Assistance for The Use of The Microfinance Application for Managers of Bumdes Jati Unggul

Parwoto1*, Sigit Widadi 2, Amir Hidayatulloh 3
1, 2 Vocational Program, Yogyakarta Muhammadiyah University, Yogyakarta
3 Faculty of Economics, Ahmad Dahlan University, Yogyakarta

Abstract. This service program aims to increase the technical capacity of managers of Jati Unggul BUMDes (Partner) Financial Service Unit in using the Microfinance Application. This microfinance application was previously called the LKM Application which was a product of the IbM service team in 2014. Due to changes in business processes from PERUMDES to BUMDES, the LKM Application underwent improvements and metamorphosed into a Microfinance Application. The methods for implementing this service program were conducting surveys and observations, preparing training and mentoring materials, training and assisting in using the Microfinance Application, and reporting on the results of the service. The results and discussion of this service program are as follows: 1) The managers of the Jati Unggul BUMDES financial services unit need to strengthen their knowledge and technical skills in using the Microfinance Application for handling customer service, recording transactions, and preparing financial reports. 2) Training materials were prepared according to the needs and data process flow which includes; data entry, settings, account mapping, services, reports, and user policies. 3) Training was carried out for 2 effective days with the concept of problem-based learning. 4) Technical assistance was carried out for 12 effective days directly in customer service practices and preparation of financial reports using the Microfinance Application. 5) After participating in training and mentoring, the managers of the Jati Unggul BUMDES financial services unit gained the technical ability to use microfinance applications in service activities, recording transactions, and preparing financial reports.

Keywords: Assistance, BUMDES, Microfinance Applications.

1 Introduction

The Jati Unggul Village-Owned Enterprise (BUMDes) is a business organization owned by Jatirejo Village which was established and based on Jatirejo Village Regulation Number 4 of 2016 referring to Kulon Progo Regent Regulation No 54 of 2015 and PDTT Village Regulation Number 4 of 2015. The initial capital for the establishment was Rp. 561,496,000 sourced from 60% (shares) of Jatirejo Village Government cash funds and 40% of community funds (BUMDes Jati Unggul, 2016). The Jati Unggul BUMDes office is located in the Jatirejo Village Government Office complex, Lendah District, Kulon Progo District with the main business being the Financial Services Unit. At the end of 2018 from this main business, BUMDes Jati Unggul Jatirejo was recorded to manage assets of more than 2 billion rupiah and post a net profit of more than 200 million rupiahs. The total savings until the end of 2018 reached Rp. 1,003,909,127 rupiah from 1,300 customers. Meanwhile, loans disbursed to 533 customers, until the end of 2018 reached 1,851,647,485 rupiah (BUMDes Jati Unggul, 2019).

* Corresponding author: parwoto@umy.ac.id
BUMDes Jati Unggul, which at that time was named PERUMDES Binangun Jatirejo, had been using the Financial Application (LKM Application) since 2015, a product of the 2014 IbM service team (Parwoto, et al, 2016). However, because the MFI application was no longer able to accommodate business process changes from PERUMDES to BUMDES in 2016, the LKM application was refined to become a microfinance application. The Microfinance application (hereinafter referred to as the Application) has been completed and successfully implemented at the BUMDes Jati Unggul Financial Services Unit (hereinafter referred to as the Partner). This application was built using an accrual accounting process automation approach based on SAK ETAP (IAI, 2015). With this approach, it is possible for a fairly long stage of the accounting process to be completed by one staff member with one entry. Even so, no matter how sophisticated the application is, the role of the user determines the accuracy of the output (Susanto, 2017) of the financial reports produced by the application. Therefore, it is necessary to transfer knowledge to users regarding the technical operationalization of applications in supporting partner activities so non-logical programming errors (errors outside programming/computing logic) can be avoided (Widadi & Parwoto, 2017).

This service program aims to strengthen Partners' technical knowledge and competence related to the use of the Application through training and technical assistance. There are several problems formulated in this program. 1) What are the main problems faced by Partners?. 2) What materials need reinforcement? 3) What is the proper training method implemented? 4) How is the proper technical assistance carried out? 5) What is the impact of the training and technical assistance implemented?

2 Methodology

After successfully carrying out training and technical assistance related to the basic logic of accounting (Parwoto, et al, 2018), this service program focused on training and technical assistance on the use of this application which had just been implemented. The implementation of this service program was expected to increase the knowledge and technical competence of Partners in using this Application, starting from menu setting and user policies to processing financial reports, and database backups.

The activities carried out to achieve the target consist of several stages. 1) The first stage was a survey and follow-up discussions with Partners. This step is important to explore the problems faced by Partners so that the focus of the training and mentoring materials is in line with the needs of Partners. In addition, this stage was also used to determine the time for training and mentoring. 2) The second stage was the preparation of training materials and mentoring. The training material was prepared by the service team based on survey findings and discussions with Partners. 3) The third stage is the training stage for understanding menu logic and operationalizing the microfinance application menu in processing data. The training was held for 2 days on the weekend, Saturday and Sunday. The training was carried out by using the problem-based learning method with tutorials, case simulations, and discussions/questions and answers. 4) The technical assistance stage was conducted for 12 days. This stage was very important to ensure Partners could run this Application. The assistance material focused on technical competence in carrying out each menu in the Application, especially the settings menu, data entry, and database backup. Lastly 5) the results reporting stage was in the form of accountability of the service team to the donor.

3 Results and Discussion

A. Follow-up survey and discussion with BUMDes managers.
Based on the survey and follow-up discussions conducted by the service team, several information points were obtained. First, the Partners did not understand the logical flow of data processing in the Application. Second, Partners did not fully understand the process logic and functions of each menu in the Application. Third, Partners did not understand technically each of the available data entry menus. Fourth, Partners did not understand the logic of the process of managing financial report menus and analyzing financial reports in the Application. Finally, Partners did not understand the technical process of database backup. Furthermore, due to the limited resources available, it was agreed that the training was carried out for 2 days on the weekend, Saturday and Sunday.

**B. Preparation of training materials and mentoring.**

Based on the identification from the survey results and follow-up discussions with Partners, the training and mentoring materials were prepared as follows: (1) logic and settings menu settings and user policies, (2) account mapping logic and settings, (3) logic and entry processes and management customer data (4) logic and process of entering financial transaction data and printing transaction evidence, (5) logic and processing of financial reports and collectibility reports, (5) logic and processing of financial report analysis, and (6) database backup (Widadi & Parwoto, 2020).

**C. Training on the use of the Microfinance Application.**

This step was the implementation of the results of the agreement carried out at the survey stage and follow-up discussions with Partners. To optimize the results, the training was carried out by using the problem-based learning method. This method combined tutorials, case exercises, and discussions. Thus, the training atmosphere was active and interesting and the knowledge transfer process ran optimally because it was based on the competency needed by Partners. Due to the limited time and available resources, it was agreed that this training was held for 2 days on the weekend, Saturday and Sunday, starting from 08.00 - 15.00 WIB, so as not to interfere with Partner service operational time.

**D. Technical assistance in the use of Microfinance Applications**

Technical assistance was carried out by accompanying Partners to practice running the Applications that were already embedded in the Partner's computer starting from the process of setting the settings menu in the application, customer service processes, data entry, management, and processing of financial reports, and database backup processes. This technical assistance was carried out for 12 days which is divided into 3 stages, namely 1) the application setting stage was conducted for 3 days outside Partner working hours from 14.00 – 16.00 WIB. This assistance was held directly by accompanying Partners in the process of setting up the application, especially setting the settings menu, account mapping, and user policies. 2) The stage of using the application in Partner activities was conducted for 6 effective days during working hours from 08.00-14.00WIB. This assistance was carried out by accompanying partners to practice serving customers directly by using this application and running a database backup menu. 3) The financial report management assistance stage was carried out for 3 days at the beginning of the following month. This assistance focused on using the display settings menu, the export process, setting the output format of financial reports, collectibility and analysis of financial reports according to user needs, as well as periodic advanced database backup processes.

**E. Reporting on the results of dedication**

After all the service activities had been completed, the service team reported the entire series of service activities in the form of a service report to LP3M UMY as a form of accountability of the service team to the donor. The report on the results of this service is the final series in this service. After training and technical assistance, Partners' technical knowledge and capabilities have shown a significant increase.
4. Conclusion

Based on the results of the discussion it can be concluded that:

1. Partners need to strengthen their knowledge and technical skills regarding the use of this application.
2. Training materials and technical assistance needed by partners include logic and menu settings, user policies, account mapping, data entry, financial reports, collectibility reports, financial report analysis, and database backups.
3. The training was carried out well using method problem-based learning.
4. Technical assistance was implemented well using a direct practical approach.
5. Technical assistance, knowledge, and technical competence of partners increase.

We would like to say our gratitude to:

1) LP3M UMY as the donor according to Decree Number: 031/PEN-LP3M/I/2020
2) Jatirejo Village Head
3) Director, Manager and Staff of BUMDes Jati Unggul

References