

Study of Organizational Culture, Office Facilities, Work Motivation and Employee Performance at Class I Immigration Office TPI Malang: Literature Review

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ABSTRACT

This literature review aims to examine organizational culture, office facilities and employee performance at the Class I TPI Malang Immigration Office. Organizational culture is defined as the values, norms, and beliefs applied in an organization, while office facilities include the physical environment and work support tools. Work motivation is identified as an internal drive that drives employees to achieve certain goals. The research method used is the Literature Review method from various sources of previous research results. From the results of the review of related research, most studies acknowledge that organizational culture, office facilities, and work motivation affect employee performance. The expected results of this study are a deeper understanding of how organizational culture, office facilities, and work motivation affect employee performance through the results of several previous studies. In addition, the study is also expected to be a consideration for organizations in making policies in terms of improving employee performance.

INTRODUCTION

The implementation of government activities and national development requires the important role of state apparatus as human resources who carry out government governance and strive to achieve state goals. The human element is the most crucial thing in the process of organizing a country in a simpler form referring to an organization, this is because humans always have an active role and are the most dominant in the implementation of an organization (Tangkilisan, 2005). Civil servants as human resources are assets that must continue to be considered to obtain good performance quality, thus the organization can continue to develop and adapt to the demands of society that are increasingly complex along with the development of the times. As one example of the organizer of government activities such as the Immigration Office which is currently in the midst of a major challenge to remain relevant and efficient in facing the development of immigration and human mobility.

As part of the Ministry of Law and Human Rights of the Republic of Indonesia, the Immigration Office is not only faced with issues related to national security and handling immigration administration, but also with pressure to adopt innovation and technology to improve employee performance and provide faster and more efficient services to the public.

The success or failure of an organization or government institution will depend on performance, good employee performance will make it easier for an organization to achieve its goals and vice versa. So it can be said that employee performance is the main key to the success of an organization or government institution including the Class I TPI Malang Immigration Office. More than just carrying out routine tasks and responsibilities, employee performance is currently defined by the ability to adapt to change, utilize technology, and provide efficient and responsive public services. As a Technical Implementation Unit (UPT) under the auspices of the East Java Regional Office of the Ministry of Law and Human Rights, the Class I TPI Malang Immigration Office has a broad mandate to carry out most of the main tasks and functions of the Indonesian Ministry of Law and Human Rights in the immigration sector, especially in the East Java region.

The Immigration Office is not only the center of immigration administration, but also the vanguard in maintaining order and security in its area. By providing responsive and efficient services to the community, the Class I TPI Malang Immigration Office plays a critical role in maintaining immigration integrity and providing positive contributions to the surrounding community (source: kanimmalang.kemenkumham.go.id). The importance of employee performance at the Immigration Office can have a direct impact on the effectiveness and efficiency of services provided to the community. Employee performance is a result achieved by employees in a job (Simmamora, 2014). Employee performance is based on real work achievements as one indicator of the implementation of a clean agency governance system. Employee performance can also be realized by the existence of an Agency that is responsible to all stakeholders, implementing sustainable development in

carrying out functional aspects efficiently and effectively (Mangkuprawira and Hubeis, 2013).

Civil servants as human resources are assets that must be considered to obtain good performance quality, thus the organization can continue to develop and adapt to the increasingly complex demands of society along with the development of the times. With the development of technology that brings benefits in the implementation of daily tasks of employees of the Class I TPI Malang Immigration Office, an organization must maintain and maintain the human resources it has, namely by the organization or agency must know what factors can affect employee performance. According to Hessel (2007:178) the factors that affect organizational performance are motivation, organizational culture, compensation, leadership, job satisfaction, discipline, work environment and organizational commitment. In addition, office facilities also appear as something that must be considered in order to create a comfortable work environment and support optimal employee performance.

Organizational culture, office facilities, and work motivation have been demonstrated to influence employee performance in numerous studies. A significant positive correlation was observed between organizational culture variables and employee performance variables in a study conducted by Alfitri and Mukaram (2018). The results of Anggita and Hasan (2020) also demonstrated that organizational culture has a substantial and beneficial impact on employee performance. In another study (Ragil, 2013), it was demonstrated that employee performance is partially positively influenced by motivation. This implies that a company's performance is directly proportional to its motivation. In addition, Anita et al. (2022) conducted research that demonstrates that employee performance is not influenced by office facilities, but rather by work motivation. Results of a study conducted by Alfonso (2022) indicated that employee performance is influenced by work facilities. There is a positive but insignificant correlation between employee performance and work facilities. The title of the study, which examines the impact of organizational culture, office facilities, and work motivation on employee performance, is substantiated by the five findings.

Table 1. Research Gap

INFORMATION	RESEARCHERS	FINDINGS
There is difference findings of cultural influence organization and facilities office on performance employee.	Anita et al. (2022)	Facility office No influential to employee performance.
	Alfonso (2022)	Facility Work influential to employee performance
	Fahmi and Snow (2023)	Organizational culture does not influential in a way significant
There is equality findings of cultural influence organization and motivation Work to performance employee.	Alfitri And Mukaram, (2018), Anggita And Hassan(2020) Anita et al. (2022), Ragil (2013)	Organizational culture and motivation Work Influence performance employee.

In understanding the problem of employee performance at the Class I TPI Malang Immigration Office, it is important to see it as a complex whole.

Organizational culture, office facilities, and work motivation are interrelated elements. This study aims to dig deeper into the "Study of Organizational Culture, Office Facilities, Work Motivation and Employee Performance at the Class I TP Malang Immigration Office" and understand how the four factors are interrelated through the results of the literature review.

LITERATURE REVIEW

Organizational Culture

A collection of shared values, norms, and behaviors that influence the way members of an organization interact and work toward common objectives is referred to as organizational culture. Employee performance can be enhanced by a robust organizational culture, which fosters collaboration, innovation, and effective communication, as per Kharisma et al. (2019). The findings of this investigation suggest that employees who have effectively internalized the organizational culture can contribute to the more effective attainment of organizational objectives.

The characteristics of each organization serve as a unique identity and distinguishing factor from other organizations, establishing behaviors that can be referred to as an organizational culture. A strategy for motivating each member of the organization to pursue organizational objectives and achieve optimal performance is known as organizational culture. It is also possible to interpret organizational culture as a collection of traits and beliefs that have been collectively acknowledged and agreed upon, as well as behavior, relationships, and various perceptions that can be accepted and implemented by all members of an organization in order to achieve organizational objectives (Kharisma, M. et. al., 2019). In addition, the Immigration Office's ethics and cooperation are founded on organizational culture, which encompasses shared norms, values, and behaviors. A thriving organizational culture is inextricably linked to the quality of employee performance. Consequently, it is imperative for an organization to continue to grow and experience enhancements in member performance. An organizational culture that is effectively internalized by employees can also foster a supportive work environment, which is more likely to result in effective communication, innovation, and collaboration.

Office Facilities

Adequate and comfortable office facilities play an important role in improving employee performance. According to Sedarmayanti (2018), work facilities such as optimal workspace, modern office equipment, and a supportive work environment can improve employee productivity and well-being. Adequate equipment and comfortable environmental conditions create working conditions that support employee motivation and work enthusiasm, thus potentially improving their performance.

Office facilities refer to all elements, spaces, and services provided in an office environment with the aim of supporting employee work activities and company operations. This includes various aspects, from physical infrastructure such as buildings, desks, and office equipment, to services designed to meet the needs of both the company and employees. According to Bachrun (2019),

facilities refer to the satisfaction provided concretely by the company, both in the form of specific things and efforts to improve the welfare of workers.

Office facilities are important elements in the work environment designed to provide optimal support for employees in carrying out their duties and responsibilities. In the office, workspaces such as desks, chairs, and meeting rooms are the main foundation for daily activities. Technology and devices, such as computers, printers, and projectors, provide the tools needed for work efficiency and communication. Therefore, special attention to the provision of work facilities is needed to ensure optimal employee well-being and productivity.

Work Motivation

In order to achieve the organization's objectives, motivation is the impetus for an individual to make the most significant contribution feasible. Recognizing that the accomplishment of organizational objectives necessitates the fulfillment of the personal objectives of the employees inside the organization. Iriani (2010:562) elucidates that motivation is the effort or work of an individual to effectively achieve objectives, which is influenced by the presence of needs.. A person will be motivated to effectively fulfill their requirements, as they are a necessity. Ali et al. (2016:300) further stated that motivation is typically derived from two sources: extrinsic and intrinsic motivation. The performance of employees is likely to be enhanced by high motivation, as it encourages them to complete tasks competently and achieve their objectives. In order to produce high-quality and quantity work results, an employee must obtain work motivation that will enhance their work ethic and performance. In accordance with Mangkunegara (2015), motivation is a state of being that motivates an individual to engage in specific activities in order to attain their objectives.

Employee Performance

According to a number of experts, the concept of performance can be defined as the degree to which specific duties yield results. According to Nurjaya (2021), performance is typically indicative of the degree to which one is successful in attaining work outcomes. Company performance is quantified as the extent to which the organization achieves its comprehensive objectives. Putri (2020) posits that performance is the outcome of individual or group work functions within an organization over a specific period of time, which is indicative of the extent to which they fulfill job requirements and contribute to the attainment of organizational objectives. In addition to this comprehension, Lilyana, De Yusa, and Yatami (2021) assert that performance is the outcome of work that is effectively accomplished by fulfilling tasks and responsibilities within a specified time frame.

Employee performance is more likely to be enhanced when employees are highly motivated to accomplish tasks and achieve objectives. An employee must possess work motivation that affects their work spirit in order to enhance their performance and produce quality and quantity of work. Motivation is a

state of an individual that motivates them to engage in specific activities in order to accomplish their objectives, as per Mangkunegara (2015).

Based on the perspectives of the aforementioned experts, it is evident that performance is a concept that pertains to the degree to which specific duties are accomplished. In general, performance is the degree of success in achieving work results, both within the context of the corporation and for individuals. This encompasses the degree to which an individual or group fulfills job requirements and contributes to the organization's objectives. Performance is also defined as the successful completion of task within a specified time frame. This conclusion demonstrates that employee performance is the outcome of the individual's own endeavors to meet organizational expectations, which are also influenced by environmental factors, work quality, and target achievement.

METHODOLOGY

The literature review method used to study organizational culture, office facilities, work motivation and employee performance at the Class I TPI Malang Immigration Office involves systematic steps to collect, evaluate and synthesize relevant literature. These steps include identifying sources of information, selecting appropriate library materials, critical analysis of theories that support the research topic, and synthesizing findings from previous studies to build a comprehensive understanding of the relationship between the variables studied.

First, the identification of information sources is done by searching for academic journals, textbooks, research reports, and related scientific articles that discuss the study of organizational culture, office facilities, work motivation and employee performance at the Class I TPI Malang Immigration Office. Furthermore, the selection of library materials is done based on the relevance to the research topic and the quality of the methodology used in the study. The selected library materials must provide strong empirical data and analysis on the observed variables, including measurements of organizational culture, types of office facilities provided, work motivation applied, and their impact on employee performance.

Critical analysis of the theories supporting the research topic was conducted to understand the theoretical basis underlying the relationship between the variables studied. Relevant theories include work motivation theory, organizational culture theory, and human resource management theory that discuss factors that influence employee performance in the context of public organizations.

Finally, a synthesis of findings was conducted to systematically integrate the existing research results. This involved drawing conclusions on the relationship between internalized organizational culture, supportive office facilities, and high work motivation on employee performance at the Class I TPI Malang Immigration Office. This synthesis provided an in-depth understanding of how these variables interact with each other and impact the efficiency and effectiveness of performance in the context of complex and dynamic public administration.

By using the Library study method or literature review, it is expected to provide a solid foundation for identifying key factors that influence employee performance at the Class I TPI Malang Immigration Office, as well as providing strategic recommendations for management to improve working conditions and overall organizational performance.

RESULT AND DISCUSSION

In this research we will see how well the performance of employees or staff in the workplace through previous research studies related to organizational culture, office facilities, and work motivation as factors that can influence. The analytical method based on case studies used in the articles below will have a lot of emphasis on the study of human resource management.

Table 2. Previous Research

No	Nama Peneliti	Judul Penelitian	Variabel Penelitian	Alat Analisis	Hasil Penelitian
1	Nines Intan Novianti, Naili Farida & Widiartanto (2015)	Budaya Organisasi Dan Motivasi Kerja Terhadap Kinerja Karyawan Dengan Kepuasan Kerja Sebagai Variabel Intervening (Studi Terhadap Karyawan Pt. BPR Artha Mukti Santosa Semarang)	Variabel Dependen: Kepuasan Kerja (Y1) Kinerja Karyawan (Y2) Variabel Independen: Budaya Organisasi (X1) Motivasi Kerja (X2)	Analisis linear berganda dan Analisis Jalur (<i>Path Analysis</i>)	Budaya organisasi dan motivasi kerja mempunyai pengaruh positif terhadap kinerja karyawan.
2	M. Chusni Mubarroq (2021)	Pengaruh Budaya Organisasi dan Motivasi Kerja Terhadap Kinerja Karyawan Dengan Kepuasan Kerja Sebagai Variabel Mediasi (Studi Kasus pada Pg. Kebon Agung Malang)	Variabel Dependen: Kepuasan Kerja (Y1) Kinerja Karyawan (Y2) Variabel Independen: Budaya Organisasi (X1) Motivasi Kerja (X2)	Deskriptif dan <i>Partial Least Square</i> (PLS)	<ol style="list-style-type: none"> 1. Budaya organisasi berpengaruh positif signifikan terhadap kinerja karyawan PG Kebon Agung Malang. Artinya semakin baik budaya yang terbentuk di dalam tempat kerja maka semakin baik kinerja yang dimiliki karyawan. 2. Motivasi berpengaruh positif, namun tidak signifikan terhadap kinerja karyawan PG Kebon Agung Malang. Artinya, meskipun mempunyai pengaruh yang positif, namun variabel motivasi tidak cukup signifikan untuk memengaruhi kinerja karyawan PG Kebon Agung. 3. Budaya organisasi berpengaruh positif dan signifikan terhadap kinerja karyawan dengan kepuasan kerja sebagai variabel mediasi pada PG. Kebon Agung Malang. 4. Motivasi berpengaruh positif dan signifikan terhadap kinerja karyawan dengan kepuasan kerja sebagai variabel mediasi pada PG. Kebon Agung Malang.

Continued Table 2 Previous Research

No	Nama Peneliti	Judul Penelitian	Variabel Penelitian	Alat Analisis	Hasil Penelitian
3	Ni Luh Gede Putu Purnawati, Anak Agung Dwi Widyani, dan Kadek Dian Putri Anjaya (2022)	Motivasi Sebagai Variabel Mediasi Pengaruh Budaya Organisasi Terhadap Kinerja Karyawan	Variabel Dependen: Motivasi (Y1) Kinerja Karyawan (Y2) Variabel Independen: Budaya Organisasi (X)	Deskriptif dan <i>Partial Least Square</i> (PLS)	<ol style="list-style-type: none"> 1. Budaya organisasi mempunyai pengaruh positif dan signifikan terhadap motivasi. 2. Budaya organisasi mempunyai pengaruh positif dan signifikan terhadap kinerja karyawan. 3. Motivasi memiliki pengaruh positif dan signifikan terhadap kinerja karyawan. Motivasi mampu memediasi pengaruh budaya organisasi terhadap kinerja karyawan.
4	Pocerattu V. Alfonso (2022)	Pengaruh Fasilitas Kantor Terhadap Kinerja Pegawai Pada Kantor Imigrasi Kelas I Tempat Pemeriksaan Imigrasi (TPI) Ambon	Variabel Dependen: Kinerja Pegawai (Y) Variabel Independen: Fasilitas Kantor (X)	Deskriptif dan SPSS	Fasilitas kantor berpengaruh kinerja pegawai secara signifikan. Fasilitas kerja memberikan pengaruh positif tetapi tidak signifikan terhadap kinerja pegawai.
5	Habib Anhar Arrazaq (2020)	Pengaruh Budaya Organisasi Terhadap Kinerja Karyawan Dengan Mediasi Motivasi Kerja	Variabel Dependen: Motivasi (Y1) Kinerja Karyawan (Y2) Variabel Independen: Budaya Organisasi (X)	Analisis linear berganda	<ol style="list-style-type: none"> 1. Budaya organisasi berpengaruh terhadap motivasi kerja. 2. Budaya organisasi berpengaruh terhadap kinerja karyawan. 3. Motivasi kerja berpengaruh terhadap kinerja Motivasi kerja dapat memediasi budaya organisasi terhadap kinerja
6	Lutfi Bisri Ashari (2019)	Pengaruh Kompensasi dan Budaya Organisasi Terhadap Kinerja Karyawan Melalui Motivasi Sebagai Variabel Intervening Pada PG. Kebon Agung	Variabel Dependen: Motivasi (Y1) Kinerja Karyawan (Y2) Variabel Independen: Kompensasi (X1) Budaya Organisasi (X2)	<i>Path analysis</i> (analisis jalur)	4. Keseluruhan variabel bebas mempunyai pengaruh positif dan signifikan terhadap kinerja karyawan.

Continued Table 2 Previous Research

No	Nama Peneliti	Judul Penelitian	Variabel Penelitian	Alat Analisis	Hasil Penelitian
7	Erfan Budi Wijaksono, Heru Sutapa, dan Nuraidya Fajariah (2022)	Pengaruh Fasilitas Kantor dan Motivasi Kerja Terhadap Kinerja Karyawan Perum Jasa Tirta I Wilayah Sub DJA II/I Kediri	Variabel Dependen: Kinerja Karyawan (Y) Variabel Independen: Fasilitas Kantor (X1) Motivasi Kerja (X2)	Analisis linear berganda	1. Fasilitas kerja berpengaruh signifikan terhadap kinerja karyawan. 2. Motivasi kerja berpengaruh tidak signifikan terhadap kinerja karyawan. Fasilitas kerja dan motivasi kerja berpengaruh secara signifikan terhadap kinerja karyawan.
8	Wanda Febri Anita, Ahmad Jauhari, dan Lina Saptaria (2022)	Pengaruh Fasilitas Kantor, Motivasi, dan Disiplin Kerja Terhadap Kinerja Pegawai Pada Kelurahan Bawang Kota Kediri	Variabel Dependen: Kinerja Karyawan (Y) Variabel Independen: Fasilitas Kantor (X1) Motivasi Kerja (X2) Disiplin Kerja (X3)	Analisis linear berganda	1. Fasilitas kantor tidak berpengaruh terhadap kinerja pegawai pada Kelurahan Bawang kota Kediri. 2. Motivasi kerja berpengaruh terhadap kinerja pegawai pada Kelurahan Bawang Kota Kediri. 3. Disiplin kerja berpengaruh terhadap kinerja pegawai pada Kelurahan Bawang Kota Kediri. Fasilitas kantor, motivasi kerja dan disiplin kerja berpengaruh secara simultan terhadap kinerja karyawan pada Kelurahan Bawang kota Kediri.
9	Jonner Lumban Gaol, Lamminar Hutabarat dan Endieni Meisari Bate'e (2020)	Pengaruh Fasilitas Kantor dan Kedisiplinan Kerja Terhadap Kinerja Pegawai Dinas Ketenagakerjaan Kota Medan	Variabel Dependen: Kinerja Pegawai (Y) Variabel Independen: Fasilitas Kantor (X1) Kedisiplinan Kerja (X2)	Analisis linear berganda	Fasilitas Kantor dan Kedisiplinan Kerja secara bersama-sama berpengaruh positif dan signifikan terhadap Kinerja Pegawai.
10	Suwaldiyan (2021)	<i>The Increasing of Employee Performance Through Discipline, Motivation, and Organizational Culture</i>	Variabel Dependen: <i>Employee Performance</i> (Y) Variabel Independen: <i>Discipline</i> (X1) <i>Motivation</i> (X2) <i>Organizational Culture</i> (X3)	Analisis linear berganda	1. Disiplin, motivasi dan budaya organisasi terbukti mempunyai pengaruh yang signifikan secara parsial terhadap kinerja karyawan di PT. Swadaya Graha. 2. Disiplin, motivasi dan budaya organisasi mempunyai pengaruh yang signifikan secara simultan terhadap kinerja karyawan di PT. Swadaya Graha.

Based on the results of the above research in a period of 8 years, namely in 2015 - 2022 and 10 empirical studies that have been conducted in Indonesia. This study examines the relevance of the influence of organizational culture, office facilities and work motivation on employee performance conducted by

Nines Intan Novianti, Naili Farida & Widiartanto (2015); M. Chusni Mubarroq (2021); Ni Luh Gede Putu Purnawati, Anak Agung Dwi Widyani, and Kadek Dian Putri Anjaya (2022); Pocerattu V. Alfonso (2022); Habib Anhar Arrazaq (2020); Lutfi Bisri Ashari (2019); Erfan Budi Wijaksono, Heru Sutapa, and Nuraidya Fajariah (2022); Wanda Febri Anita, Ahmad Jauhari, and Lina Saptaria (2022); Jonner Lumban Gaol, Lamminar Hutabarat and Endieni Meisari Bate'e (2020); and Suwaldiyana (2021).

Research shows that organizational culture influences employee performance. A strong organizational culture, where positive values and norms are embraced and consistently applied, can improve employee performance. A strong and positive organizational culture creates a work environment that supports and empowers employees. Employees feel more motivated because they feel appreciated, have a clear sense of purpose, and see the value of their work. Thus, a positive organizational culture does more than just directly influence employee performance.

First of all, the organizational culture at the Class I TPI Malang Immigration Office may reflect a commitment to efficient and effective public service. This can be reflected in values such as professionalism, integrity, and accountability that are applied in every interaction with the community. Employees who have internalized these values well tend to have a high awareness of the importance of providing quality services and per established procedures.

Second, organizational culture can also influence how communication and collaboration between employees occur within the office. If the organizational culture encourages transparency, mutual respect, and team collaboration, this can increase employee motivation to work together to achieve common goals. Conversely, a culture that is too hierarchical or authoritarian can hinder effective communication and reduce employee motivation to contribute optimally.

In addition, the results of several studies above also show that office facilities also affect employee performance. Employees who work in a supportive environment, with adequate facilities, show higher levels of motivation and better performance. The available office facilities have a significant impact on employee comfort and work efficiency, which in turn affects their performance in carrying out daily tasks. Office facilities cover various aspects, from workspace, equipment, and technology, to the physical environmental conditions of the workplace. However, this is different from the findings of Wanda, Ahmad, and Lina (2022) in the research that has been conducted, showing that office facilities do not affect employee performance.

Work motivation is an internal drive that drives employees to achieve certain goals. Work motivation plays a very important role in improving employee performance. Work motivation can be interpreted as an internal drive that drives someone to do their best work, motivated to achieve individual and organizational goals. Several studies that have been conducted on the effect of work motivation on employee performance have shown that work motivation affects employee performance. Work motivation plays a role in increasing

employee productivity. When employees feel motivated, they tend to be more focused and enthusiastic in completing tasks. However, this is different from the findings of Erfan, Heru and Nuraidya (2022) which stated that motivation has no significant effect on employee performance.

Therefore, from the results of the study above, it can be concluded that a good organizational culture, adequate office facilities, and good work motivation can affect the performance of an employee in a company or organization. A strong and positive organizational culture can improve employee or staff performance. The values and norms adopted in organizational culture create a supportive environment, which can increase the sense of employee involvement, responsibility, and commitment. While adequate and comfortable office facilities also contribute to improving employee performance. A work environment that supports employee health and comfort makes them feel more appreciated and supported, which in turn increases motivation to work better. High work motivation usually leads to better performance. Motivated employees tend to be more productive, creative, and efficient in carrying out their duties.

CONCLUSION AND RECOMMENDATION

Research shows that organizational culture has a significant influence on employee performance. Organizational culture influences employee performance. The values and norms adopted in organizational culture create a supportive environment, which can increase employee involvement, responsibility, and commitment. With the results of several studies, it is expected that the organizational culture at the Class I TPI Malang Immigration Office will not only influence the way employees carry out administrative tasks and services to the community, but is also a key factor in shaping institutional identity and providing moral direction in every action taken by employees. By understanding and strengthening a positive organizational culture, the Immigration Office can improve and improve the performance and services provided to the community.

Office facilities also affect employee performance, with adequate and comfortable office facilities will improve employee performance. Available office facilities have a significant impact on employee comfort and work efficiency. Optimal workspace is an important factor in improving work comfort and efficiency. A spacious and well-organized workspace can help employees manage their tasks more effectively, reduce chaos and increase productivity. By ensuring appropriate and supportive facilities, management is expected that the Immigration Office can create a conducive work environment to improve employee performance and provide better public services to the community.

Work motivation also affects employee performance. With high work motivation, it will lead to increased employee performance. Work motivation can be interpreted as an internal drive that drives someone to do their job optimally, motivated to achieve individual and organizational goals. Work motivation plays a role in increasing employee productivity. When employees

feel motivated, they tend to be more focused and enthusiastic in completing administrative tasks such as processing immigration documents, data administration, and personnel administration. High motivation can also help them overcome challenges that may arise in the public service process, such as handling public complaints or urgent needs related to immigration.

With this research using literature review analysis, it is expected that this research can be a reference for the Class I TPI Malang Immigration Office in making policies related to organizational culture, office facilities and work motivation that can affect employee performance. In addition, research findings can be used to design organizational culture development programs that can improve employee morale and satisfaction.

ADVANCED RESEARCH

To deepen the articles that have been written, further research can be designed with a focus on developing variables, methodology, or research context. Future researchers can also compare the effectiveness of organizational culture and office facilities in several immigration offices in East Java. Considering the research results which show that organizational culture, office facilities and work motivation influence employee performance, it is hoped that future researchers will be able to provide new insights that are relevant for human resource management, strategic planning and development of public services at the Immigration Office. Besides that, future researchers can use other factors that may or may not influence employee performance such as leadership style, remuneration, and analyzing differences in work motivation and employee performance based on gender.

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