



### RESEARCH ARTICLE

## THE ROLE OF COMMUNAL SPACE TO THE INTERACTION OF GENERATIONAL GAP EMPLOYEES IN OFFICE INTERIOR DESIGN

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### Abstract

The aspect of social interaction is very important in office interior design ideas, amidst social interaction affect the employee relationship and teamwork to reach the vision of the office. Social interaction, is a social exchange, between two or more individuals or group. These interaction the basis for social structure, and, therefore, are, a key, object, of basic, social inquiry and analysis. Generational gap as social structures the difference of attitudes, between people of different generations leading to a lack of understanding. This paper aims to discuss the role of communal space in improving the, quality of social interaction between generational gap employees in BPOM Samarinda Office that support teamwork of employees. The discussion was carried out through a qualitative descriptive analysis based on the perspective of the question and interior design that is proposed. The topic of the generational gap is very strategic because it is relevant to the phenomenon at any time.

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### Introduction:-

An office is a place where people work together to achieve a common goal. Various kinds can be done by someone in the office. As stated by (Sedarmayanti, 2014) that an office is a place where information handling activities are held, starting from receiving, collecting, processing, and distributing information. Similar to the BPOM Office, a non-ministerial government agency that carries out government affairs in the field of Drug and Food supervision, is under and responsible to the President through the minister who carries out government affairs in the health sector and is led by the Head (Perpres, 2017).

The BPOM Samarinda office located in East Kalimantan, has a function that oversees the BPOM offices below it, such as the City of Balikpapan and the City of Tarakan, North Kalimantan. The BPOM Samarinda office has 76 employees and fields according to the goals and functions of BPOM. To optimize public services, BPOM Samarinda has a work culture, namely. Professional, integrity, credibility, cooperation, innovation, responsive. In fact, according to the third party survey institute conducted by the Culture of Cooperation, it is considered not working well. Therefore, BPOM continues to make efforts in the form of training through third parties such as training with the title "Heart to Heart Communication", "The Art of Listening for Increasing Performance Team" etc. The culture of cooperation is less than optimal due to the lack of good communication due to the phenomenon of the generation gap where there is a 7-year gap in CPNS acceptance, namely the gap between generations. The BPOM Samarinda office, resulting in stereotyping between generations This stereotyping appears specifically in the relationship

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between the two divisions of examination and the division of testing in BPOM Samarinda based on the depth interview. It creates a not optimal interaction between employees to achieve the working culture.

As part of science, especially for an interior designer to consider the space function for the user needs especially. A room has huge implications for the older and younger knowledge worker and it is recognized that facilitating knowledge transfer between generations, one of which is currently entering the workforce whilst the other is due to leave, is of increased importance to organizations today "In a knowledge economy, experience is a valuable asset, and organizations are becoming more aware of the effects of knowledge drain when they lose their most experienced employees" (Smith, 2008).

### **Research Objective:-**

This research aims to examine the impact of a communal space design to the social interaction of employees that have a gap of generation. By understanding communal space importance and significance, we can understand the impact of communal space on social interaction to support the teamwork of employees.

### **Research Questions**

The main question is how communal space is recognized to be needed in the world of office design, especially to develop the employees' social interaction. The main question can be continued as follows: 1. How was the employee's perspective between generation 2. How was the impact of communal space on teamwork value 3. How was the employees' perspective to the proposed design

### **Communal Space**

Communal space is a shared container used by groups of people who live together. Communal space is a space that functions as a container the occurrence of social interaction (Anwar, 1998). (Roger Scruton, 1992) explains that the term public/communal space refers to at that location (Nugradi, 2002):

- (1) Accessible to everyone
- (2) Not suitable for individual use
- (3) The behavior of space users is bound by prevailing social norms

Meanwhile, according to (Field, 1992), communal space is ownership space public with the following characteristics (Nugradi, 2002):

- (1) The value/usability of public ownership space does not decrease/decrease when consumed by someone.
- (2) In contrast to private ownership, providers of public ownership do not can prohibit people who do not pay to participate in enjoying the space.

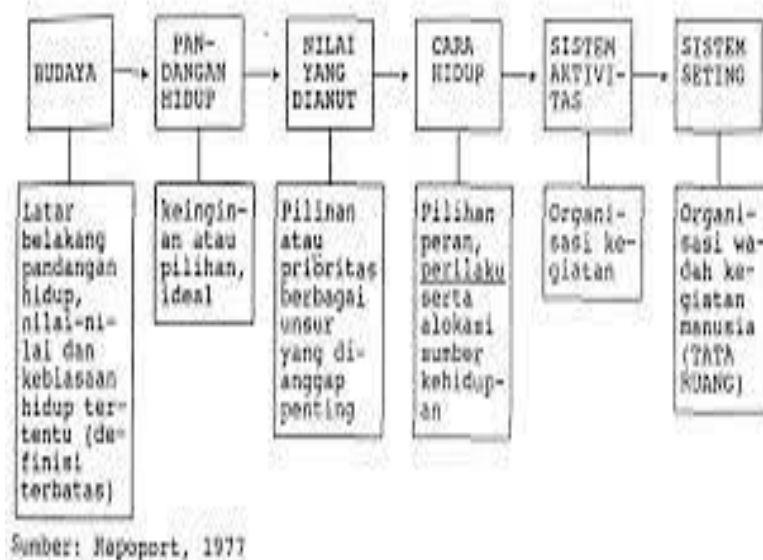
In this discussion, the communal space is limited to the communal space in the office. Because it is located in the office building, people who are not interested or have no relationship with other employees usually will not be in it.

### **Communal Space for Social Interaction**

According to propinquity theory, the existence of a communal space can be help increase the frequency of social interactions. As space is used together for shared activities, communal spaces will encourage residents around the communal space to meet, and then establish interaction social. Communal space can bring its occupants functionally. The spaces that are used for activities of a shared nature are what can be said to have a function as a communal space.

The existence of a joint activity space will indeed encourage the employees to meet. But how is the setting of the communal space really affect the success of the space in encouraging the occupants to interact? With good settings, the employee will respond to space properly and use it as a forum for interaction. However, with improper settings, the employee can meet each other without doing social interaction, or even worse not using the space. It's easy if an office provides a space to eat together, when The employees decided to use it as a place to eat, they will meet each other and be encouraged to interact with each other, then the space setting can be said to be successful. But if the employee decided not to use it for eating, space would become useless, no one uses it, and there is no social interaction inside it. This space is a failure.

### Hubungan Antara Budaya, Perilaku, Sistem Aktivitas dan Sistem Seting.



**Figure 1:-** Hubungan antara Budaya, Perilaku, Sistem Aktivitas, dan Sistem Seting.

**Source:** Rapoport, 1977.

An attribute is a product resulting from the interaction that occurs between an individual with the physical environment. Weisman states that the attribute is the perceived quality of the environment as a human experience; is a product of institutions, individual and physical arrangements. What is meant by an institution is a body in the form of rules by which individuals perform their activities. The physical setting is the physical condition in which the activity takes place, consists of components and properties. While the individual is the user who manages the physical that performs the activity. Behavioral phenomena in the form of attributes include the following (Weisman, 1981):

1. Comfort. is an environment that provides a sense of security that according to the five senses and anthropometrics (related to. dimensions, proportions, and physiological characteristics): with facilities appropriate to their activities.
2. Activity. is a feeling. of intensity in behavior that is continuously in an environment.
3. Crowdedness: is the feeling of density. Subjective response to tight spaces.
4. Sociability is a person's ability to do social relations in a. setting. A level. where one can express themselves about social behavior directly connected to the seating and table arrangement of the space for the distance. between people, non-verbal behavior such as angles body, eye contact, facial expressions, which show socialization between individual.
5. Privacy ability is the ability to monitor the passage of information seen and heard, either from or in an environment.
6. Ease (accessibility): is the ease of movement related to circulation (distance) and visuals.
7. Adaptability: or freedom is the ability environment to accommodate different behaviors or not existed before.
8. Meaning (meaning): is the ability of an environment to present individual or cultural meanings for humans.

#### Generational Gap

A generation Gap has a definition of difference of thoughts between a generation and other generation of religion, choice, or values. nowadays, "generation gap" refers to a perceived gap between younger people and the older. The sociological theory of a generation gap first came to light in the 1960s, when the young generation (later known as Baby Boomers) seemed to go against everything their parents had previously believed. in terms of music, values, governmental, and political views. Sociologists now refer to the "generation gap" as "institutional age segregation". Usually, when any of these age groups are engaged in its primary activity, the individual members are physically isolated from people of other generations, with little interaction across age barriers except at the nuclear family level.

The generational designation corresponds roughly to a period of 20 years as illustrated by the age ranges of each of the following generational groups. Generation X refers to those born between 1965 and 1979, ages 39 to 51; Generation Y, also known as the Millennials, born between 1980 and 1994, ages 24 to 38 years old; and Generation Z are individuals born between 1995 and 2015, ages 3 to 24 years old (Pew Research Center, 2018).

Each of these generations are unique in its own right.; however, each generation can be characterized by distinctive collective features that have been shaped by the world they enter into and lived in. While generational gaps have been prevalent through all times the breadth of different of the gap has widened in the 20th and 21st centuries. Since the urgent of generation gaps, sociologists have coined it as institutional age segregation and have divided the lifespan of an individual into three parts: childhood, midlife, and retirement.

## DOMINANT PERSONALITY TRAITS ACROSS GENERATIONS

Gen Z	Gen Y	Gen X	Baby Boomer	Greatest Generation
Leads by (%)	Leads by (%)	Leads by (%)	Leads by (%)	Leads by (%)
Liking for Stress, 12	Risk-taking, 11.2	Competitiveness, 10.9	Idealism, 18.39	Flexibility, 8.35
Creativity, 8.74	Emotional Stability, 10.97	Social Adaptability, 9.4	Democratization, 7.64	Empathy, 5.54
Motivation, 8.84	Intellectual Curiosity, 7.2	Collaboration, 8	Social Confidence, 7.54	

**Figure 2:-** Multi-generational characteristic.

**Source:-** (Namapeneliti, tahun)

Traditionalist. (born. before 1946) who seemingly.. would. not. ever. retire; the cynical Gen Xer who's only out .for himself; and the Gen 2020er — born after 1997 — who. appears surgically attached to her smartphone. . Generational stereotypes. are there, but they are just not true to be generalized. There is no evidence that 35-year old managers today are any different from 35-year-old managers a generation ago. Here are a few tips to handle people from different generations.

1. Build a relationship which is collaborative. The purpose is to make that person your partner and involve them in everything you do.
2. Study your employees Just as you would research a new product or service.
3. Create opportunities for cross-generational mentoring Reverse or reciprocal mentoring programs, which pair younger workers with seasoned executives to work on specific business objectives usually involving technology, are increasingly prevalent in many offices.
4. For motivating them Consider life paths

### Space for Multi-generation Employees

Joy and Haynes ( 2011 ) evaluate the impact of the workplace on working knowledge for a multi-generational workforce. The findings of the study indicate that in the LCC context there are some key intergenerational differences concerning knowledge work preferences for formal/informal meeting rooms. In other aspects, such as

knowledge sharing, employees seem to agree on key aspects such as mentoring and a team-based work environment so that a team-based communal area is needed to carry out these activities. Good social relations and communication between teams, apart from enhancing the culture of good cooperation, also supports the 3rd point of the Sustainable Development Goals, so that social sustainability and a sense of belonging are created. mutual thinking between employees and employees with the place. This can be pursued by tactical placemaking, namely an urban design approach that is non-exclusive and an accessible bottom-up process that can be utilized by any individual, group, or community (Silva, 2016). This action can be classified as aesthetic and only leads to beauty in the area that needs it or it can be a series of actions that lead to a larger goal. in the form of a communal area with the use of technology, several features such as materials and tactical place-making facilities. To answer social sustainability in the form of a sense of belonging and generational gap.

### Methodology:-

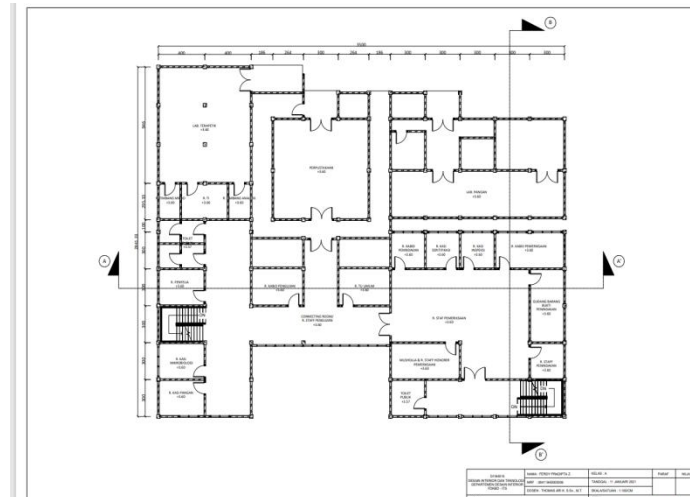
The methodology in this research is improved based on the research objectives to develop a critical perspective and opinion that can produce an answer of stereotyping between generations based on the case study of BPOM Samarinda especially the division of testing and division of examination. It will compose the action research methodology as descriptive-collaborative from depth interviews with each generation's perspective and direct observation framework research, which is conducted for participants. The. research method. should allow for an actively. involved researcher. and be. flexible enough to accommodate. various. modes. of action (Herr, 2015). Action. research is. the application. of fact-finding to practical problem-solving in a social situation to improve the quality of action within it. The focus in. action research. is on a .specific.problem. in a .defined. context, and ..it .has..four.basic .characteristics, it .is. situational, .collaborative, .participatory, and .self-evaluative. From this action research methodology, there will be. able to compile. a step procedure, starting. from. the perspective of an employee to different. generations and the proposed design for the communal area.

The research location. is on the second floor of BPOM.Samarinda. .The reason for. choosing the location. is because of the employees. with the most. generation gap. There. are Generation X, Generation Y, and Generation Z Data collection. used a depth. interview with 7 samples from different generations and different divisions and direct observation of the office.

### Result and Discussion:-

#### Employee Perception Toward Different Generation

Respondents tend to do not have a bad perception towards other generations. Their concentration gets disturbed due to the circulation of employees that are not related to generations differences. It is because there is no connecting room and using a room of division of examine as connection room to access stairs and another facility.



**Figure 3:-** Layout 2nd Floor of BPOM Samarinda Office.

**Source:** Author Document,2020.

On the other hand, 2 of 3 employees. from generation X have a bad perception towards others generation with a reason that generation. x do not have a good. manner. and. respect. to an. older. generation. .It is proven.

by previous research about how generation X, which means life to work hard and relentlessly pursue success and achievement (Zemke et al; 1999; Kupperschmidt, 2000), they do not like conflict, sensitive to feedback, and is judgmental (Zamke et al, 1999). Respondents believe that space can improve their social interaction.

### Communal Space

respondents agree that office interior design affects employee work interactions because of the generation gap, respondent interest to visit the communal space during the break time.



**Figure 4:-** Proposed Design of Communal Space.

**Source:** Author Document, 2020.



**Figure 5:-** Proposed Design of Communal Space.

**Source:** Author Document, 2020.

The results of the following interior design spur creative thinking and teamwork for employees with pantry facilities, prayer rooms, and entertainment. Respondent believes meeting another employee can make them get closer.

### Social Interaction

The following interior design stimulates informal discussion, respondents are satisfied with the atmosphere of the space to work, respondents are satisfied with the completeness of facilities, respondents want a communal room as a

point of contact between employees as well as The findings of the study to indicate that in the LCC context there are some key intergenerational differences such as knowledge sharing as informal conversation, employees seem to agree on key aspects such as mentoring and a team-based work environment so that a team-based communal space is needed to carry out these activities in LCC. It has a similarity with BPOM Samarinda that respondents. need of communal space.

### Conclusions:-

An office is a place where people work together to achieve a common goal. Various kinds can be done by someone in the office. As stated by Sedarmayanti (2014) that an office is a place where information handling activities are held, starting from receiving, collecting, processing, and distributing information. BPOM Samarinda as an office copes with the phenomenon of the generation gap where there is a 7-year gap in CPNS. acceptance, namely the gap. between generations. the BPOM Samarinda. office, resulting in. stereotyping between generations. This stereotyping. appears specifically in the relationship between the two divisions of examination. and the division of testing in BPOM Samarinda based on the depth interview. It creates a not optimal interaction between employees to achieve the. working culture. From this action research methodology, there will be able to compile. a step procedure, starting from the perspective of an employee to different. generations and the proposed. design. for the communal. area.

Respondents tend to do not to have a bad perception towards other generations. Their concentration gets disturbed due to the circulation of employees that are not related to generation's differences. The need for the communal area is needed so the employees will not disturb the concentration. The results of the proposed interior design spur creative thinking and teamwork for employees with pantry facilities, prayer rooms, and entertainment. Respondent believes meeting another employee can make them get closer. With the atmosphere of the space to work, respondents are satisfied with the completeness of facilities, they will be able to spend break time together in communal space to get closer and stimulating an informal conversation as knowledge exchange that is related to the theory of propinquity could be the solution for teamwork, sense of belonging and the gap of employees in BPOM Samarinda.

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