

## **ANALYSIS OF THE EMPLOYEE WORK ENVIRONMENT AT THE WOMEN'S EMPOWERMENT AND CHILD PROTECTION SERVICE OF PALEMBANG CITY**

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**Abstract:** The work environment is one of the important factors that influence the comfort, motivation, and effectiveness of employees in carrying out organizational tasks. A good work environment is needed to support the implementation of optimal public services, especially in government agencies that are oriented towards community services. This study aims to analyze the work environment conditions of employees at the Palembang City Women's Empowerment and Child Protection Service. The study uses a descriptive qualitative method with data collection techniques through observation, interviews, and documentation. The research informants consisted of six employees selected based on their involvement in organizational work activities. Data analysis was carried out using the interactive model of Miles, Huberman, and Saldaña which includes data collection, data condensation, data presentation, and drawing conclusions, with data validity testing using source and method triangulation. The results of the study indicate that the physical work environment at the Palembang City Women's Empowerment and Child Protection Service is generally in good condition, characterized by adequate lighting, comfortable room temperature, cleanliness and well-maintained spatial layout, supportive work facilities, and good work environment security. Furthermore, the non-physical work environment was also positively assessed through harmonious working relationships between employees, effective communication, good teamwork, adequate organizational support, and a comfortable and conducive work environment. However, several aspects still needed improvement, such as document management and optimizing workspaces during times of increased workload. Thus, a good work environment has been proven to support the comfort and smooth implementation of employee duties and contribute to improving the quality of public services.

**Keywords:** work environment, physical work environment, non-physical work environment, employees, public services.

### **INTRODUCTION**

Human resources are a crucial asset in any organization, including in the government sector. The success of government agencies in providing quality public services is determined not only by their policies and resources but also by the supportive work environment that supports employee performance. A conducive work environment can create comfort, increase work motivation, and encourage employees to carry out their duties effectively and efficiently. Conversely, an inadequate work environment has the potential to reduce morale, hinder productivity, and impact the quality of services provided to the public.



The work environment is the overall conditions surrounding employees when carrying out their work, both physical and non-physical. The physical work environment includes lighting, room temperature, cleanliness, layout, security, and available work facilities. Meanwhile, the non-physical work environment includes relationships between employees, organizational communication, teamwork, superior support, and the work culture that develops within the organization. Both aspects play a crucial role in shaping employees' work experiences and influencing their behavior, motivation, and performance (Chen & Lin, 2024). Research by Nusraningrum et al. (2024) also shows that a supportive work environment can increase employee motivation, work engagement, and productivity.

From the perspective of Job Demands-Resources Theory, the work environment is included in job resources, which help employees cope with job demands while increasing work motivation. The availability of adequate work resources can reduce work stress and increase employee engagement with the organization (Bakker & Demerouti, 2023). Therefore, organizations need to ensure that the available work environment supports employees' needs in carrying out their duties and responsibilities.

In the government sector, the work environment has a more strategic significance because it is directly related to the quality of public services. Civil servants (ASN) are required to provide professional, effective, and responsive services to the public. To achieve this, working conditions are needed that support optimal task performance. A comfortable and harmonious work environment can help employees improve concentration, discipline, and work effectiveness, thereby better achieving organizational goals.

One government agency that plays a crucial role in public services is the Palembang City Department of Women's Empowerment and Child Protection (DP3A). This agency is responsible for implementing various programs related to women's empowerment, child protection, gender mainstreaming, handling cases of violence against women and children, and developing Child-Friendly Cities. Carrying out these tasks requires strong coordination between staff, effective communication, and a supportive work environment that supports the implementation of various community service programs.

The complexity of the Palembang City DP3A's duties makes the work environment a crucial factor. Employees are required not only to complete administrative tasks but also to interact with the community, coordinate across sectors, and address various social issues that require a swift and appropriate response. In such circumstances, a comfortable work environment, both physically and non-physically, is a necessity that cannot be ignored.

Various previous studies have discussed the relationship between the work environment and employee performance. Research by Muhamad, Rismayadi, and Pertiwi (2023) shows that a conducive work environment plays a role in supporting the implementation of civil servant (ASN) duties. A comfortable work environment can increase employee safety, concentration, and work effectiveness. Furthermore, research by Wiranti, Latif, and Lenas (2023) found that the work environment and teamwork have a positive influence on employee performance because they can create harmonious working relationships and support effective task completion. Research by Wardoyo, Kartika, and Indrawati (2024) also shows that good working conditions can increase employee morale and productivity.

However, most previous research has focused more on the quantitative influence of the work environment on employee performance. Research that provides an in-depth description of the physical and non-physical work environment in social service agencies, particularly the Women's



Empowerment and Child Protection Agency, is still relatively limited. This is despite the fact that the characteristics of the tasks in this agency differ from those of other government agencies, as they directly relate to issues of women's empowerment, child protection, and social services. Therefore, research is needed that can provide a picture of the work environment conditions perceived by employees in supporting the implementation of organizational tasks.

Based on these conditions, this study aims to analyze the work environment of employees at the Palembang City Women's Empowerment and Child Protection Service through a study of the physical and non-physical work environment aspects. The analysis was conducted using a qualitative approach, utilizing data from interviews, observations, and documentation to obtain a deeper understanding of the existing work environment conditions. The results of the study are expected to provide an empirical picture of the work environment in public service agencies and provide input for organizations in their efforts to create a more conducive work environment to support improved service quality to the public.

## **METHOD**

This study uses a descriptive research design with a qualitative approach to gain an in-depth understanding of the work environment conditions of employees at the Palembang City Women's Empowerment and Child Protection Agency (DP3A). The qualitative approach was chosen because it is able to comprehensively describe social phenomena based on experiences, perceptions, and interactions that occur within the organizational work environment. Research on the work environment does not only focus on physical aspects, but also includes social and psychological dimensions that influence employee behavior in carrying out organizational tasks. According to Bakker and Demerouti (2023), the work environment is part of job resources that plays a vital role in supporting employee motivation, work engagement, and the effectiveness of employee task implementation. Meanwhile, Chen and Lin (2024) explain that a conducive work environment can shape positive employee perceptions of the organization and contribute to improved performance.

The research location was conducted at the Palembang City Women's Empowerment and Child Protection Agency, which is tasked with implementing government affairs in the areas of women's empowerment, child protection, gender mainstreaming, and the fulfillment of children's rights as stated in the Palembang City DP3A Strategic Plan for 2024–2026. The research location was selected purposively, considering that the agency has work characteristics that require cross-sectoral coordination, intensive social interaction, and adequate work environment support in the provision of public services. The research subjects consisted of employees directly involved in carrying out work tasks and activities within the Palembang City DP3A. The selection of informants was carried out using purposive sampling, considering their knowledge, work experience, and involvement in organizational activities so that they are able to provide relevant information regarding the existing work environment conditions.

The data sources in this study consist of primary and secondary data. Primary data were obtained through in-depth interviews with research informants and direct observations of the work environment at the institution studied. Observations were conducted to identify various aspects of the physical work environment, such as layout, lighting, cleanliness, room temperature, security, and available work facilities. These aspects are considered important because the quality of the



physical environment has been shown to influence employee comfort and productivity (Jung et al., 2024; Suryo et al., 2024). Furthermore, observations also focused on the non-physical work environment, including organizational communication, inter-employee relationships, social support, teamwork, and interactions between superiors and subordinates. Various studies have shown that effective communication, organizational support, and harmonious work relationships positively contribute to employee engagement and performance (Aliddin et al., 2024; Jufrizen et al., 2024; Suryani & Warmana, 2024). Secondary data was obtained from organizational documents, performance reports, agency profiles, the Palembang City DP3A Strategic Plan for 2024–2026, and various scientific literature relevant to the research topic.

Data collection was conducted through observation, interviews, and documentation. Interviews were conducted semi-structured to allow informants the freedom to explain their experiences and perceptions regarding the work environment. Documentation was used to supplement the observation and interview data by collecting supporting documents related to the organization's profile, organizational structure, and the implementation of the agency's duties and functions. The use of various data collection techniques aimed to increase the depth of information while strengthening the validity of the research findings through triangulation of sources and methods.

Data analysis was conducted using the Miles, Huberman, and Saldaña interactive analysis model, which includes data collection, data reduction, data presentation, and conclusion drawing. In the data reduction stage, information from interviews, observations, and documentation was selected and grouped based on research themes, including the physical and non-physical work environments. Furthermore, the data was presented in descriptive narrative form to facilitate interpretation and identification of emerging patterns from the research results. The final stage involved drawing conclusions and ongoing verification to ensure consistency between the field data and the researchers' interpretations. The analysis focused on identifying work environment conditions that support and potentially hinder employee performance.

The physical work environment indicators analyzed include workspace layout, lighting, cleanliness, room temperature comfort, security, and the availability of work facilities (Panjaitan et al., 2024; Palupi, 2024; Alamiyah et al., 2024). Meanwhile, non-physical work environment indicators include organizational communication, inter-employee working relationships, organizational support, superior-subordinate relationships, and teamwork (Wiranti et al., 2023; Wangge & Masman, 2024; Haropis & Zamralita, 2024). These indicators were grouped to obtain a comprehensive picture of the employee work environment conditions at the Palembang City DP3A and its relevance to the implementation of public service duties. The research findings were then interpreted with reference to the Job Demands–Resources Theory perspective, which explains that the work environment is an organizational resource that can support employee motivation, work engagement, and performance effectiveness (Bakker & Demerouti, 2023; Bakker et al., 2023). In addition, the research results are also linked to empirical findings regarding the influence of the work environment on employee performance and engagement as stated by Chen and Lin (2024), Nusraningrum et al. (2024), Muhamad et al. (2023), and Wardoyo et al. (2024).



## DISCUSSION

The research results obtained through interviews with employees and supported by field observations indicate that the work environment at the Palembang City Women's Empowerment and Child Protection Service consists of various aspects that mutually support each other in creating a conducive work atmosphere. These aspects include the physical work environment, such as lighting, room temperature, cleanliness, and work facilities, as well as the non-physical work environment which includes work relationships, organizational communication, teamwork, and organizational support. A summary of the research findings regarding the condition of the employee work environment can be seen in Table 1.

**Table 1. Summary of Findings on the Employee Work Environment at the Palembang City Women's Empowerment and Child Protection Service**

| No  | Indicator                                       | Interview Results                                                                                                    |
|-----|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| 1.  | Lighting                                        | The room has adequate lighting to support data processing administration activities.                                 |
| 2.  | Temperature and Air Circulation                 | Comfortable room temperature conditions with the support of air conditioning that functions well                     |
| 3.  | Cleanliness and Neatness                        | The work environment is clean and work documents are relatively well organized.                                      |
| 4.  | Workspace Layout                                | The layout of the workspace supports employee mobility even though at certain times there is a buildup of documents. |
| 5.  | Work Facilities                                 | computers, printers, and internet networks are available and can be used optimally                                   |
| 6.  | Job Security                                    | Safe office environment with security and surveillance systems                                                       |
| 7.  | Inter-Employee Relations                        | Harmonious and mutually supportive working relationships                                                             |
| 8.  | Relationship between Superiors and Subordinates | Communication is open and superiors provide clear direction.                                                         |
| 9.  | Organizational Communication                    | Information delivery is carried out through meetings and direct communication.                                       |
| 10. | Teamwork                                        | Employees show good cooperation in completing work                                                                   |
| 11. | Organizational Support                          | The organization provides the facilities and support required by employees.                                          |
| 12. | Working Atmosphere                              | The work environment is considered comfortable and conducive, thus increasing work enthusiasm.                       |

Source: Data from interviews and researcher observations (2026).

The results of the study indicate that the work environment at the Palembang City Women's Empowerment and Child Protection Agency (DP3A) is generally in good condition and supports the implementation of employee duties. Based on the results of interviews and field observations, the existing work environment includes not only physical aspects, but also non-physical aspects related to social interaction, organizational communication, and leadership support for employees.



These findings indicate that a conducive work environment is one of the factors supporting the smooth implementation of public service duties within the Palembang City DP3A.

Regarding the physical work environment, most informants stated that the lighting in their workspaces was adequate to support daily work activities. The workspaces had sufficient lighting, ensuring employees had no difficulty reading documents, inputting data, or completing other administrative tasks. Furthermore, the room temperature was considered comfortable, supported by a well-functioning air conditioning system, creating a work environment that was not stuffy and more conducive to long-term work.

Observations also indicate that the work environment is well maintained and clean. Work equipment and documents are generally arranged systematically, making it easy for employees to find necessary documents. However, under certain circumstances, document accumulation can still occur when work volume increases. However, this situation does not disrupt overall work activities.

The work facilities aspect also received positive reviews from informants. Facilities such as computers, printers, and internet access are readily available and can be used to support administrative tasks. The availability of these facilities helps employees complete their work more effectively and efficiently. Furthermore, office security was also deemed good due to the presence of security personnel and the orderly office environment, which provides a sense of security for employees during work activities.

Regarding the non-physical work environment, the study found that relationships between employees are harmonious. Employees help each other when facing difficulties at work and demonstrate open communication with one another. This creates a work environment that supports collaboration and strengthens cooperation within the organization. In addition to employee-to-employee relationships, the relationship between leaders and subordinates is also considered good. Superiors provide clear direction and are open to the various communication needs employees require to complete their tasks.

Furthermore, organizational communication is effective through both meetings and face-to-face communication. Information related to the organization's work and activities can be conveyed clearly so that employees understand their respective duties and responsibilities. Open communication between management and employees contributes to the prompt and accurate resolution of various work issues. Other findings indicate that teamwork within each work unit is well-established. Each employee understands their respective roles and responsibilities, yet demonstrates a willingness to assist colleagues when needed. The organization also provides support through the provision of work facilities, leadership guidance, and attention to employee needs, thus fostering a comfortable and productive work environment.

The results of the study indicate that the work environment at the DP3A Palembang City has fulfilled most of the elements of an effective work environment as described in the Job Demands–Resources (JD-R) theory. According to Bakker and Demerouti (2023), a work environment that provides job resources in the form of organizational support, work facilities, good communication, and positive social relationships will increase employee motivation and engagement in work. The findings of this study indicate that employees obtain various resources, thus enabling them to create a comfortable work atmosphere and support productivity.



From a physical perspective, adequate lighting and a comfortable room temperature indicate that the organization has provided working conditions that support employee comfort. This finding aligns with research by Jung, An, and Hong (2024), which found that office lighting quality has a positive relationship with employee cognitive performance. A well-lit work environment can improve concentration, reduce visual fatigue, and help employees complete tasks more effectively. A similar situation was also found at the Palembang City DP3A, where employees stated that workspace lighting supported their daily work.

In addition to lighting, thermal comfort achieved through room temperature control is also a crucial factor in supporting work productivity. Research by Suryo et al. (2024) shows that indoor environmental quality impacts employee health, comfort, and productivity. The results of this study confirm these findings, as most employees feel comfortable working for long periods due to good temperature and air circulation.

The availability of work facilities such as computers, printers, and internet access is also an important indicator in creating a productive work environment. According to Alamiyah et al. (2024), adequate work facilities contribute significantly to improving employee performance by accelerating the work completion process. The findings of this study indicate that the facilities available at the Palembang City DP3A have supported the effective implementation of administrative work, helping employees carry out their duties more efficiently.

In terms of the non-physical work environment, harmonious relationships between employees indicate strong social support within the organization. This finding aligns with research by Aliddin et al. (2024), which found that perceived organizational support and social support positively influence employee performance. Positive work relationships enable employees to receive assistance when facing work difficulties, thereby reducing work stress and increasing task completion effectiveness.

A good relationship between superiors and subordinates was also a key finding in this study. Jufrizen et al. (2024) explained that the quality of the leader-subordinate relationship (leader-member exchange) influences employee work engagement and job satisfaction. In the context of the Palembang City DP3A, open communication and clear direction from leaders foster trust and help employees understand the work targets they must achieve.

Effective organizational communication has also been identified as a contributing factor to a conducive work environment. According to Suryani and Warmana (2024), good organizational communication can improve work coordination, clarify task allocation, and reduce errors in work execution. The results of this study indicate that job information at the DP3A is conveyed through meetings and direct communication, enabling employees to understand their tasks more clearly.

The strong teamwork demonstrated in this study also aligns with the findings of Wangge and Masman (2024), who stated that teamwork contributes to increased job satisfaction and employee performance. A culture of mutual assistance among employees indicates that the organization has a work climate that supports collaboration and the achievement of shared goals.

Based on Chen and Lin's (2024) perspective, a positive work environment will increase employee self-efficacy and work engagement. This study's findings indicate that comfortable physical conditions and harmonious social relationships positively impact employee motivation



and work enthusiasm. Thus, the work environment serves not only as a place to carry out work but also as a strategic factor influencing overall organizational effectiveness.

However, this study also found limitations in the form of document accumulation as work volumes increased. These findings indicate that there is still room for improvement in archive management and workspace layout. Therefore, document digitization and the development of an electronic archive management system could be a solution to increase document management efficiency in the future.

Practically, the results of this study imply that the leadership of the Palembang City DP3A needs to maintain a favorable work environment by improving work facilities, strengthening organizational communication, and developing a collaborative work culture. Furthermore, the organization needs to conduct regular evaluations of the work environment to ensure it continues to support the evolving needs of its employees.

This study has limitations due to its qualitative approach and limited number of informants, making the results unable to be generalized to all government organizations. Future research is recommended to use a mixed methods or quantitative approach with a larger number of respondents to obtain a more comprehensive picture of the influence of the work environment on employee performance.

## CONCLUSION

Based on observations, interviews, and documentation conducted at the Palembang City Women's Empowerment and Child Protection Office, it can be concluded that the work environment plays a crucial role in supporting employee discipline and task performance. A positive work environment, both physical and non-physical, can create a comfortable work environment, enabling employees to perform their work more effectively and responsibly.

The research results indicate that the work environment at the Palembang City Women's Empowerment and Child Protection Office is generally quite good. The availability of work facilities and infrastructure, employee relations, and communication between management and employees support the smooth implementation of daily work. These conditions also influence employee discipline, particularly in carrying out tasks and adhering to established working hours.

Nevertheless, several aspects still need to be continuously improved to optimize the work environment. Continuous improvement and maintenance of work facilities, enhanced coordination, and a culture of discipline are essential to boost productivity and the quality of public service. Therefore, a conducive work environment can be a supporting factor in improving discipline, work morale, and employee performance at the Palembang City Women's Empowerment and Child Protection Office.



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