

Improving Inventory Management and Work Systems at Jagongan Coffee Roasters

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ABSTRACT

The development of coffee shops in Yogyakarta has encouraged increasingly tight business competition so that entrepreneurs need to manage their business well, one of which is in the field of human resources. The challenge faced by Jagongan Coffee Roaster is human resources management such as employee work scheduling, SOP creation, and inventory recording. The community service program introduces an inventory tracking application to enhance efficiency in inventory management. The implementation method involves conducting surveys to identify issues, determining work programs, implementing programs, conducting training, and performing evaluations. This program will contribute to improving productivity, effectiveness, and efficiency, ultimately advancing the overall operational system of Jagongan Coffee Roasters.

INTRODUCTION

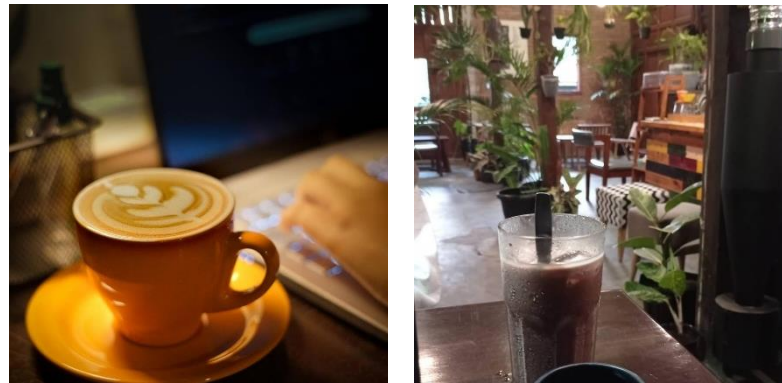
The development of the coffee shop business is currently growing rapidly in various regions in Indonesia, one of which is Yogyakarta. This development is largely influenced by changes in lifestyle and consumption patterns in society. Currently, the culture of drinking coffee has become a lifestyle for various groups where they prefer to enjoy coffee while meeting with colleagues or social groups in coffee shops. Coffee shop visitors not only consume coffee but many also use the facilities provided by the coffee shop to do college assignments, office work, meetings, entertainment events and other events.

The growth of coffee shops in Yogyakarta is very rapid in various business scales. Not only local coffee shops but international franchise coffee shops have also enlivened this business. by 2022 it will reach 800 coffee shops with potential revenue of 350.4 billion per year (Perdana R, 2022). The field of Management can be simplified as the art or science of overseeing a business or organization. It involves planning, organizing, directing, motivating, and controlling both individuals and work processes to accomplish objectives (Siswanto, 2020.). One of the coffee shops in Yogyakarta is Jagongan Coffee Roasters which is located on Jl. Jogoripon, Jaranan, Panggungharjo, Sewon, Bantul, Yogyakarta Special Region. Jagongan Coffee Roasters provides a variety of coffee menus with premium quality raw materials. Not only limited to a coffee menu, this coffee shop also displays a menu presentation method that can be seen directly by visitors and visitors can interact directly with the barista. Another facility provided is a creative studio which can be used by visitors to carry out various activities.



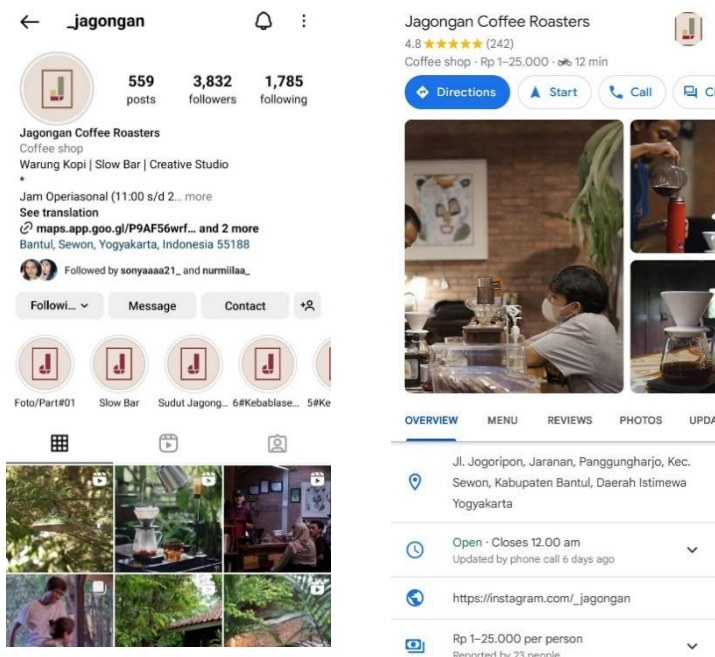
Picture 1. The Atmosphere Jagongan Coffee Roasters

This coffee shop was founded in Yogyakarta and employs three employees. Operational services start from 11 am to 11 pm. The offered menu variants include V60, Japanese Coffee, Kopi Susu Jagongan, Americano, and non-coffee options limited to Iced Chocolate. Based on the slow bar concept embraced by this coffee shop, the targeted market segmentation includes the local community, artists in the surrounding area, and also students from ISI (Indonesian Arts Institute) in the nearby region.



Picture 2. Variant Product Offered by Jagongan Coffee Roasters

Jagongan Coffee Roasters in promoting his business uses online promotional media, especially Instagram. This is intended to reach a wider market and be more efficient in communicating with the target market segment. The promotional content displayed is made attractive and informative so it is hoped that it can increase consumer attraction.



Picture 3. Promotion through Social Media

Along with intense business competition, business actors need to increase product and service innovation, invest in developing human resources and technology, and expand marketing coverage (Sudaryanto, 2011.). Coffee shops in running their business must also pay attention to the management of human resources, considering that they are a vital component that moves the organization to achieve its stated goals. The progress of an organization depends on the quality and performance of its human resources. Therefore, human resources are the most crucial asset for organizations and companies, whether large or small (Maulidia, 2022). Given the importance of human resources in organizations, competence becomes one of the determining factors for the

success of a company (Putri et al., 2022). The strength of an organization's human resources undoubtedly determines the quality of human resources and, ultimately, the competitiveness of the company itself.

Jagongan Coffee Roasters in running its business is quite good, but there are still a number of obstacles that need to be addressed in order to further support the development of its business. This Coffee Shop has not maintained accurate records of inventory, making it difficult to track the inflow of funds for inventory. Additionally, the employee shift scheduling system at Jagongan Coffee Roasters is ineffective; work shifts are assigned only through WhatsApp chat without a specific schedule established for a clear time frame, such as one month or more. Therefore, this presents an opportunity for the writer to develop existing ideas to enhance the performance of Jagongan Coffee Roasters' human resources. This community service program is carried out with the aim of improving the productivity, effectiveness, and efficiency of Jagongan Coffee Roasters' human resources, making it more practical and organized, and advancing the operational system of Jagongan Coffee Roasters. The writer hopes that the planned work program that has been formulated and implemented will yield positive results.

IMPLEMENTATION AND METHODS

The implementation method of activities at Jagongan Coffee Roasters is carried out through several stages. The stages are as follows:

Observation and interviews

Observation and interview methods were employed to identify the challenges faced by Jagongan Coffee Roasters. Several observations and interviews were conducted with Jagongan Coffee Roasters before the implementation of the program. The discussion of the issues encompassed various aspects of the business, particularly focusing on human resources. Based on the outcomes of the discussions, a work program was agreed upon, with the main issues identified as the creation of work schedules and the development of written Standard Operating Procedures (SOPs).



Picture 4. Interview Process

1. Transfer Knowledge and Technology
This activity involves providing education and guidance to employees on how to use the Stock and Inventory recording application. The training aims to enable employees to independently record inventory through their respective mobile phones, all connected within one account.
2. Program Implementation
The community service program is executed through internship activities, involving individuals in a range of tasks related to different business aspects. Responsibilities encompass human resources management, including work scheduling, defining employee SOPs, and directly observing cafe operations. Regular evaluations are conducted with the cafe owner throughout the internship to discuss progress and ensure the seamless flow of activities.

RESULTS AND DISCUSSION

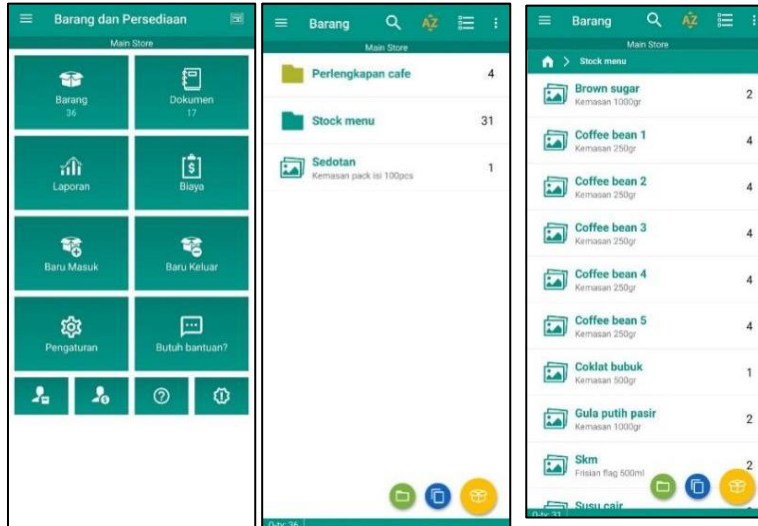
The community service and internship activities are conducted at Jagongan Coffee Roasters, situated in Jl. Jogoripon, Jaranan, Panggungharjo, Sewon, Bantul, Yogyakarta Special Region, from November 3, 2023, to December 3, 2023. Involvement in this initiative includes a sequence of steps, which are:

Training on the Use of Inventory Tracking Applications

In order to enhance efficiency and organization in inventory management, we conducted a workshop on the utilization of inventory tracking applications. The purpose of this guidance is to introduce and familiarize participants with the benefits and functionalities of using such applications, particularly in the context of Jagongan Coffee Roasters. Stock and Inventory apps is an application Inventory Management Solution with manual inventory tracking methods or complex inventory management systems. This application realese on Aug 25, 2016 with rate 4.8 and 16,7k reviews on Google Play. This training try to empower participants with the knowledge and skills needed to effectively utilize inventory

tracking applications, contributing to the overall improvement of inventory management practices at Jagongan Coffee Roasters.

On the main menu page, there are several categories available for use, but the focus of the writer in this program is on the items and documents menu. The items menu contains various categories of stored items, while the documents category encompasses the history of item records, such as additions and reductions.



Picture 5. Application Stock and Inventory display

The aims of this training on the use of this application for Jagongan Coffee Roasters employees to ensure that they can effectively utilize the application and Jagongan Coffee Roasters employees can smoothly use the application, especially in the items and documents menus. This is expected to enhance consistency and efficiency in inventory recording and ensure that the entire team can use this application.



Picture 6. Training and discussing works program at Jagongan Coffee Roasters

Create and Disseminate Standard Operating Procedure

With the existence of SOP, all activities in a company can be executed effectively and align with the desired goals of the company. SOP can be defined as a document or guide that outlines day-to-day operational activities with the aim of ensuring that the work is performed correctly, precisely, and consistently to produce products according to established standards (Mayla et al., 2022). The written SOP has been created taking several factors into consideration. The author sought references from café work SOPs as an initial step. The main objective of having a written SOP installed in the work area is to enhance awareness and discipline among employees. The SOP list includes several rules that all employees must adhere to and remember.



Picture 7. Disseminate Standard Operating Procedure



STANDAR OPERASIONAL KERJA JAGONGAN COFFEE ROASTERS

Kedisiplinan Karyawan

- 1.Karyawan wajib hadir 15 menit sebelum waktu shift dimulai yaitu pukul 11.00 WIB untuk shift pagi dan 17.00 WIB untuk shift siang.
- 2.Karyawan wajib memakai pakaian bebas rapi dan memakai sepatu tertutup
- 3.Karyawan wajib menjaga nama baik diri sendiri maupun café pada pelanggan
- 4.Menjaga sikap serta sopan santun pada pelanggan
- 5.Setiap karyawan wajib bertanggung jawab atas pekerjaan masing masing

Job Description

Barista

1. Memastikan seluruh area kerja dalam keadaan bersih dan nyaman
 - o Taman: Disapu, rumput dibersihkan, bunga disiram sore hari
 - o Area Kafe: Disapu setiap hari, di pel seminggu sekali, pastikan bersih dari sarang laba-laba, kondisi meja dan kursi di cek kondisinya, bersih dari segala debu.
 - o Kamar Mandi: Disikat setiap harinya, bersih dari sarang laba-laba, di cek setiap saat
 - o Bar: Dilap dan susun rapi

Picture 8. SOP that Regulates Work Discipline

Work scheduling arrangement for one month period

The activity of scheduling work follows the regulations set by the government. When organizing shift work systems, it adheres to Law Number 11 of 2020 concerning Job Creation. This law modifies, removes, and introduces new regulations within Law Number 13 of 2003 concerning Manpower (Novrisa W, 2022). Work scheduling is created by considering the number of working hours per month for each employee and their weekly day off allocation. The author has drawn inspiration from shift schedules in certain institutions. The clear shift schedule for this one-month period aims to enhance employee productivity and discipline in line with the established shift schedule. Here is the work schedule that has been created:

JADWAL SHIFT JAGONGAN COFFEE ROASTER 1 NOVEMBER - 30 NOVEMBER

		1	2	3	4	5
11-17		GIFAR	TATANG	TATANG	DIKA	DIKA
17-23		DIKA	DIKA	GIFAR	GIFAR	TATANG
	6	7	8	9	10	11
11-17	GIFAR	GIFAR	TATANG	TATANG	DIKA	DIKA
17-23	TATANG	DIKA	DIKA	GIFAR	GIFAR	TATANG
	13	14	15	16	17	18
11-17	GIFAR	TATANG	TATANG	DIKA	DIKA	GIFAR
17-23	DIKA	DIKA	GIFAR	GIFAR	TATANG	TATANG
	20	21	22	23	24	25
11-17	TATANG	TATANG	DIKA	DIKA	GIFAR	GIFAR
17-23	DIKA	GIFAR	GIFAR	TATANG	TATANG	DIKA
	27	28	29	30		
11-17	TATANG	DIKA	DIKA	GIFAR		
17-23	GIFAR	GIFAR	TATANG	TATANG		

Picture 9. Work Schedule layout

CONCLUSIONS AND RECOMMENDATIONS

Managing MSMEs presents unique challenges due to the diversity of communities involved. Individual differences in terms of education, experience, and expertise influence the quality of human resources managing MSMEs. The willingness and awareness of MSME managers are key factors, making human resources management a critical aspect of MSME development. The authors identifies specific challenges faced by Jagongan Coffee Roasters, including the lack of accurate inventory records and an ineffective employee shift scheduling system. These challenges present opportunities for improvement in organizational performance, efficiency, and effectiveness.

To address the challenges faced by Jagongan Coffee Roasters, the author proposes a training program. The authors focuses on the utilization of inventory tracking applications to enhance efficiency in inventory management. This initiative aims to empower employees with the knowledge and skills needed for effective application use. The introduction of SOPs is highlighted as a measure to enhance awareness and discipline among employees at Jagongan Coffee Roasters. The SOPs are designed to provide clear guidelines for employees, fostering a more organized and disciplined work environment. The implementation of a clear one-month work schedule is aimed at enhancing

employee productivity and discipline. The schedule takes into account the number of working hours per month for each employee, along with weekly day-off allocations. In summary, this community service activity emphasizes the importance of addressing human resource challenges and implementing specific measures, such as training, standard operating procedures (SOPs), and clear work scheduling, to enhance the performance and development of Jagongan Coffee Roasters.

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