0.113	0.137	0.826	0.409	Positive - Not significant
Work Environment (X3) → Work Effectiveness (Y)	0.474	0.166	2.849	0.005	Positive– Significant

## 5 DISCUSSION AND CONCLUSION

### 5.1 The Influence of Office Layout on Work Effectiveness

The analysis of the office layout variable revealed a positive original sample value of 0.342 and T-statistic value of 2.686. This T-statistic exceeds the critical value of 1.96 at a 5% alpha level, and the P-value of 0.007 is below 0.05. Consequently, the hypothesis that office layout significantly affects work effectiveness is accepted. This indicates that a well-designed office layout positively affects employee work effectiveness at the SPX Express Service Point Tangerang Branch.

These findings align with prior research by Anggraeni and Yuniarsih (2017), Fradesa (2021), and Satriani and Hamdiah (2022), who also reported that office layout significantly affects work effectiveness. Efficient office layouts contribute to smoother workflow, better supervision, a pleasant working atmosphere, and reduced workplace tension, ultimately enhancing employee enthusiasm and efficiency (Anggraeni & Yuniarsih, 2017; Fradesa, 2021; Satriani & Hamdiah, 2022). Studies have demonstrated that office layouts that accommodate flexible work styles and provide clear communication channels can significantly improve employee performance (Becker & Steele, 1995; Kim & de Dear, 2013).

Implications: Organizations should prioritize office layouts to boost work effectiveness. Investments in spatial arrangements that facilitate better workflows and enhance employee comfort can lead to improved overall productivity and job satisfaction. Effective office layouts can help streamline processes, reduce distractions, and foster collaboration, which can be particularly beneficial in dynamic work environments (Chung & Lee, 2019). By adopting layout strategies that align with employees' needs and work functions, companies can achieve higher levels of efficiency and employee engagement.

### 5.2 The Influence of Work Facilities on Work Effectiveness

The work facilities variable demonstrated a positive original sample value of 0.113 and a T-statistic value of 0.826, which is below the critical T-table value of 1.96 at the 5% alpha level. The P-value of 0.409 is above 0.05, leading to the rejection of the hypothesis that work facilities significantly affect work effectiveness. This suggests that the adequacy of work facilities at the SPX Express Service Point Tangerang Branch does not influence employees' work effectiveness.

These findings contrast with those of Indriati (2021), Rayhan (2022), Aliya et al. (2023), and Aisyah et al. (2023), who found a significant effect of work facilities on work effectiveness. However, they are consistent with studies by Aprilliana et al. (2021) and Jayusman et al. (2023), which reported no significant effect of work facilities on work effectiveness (Indriati, 2021; Rayhan, 2022; Aliya et al., 2023; Aisyah et al., 2023; Aprilliana et al., 2021; Jayusman et al., 2023). Research by Oldham and Cummings (1996) also suggests that while work facilities are important, their impact might be moderated by other factors, such as job design and organizational culture.

Implications: Although work facilities are crucial for overall operational efficiency, their direct impact on work effectiveness may be limited. Organizations might consider focusing on other factors that could directly influence employee performance, such as enhancing job roles and providing professional development opportunities. The findings suggest that investing in high-quality facilities alone may not be sufficient to improve work effectiveness; a more holistic approach that includes addressing work processes and employee engagement may be more effective (Higgins & Judge, 2004).

### 5.3 The Influence of the Work Environment on Work Effectiveness

The work environment variable exhibited a positive original sample value of 0.474 and a T-statistic value of 2.849, which surpasses the critical value of 1.96 at the 5% alpha level. A P-value of 0.005 is below 0.05, validating the hypothesis that the work environment significantly affects work effectiveness. This demonstrates that improvements in the work environment at the SPX Express Service Point Tangerang Branch positively influence employees' work effectiveness.

These results are consistent with those of Anjani and Wahyuni (2021), Sude and Asi (2021), Munandar (2021), and Mendi et al. (2022), who confirmed the positive impact of the work environment on work effectiveness (Anjani & Wahyuni, 2021; Sude & Asi, 2021; Munandar, 2021; Mendi et al., 2022). A conducive work environment not only enhances work quality and quantity but also promotes harmonious coworker relationships, further contributing to employee effectiveness. Visser and de Lange (2014) highlighted that a supportive work environment that fosters positive



interpersonal relationships and provides psychological support can significantly enhance employee performance and well-being.

Implications: Companies should invest in creating and maintaining a positive work environment to boost employees' effectiveness. This includes fostering a supportive and collaborative atmosphere, addressing issues related to workplace ergonomics, and ensuring that employees have access to the necessary resources and support. A positive work environment can lead to increased job satisfaction, higher productivity, and improved overall performance. Efforts to build a strong organizational culture and supportive team dynamics should be integral to strategies aimed at improving work effectiveness (Kahn, 1990; Schaufeli & Bakker, 2004).

#### 5.4 Closing

1. Office layout has a positive and significant effect on employee work effectiveness at SPX Express Service Point Tangerang Branch.

2. Work facilities do not significantly affect the work effectiveness of SPX employees at Express Service Point Tangerang Branch.

3. The work environment has a positive and significant effect on employee work effectiveness at SPX Express Service Point Tangerang Branch.

#### 5.5 Suggestions

Based on the discussion and conclusions above, the researcher intends to provide several suggestions to various parties who will consider this study, as follows:

1. The company is expected to provide a conducive working atmosphere for office spaces. In this case, the descriptive statistics show that the sound system still needs to improve the office layout indicator. Noise from office equipment can disturb employee concentration while working, hindering their efficiency and effectiveness.

2. Companies are expected to pay attention to office equipment. In this case, the descriptive statistics show that furniture equipment such as office tables and chairs are indicators of work facilities that still need to be improved. Although this research shows that the work facility variable has no effect on the effectiveness of work, a well-functioning office table and chair provide comfort while employees are working.

3. Companies are expected to provide healthier policies for employees. The results of the research's descriptive statistics show that the work environment indicators that still need improvement are healthy policies. It is hoped that companies will provide direction and sanctions to employees who do not follow company policies; if left unchecked, this can hamper employees' work effectiveness.

4. It is recommended that future researchers examine the variables contained in this research, namely office layout, work facilities, work environment, and work effectiveness. It is hoped that we will use more research objects, increase the number of respondents in different research objects, and examine variables that are not in this research, such as work discipline, motivation, competence, communication, supervision, and other variables. Therefore, further research is necessary to provide more information.

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