



Supporting Digital Administration and Finance Competencies for BESIK's Wiralodra University Management in 2024: Towards Transparency and Efficiency in Student Organizations

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ABSTRACT

This training focuses on applying digital technology in student organizations' administrative and financial management, aiming to enhance efficiency, transparency, and collaboration within organizational management. The critical concepts explored include digitalization, particularly the utilization of Google Drive and Google Sheets, and their impact on the quality of organizational governance. The study employs a focused discussion method, engaging 20 administrators from UKM BESIK's at Wiralodra University for the 2024-2025 academic year during a training session held on October 16, 2024. The results indicate that digitalization enhances the effectiveness of financial and document management and strengthens coordination and accountability. These findings hold significant implications for other student organizations seeking to develop a technology-based management system that fosters a more transparent and professional organizational culture.

INTRODUCTION

Enhancing the management capabilities of student organizations is becoming increasingly crucial in the digital age, which demands efficiency in administrative and financial management. Effective management requires solid collaborative skills and high integrity to foster a transparent and accountable organization. Furthermore, digitalizing administration and finance offers numerous advantages, including time savings and reduced data entry errors. The findings of Zenovic Gherasim et al. support the notion that digital administration significantly enhances public financial management. This enhancement is realized by simplifying transactions, reducing complexity, and increasing efficiency. It also involves fostering an environment of transparency, ensuring all stakeholders have access to information and can hold each other accountable. Additionally, it supports comprehensive efforts to combat corruption, creating a fairer and more trustworthy system for everyone involved (GHERASIM & IONESCU, 2019).

Numerous research studies underscore the critical importance of effective administration and financial management in student organizations, which can significantly enhance the quality and professionalism of their leaders. Organizations that maintain transparency in their administrative and financial operations tend to cultivate increased trust among their members and the broader campus community. Furthermore, digitalization efforts, such as e-governance in the financial sector, have the potential to stimulate economic prosperity by curbing corruption and bribery. These initiatives facilitate improved communication between citizens and administrative entities, making public services more efficient and attuned to the community's needs, ultimately enhancing public administration and governance within organizations (Singh, 2023). Nonetheless, a limited understanding of technology-based management often presents an obstacle to achieving these goals. This highlights the necessity of implementing training programs focused on administrative and financial digitalization as a critical component of a robust organizational strategy to ensure sustainability and integrity. Adopting digital technologies within organizations can streamline financial accountability processes, emphasizing the need for flexible software capable of analyzing financial data and integrating digital modeling in accounting and analytical processes to boost overall efficiency (Iurieva et al., 2021).

However, despite research that supports the importance of transparency and collaboration through digitalization, more research is still needed on how student organizations implement technology to optimize administration and finance. The gap shows that many student organizations still rely on conventional methods, are prone to recording errors, and need more transparency. Therefore, this training is designed to fill the gaps in the findings in the literature regarding the implementation of digitalization in the context of student organizations, especially related to document archiving, budget management, and financial evaluation and reporting. The results of research conducted by Xin Tian, 2024, show that digital finance is a company's innovation in financial management assisted by digital information technology. This

emphasizes the importance of executive background in maximizing the benefits of digital finance for organizational growth and sustainable development (Tian & Wang, 2024).

The main problem student organizations face today is the need for administrators to be more able to utilize technology for administrative and financial needs. This is due to limited resources, equipment, and adequate training for administrators. As a result, many organizations need help maintaining transparency and accountability in financial management. Student organizations are also faced with the challenge of creating a collaborative culture that allows all members to be actively involved in the administrative process without sacrificing the organization's integrity. In the current era of technology, organizations must change their financial management to adapt to the digital economy, highlighting the importance of sound financial practices to improve competitiveness and efficiency, ultimately enabling better service to the public and improved organizational performance (Wang, 2023).

As stated by the research results conducted by stating that digital transformation strategies, including the adoption of digital tools, can improve organizational efficiency and productivity, especially in administration and finance, by streamlining processes, improving data analysis, and fostering a culture of innovation and collaboration (Palad, 2023).

In this context, the training focused on the role of digitalization in administrative and financial management as a means to enhance transparency, collaboration, and accountability within student organizations. More specifically, it examined how technology can be implemented to improve the management of organizational activities, including the processes of financial record-keeping, document archiving, and budget monitoring, all of which can be accessed in real-time by all managers.

The main purpose of this training is to evaluate the effectiveness of administrative and financial digitalization in supporting more transparent and accountable management of student organizations. The training also aims to identify appropriate, accessible digital applications for administrators to operate and explore the potential for ongoing training as part of a student organization capacity-building strategy. In addition, the training provided to BESIK's UKM administrators will offer practical guidelines for implementing digital systems in student organizations.

The expected result of this training is the availability of practical guidance to implement digital systems in the administrative and financial management of student organizations. This guide is expected to be able to facilitate administrators to be more effective in recording finances and managing documents, which will ultimately improve the integrity of the organization. In addition, this training is also expected to be a reference for other student organizations in adopting administrative and financial digitalization, so as to create a more professional and technology-based campus organization ecosystem.

The novelty or scientific contribution of this training lies in applying a digital system designed to answer the specific needs of student organizations at Wiralodra University. This training provides a new approach to student organization management by integrating digital technology to increase effectiveness and transparency in administrative and financial management. Thus, this training contributes to the literature on building the capacity of student organizations and strengthens the role of technology as a tool that supports organizational integrity and collaboration.

IMPLEMENTATION AND METHODS

This community service activity was implemented on October 16, 2024, at the Secretariat of the Student Activity Unit of Wiralodra University, with 20 participants from the UKM Management of the Campus Art Workshop (BESIK). This activity will increase the administrator's understanding of administrative and financial management based on digital technology. This is the case with research conducted by Joerg Osterrieder et al., who stated that Digital Finance should be prioritized in academic research to improve the competitiveness of the European financial industry, addressing strategic priorities such as financial stability, education, and access to credit, which are very important for organizations in the digital age. This is a reference for the Company's financial management, which in principle is the same as the organization, although the objectives are different. However, financial management must be carried out professionally and accountably. (Osterrieder et al., 2023)

The methods utilized in this activity include presentations of materials, group discussions, and interactive question-and-answer sessions. This approach is designed to provide participants with a thorough understanding of administrative and financial concepts integrated with technology while also facilitating the exchange of experiences and strategies relevant to the challenges they face within their organizations.

The primary material presented in this activity was the digitization of administration and finance of student organizations. The delivery of the material focused on the importance of applying digital technology to increase effectiveness, transparency, and accountability in the management of organizational finances and documents. Google Drive was introduced as a centralized and easily accessible document archiving tool so that all administrators can access documents securely and in real-time. In addition, Google Sheets was chosen as an application that can help with structured financial records, allowing board members to monitor expenses and income more effectively. This is in line with the findings of research conducted by Aayale and Seffar, which states that digital administration improves financial processes by increasing payment efficiency, reducing costs, and increasing transparency (Aayale & Seffar, 2021).

This training method also includes simulating the use of digital tools such as Google Drive, and Google Sheets. In this simulation, participants are invited to directly operate the application that is introduced, with guidance given in stages by the facilitator. Participants are required to upload documents, share access, and create simple financial records using the application. This simulation is designed so that participants can understand how the application works in a practical way and be ready to implement it in their organization.

In addition to the simulation, a group discussion session was also held to delve deeper into the challenges and opportunities in adopting digital technology in student organizations. In this discussion, participants shared their experiences on administrative and financial management in their respective organizations and identified problems that often arise, such as time constraints, device access, and lack of technical understanding. This discussion aims to bring together innovative ideas between participants in solving these problems, as well as provide a space to collaborate in finding effective solutions.

Next, namely, a question and answer session provided an opportunity for participants to ask specific questions related to the implementation of administrative and financial digitalization. The questions asked revolved around the technicalities of using the application, its practical benefits in student organizations, and how to keep organizational data secure. Through this session, participants can get answers directly from the speakers and gain a deeper understanding of digitalization aspects that are relevant to student organizations.

The methods applied in this activity are designed to provide theoretical and practical understanding to participants, so that they can apply digitalization in administrative and financial management easily and effectively. This activity is expected to be able to build a more collaborative, transparent, and high-integrity management character through the use of digital technology that is easily accessible and used by all organizational administrators.

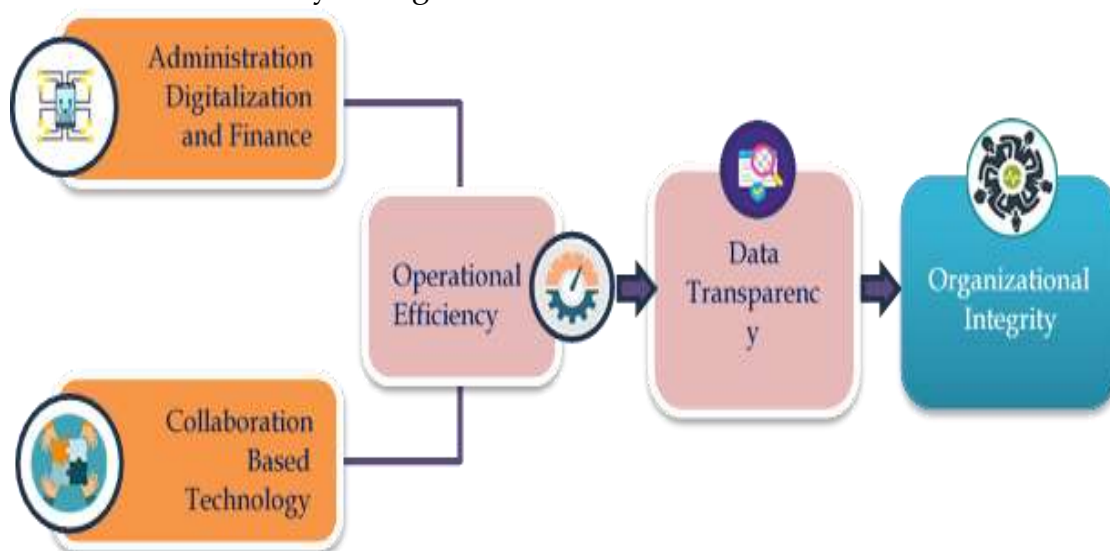


Figure 1. Conceptual Framework

The relationship between digitalization in the administrative and financial management of student organizations and its impact on the integrity, efficiency, and collaboration of organizations. The main components that are interrelated in this conceptual framework are Administration and Finance Digitalization, Technology-Based Collaboration, and Organizational Integrity. Digitalization is the main foundation to increase transparency and regularity in recording administrative data and organizational financial reports. The implementation of digital applications such as Google Workspace (Google Drive, Google Sheets, etc.) makes it easier to manage financial documents and reports that can be accessed and updated in real-time. Collaboration powered by technology applications allows all members and administrators of the organization to connect, coordinate, and share information more easily. Apps like Google Chat and Google Calendar support direct communication and shared scheduling, increasing synergy and productivity.

The digitalization of administration and finance directly affects the integrity of the organization by creating higher transparency and reducing the risk of irregularities. Any digitally stored data can be accessed by members with the appropriate access permissions, which serves as internal oversight and encourages management accountability. The inter-component relationship of technology use in the administration and finance of the organization creates Operational Efficiency, which makes the process of recording, storing, and reporting faster and more accurate. This efficiency, when supported by effective collaboration, increases Data Transparency. It is this transparency that ultimately contributes to the Integrity of the Organization, creating a more trusted and professional environment. This framework also illustrates that the three main elements strengthen each other in creating good governance in the student organization environment.

RESULTS AND DISCUSSION

The results of this training activity show that there is an increase in the understanding of the management of BESIK's Wiralodra University towards the importance of digital-based administrative and financial management. Before the training was carried out, the majority of participants only understood the basic concepts of administrative and financial management without making optimal use of technology. Based on the initial survey conducted, around 70% of administrators still use manual methods for financial recording and document archiving. After the training, there was a significant change where all participants showed readiness to implement digital technology in their administrative management, citing ease of access, data accuracy, and increased transparency.

The implementation of Google Drive as a document archiving tool is considered effective by participants because of its real-time collaboration features. Participants feel more confident in using this platform in storing and managing important organizational documents centrally. For example, the organization secretary can instantly upload meeting minutes and other relevant documents, which can then be accessed by other administrators without the need for a manual distribution process. This not only saves time but also minimizes the risk of losing documents. From the discussion that was carried out, participants stated that the use of Google Drive also allows them to coordinate more easily, because every document can be accessed anytime and anywhere. The findings of the study explain that digital administration increases efficiency, increases transparency, and minimizes administrative burden. This allows organizations to integrate organizational needs and encourage a more adaptive and efficient financial management system. (et al., 2022). In addition, the results of the simulation of using Google Sheets as a financial recording tool show that participants can quickly adapt to a more structured recording format. Recording the organization's budget has become more transparent, where expenses and income can be clearly seen by all members of the management. During the discussion session, some participants noted that previously they often had difficulties in monitoring the organization's cash flow due to scattered and poorly documented record-keeping. The use of Google Sheets, with real-time update features and easy access, is expected to help administrators in managing the organization's budget in a more targeted and transparent manner.

Group discussions held during the training also succeeded in identifying the main challenges faced in the adoption of this digital technology. One of the main challenges faced is the limited access to digital devices for some administrators, who still rely on the use of shared devices. Discussion participants agreed that there needs to be an organizational policy to facilitate access to devices for administrators in need. As a first step, it is proposed to utilize the computers available in the UKM room as a common tool that can be accessed by all administrators for administrative purposes. In line with the research article Surpun that digital administration in the financial sector improves the regulatory process through technology, increasing compliance and efficiency. However, challenges include cybersecurity risks, the need for skilled professionals, and ensuring accessibility and fairness in financial services for all users. (Suprun et al., 2021)

The results of the discussion also revealed the importance of advanced training to deepen the use of further features in the digital applications used. For example, some participants are interested in learning about the pivot table feature in Google Sheets for more detailed analysis of financial data. In this case, it is recommended to hold advanced training focused on more in-depth technical aspects so that administrators are able to optimize the technology that has been introduced in this training. Further training is also expected to help in overcoming technical obstacles that may arise during the implementation of this digitalization in the organizational environment.

In addition, participants also highlighted the importance of security policies in digital data management, especially related to sensitive financial documents. The administrators agreed that data security guidelines are needed to maintain the confidentiality of organizational information and avoid the risk of data leakage. Setting access permissions on Google Drive is one of the practical solutions recommended in the discussion, where only certain administrators have full access to certain documents. This step is expected to maintain the security of organizational data and increase the trust of organizational members in the newly implemented financial management system.

Overall, the results of this training show that the use of digital technology in the administrative and financial management of student organizations provides tangible benefits, especially in terms of efficiency and transparency. Digitalization also helps administrators in facilitating collaboration between members, which ultimately improves the integrity and accountability of the organization. The success of this training is not only limited to improving the technical skills of the participants but also to increasing awareness of the importance of collaboration and transparency in the organization.

Based on the results obtained, it is recommended that student organizations on other campuses also consider implementing digitalization in their management. This step will not only increase efficiency in administrative management but also provide opportunities for administrators to learn and adapt to technology relevant to the world of work. Thus, the digitization of administration and finance in student organizations can be the first step in building a more modern, professional, and high-integrity organizational culture.

Table 1. Achievement of Training Results

No	Capability Aspect	Pre-Training Skills	Abilities After Training	Upgrade Remarks
1	Understanding of Administrative Digitalization	45	85	Participants experienced a significant increase in their understanding of the importance and ways to implement administrative digitalization.
2	Using Google Drive for Data Storage	40	90	Participants' ability to use Google Drive has increased dramatically, especially in organizing and managing folders in a structured manner.

3	Financial Recording using Google Sheets	35	80	Participants initially experienced difficulties in digital record-keeping, but after the training, they were able to record and monitor transactions well.
4	Online Collaboration via Google Chat & Meet	50	88	Participants showed improvements in communicating and collaborating remotely using Google Chat and Meet features.
5	Using Google Calendar for Schedule Management	30	82	Before the training, schedule management was still done manually, but after the training, participants were more skilled in using Google Calendar.
6	Understanding Transparency and Accountability in Financial Management	55	90	Significant improvement in understanding of the importance of transparency and accountability after training.

CONCLUSIONS AND RECOMMENDATIONS

Based on the results of this service activity, it can be concluded that the application of digitalization in the administrative and financial management of student organizations has a significant positive impact on the effectiveness and efficiency of organizational management. By using digital tools such as Google Drive for document archiving and Google Sheets for financial records, organizational administrators can manage data and information faster, more accurately, and transparently. This activity succeeded in increasing the understanding of the management of UKM BESIK's Wiralodra University regarding the importance of digital collaboration in supporting organizational performance, as well as encouraging the improvement of better administrative and financial quality.

However, the success of the implementation of digitalization in student organizations also depends on the readiness of adequate tools and resources. One of the challenges that still needs to be overcome is the limited access to digital devices for some administrators, as well as the need for further training so that administrators can optimize various features of the application used. This initial training has provided a solid foundation, but ongoing training is still needed to deepen understanding and improve the technical capabilities of administrators. Thus, organizations are expected to continue to utilize digital technology in a sustainable manner to improve the quality of management.

The recommendation for other student organizations that want to adopt administrative and financial digitalization is to ensure the availability of supporting facilities such as computer devices and adequate internet access. In addition, regular and continuous technical training is an important element in maintaining the sustainability of the application of this technology. The training can not only strengthen the technical skills of administrators but also broaden their horizons on digital strategies and innovations that are relevant to the needs of the organization.

In addition to the technical aspects, it is important for student organizations to develop data security policies that can protect sensitive organizational information, especially when it comes to finances. Setting access permissions that are limited to certain documents in Google Drive, as well as establishing operational standards for data management, are recommended steps to maintain the confidentiality and integrity of information. This will help increase members' trust in the organization's management and ensure data security in the long run.

The implementation of digitalization in student organizations has great potential to support the creation of a more collaborative, transparent, and professional work culture. Student organizations that are able to adopt this technology will be better prepared to face future challenges and improve the quality of technology-based management. Thus, digitalization not only functions as a management tool but also as a learning tool that strengthens the digital competence of administrators. The recommendation for UKM BESIK's and similar organizations is to continue to develop digital capacity and adapt to organizational needs, so that they can achieve optimal organizational integrity through continuous collaboration and technological innovation.

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The success of initiatives designed to strengthen student organizations on campus is firmly rooted in the commitment and collaboration of all involved. We are confident that this activity will serve as a powerful inspiration for future endeavors, driving improvements in the quality of human resources and enhancing the governance of student organizations through innovative technology.

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