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ANALYSIS OF THE INFLUENCE OF WORK FACILITIES ON WORK DECISIONS AT PT PLN NUSANTARA POWER SERVICES SIDOARJO

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ABSTRACT

This research aims to find out the influence of work facilities on employee job satisfaction at PT PLN Nusantara Power Services Sidoarjo Head Office. This research uses a quantitative approach with an explanatory research type. The study population consists of 240 active employees, while the sample used is 150 respondents determined using the Slovin formula with an error rate of 5% and the *proportionate stratified random sampling* technique. Data collection is done through a questionnaire with a Likert scale and documentation. Data analysis using simple linear regression with the help of SPSS software, which includes validity test, reliability test, classical assumption test, t test, and coefficient of determination (R^2). Research results show that work facilities have a positive and significant effect on employee job satisfaction. This is shown by the regression coefficient value of 0.801, the calculated t value of 20.124 which is greater than the table t of 1.976, and the significance value of 0.000 < 0.05. The determination coefficient value (R^2) of 0.732 shows that work facilities are able to explain 73.2% of job satisfaction variation, while the remaining 26,8% is explained by other factors outside the research model. Thus, the better the work facilities provided by the company, the higher the level of employee job satisfaction. This research provides implications for companies to maintain and improve the quality of work facilities in accordance with operational needs and employee needs.

Keywords: Work Facilities; Job Satisfaction; Human Resources

1. INTRODUCTION

The introduction Human resources are established as an essential asset that acts as a determining factor for the realization of the success of an organizational entity or corporation. The existence of human resources is not only reduced as a production factor, but is positioned as a central driving agent in all operational dynamics of the organization in order to realize the goals that have been projected. The quality of human capital is a fundamental determinant factor for the achievement of the success of an organizational entity, considering its capacity in managing and utilizing all resources effectively and efficiently (Pahira & Rinaldy, 2023).

The development of technology, globalization, and increasing business competition require every company to increase the capacity of human resources that have the competence in realizing productive, innovative, and professional performance. Corporations need to construct a safe and conducive work climate, as well as supported by qualified operational infrastructure to spur maximum performance. The supportive work ecosystem will have implications for an increase in comfort and positive perception of work experience, which empirically contributes substantially to the amplification of motivation and employee job satisfaction (Assyava' et al., 2024).

Job satisfaction has a central position in the field of human resource management, considering the significant relationship with perception, attitude orientation, and affective dimensions of employees towards their work (Dinda et al., 2024). Job satisfaction is a representation of the level of affection, both positively and negatively, that employees have towards their work. This increase in the level of job satisfaction has a positive correlation with the tendency of employees to produce optimal performance, manifest strong organizational commitment, and provide constructive contributions to the success of the organization (Maranata et al., 2025).

Job satisfaction is a fundamental parameter that reflects the effectiveness of organizational human resource governance. The increase in the degree of employee satisfaction has a significant positive correlation towards the optimization of work motivation, decrease in attendance rates, productivity escalation, and the strengthening of organizational commitment (Dinda et al., 2024). On the other hand, low levels of employee job satisfaction can trigger various dysfunctional impacts, including deterioration of work morale, decreased productivity, increased absence rates, and the emergence of an intention to quit.

In order to optimize employee job satisfaction, corporate entities need to conduct a comprehensive study of various determining factors, where job opportunities are one of the essential variables in it. According to Sedarmayanti (2023), work facilities include various physical resources. in the form of facilities and infrastructure provided by the organization as a form of support for employees so that the work implementation process can take place smoothly and optimally. Work facilities are not only related to main equipment such as computers, laptops, printers, and internet networks, but also include comfortable workspaces, lighting, ventilation, air conditioning, meeting rooms, places of worship, parking areas, and various other supporting facilities (Nurpratama & Yudianto, 2022).

The existence of representative work facilities is an essential determinant in supporting human resources to implement their professional obligations. Comprehensive infrastructure support correlates positively with the acceleration of optimal task completion, which ultimately gives direct implications to increased effectiveness and efficiency of operational performance. The provision of quality work facilities not only helps the smoothness of work during work so that it has an impact on increasing employee performance satisfaction. Meanwhile, if the available work facilities are inadequate or not in accordance with the needs of the job, then the work process can be hindered and potentially reduce the level of satisfaction felt by employees (Ilihelu et al., 2024).

PT PLN Nusantara Power Services is a company engaged in the operation, maintenance, and support services of power plants in Indonesia. As a company that has a wide operational scope and is supported by the distribution of human resources in various work units, it shows that the company needs to provide adequate work facilities as a supporting means to improve the smoothness and effectiveness of the work process. These facilities play a role in creating a more effective and efficient work process and helping the company achieve the established service standards. Providing good and adequate work facilities is an important part in creating supportive working conditions, so that it can help increase employee job satisfaction towards their work (PT PLN Nusantara Power Services, 2026).

PT PLN Indonesia Power Services has 42 work units spread across various regions with a plant operation and maintenance service capacity of 18,248 MW. In addition, the company is dominated by 98% of millennial employees who are one of the forces in supporting the company's transformation into a professional and competitive energy solution provider. The company also emphasized that human resources have a strategic role as one of the company's main assets that needs to be developed and managed professionally in order to support the achievement of goals and business growth sustainability (PT PLN Nusantara Power Services, 2026).

Along with the digital transformation and the wider scope of the company's operations, the need for work facilities becomes increasingly important. Various administrative activities, coordination, reporting, and communication between work units utilize information technology devices as the main means of carrying out work. Based on these conditions, it can be known that the provision of adequate work facilities is a supporting element that helps employees in carrying out their duties optimally, so that work effectiveness can be achieved. However, it is not yet known whether the work facilities provided by the company have been able to provide job satisfaction to employees. Therefore, further research is needed.

PT PLN Indonesia Power Services' commitment to human resource management can also be seen from various competency development programs carried out by the company. Competence development is carried out through various technical, managerial, and behavioral training programs that are tailored to the needs of each position. The company's efforts in developing the quality of human resources certainly need to be supported by the availability of qualified work facilities.

Although the company has shown various positive developments, the success of the organization is not only assessed based on the results that the company's performance has achieved, but also from how the company is able to create job satisfaction for its employees. The provision of work facilities that can support work is expected to support work comfort, facilitate the completion of work, reduce operational obstacles, and create comfortable and supportive working conditions for employees. However, the extent to which existing work facilities and provided by the company can affect employee job satisfaction still needs to be proven through empirical research (Suryani, 2022).

PT PLN Indonesia Power Services Sidoarjo Head Office has provided various work facilities that support the implementation of employee activities. The availability of these facilities is expected to be able to provide comfort, streamline the work process, and increase the effectiveness of work completion. Referring to the explanation, the availability of facilities in the work environment is hypothesized to have a correlation with the level of employee job satisfaction at PT PLN Indonesia Power Services Sidoarjo Head Office.

This phenomenon, in addition to being based on the empirical reality of the organization, is also consistent with various previous literature discourses that show the disparity

of findings regarding the correlation between work facilities and employee job satisfaction. Some research confirms that the availability of adequate work facilities has positive implications for the escalation of job satisfaction. The presence of representative supporting facilities is believed to be able to accelerate the smoothness of operations, construct comfort, and maximize the efficiency of task completion. However, a number of other studies signaled that work facilities are not positioned as absolute determinants in projecting the level of satisfaction. The inconsistency of previous research results is the basis for the need to conduct further research on the relationship between work facilities and job satisfaction in different organizational contexts.

However, research on work facilities still has a crucial urgency to be carried out at PT PLN Indonesia Power Services. The availability of adequate work facilities is an essential prerequisite to ensure that all activities can be held effectively and efficiently. Employee performance achievement is basically not only determined by individual competence, but also significantly influenced by the availability of facilities and infrastructure that are in line with the task specifications.

A number of previous literature shows the existence of a correlation between work facilities and employee job satisfaction, although the empirical evidence produced still shows variability. The investigation carried out by Pratama and Lestari (2022) proved that work facilities have a positive and significant influence on the level of job satisfaction. In line with the postulate, a study from Sari et al. (2023) also validates that the availability of representative work facilities contributes to the escalation of job satisfaction. On the other hand, Rahmawati's research (2023) shows that work facilities are not the primary determinant of employee job satisfaction. The difference in the results of the assessment or research illustrates that the influence of work facilities on job satisfaction still provides an opportunity to be re-examined with different research objects.

Based on the explanation, it was identified that there was a *research gap* in the form of inconsistency in the findings in previous studies. This condition indicates that the correlation between work facilities and job satisfaction still requires a deeper investigation by accommodating the different characteristics of the research object. In addition, the literature review shows that there are still limited empirical studies that specifically analyze the influence of work facilities on employee job satisfaction at PT PLN Indonesia Power Services. Therefore, this research is expected to be able to present empirical evidence regarding the impact of work facilities on job satisfaction, as well as contribute to enriching the scientific treasure of human resource management, especially related to the governance of work facilities as a strategy to optimize employee satisfaction.

2. RESEARCH METHOD

Quantitative approach is used as a research method. Quantitative methods are based on the philosophy of positivism which is applied to research populations or samples. Data collection is carried out through standardized instruments, followed by statistical analysis to test the proposed hypothesis. This study is classified as an explanatory research (explanatory research) which is aimed at investigating and elaborating the causal relationship between independent variables and dependent variables through hypothesis testing procedures.

In this study, work facilities are positioned as an independent variable (X), while job satisfaction is set as a dependent variable (Y). The research was held with the main orientation to evaluate the significance of the impact of work facilities on the degree of job satisfaction of employees in the PT PLN Nusantara Power Services Sidoarjo environment. Primary data collection is carried out through the distribution of instruments to respondents who are determined as a sample. Empirical data is then processed and analyzed using a simple linear regression method with the support of Statistical Product and Service Solutions (SPSS) software.

The operational definition is prepared to describe the research variables based on the problem formulation and theoretical framework, so that it is able to produce indicators that can be measured empirically. The variables analyzed in this study include work facilities (X) as an independent variable and work satisfaction (Y) as a dependent variable.

Work facilities are the overall facilities and infrastructure available at PT PLN Indonesia Power Services Sidoarjo Head Office, which functions to support smooth operations so that employees are able to work optimally. Work facility measurement indicators include:

1. The available work facilities have been adjusted to the needs of the employee's work.

2. Available work facilities can help optimize employee work results.
3. The provided work facilities can be easily used by employees in carrying out their work.
4. Available work facilities can help speed up the completion of employee work.
5. The arrangement of work facilities is done well so that it can support the comfort and smoothness of employee work activities.

Job satisfaction represents the degree of positive affection of PT PLN Indonesia Power Services Sidoarjo Head Office employees towards their work. The job satisfaction dimension consists of:

1. Satisfaction with the work itself.
2. Satisfaction with salary.
3. Satisfaction with promotion opportunities.
4. Satisfaction with supervision.
5. Satisfaction with co-workers.

The population in this study is all active employees at the Head Office of PT PLN Indonesia Power Services Sidoarjo. Based on the recapitulation data of active employees in 2026, the total population is 240 people.

The determination of the sample size is calculated through the application of the Slovin formula by setting the margin of error at the 5% level. Referring to the calculation using the Slovin formula with an error margin of 5%, the number of samples obtained 150 respondents. Furthermore, the sample is carried out through the proportionate stratified random sampling technique, where the entire sample is distributed proportionally to each strata.

Slovin Formula:

$N = N / (1 + N(e)^2)$

Description:

n = number of samples

N = total population

e = error tolerance limit

With:

N = 240

e = 5%

n = 150 respondents

The sampling technique is done with the Stratified Proportionate Random Sampling technique. This approach is used when the population has heterogeneous characteristics and is divided into several strata or groups. The sample allocation is determined proportionally so that each group obtains representation that is proportional to the number of employee members owned.

Proportional sample distribution:

No.	Name of Structural Division/Part	Population (Ni)	Sample (ni)
1.	Corporate Strategic Planning Division	12	8
2.	Marketing & Business Development Division	15	9
3.	Green Energy & EBT Solution Division	12	8
4.	Procurement Unit & Supply Chain (Supply Chain	20	13
5.	Project Management Division (Project Management	15	9
6.	Engineering & Technology Support Division	20	13
7.	Special Technical Service Division	15	9

8.	Central Corporate O&M Division	15	9
9.	Central Corporate MRO Division	30	19
10.	Finance and Budgeting Division	12	8
11.	Accounting & Taxation Division	15	9
12.	Risk Management & Compliace Division	10	6
13.	HR Planning & Development Division	12	8
14.	Administration & Industrial Relations Division	15	9
15.	Division K3 & Environment/LK 3 (HSSE)	10	6
16	Training & Certification Center Unit	12	8
Total	Sidoarjo Head Office (HQ)	240	150

Source: processed by the Author.

Data collection techniques are carried out through questionnaires and documentation. Questionnaire is a data collection instrument that is operationalized through the distribution of a set of questions or written statements to respondents to collect responses. Measurement of each t Scale with five alternative mentation is implemented of inventorying various documents that are relevant to the study object as complementary data that outlines the entity's profile, organizational structure, and other types of secondary information.

The Likert scale is applied as the main instrument in evaluating the attitude, opinion, and perception of respondents towards the items of the questionnaire statement. The preparation of statement items is based on variable measurement indicators of work facilities and job satisfaction. Each alternative answer will be converted into a quantitative form through a value weighting scheme or score.

Data analysis is run using SPSS software. The analysis includes instrument testing, classical assumption test, simple linear regression analysis, t test, and determination coefficient calculation.

Validity Test

Validity tests are implemented to confirm the validity of a questionnaire. The test is carried out through a comparison between the calculated r value and the table r with an error rate of 5% (α = 0.05).

Criteria:

r count > r table

Missighnificance value < 0.05

Then the statement item can be declared valid.

Reliability Test

Reliability testing is carried out to evaluate the level of stability of research instruments in producing consistent measurement metrics. Reliability evaluation using the Cronbach's Alpha approach.

Criteria:

Cronbach's Alpha ≥ 0,70 → reliable instrument

Cronbach's Alpha < 0,70 → the instrument is not reliable yet

Cronbach's Alpha coefficient formula:

$$\alpha = \frac{k}{k-1}\left(1 - \frac{\sum S_i^2}{S_t^2}\right)$$

Normality Test

The normality test aims to verify whether the research data is normally distributed. Testing

using the One-Sample Kolmogorov-Smirnov Test method with a significance of 5% (α = 0,05).
Criteria:
Significance > 0.05 → normally distributed data.

Heteroskedasticity Test

The heteroskedasticity test is carried out to identify the existence of heterogeneity of residual variance between observations in a regression model. Detection is done through Gl
Criteria:
Significance > 0.05 → free from heteroskedasticity problem.
Simple Linear Regression Analysis
Simple linear regression is applied to examine the effect of independent variables on dependent variables.

Regression equation:
$Y = a + bX + e$
Description:
Y = Job Satisfaction
a = Constant
b = Regression coefficient
X = Work Facility
e = Error (intruder's mistake)

Hypothesis Test (t Test)

The t test is applied to identify the significance of the partial correlation of the independent variable to the dependent variable with a significance level of 5% or 0.05.
Decision making criteria:

If significance < 0,05 or t count > t table, then H0 is rejected and H1 is accepted, so that work facilities have a significant effect on job satisfaction.

If significance > 0.05 or t count < t table, then H0 is accepted and H1 is rejected, so that work facilities do not have a significant effect on job satisfaction.

Determination Coefficient (R^2)

The determination coefficient test (R^2) aims to evaluate the extent of the independent variable's ability to explain the variance of the dependent variable. The value of this coefficient has a range between 0 and 1. The higher the R^2 value produced, the stronger the power of the work facility variable towards the variability of employee job satisfaction levels.

3. RESULT AND DISCUSSION

PT PLN Nusantara Power Services is one of the subsidiaries of PT PLN Nusantara Power which is engaged in the provision of operation and maintenance services (Operation & Maintenance), comprehensive repair and maintenance (Maintenance, Repair & Overhaul/MRO), engineering services (engineering), as well as various support services in the field of power generation. The company was officially established on March 30, 2001 and is located at Jalan Raya Bandara Juanda Number 17, Sidoarjo, East Java. The company has grown into one of the large-scale power plant operation and maintenance service providers in Indonesia and has handled a number of international projects.

PT PLN Nusantara Power Services has a vision to become a superior, trusted, and globally competitive power plant operation and maintenance service company. Its mission includes providing good quality power plant operation and maintenance services, improving the capabilities of human resources, prioritizing work safety, quality, and customer satisfaction, developing innovation and increasing the company's competitiveness sustainably, as well as creating greater benefits and value for shareholders, customers, and all interested parties.

The company's business fields include Operation and Maintenance Services (Operation & Maintenance), Maintenance, Repair & Overhaul (MRO), Engineering Services, Commissioning, Relocation Services, Heavy Equipment Management, Heat Insulation Work, Scaffolding Services, Competency Certification, as well as other electrical industry support services.

This research involved 150 respondents of PT PLN Nusantara Power Services Sidoarjo employees. The characteristics of respondents based on gender showed 109 men (72,7%) and 41 women (27,3%). Based on the length of work, respondents with a working period of 1–3 years were 52 people (34.67%), a working period of 4–6 years was 50 people (33.33%), more than 6 years as many as many as 26 people (17.33%), and less than 1 year as 22 people (14,67%). Based on the latest education, the majority of respondents are Bachelor graduates as many as 74 people (49.33%), Diploma 39 people (26,00%), SMA/SMK 28 people (18,67%), Postgraduate 7 people (4,67%), and others 2 people (1,33%).

Table of the most important respondent characteristic results

Characteristic	Category	Results	Percentage
Gender	Male	109	72.7%
	Female	41	27.3%
	<1 year	22	14.67%
Working For a Long Time	1 – 3 years	52	34.67%
	4 – 6 years	50	33.33%
	6 years	26	17.33%
education	Senior high school	28	18.67%
	Diploma	39	26.00%
	Scholar	74	49.33%
	Postgraduate	7	4.67%
	others	2	1.33%

Validity testing is carried out on the Work Facility (X) and Work Satisfaction (Y) variables. With a sample of 150 respondents, the r value of the table is 0.159 at a significance level of 5%. An item is declared valid if r count > r table and the probability of significance < 0.05. Based on the test results, all statement items used in the questionnaire meet the validity criteria.

Reliability testing is carried out to evaluate the consistency of the respondent's answers. The instrument is declared reliable if Cronbach's Alpha value > 0,70. Based on the test results, all statement items meet the reliability criteria

because the Cronbach's Alpha value of each variable has exceeded 0.70.

Table of instrument test results that need to be remembered

Testing	Basis of decision	Result/Conclusion
Validity	R count > r table; Sig. <0.05	Valid item
R table	N = 150; α = 0,05	0,159
Reliability	Cronbach's Alpha > 0,70	Reliable instrument

The normality test was carried out using One-Sample Kolmogorov-Smirnov with a significance level of 5%. The test results showed a significance value of 0,200. Because 0,200 > 0.05, then the residual data is normally distributed and the prerequisite for the normality assumption has been met.

The heteroskedasticity test was carried out using the Glejser method. The Work Facility Variable (X) obtained a significance value of 0.923. Because 0.923 > 0.05, there is no indication of heteroskedasticity symptoms in variable X.

Table of classic assumption test results

Test	Method	Sig Value.	Criteria	Conclusion
Normality	One-Sample Kolmogorov-Smirnov	0,200	> 0.05	Normal
Heteroskedasticity	Glejser	0.923	> 0.05	There is no heteroskedasticity

Simple linear regression analysis is used to examine the effect of independent variables on dependent variables. Based on the analysis results, a constant value of 8.271 and a regression coefficient of 0.801 are obtained.

Regression equation:

$$Y = 8.271 + 0.801X$$

The constant of 8,271 shows that when the Work Facility variable (X) is considered unchanged or has a value of zero, then the Job Satisfaction value (Y) is estimated to be at 8,271. The regression coefficient of 0.801 shows that every increase in Work Facilities will cause an increase in employee Job Satisfaction. A positive regression coefficient shows that Work Facilities and Job Satisfaction have a one-way relationship.

Simple linear regression result table

Components	Value
Constant (a)	8,271
Regression coefficient (b)	0.801
Equality	Y = 8.271 + 0.801X
Relationship direction	Positive

The t test is carried out to identify the significance of the partial influence of the Work Facility variable (X) on Job Satisfaction (Y). The test results show that the calculated t is 20,124, while the table t is 1,976, with a significance level of 0.000.

Because 20,124 > 1,976 and 0,000 < 0,05, then H0 is rejected and H1 is accepted. Thus, Work Facilities have a positive and significant influence on Job Satisfaction at PT PLN Nusantara Power Services Sidoarjo Head Office.

Hypothesis test result table

Variable	T count	T table	Sig.	Decision	Conclusion
Work Facility (X) → Job Satisfaction (Y)	20.124	1.976	0.000	H0 rejected, H1 accepted	Positive and significant

The coefficient of determination (R^2) is used to measure the proportion of variance in the dependent variable that can be explained by the independent variable. The research results show that the R^2 value is 0.732. That is, Work Facilities are able to explain 73.2% of the variation of Job Satisfaction, while the remaining 26.8% is influenced or explained by other factors that are not included in the research variables.

Determination coefficient result table

Value R^2	The ability to explain Job Satisfaction	Other factors
0.732	73,2%	26,8%

The research results show that there is a positive and meaningful impact of the Work Facility variable on Employee Job Satisfaction at PT PLN Nusantara Power Services Sidoarjo Head Office. Partial test results show a significance value of 0.000 ($p < 0.05$) with a calculated t value greater than the table t. Thus, the hypothesis that states that there is a significant influence of Work Facilities on Job Satisfaction is acceptable.

The escalation of the quality of work facilities allocated by the company will have a direct implication on the increase in employee job satisfaction. The presence of adequate work facilities serves as a supporting instrument for employees in realizing their duties, maximizing the efficiency of completing work, creating comfort, and forming a conducive work environment to encourage productivity.

The empirical data collected through the questionnaire reflects the positive perception of the majority of respondents regarding the availability of work facilities at PT PLN Nusantara Power Services Sidoarjo Head Office. The supporting facilities are considered to have relevance to job specifications, high functionality, the ability to accelerate the completion of tasks, as well as a systematic arrangement to support smooth operations.

Robbins and Judge (2022) conceptualize job satisfaction as an emotional manifestation sourced from individual evaluation of their work. One of the main determinants that form that satisfaction is the existence of a supportive environment and work facilities. Moenir (in Wijaya et al., 2022) stated that the procurement of work facilities and infrastructure is aimed at simplifying the work mechanism as well as increasing the comfort and effectiveness of employee performance.

Comprehensively, the results of this research validate the conceptual coherence between Work Facilities and Job Satisfaction. The availability of adequate work infrastructure is proven crucial in creating a work climate with an optimal level of comfort, minimizing operational constraints, and increasing the effectiveness of employees in carrying out their obligations. Thus, this research confirms that the Work Facility is positioned as an essential predictor that provides a significant determination for the increase in employee Job Satisfaction in the PT PLN Nusantara Power Services Sidoarjo Head Office environment.

The research obstacles found include the distribution of questionnaires when employees are still carrying out work activities so that the data collection process takes longer, the characteristics of each work unit or department that are different so that the findings cannot be extrapolated just like that to other organizations, as well as questionnaire-based survey methods that are prone to perception bias and subjective evaluation of respondents.

4. CONSLUSION

Conclusion

Referring to the results of data analysis regarding the influence of work facilities on employee job satisfaction at PT PLN Nusantara Power Services Sidoarjo, it can be concluded that work facilities have a positive and significant effect on employee job satisfaction. The availability of representative work infrastructure, including work equipment, supporting infrastructure, and a supportive environment, has an impact on improving the efficiency and effectiveness of task execution, creating a conducive work atmosphere, and increasing job satisfaction.

Work facilities are proven to provide substantial contributions as one of the determining factors of employee job satisfaction. The more complete and quality the facilities facilitated by the company, the greater the chance of creating optimal job satisfaction. However, job satisfaction is a multidimensional construct that is not only influenced by work facilities, but can also be influenced by leadership style, compensation scheme, non-physical work environment, corporate culture, work motivation, and other elements related to organizational dynamics and personal characteristics.

Suggestion

For future researchers who plan to explore the discourse on Work Facilities and Job Satisfaction, it is recommended to incorporate additional variables that theoretically have significance for Job Satisfaction, expand the scope of the study object, and apply a varied methodological approach. The strategy is expected to enrich the treasure trove of empirical findings as well as deepen the theoretical contribution in the scientific field of Human Resource Management.

For PT PLN Nusantara Power Services Sidoarjo, it is recommended to consistently maintain and improve the quality of work facilities to support employee operational convenience. The management is also urged to implement an evaluation mechanism periodically to review the condition, level of feasibility, and availability of supporting infrastructure so that it is always in harmony with the dynamics of operational needs. The results of the evaluation can be used as a foothold in designing maintenance policies and work infrastructure renewal so that it can support the achievement of optimal job satisfaction levels for employees.

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