

THE OFFICE MANAGEMENT OF IMPLEMENTATION IN COMPANY DEVELOPMENT

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ABSTRACT The Office Management as a Strength whose existence is not visible, but it is very important because of its planning, organizing / corporate and coordinating human resources, as well as other resources such as materials, machinery, money and markets, while in the field of office work, tasks and activities, as well as directing, supervising, evaluating various types of activities, to achieve company goals and objectives. Office management is not only a mechanistic activity, but the implementation of managerial functions effectively and efficiently in the management process, the objectives to be achieved so that they have been determined, if they occur in achieving the objectives are not in accordance with the planning and process activities and cause waste, then it should be avoided and to prevent wastefulness, then it should apply office management functions, according to the functions and objectives of the office management process that is ready to use information, on information that is ready to use that is implementing and developing communication skills both verbally and in writing with relations and norms in the corporate environment. Implement and develop information technology capabilities in carrying out all tasks effectively and efficiently

Keywords; Office Management, Implementation, Company Development

I. BACKGROUND

The Office Management is a process of planning, organizing, leadership, and controlling in an effort to run an organization / company that functions and uses all available resources for the progress of the organization / company to achieve the goals set together in planning. From the description above shows that office management is a condition that consists of a process that is shown to direct the planning and organizing process of leadership and control, where the process processes each other to carry out their respective functions to achieve an organizational / company goal.

Office Management is an activity carried out to manage, plan, and control every office activity, where the final results of this office activity form information services on various parties in various parts. While some forms of office activities / work include: recording activities, communication, information collection and storage, pengarsifan, guest services, meeting services and so forth. In the office management process, the goal to be achieved is the achievement of goals effectively and efficiently. If the goal is not in accordance with the planning, in the process of activities it will cause waste on various needs, then it should be avoided, as for preventing the occurrence of waste and leakage, then the resources that will be utilized in achieving the goals, should be managed by functioning management functions.

In carrying out and developing a future oriented organization / company, efforts in organizing office activities need to be handled professionally, because the implementation of office

activities requires leaders and staff who understand their respective tasks and jobs, work together in achieving achievements, for an employee to be able to devote their attention and focus seriously, and try to be able to process information, so that information can become data and produce something useful. Based on these data can hold office activities which are the core of an organization / company.

Any form of organization / company whatever the name has a purpose which in this case we mention the main purpose or main objective. This activity carried out to achieve the main objective is called the main activity or main activity. The problem is how to unite all types of activities in order to support the achievement of goals, the role of administrative office management and its activities in carrying out various kinds of work and office planning.

In office management activities there needs to be a role for office management work planning in order to facilitate the development of the organization / company, as a whole as a planning center, office center and office management development that is increasingly wide and complex and can determine the direction of policy to be effective and efficient, all jobs offices which include planning to supervision in completing company activities that really require cooperatives in order to be more efficient.

Some of the problems that need to be considered in office management as one of the elements in the administration of work like the following:

1. Individual expertise can support the work needed for the needs of all company activities.
2. The most appropriate measurement to determine the level of office management skills in various forms of organization / company.
3. How far the relationship or support can affect the level of success in the organization / company.

The Office administration is a function of office management because it will determine the smooth running of the activities of the organization / company. Its function is to regulate further the authority and responsibility, to know the position of duties and functions which is an office division activity, so that no work is left behind in the process. In activities that organization/company includes the division of tasks that are closely related to administrative staff.

Personal office is a person who does work in an office is a very important element in supporting the success of a company that depends on staff who are in the company such as; equipment, methods, machinery and markets will not function if they are not supported by competent staff and have good potential.

II. PROBLEM FORMULATION

As for the formulation of the problem is to find out what must be formulated so that the writing of this scientific paper will focus on the aims and objectives mentioned above.

- 1) What are the things that you need to know about office management?
- 2) Why do disputes often occur between management and employees in the organization/company?
- 3) Why do employees feel dissatisfied with company management?

Writing purpose

1. Knowing in detail and clearly about office management, especially office management itself.
2. Knowing the causes of differences and clashes between employees and companies.
3. Knowing the causes of employee dissatisfaction with the company.

III. RESEARCH METHODOLOGY

As for the method of this study using qualitative descriptions which describe the exposure of facts and data that occur in the field, regarding research in writing scientific papers in the following matters:

- 1) Descriptive method, as shown by a discussion that aims to provide a description of a society or group of organizations or institutions or a description of a symptom or relationship between two symptoms or several symptoms.
- 2) Library research, namely Research conducted through literature and literature, in collecting facts and data and information through reference to books and other materials that have to do with the problems to be studied.

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V. THEORITICAL BASE

Some understanding of office management follows some understanding and discussion of office definition. According to J. C. Denyer (1973), interpreting an office is a place where office work is usually carried out under any name given to that place. Whereas according to Atmosudirdjo, the office is an organizational unit company that consists of place, staff personnel and administrative operations, to assist the leadership. The main task of the office is to organize service activities and member support (facilitative) to the operations of the organization company. The main functions of an office are: 1). Services to colleagues, customers, clients and guest organizations companies. 2). Providing support (facilitative) to operational work units (substantive). 3). Management of organizational/ company resources. 4). Management of organization/ company data and information.

From the expert's view above about Office Management is managing offices and office facilities, which is a place where usually the staff and office work carry out an activity which and whatever has been provided in the form of facilities, places and offices. While the meaning and function of an office is a unit of an organization or company that consists of a place as an office activity, staff namely personnel who will do or receive work from management that operates administration, the purpose of which is to assist the company.

The main task of the office as an administrator is to organize activities and services and provide support to the relationships involved in the work, as well as operational activities in the organization company. The main function of an office is to provide services to co-workers and related relations, serve customers wholeheartedly so that customers are satisfied and become loyal customers, clients are also an asset for the progress and development of the organization company. The office is the center of activity in providing support, facilitating the substantive operational work units. The management of human resources and other resources in the organization company, in managing data and information with the aim of developing the organization company.

According to Mary Parker Follet Management is an art to carry out a job through other people. Managers achieve an organizational company goal by organizing other people to carry out whatever is needed in the work, not by carrying out the work by themselves. Views from Mary Parker Follet Management that combines an art work to carry out a work activity through and utilizing other people to complete a job. The managers in achieving an organization company goal by managing and regulating the people who become their staff to carry out the work, these workers by doing or carrying out work properly and correctly and effectively in time, efficient in using costs so that the company becomes advanced and develop. According to G.R. Terry management is a process or framework, which involves the guidance

or direction of a group of people towards organizational corporate goals or tangible purposes. Look from G.R experts. Terry management is a process in accordance with the stages in a framework as a foundation, which involves management and guidance and direction in a unit so that the goals and objectives of the company organization are developed rapidly. Office management is a process of planning, organizing and coordinating, monitoring, human resources and other resources to achieve goals effectively and efficiently.

VI. DISCUSSION

The Office Management at the company

1. Definition of Office Management

The Office Management is Planning, organizing, directing, coordinating and supervising administrative and management work to achieve the objectives planned and agreed upon by management. Covers all structuring activities related to implementing an organization / company business so that the process is able to provide good information and become data for the process of making decisions. Office management is not only regarded as a type of science, but also an activity of a company organization. As a science and art, management has the character and character of different disciplines and other activities.

2. Office Management Functions consist of:

- a. Planning
- b. Organizing
- c. Coordination
- d. Supervision

3. Management elements such as

- a. Man
- b. Money
- c. Material
- d. Market
- e. Machine
- f. Method

4. Office management perspective:

- a. From a management point of view: Office management is an activity to plan, direct, control, coordinate, monitor, evaluate, and manage to improve and regulate office administration.
- b. From the target point of view: Office management is all forms of activities in structuring aimed at all efforts related to the implementation of administration in the office management system to achieve the goals of the organization company.

Office management in managing a work activity in order to achieve results that are in accordance with the specified goals, requires special expertise, not only technical expertise, but also expertise in leading staff and employees, capable and able to motivate others, such as employees, staff operators and other positions to want to work diligently and creatively according to their job and position. Therefore, a successful manager is one who is able to move his subordinates according to their level and designation to succeed in carrying out their duties. So a successful manager is one who always encourages and gives the opportunity to his subordinates to be able and advanced, in improving and developing their expertise.

5. Office Management Activities

Every activity from office management includes the main fields of activity, namely:

- a. Communication activities
- b. Calculation activities
- c. Processing information and data
- d. Preparation of activity reports
- e. Activities that follow procedures and provisions

The work of managers in assessing and managing their staff and workers must be carried out in accordance with their jobs, namely managers by means of supervision through ways such as:

- a. Monitor progress according to the level of work
- b. Measuring the results of work achieved
- c. Assessing the results of work that has been achieved
- d. Take corrective action if there is a balance

As for the way of supervision through office management and control can be explained as follows:

6. Modern Office Management

According to the large dictionary Indonesian Language (2002) defines modern words, namely, the latest, the latest, attitudes and ways of thinking and acting in accordance with the demands of the times. So Office Management, which is the nature, attitude and way of thinking and acting as stated in modern terms, is concerned with handling data management, information, while Modern Office Management has the following characteristics:

- a. Having a building, building, room and good layout
- b. Using adequate equipment and equipment including furniture, computer sets, archive shelves.
- c. Owning staff and employees who are reliable and capable and disciplined so that in carrying out their duties properly and correctly
- d. Having attitudes and ways of thinking and acting in accordance with the demands of professional work
- e. Empowering human and other resources appropriately and productively.

7. Develoving performance standards

Work that must be completed by the manager in setting measuring equipment in order to measure a product that has been produced, must be in accordance with the tool itself so that the measurement is appropriate, and must be assessed the results of the work and must report the results of their work.

8. Measuring performance

Make and determine the status of work that is being carried out and which has been completed. Things like this can be achieved through observation, measurement and recording as well as making reports in each of the various activities employed. Evaluating result. Establish and record the actual measurement results with the results of measuring predictions of differences and exceptions by comparing the actual work results with the size of the work results that are actuary.

9. Taking corrective action

Straighten and make repairs, weighing the difficulties against deviations that occur in the job penyimpangan provide a record that occurs in error and how far the deviation that occurs in a set of errors that have been done. The main functions of office management are the work and work that managers must do as follows anning that is :

- a. Explain, establish and ensure the objectives to be achieved
- b. Predict the acquisition or state of results in the future
- c. Estimating the condition of the work to be done
- d. Making policies, procedures, work standards, and work methods and implementation for work
- e. Change plans according to instructions and from the results of supervision

10. Organizing namely:

- a. Divide the work into operational tasks that match the job description
- b. Grouping tasks and responsibilities into correct positions in accordance with operational standards

- c. Combining operational positions into interrelated units
- d. Select and assign assignments for work that are in accordance with their expertise
- e. Describe the requirements to be taken from each position
- f. Adjust authority and responsibility for each member
- g. Providing various facilities for staff and employees
- h. Aligning organizations / companies that are in accordance with the instructions and recommendations from the results of supervision

11.Direction is

- a. Conducting participatory activities responsible for all decisions, whether actions or actions
- b. Directing and supervising staff employees to work according to their forts
- c. Motivating members, staff, employees
- d. Able to communicate effectively
- e. Improve the ability of members to understand their full potential
- f. Providing rewards for employees who do good work
- g. Adequate employee needs in accordance with their work activities

12.Control, namely:

- a. Give direction in accordance with the processes and procedures that have been set
- b. Compare the results of work with the original plan
- c. Assessing the results of work achieved with the standard results of work
- d. Make communication media implementation right
- e. Notify the standard measuring work media
- f. Make the right data for comparison and deviation
- g. Provide suggestions and actions for improvement
- h. Notify and explain the members to be responsible
- i. Carry out supervision in accordance with company instructions.

13.Office coordination is

It is an activity to guarantee cooperation and participation in a number of activities and office supervision.

- a. Acceptance of Information
- b. Recording information
- c. Compilation of information
- d. Information Giving
- e. Use of information

14. Office management aspects

- a. Objectives, which can be formulated to assess and determine the success of directing and coordinating elements of management
- b. Organization / company, including activities for forming staff and allocation
- c. Method is the order in which the management process takes place
- d. Personnel includes recruitment or dismissal, training, and promotion
- e. Environment, including office buildings, equipment and health conditions of staff
- f. Machinery and equipment, including equipment used in assisting the implementation of work.

The role of office management prepares information so that top management can make informed decisions:

- a. Compact in space usage
- b. Carefully choose items
- c. In the right form and function
- d. On time
- e. Low costs

15. Distribution of work and work assignments as delegates

Delegation is a process whereby a superior manager transfers power to his appointed person, to carry out his duties and at the same time make decisions that are deemed necessary.

- a. Delegation can be stated in a concise manner as a process where a manager as a boss assigns tasks to his subordinates.
- b. Delegation of the process authorizes subordinates to make commitments to the time limit allocated within the agreed timeframe.
- c. Carry out the obligations of all work orders that are delegated to the maximum and satisfying.

16. Some Principles of Modern Office Management

The principle of management is absolute must be able to be used and pay attention to changes and certain circumstances that refer to office management, which applies the principles of scientific management to all work and office management, applying to modern office management. There are five principles in office management work as for the Principles below:

- a. Principles Office management can easily, managers must first plan a work to be done, how the work, when it is done, where to work, and who does it.
- b. Principles Office management can understand all company work planning and be able to develop products, and can coordinate all resources such as human, machinery, and information to formulate a schedule that must be done in accordance with the plan.
- c. Principles Office management performs all forms of procedures and appropriate operating systems, archiving, methods of implementing, measuring, standardizing, layout effectively and efficiently in space and time.
- d. Principles The most important office management, must select, provide training, motivate, compensate, reward staff who excel, contribute to.

I. CONCLUSION

Based on the explanation above, research from related data which is supported by literacy studies can be summarized as follows:

1. Office management is an activity carried out to manage, plan, formulate, control and direct every activity of the company, in which the company organization must prioritize service to all staff and employees, must provide correct information to various parties involved in a job , such as activities in recording, providing clear communication so that it can be understood, accurate data collection, correct information memebri, storing data, archiving, providing services to employees related to duties and responsibilities, holding and implementing meeting agendas, providing services and so on .
2. Perkanotran management as a driver for companies that are intangible, which coordinate all human resources with other resources as a solid and whole unit, such as material, machinery, money and markets, all of which are regulated by office management, which always directs and oversee all work to achieve company goals.

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