

Implementation of SIKOMO Information System for Dr Soetomo University's Lecturer and Employee Cooperative

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Abstract

Purpose: The Dr. Soetomo University Lecturer and Employee Cooperative supports member welfare through goods and services but faces challenges in inventory due to manual records prone to errors. To address this, a community service team introduced an Inventory Information System to automate stock tracking and improve efficiency.

Method: Activities included assessing equipment and data needs, digitizing manual records, presenting the system, and conducting initial training for cooperative staff.

Practical Application: The program aimed to introduce the system, solve data recording issues, and improve staff competency in system operation.

Conclusion: The initiative was well-received, with management committing to appoint two new system operators. Key features and the implementation plan were appreciated. However, adjustments to the item master data are still needed for optimal integration.



Introduction

Lecturer and employee cooperative at Dr. Soetomo University is an organization formed to improve the welfare of university lecturers and employees. This cooperative provides a variety of important services and products, ranging from daily necessities to electronic goods and office stationery. Cooperative, which is the member consist of lecturers and employees, have a vital role in ensuring the availability of goods at affordable prices and supporting the welfare of their members.

In recent years, cooperative has faced big challenges in managing and recording inventory of incoming and outgoing goods. The manual recording process often causes data inaccuracies, errors and loss of information (Pholim et al., 2023). This has an impact on the operational efficiency of cooperative, making it difficult to monitor goods stock in real-time, determine procurement needs, and ensure the availability of goods according to member requests (Heizer et al., 2020). To overcome this problem, cooperative has inventory information system software designed to automate the recording and management of goods (Swastyastu et al., 2024). It is hoped that this software can provide more efficient and accurate solutions, as well as provide real-time data for better decision making (Betesda, 2024). By this system, cooperation can reduce recording errors, optimize stock management, and improve service to members (Sinaga, 2024).

Even though this software already exists, it has not been implemented effectively for cooperative officers (Gani, 2024). This condition creates a gap between available technology and users' ability to utilize it (Widianingsih, 2023). A sophisticated information system will not provide maximum benefits without proper use by its users. Therefore, the implementation and training phase for cooperative officers is very important (Mukhlis, 2023)

Implementation of this inventory information system includes adapting the system to cooperative business processes, configuring the system according to specific needs, and testing to ensure all functions run well (Cintia, 2023). This process requires active involvement from all parties in the cooperative, including management and operational officers, to ensure the system supports the daily operations of the cooperative (Kustanto, 2021).

To expedite the implementation process, training is also needed for users, in this case cooperative officers (Marhamah, 2016). This training aims to provide an in-depth understanding of how the system works, including how to input data, access reports, and utilize other features (Purwati, 2023). With adequate training, cooperative officers can operate the system confidently and efficiently. Officers will also be able to resolve simple technical issues, reduce reliance on external technical support, and speed up problem resolution.

This training should also include an understanding of the importance of accurate data and maintaining data integrity. Cooperative officers need to be aware that the data they enter is used for various purposes that support the business process of recording incoming and outgoing goods and their sales. Errors in entering data not only affect daily operations, but also strategic decisions taken by cooperative management.

With structured implementation and training, it is hoped that cooperative officers can manage inventory more efficiently, accurately and responsively to the needs of cooperative members. Successful implementation will be seen from increased operational efficiency (Winata, et al., 2023) where the process of recording incoming and outgoing goods becomes faster and more accurate. The availability of real-time data will help management plan procurement better, reduce storage costs, and optimize the use of storage space (Sitorus et al., 2023).

On the other hand, effective training will create a skilled workforce that is ready to face technological changes. Trained cooperative officers will more easily adapt to new systems, be able to operate the software well, and provide better service to cooperative members (Nurfirdausyi, 2024). They will also be more proactive in using available data to improve the cooperative's overall performance.

Thus, assistance and training in the use of inventory information systems for Lecturer

and Employee Cooperative officers at Dr. Soetomo University was a very important strategic step. So that it can increase the capability and competence of cooperative officers in utilizing information technology support to carry out inventory recording business processes and also sales business processes in cooperatives. Through this mentoring and training program, it is hoped that the cooperative can continue to develop and make a greater contribution to the welfare of the academic community at Dr. Soetomo University.

Method

The implementation process began with identifying system and user needs through initial interviews with cooperative management to understand existing business processes and key challenges in inventory management. The team also assessed the specific needs of cooperative officers as future users of the inventory information system. System preparation involved integrating the inventory system with cooperative workflows and configuring its main features to align with operational needs. Trial runs were conducted to ensure the system functioned properly within the cooperative's scenarios. To introduce the system, socialization activities were held involving management and staff, where the system's main features, benefits, and the anticipated changes to operations were explained. These sessions included hands-on demonstrations and training, covering how to record incoming and outgoing goods and access reports. During initial assistance, cooperative staff were given the chance to use the system under the service team's supervision, allowing real-time problem-solving. Finally, an initial evaluation was conducted by collecting feedback and assessing the effectiveness of the socialization, which informed plans for further training.

Result

Community service activities have successfully carried out the initial stages of socialization and the launch of the Inventory Information System for the Dr. Soetomo University Cooperative. This event was attended by all cooperative administrators and officers as prospective system users. Prior to the socialization, the service team conducted a survey and collected manual data from existing cooperative records. The data revealed that the master data of goods was incomplete, lacking essential attributes such as item descriptions, unit information (e.g., milliliters, kilograms), and other relevant details. It was therefore necessary to complete and adjust this data to align with the structure required by the inventory system.

During the socialization session, the service team addressed common challenges in manual inventory management, such as data inaccuracies and difficulties in stock monitoring. They presented the inventory information system as a solution to automate recording, enhance efficiency, and support data-driven decision-making. The session covered system functions, including user roles, key features like recording incoming and outgoing goods, stock tracking, and sales reporting. Additional supporting features, such as procurement alerts and dashboard monitoring, were also introduced. The team explained the technical requirements for system operation, including device specifications, hosting, and domain setup. Finally, they presented an implementation timeline detailing upcoming assistance and further training for cooperative staff.

Discussion

The discussions held during the socialization activities with the cooperative management and officers resulted in several important agreements and positive feedback. The introduction of the inventory information system was well received, as it was viewed as a practical solution to the ongoing operational challenges faced by the cooperative. Management expressed strong support for providing the necessary supporting equipment to ensure the system could function optimally. Additionally, they proposed appointing two additional personnel with a background in information technology to assist the main system

operator. The service team welcomed this proposal and committed to providing special training for the two personnel before they begin supporting daily operations.

Figure 1. Training for officers



Conclusion

The community service program carried out by the team has successfully carried out socialization, initial launch, as well as assistance and initial training in the use of the Inventory Information System of Dr. Soetomo University Cooperative. This activity includes a presentation of the problems faced by cooperatives, solutions offered through the information system, explanation of features, supporting equipment requirements, and implementation timeline. This socialization received a positive response from cooperative management and officers, who showed enthusiasm for technological innovation to support cooperative operations.

Apart from that, the service team has also provided training for cooperative officers as a first step in understanding the basics of system operation. However, in its implementation, there are still several challenges, especially regarding the completeness of item master data which requires further adjustments. The training that has been carried out also does not cover all technical aspects in depth, so the competence of officers in operating the system still needs to be improved. To support successful implementation, more intensive stages of mentoring and further training are needed so that the system can be used effectively and in accordance with the needs of the cooperative.

Overall, this activity is a strategic first step in increasing the efficiency and accuracy of cooperative inventory management. With structured follow-up planning and implementation, it is hoped that cooperatives can maximize the potential of information systems to support operations and services to their members.

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