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Training for the use of cooperative applications in the Cooperative of the Republic of Indonesia (KP-RI) Mandiri Karangrejo Magetan Regency

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ABSTRACT

The Cooperative of the Republic of Indonesia (KP-RI) Mandiri Karangrejo Magetan Regency has an important role in managing finances and providing economic benefits for its members consisting of Civil Servants (PNS) and government employees with work agreements. The problem in this cooperative is that it has difficulty in maintaining good financial accountability because of the limitations in the use of information technology, which is still being recorded manually using the Microsoft Excel application and has not followed adjustments to the new regulation, namely the Minister of Cooperative Regulation No. 4 of 2024 This program aims to improve cooperative financial accountability through the implementation of information technology in the form of appropriate cooperative applications or software. The methods used include training in the use of software or cooperative applications and mentoring in the application of the system. The expected results are increasing accuracy and transparency in the management of cooperative finances, reporting formats and accounting policies in accordance with Minister of Cooperative Regulation No. 4 of 2024 and will ultimately increase the confidence of members and operational efficiency of cooperatives. Conclusion From the community service activities carried out in this cooperative that the management is easier to manage cooperatives by applying cooperative applications that are able to process data quickly and accurately and in accordance with the format in the Minister of Cooperative Regulation No. 4 of 2024 so that the function of accuracy and transparency can be achieved. This is proven in the case of the completion of the reporting can be completed within 2 days where before using the Cooperative Application the annual report submission was delivered for more than 3 months from the specified time.

Keywords: Cooperative Application, Cooperative Employees of the Republic of Indonesia, Training

INTRODUCTION

At present, the delivery of cooperative reports to members who are usually outlined in the Annual Member Meeting (RAT) takes longer due to the busyness of the Cooperative Management, considering that all cooperative administrators also have the main activity of working. The purpose of our community service is to facilitate the management of cooperative data by training cooperative management utilizing cooperative applications that have been designed in accordance with cooperative operational needs. With the cooperative application, it is expected to be able to overcome the cooperative data processing time so that information about member savings or financing or loan members as well as reports such as balance sheet reports, residual reports on business results, cash flows, savings and installments can be presented quickly and real time [1]. The following statistical data highlights the impact of manually processing data on cooperatives, which significantly caused some losses compared to digital systems. First, related to the level of error, the manual system shows a much higher number. Based on the findings of the Journal of Accounting and Finance in 2020, the manual data processing system has an error rate of 30-40%, a

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percentage that can have a serious impact on the accuracy of financial statements and decision making [2]. Second, in terms of time efficiency, data processing manually requires a longer duration. A study published in the International Journal of Information Technology in 2019 revealed that the manual system requires an average of 3 to 5 days to complete the data processing, inversely proportional to the digital system that only requires 1 to 2 hours for the same task [3]. This drastic time difference shows significant inefficiency in operations. Third, regarding operational costs, the manual system is proven to be more expensive [4]. According to a study of the Journal of Business and Economics in 2018, the operational costs of the manual system can be 20-30% higher than the digital system. This additional cost can come from expenses for labor, physical storage, printing, and potential costs arising from errors or delays [5]. Overall, this statistical data collectively underlines the fundamental weaknesses of manual data processing in cooperatives, which are not only vulnerable to errors, wasteful time, but also inefficient in cost, thus encouraging the need for transition to a more digitalized system [6].

The following is the relevance of the use of cooperative applications to the Literature of Information Technology and Cooperative Digital Transformation. First, from a digitalization perspective, cooperative applications have a crucial role in helping cooperatives adopt digital technology. This digitalization process, as emphasized in the publication of "Digital Transformation in Cooperatives" by the International Co-Operative Alliance, directly contributes to increasing efficiency and accuracy in the management of cooperative finances, making it more adaptive to the demands of the digital era [7]. Second, regarding the aspect of automation, cooperative applications allow automation of various manual processes that previously took time and vulnerable to errors. This automation, as discussed in "Automation in Accounting" by the Journal of Accounting and Finance, not only significantly reduces the level of operational errors but also increases the overall productivity [8]. By reducing manual intervention, cooperatives can allocate human resources to more strategic tasks [9]. Third, in the context of integration, cooperative applications offer the ability to integrate various systems and processes that exist in cooperatives. This integration ability, as explained in "Enterprise Integration" by IEEE transactions on systems, man, and cybernetics, is the key to increasing the efficiency and effectiveness of cooperative management as a whole [10]. Good integration ensures smooth data flow between departments and functions, creating an integrated operational view and supports faster and accurate decision making [11]. Overall, the adoption of cooperative applications is a fundamental step in digital transformation, which significantly encourages digitalization, automation, and integration for cooperative operations that are more efficient, accurate, and effective [12].

Cooperatives function as important financial institutions in supporting the welfare of members consisting of civil servants (PNS) and government employees with Work Agreements (P3K). This cooperative manages various financial transactions, including savings and loans, sales of daily necessities, and other services that provide economic benefits for their members [13]. The success of cooperative management is very dependent on an accurate and reliable financial system [14].

Problems that often occur in the management of cooperatives include several crucial aspects that can hamper the smooth operation and sustainability of the organization. One of the main problems is the lack of coordination and communication, where the participation of members in meetings and business activities tends to be passive, so that it directly has an impact on the effectiveness and smoothness of the organization [15]. In addition, the limitations of understanding and competence among cooperative managers are a serious obstacle, especially in the field of business management and financial accounting, which in turn reduces the quality of cooperative management as a whole [16]. Financial aspects also often face significant challenges, especially related to traffic jam receivables; Uncollectible receivables coupled with the management of less professional receivables archives can erode the reserves of cooperative funds and threaten financial stability [17]. Another problem that is no less important is the lack of supervision of the management, where the lack of monitoring and routine checks on the conditions and activities of cooperatives has the potential to cause small problems to develop into greater issues and difficult to handle [18]. Finally, the management of less effective documents is still an obstacle, especially in the manual system that causes documents to be difficult to find, vulnerable to damage, and hamper access to rapid and accurate information, all of which contribute to the operational inefficiency of cooperatives [19].

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The solution offered to overcome various cooperative management problems includes a comprehensive scope, starting with the implementation of digital technology. This approach focuses on the use of modern technology, such as long -distance video communication and digital document management systems, which are designed to significantly improve coordination and communication between members and cooperative management [20]. Furthermore, training and competency development becomes other important pillars, with specific objectives to deepen understanding and improve the ability of cooperative managers in crucial aspects such as business management and financial accounting, which will directly have an impact on the quality of cooperative management as a whole [21]. Then, in an effort to increase financial stability, effective management of receivables is proposed, through the implementation of a professional and ongoing system to monitor accounts that have not been paid off, so as to minimize the risk of loss of reserves of funds [22]. In addition, strict supervision and monitoring becomes a key, by regularly checking the conditions and all cooperative activities to identify potential problems early on and prevent them from developing into greater issues [23]. Finally, a vital solution is a digital document management system, which aims to replace the manual method with a digital system to improve efficiency in the search, access, and safety of all cooperative documents, thereby reducing the risk of damage and loss of data [24]. The whole scope of this solution is designed to create a more efficient, transparent, accountable, and sustainable cooperative in the digital era [25].

METHOD

Community service is carried out by providing training in the use of cooperative applications to the Cooperative Management of the Republic of Indonesia (KP-RI) Mandiri Karangrejo Magetan Regency. The method of understanding of the application is carried out for 1 day by providing understanding and direction on how to use cooperative applications. The mentoring method is carried out for 2 days to provide additional understanding and training to the cooperative management who are not so understand.

The research design that will be applied in the management of this cooperative adopts a multimetode approach to ensure a comprehensive evaluation. First, the pre-post test will be used to quantitatively measure the effectiveness of the training intervention provided. In this design, the measurement of cooperative management conditions will be carried out twice: first before training (pre-test) to obtain basic data, and second after training (post-test) to measure changes or improvements that occur. This approach allows researchers to identify the direct impact of training programs on management variables. Second, formative evaluation will be carried out continuously during the training and development period. This design aims to monitor and measure the learning process and progress in the development of cooperative management in real-time. This formative evaluation that is carried out continuously will provide crucial instant feedback, allowing the adjustment of the material or training method if necessary to be more effective. Finally, a case study will be used to understand in depth the complexity of cooperative management in one or several particular entities. Through this qualitative approach, researchers can explore detailed information, unique contexts, as well as factors that influence the success or failure of management in the field, complement quantitative data from the pre-post test and insight the process of formative evaluation. The combination of the three research designs is expected to provide a holistic and in -depth picture of the effectiveness of the interventions carried out and the dynamics of cooperative management.

The success of the training will be measured through several comprehensive methods. First, the knowledge test will be carried out to evaluate the increase in participants' understanding of cooperative management, with a ratio of scores obtained before and after attending the training. Second, performance evaluation will be carried out to measure directly how participants apply new knowledge and skills in post-training cooperative management practices. Furthermore, the satisfaction survey will be used to measure the level of participant satisfaction with the quality and relevance of the training they have received, providing important feedback on their learning experiences. Finally, cooperative financial analysis will be carried out to measure changes or improvements in the financial performance of the organization after the implementation of training results, which will be the most concrete indicator of the impact of training on the sustainability and economic health of the cooperative.

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To assess the success of this community service activity, several key indicators will be used comprehensively. First, increasing knowledge will be measured to see how much the improvement of the training participants regarding various aspects of cooperative management. Second, improvement of performance will be another important indicator, which focuses on evaluating the ability of participants in applying the knowledge and skills obtained into the practice of daily cooperative management. Furthermore, increasing participants' satisfaction with the quality and relevance of the training held will be a benchmark for their participation and acceptance of the program. Finally, and the most crucial from the perspective of sustainability, is an increase in cooperative financial performance after training, which will be a clear evidence of the positive impact of this activity on economic health and cooperative operations as a whole. These four indicators will jointly provide a holistic picture of the effectiveness and success of this community service program in empowering cooperatives.

To carry out a comprehensive evaluation, several instruments will be used. The questionnaire will be the main tool to measure the level of satisfaction of training participants to the quality of the cooperative application that was introduced and the overall training program. In addition, practical tests will be applied to directly assess the ability of participants in operating and utilizing the features of the cooperative application that has been taught. The observation sheet will complete the practical test by allowing observers to record and evaluate the performance of participants in the use of cooperative applications in a more natural environment. Finally, the interview will be conducted to explore more in -depth information about personal experience, perception, and qualitative feedback from trainees related to applications and programs provided, providing richer and contextual insights.

Participants in this program will be a total of 25 people. Participant selection criteria are based on practical experience, namely cooperative managers who have at least one year of experience in managing cooperative operations, and have an adequate basis of knowledge in the field of information technology.

The data analysis method in this study will be carried out comprehensively, combining quantitative and qualitative approaches to gain in -depth insight. First, descriptive analysis will be applied to describe the demographic characteristics of the training participants and to summarize the results of evaluation in general, provide an initial picture of the data collected. Second, the T test will be used as an inferential statistical tool to significantly compare differences in the ability of trainees in using cooperative applications, namely between pre-test conditions and after (post-test) training interventions, in order to assess the effectiveness of the program. Third, correlation analysis will be carried out to identify and measure the strength and direction of the relationship between the ability of trainees in utilizing cooperative applications with cooperative operational performance as a whole, so that it can be understood the extent to which individual improvements correlate with improving organizational performance. Finally, qualitative analysis will be applied in depth in data obtained from interviews and observation sheets, allowing researchers to explore the richer perception, experience, and context of the participants, complete quantitative findings and provide holistic understanding of the dynamics that occur.

The main purpose of this community service activity is to significantly improve the quality of cooperative management through the implementation of integrated cooperative applications, and to achieve this, the research method chosen is action research. This Action Research Approach Inherent includes several important elements: First, the main objective is explicitly is to improve the quality of cooperative management through the adoption and application of the cooperative application. Second, in terms of methods, this research will be carried out collaboratively and participatory, involving active interactions between researchers and cooperative managers. In this collaboration frame, they will jointly identify the root of the problem in the management of cooperatives, then collectively develop innovative solutions, and the peak is to implement cooperative applications as part of the solution. Third, one of the fundamental advantages of this action research method is its ability to substantially increase the awareness and active participation of the cooperative manager itself in the entire research process. Their direct involvement not only ensures the relevance of the solution developed, but also fosters a sense of ownership and sustainability of the implemented changes. Thus, Action Research is considered the most appropriate because it does not only focus on solving practical problems but also on community empowerment through the learning process and joint action.

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RESULT AND DISCUSSION

The problems faced in the Cooperative of the Republic of Indonesia (KP-RI) Mandiri Karangrejo Magetan Regency are on limitations in the use of appropriate information technology, so that financial recording is often carried out manually. This problem can result in inaccuracies in financial reporting, potential errors in managing funds, and decreased members of members of cooperatives. The purpose of this program is to improve cooperative financial accountability through the implementation of appropriate and up to date information technology. The ultimate goal of this activity is to provide the benefits of new skills and competencies for the Management of the Indonesian Employee Cooperative (KP-RI) Mandiri Karangrejo Magetan Regency. With the increase in the new expertise, the participants of the community service should be able to operate applications to support information and services to members of the Cooperative of the Republic of Indonesia (KP-RI) Mandiri Karangrejo Magetan Regency in general and to the cooperative management as the manager of the cooperative. Thus the agenda of community service that we do is in accordance with the needs of the partners, namely the Management of the Indonesian Employee Cooperative (KP-RI) Mandiri Karangrejo Magetan Regency. The instrument or tools used to help partners or administrators of the Mandiri Karangrejo Mandirrejo Mandirrejo Magetan Regency (KP-RI) in the form of a desktop-based application called the Eazyksp application that can be used to solve existing problems with partners. Training and Assistance in implementing the Eazyksp application to support the benefits for the Management of the Indonesian Employee Cooperative (KP-RI) Mandiri Karangrejo Magetan Regency in order to improve services to cooperative members which include member deposit data, financing data or member loans, data mutation data, financing mutations, balance sheet reports, Shu reports and support reports for each transaction in the form of membership and operational cost of cooperatives.

The survey results show a very high level of satisfaction, where 90% of the training participants expressed their satisfaction with the cooperative application training provided. In addition, there is a significant increase in ability, with 85% of trainees reporting that their ability to use cooperative applications has increased after participating in the program. Operational efficiency is also clearly seen from the decline in the time completion of the training participants by 30% post-training.

The qualitative response from the training participants further strengthened quantitative findings. One of the participants commented, "Cooperative application training really helps me in understanding how to use cooperative applications effectively," showing direct impacts on their understanding. Other participants share positive experiences by saying, "I can save time in managing cooperatives using cooperative applications," which highlights the practical benefits that are felt. However, there are also constructive suggestions from participants, such as, "I hope there is further training to improve my ability to use cooperative applications," shows enthusiasm for further development.

Overall, program evaluation shows multidimensional success. There is an increase in the ability of participants to use cooperative applications, which is one of the main objectives. This training is also proven to increase the efficiency of cooperative management, with significant time savings and costs. Finally, participants' satisfaction with cooperative application training is very high, indicating that they feel this program is useful for increasing their competencies.

The results of this community service activity are in line with findings from previous research. Improved capabilities observed are consistent with Kirkpatrick & Kirkpatrick research which states that effective training can improve the ability of users in mastering information technology [26]. Likewise, the increase in efficiency achieved by cooperatives is in line with Sari & Siregar research which shows that the use of cooperative applications can substantially improve management efficiency [27]. The aspect of user satisfaction is also in accordance with Davis research, which emphasizes that the quality of training and technical support is a determining factor for user satisfaction with a system [28].

The results of this study have significant practical implications for the development and implementation of similar programs in the future. This finding can be used as an important reference for developing a more effective and relevant cooperative application training program. In addition, the success of the implementation of this application can be a model and reference for other cooperatives who plan to

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adopt similar technology, facilitate their digitalization process. In the end, this data supports efforts to improve the quality of cooperative management as a whole through the use of application technology.

Analysis of program achievements from the implementation activities of this application training shows satisfying success. The main objective of training to improve the ability of cooperative managers in using applications has been achieved. Program achievement indicators, such as increasing the ability and efficiency of cooperative management, have also been fulfilled according to targets. The positive impact of the cooperative application training program has been clearly seen in the management of cooperatives, especially in increasing the efficiency and accuracy of financial management.

Evaluation of further program achievements strengthens these positive results. In terms of process evaluation, the entire course of cooperative application training has been going well, where participants generally express satisfaction with the material and training methods delivered. Concrete results evaluation shows a significant increase in the ability of cooperative managers in using cooperative applications. The impact of cooperative application training has also been seen in an increase in the efficiency and accuracy of cooperative financial management, providing concrete evidence of the benefits of this program.

Based on the results and evaluations that have been carried out, several recommendations can be submitted for the sustainability and improve the quality of this community service program. First, it is suggested that the development of further cooperative application training programs to continue to improve the ability of cooperative managers in utilizing technology optimally. Second, improving the quality of training of cooperative applications can be done in a sustainable manner by updating training materials and methods to remain relevant to the development of technology and cooperative needs. Third, ongoing evaluation is highly recommended to continue to monitor program achievements, identify areas that require improvement, and make adjustments needed to ensure the long -term effectiveness of this initiative.

CONCLUSION

Conclusion From the Community Service Activities in the Indonesian Employee Cooperative (KP-RI) Mandiri Karangrejo Magetan Regency underlines the urgent need for digital tools in the form of desktop-based EAZYKSP applications. This application is designed to facilitate the preparation of member deposits and financing data, mutation data, as well as important reports such as balance sheet, residual business results (SHU), cash flow, deposit mutations, and installments. The existence of this application is very vital to present transaction information quickly and real-time, as well as functioning as a form of management accountability to all members of the cooperative.

Furthermore, cooperative application training that has been held has shown real success in improving the ability of cooperative managers, which in turn has an impact on increasing the efficiency and accuracy of financial management. The results of concrete evaluations showed 85% of participants reported the ability to use applications, and the task completion time decreased by 30% after training, with a satisfaction level of 90%. The implication of this activity is that cooperative application training can be an effective strategy to improve the quality of cooperative management as a whole, especially in financial efficiency and accuracy, so it is highly recommended to be applied to other cooperatives.

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