

Improving the Quality of Employees and Members of KSP Tani Makmur

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ABSTRACT

Savings and loan cooperatives or abbreviated as KSP are cooperatives that operate in the field of deposit (savings) and loan (credit) services. KSP Tani Makmur was trusted to manage agribusiness funds and general credit funds for the people of Bantul Regency. This community service is carried out using a method of transferring knowledge with counseling containing motivation and work discipline through making posters in order to increase motivation and enthusiasm at work. The work program implemented can be a solution to increase motivation and work discipline for KSP Tani Makmur.

INTRODUCTION

Cooperatives are an economic institution that individuals use as a way to escape economic difficulties. Cooperatives are expected to become one of the economic actors and act as the main support for the national economy in order to provide welfare to members and the community (Prihastuti et al., 2022). Thus, cooperatives have an important role in a country's economy in order to improve a nation's standard of living. The function and role of cooperatives is to build and develop the economic potential and abilities of members in particular and society in general to improve their economic and social welfare (Wulandari, 2018). Economic institutions in Indonesia must prioritize the prosperity of their people based on the principle of kinship by working together rather than prioritizing individual interests. The existing cooperative can position itself as an economic force.

One type of cooperative known in Indonesia is a savings and loan cooperative or what is known as KSP. This cooperative provides services to its members in the form of savings and loans. One of the KSP that is developing in Bantul Regency, Special Region of Yogyakarta is KSP Tani Makmur, which has legal entity number: 068/BH/VI/2005. On June 15 2005. KSP Tani Makmur was trusted to manage funds, agribusiness and general credit funds for the people of Bantul Regency. This cooperative located at Jl. Madukismo, Mrisi, Tirtonirmolo, Kecamatan Kasihan, Kabupaten Bantul, Daerah Istimewa Yogyakarta.



Figure 1. KSP Tani Makmur

The vision of KSP Tani Makmur is to realize KSP as a strong social economic institution capable of providing excellent service to members in increasing members' income and welfare in the Special Region of Yogyakarta. KSP Tani Makmur only has 8 members, consisting of: Manager, Head of Division, Loans, Bookkeeper, Cashier, 2 Field Officers and PPKKP Asmen. Based on the observation results, there is still a lack of motivation and discipline in working at KSP Tani Makmur. This can be seen from the frequency of employees who do not arrive on time but leave early.



Figure 2. Employees at KSP Tani Makmur

The success of various activities in the Cooperative in achieving its goals in addition to providing motivation also needs discipline for every cooperative employee. To improve employee performance, it is necessary to pay attention to what factors influence their performance (Hardati, 2021). However, problems were found at KSP Tani Makmur, namely a lack of motivation and work discipline which could have a negative impact and disrupt work services. Employee tardiness can cause losses for the cooperative. Discipline is the most important operational function of human resource management because the better the employee's work discipline, the better the employee's performance will be (Andriani & Purnomo, 2019). Work discipline is compliance with the rules or orders set by the organization. While employee motivation is the force that drives employees towards achieve specific goals and objectives of the organization (Niroula & Updhaya, 2023). Therefore, it is necessary to increase work motivation and discipline so that KSP Tani Makmur can run well.

IMPLEMENTATION AND METHODS

This Community Service Activity will be carried out for 1 month, namely in November 2023. This activity will be carried out at KSP Tani Makmur, Kasihan, Bantul, Yogyakarta. The first activity is a survey of placement locations by holding discussions to obtain information and find out the problems of KSP Tani Makmur, especially in the Human Resources aspect. The survey results show that there is a lack of motivation and discipline at work. The level of employee motivation in terms of productivity still needs to be increased so that they can operate well. This Work Program was prepared by involving KSP Tani Makmur to overcome obstacles. After the Work Program was prepared and approved by KSP Tani Makmur, the work program was then implemented. In more detail, the methods used in this community service activity are:

1. Observation

This activity was carried out by making a direct visit to KSP Tani Makmur and conducting interviews with cooperative management and members. The community service team identified a number of problems in the field of human resources, especially problems of motivation and work discipline of cooperative employees. At this stage a number of work programs are formulated to overcome existing problems.

2. Program implementation

Based on the formulation of the work program that has been agreed with partners, the next stage is implementing the program. The program implemented includes counseling regarding building work motivation and efforts to improve work discipline. To complement this program, the community service team also created poster media containing work motivation and work discipline.

3. Evaluation

Evaluation is carried out to assess the accuracy of the work program targets in overcoming existing problems. From the results of this evaluation, it is hoped that it can provide a number of recommendations for KSP Tani Makmur so that it can further improve its human resource management so that it is hoped that it will improve the business performance of KSP Tani Makmur.

RESULTS AND DISCUSSION

The results of implementing community service activities at KSP Tani Makmur can be explained as follows:

1. Counseling Regarding Work Motivation and Discipline

The problem faced by KSP Tani Makmur is poor employee motivation and work discipline. To provide counseling to all employees, the community service team uses presentation and discussion methods. This counseling aims to provide employees with an understanding of Work Motivation and Discipline. With this counseling program, it is hoped that the level of employee discipline can increase at work, resulting in good results performance and achieving cooperative goals (Arulan et al., 2023).



Figure 3. Counseling on Work Motivation and Discipline



Figure 4. Work Motivation and Discipline Counseling Material

2. Increasing Disciplinary Motivation Through Making Posters

This Poster Making Work Program contains information about how to increase employee work motivation and reasons for maintaining work discipline. Posters are depictions shown as notifications, warnings or to arouse appetite which usually contain pictures. This program aims to provide employees with an understanding of motivation and work discipline at KSP Tani Makmur.



Figure 5. Making a Poster Design

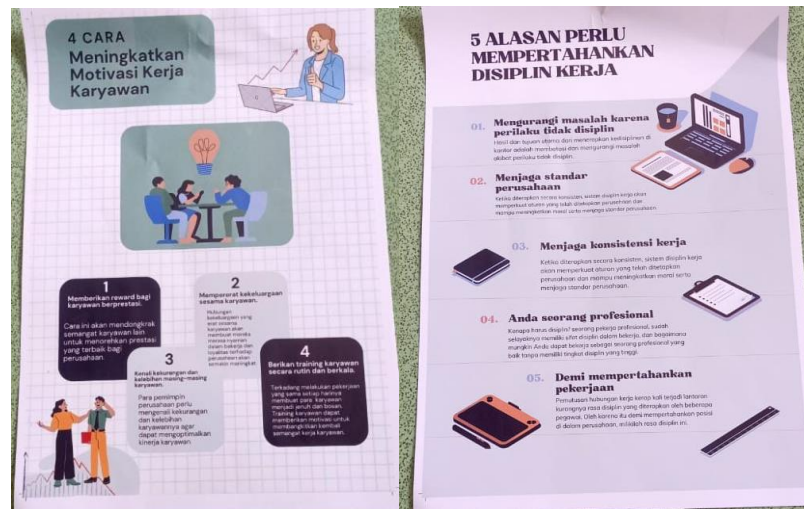


Figure 6. Final Posters Result

3. Conduct Surveys of Potential Customers

This Community Service Activity is to survey prospective customers who wish to borrow funds and return the funds that have been borrowed by visiting the customer's home. There are 17 customer areas served by KSP Tani Makmur, with this activity helping field officers to handle customer data and receive prospective customer data.

**WORK AREAS AND TYPES OF BUSINESSES SERVED
 KSP TANI MAKMUR
 YEAR 2023**

REGION			
NO	SUBDISTRICT	AMOUNT BORROWER	RUPIAH
1	KASIHAN	306	3948
2	SEDAYU	2	150
3	PAJANGAN	23	236
4	SEWON	14	120
5	BANGUNTAPAN	2	16
6	PIYUNGAN	2	26
7	PLERET	-	-
8	JETIS	3	65
9	DLINGO	9	293
10	PUNDONG	6	356
11	KRETEK	12	420
12	BANTUL	4	34
13	BAMBANGLIPURO	11	111
14	PANDAK	8	655
15	SANDEN	3	51
16	SRANDAKAN	2	25
17	IMOGIRI	3	40
AMOUNT		410	6549



Figure 6. KSP Tani Makmur customers

CONCLUSIONS AND RECOMMENDATIONS

Carrying out outreach containing work motivation and discipline so that employees can understand motivation and discipline at work is very important for a business or company. This outreach can provide a slight increase in the awareness of KSP Tani Makmur employees. Making motivational and work discipline posters can also help KSP Tani Makmur in providing optimal feedback to improve employee performance. Conducting a survey of prospective customers by visiting the customer's home helps prospective customers understand the conditions or obligations to be able to borrow funds and return funds from KSP Tani Makmur. It is hoped that this can help KSP Tani Makmur field officers to provide better results.

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