

Administrative Services of Kedai Merdeka Cooperative Surabaya

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ABSTRACT

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Internship in cooperative environments plays a crucial role in students' educational experience, providing opportunities to apply theoretical knowledge in real-world work contexts. This research explores the benefits and challenges of internships at Koperasi Kedai Merdeka Surabaya, focusing on the development of practical skills, business understanding, and the formation of professional attitudes. Through an analysis of internship tasks, as well as an evaluation of experiences and problem-solving encountered, it is found that internships in cooperatives not only provide opportunities for students to acquire administrative skills relevant to the workforce but also deepen understanding of business dynamics and organizational culture. Meanwhile, challenges such as adapting to new tasks are addressed with a spirit of learning and support from the cooperative team. In conclusion, internships in cooperatives provide a strong foundation for students to prepare for challenges in the workforce and achieve success in their future careers.

Notes: All manuscripts should not exceed 20 pages and should have a minimum of 5 pages

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1. Introduction

Education plays a crucial role in shaping an individual's skills to succeed in the world of work. While higher education provides a limited theoretical and practical foundation, students need to engage in hands-on experience at relevant institutions in order to be truly prepared for the world of work by Patih et al (2023). After completing formal education, students can apply their knowledge and experience in the field. Work internships, as a form of out-of-class learning, provide opportunities for students to gain practical experience that can help in their future career development. In this context, research on administrative services at Kedai Merdeka Surabaya Cooperative becomes very important in the context of internships.

Kedai Merdeka Surabaya Cooperative has a strategic role in supporting the city's small and medium enterprise sector. In the era of information and communication technology, the cooperative is also faced with challenges and opportunities to adopt technology to improve the efficiency of its administrative services. An internship at this cooperative is an opportunity for students to understand how the cooperative copes with modern administrative demands. The role of administration in cooperatives is not only related to efficiency, but also to business growth and sustainability. Therefore, research on administrative services at Kedai Merdeka Surabaya Cooperative has significant relevance in the context of local cooperative development and its contribution to the regional economy. With an in-depth understanding of this, student interns can make a meaningful contribution in improving the effectiveness and efficiency of cooperative administrative services, as well as supporting the achievement of business goals and the welfare of cooperative members.

2. Literature Review

2.1. Description of Internship

The author began his internship from April 01 to June 30, 2024 at Kedai Merdeka Cooperative. The author occupies a position as an admin who is responsible for serving customers politely and efficiently, as well as handling tasks assigned by the company. Kedai Merdeka Cooperative is a service company that routinely prints up to 10 invoices every day, provided that the orders received have been processed. As part of the admin duties,

the author assists in the inputting of invoices and road letters, and sometimes also creates receipts for incoming or outgoing orders. The company also provides purchasing and savings and loan services for companies in the service sector with the aim of increasing the company's turnover. During my internship at Kedai Merdeka Cooperative, the author was involved in various tasks that included:

- a. Loan Letter Preparation: The writer is responsible for drafting loan letters required by parties entering into loan transactions with the cooperative. This involves creating clear and accurate documents regarding the terms of the loan as well as the agreement that has been agreed upon by both parties.
- b. Writing the Cashier's Note: As part of the administrative process, the writer creates a receipt that records the credit transaction between the cooperative and the customer. This involves writing down complete information regarding the loan amount, term, and payment terms that have been agreed upon.
- c. Friendly Customer Service: The writer interacts directly with the cooperative's customers, either in person or through telephone or email communication. The writer is tasked with providing friendly and helpful service in answering questions, solving problems, and providing necessary information with professionalism.
- d. Creation of Receipts for Incoming Orders: As part of the order handling process, the author creates receipts that record orders received by the cooperative. This includes recording the order details, date of receipt, and other important information to ensure the order is processed appropriately.
- e. Assistance in Calculating Company Expenses for Company Needs: The writer assists in the calculation of the cooperative's expenses for daily operational purposes. This involves collecting transaction data, calculating related costs, and assisting in the preparation of the company's financial statements or budgets.

By performing these tasks conscientiously and efficiently, the author contributed to the day-to-day operations of Kedai Merdeka Cooperative and gained valuable experience in administration and customer service.

2.2. Work SOP

The regulations that apply at Kedai Merdeka Cooperative are as follows:

- a. Attendance and Working Hours: All employees are required to arrive before 7:15 am and leave at 3:15 pm. Tardiness will be subject to fines according to applicable regulations.
- b. Neat Dress and Work Uniform: Every employee must dress neatly and wear a work uniform in accordance with the rules set by the company.
- c. Execution of Tasks at 07.15 WIB: At 07.15 WIB, all employees must carry out their respective tasks that have been determined by the supervisor or company management.
- d. Use of Personal Cell Phones During Working Hours: During working hours, employees are not allowed to carry personal cell phones and must submit them in a place determined by the company.
- e. Rest and Prayer: Between 12.00 to 13.00 WIB, all employees are allowed to rest and perform prayers.
- f. Returning Hours as Stipulated: Employees are entitled to go home according to the hours set by the company.
- g. Sick Permission with Doctor's Letter: If an employee is sick, a doctor's note must be provided as proof of absence.
- h. Responsible, Honest, and Dexterous: Every employee is expected to be responsible for his/her duties, honest in carrying out work, and dexterous in completing any assigned tasks.

These regulations aim to maintain discipline and work efficiency within Kedai Merdeka Cooperative and to create a conducive and professional work atmosphere for all employees.

2.3. Obstacles Faced and Efforts to Solve them

During the internship, the author faced several obstacles that required adjustment and problem solving. First, the author encountered difficulties with new things that had not been learned in college, so the tasks given by the supervisor became a challenge. Second, inputting transactions from all offline and online sales requires a

high level of accuracy, demanding extra concentration and caution. Third, convincing potential buyers to buy the products offered is a task that requires good communication and persuasion skills.

To overcome these obstacles, the author took several problem-solving steps. First, the author actively learns new things by searching for additional information through the internet to better understand the concepts referred to by the supervisor. In addition, the author also actively asked the supervisor to get direction and clarification in carrying out the assigned tasks. Second, the author is more careful and thorough in inputting transactions, by checking every detail carefully to avoid mistakes. Third, the author improved her communication and persuasion skills with practice and hands-on experience in interacting with prospective buyers, and utilized feedback from supervisors and colleagues to continuously improve herself. With this approach, the author tried to overcome the obstacles faced and went through the internship more effectively and productively.

2.4. Positive Experiences and Benefits Gained

The internship at Kedai Merdeka Cooperative gave the author the opportunity to be involved in various tasks that she had not previously experienced. This challenged the author to learn and adapt to the new working environment. After completing the internship program, the author realizes that the experience has provided significant benefits in various aspects, especially in terms of knowledge, skills, and attitudes. In terms of knowledge, the author gained a deeper understanding of the reality of the working world, including the dynamics and challenges faced. The author learned how to deal with competition in the industry and strategies to survive in a competitive market. In addition, the author also learned how to lobby for products to be included in the modern market, a knowledge that is essential for success in the business field.

In addition to knowledge, the author also developed valuable practical skills during the internship. From administrative skills to communication and negotiation skills, the author had the opportunity to practice and strengthen these abilities. This hands-on experience provides a strong foundation to thrive and succeed in the real world of work.

2.5. Relevance of Internships to Courses

The relationship between work internship activities and the courses taken during semester 6 is as follows:

- a. E-Business: Internships allow students to see first-hand how e-business concepts learned in the classroom can be applied in practice in the working world. For example, students can observe cooperatives' use of information technology and the internet to manage various aspects of their business. They can learn how cooperatives use online platforms for marketing their products, whether through websites, social media, or other e-commerce platforms. In addition, students can see how technology is used in the sales process, from inventory creation and management to online payment processing by the cooperative Irawati and Prasetyo (2021). In addition, the internship also provides an opportunity for students to understand how cooperatives provide customer service through technology, such as online help centers, live chat, or support through social media. With this hands-on experience, students can combine theory with practice and deepen their understanding of e-business concepts.
- b. Global Marketing: Through the internship, students have the opportunity to expand their understanding of global marketing by seeing first-hand how cooperatives implement marketing strategies in local and international markets. Students can observe the various marketing strategies used by cooperatives to reach the global market, including in terms of product placement, branding, and promotions according to the cooperative Suryatno and Insana (2022). In addition, they can also learn how cooperatives adapt to the needs and preferences of consumers in different countries. Internships provide valuable hands-on experience for students to see how global marketing concepts learned in the classroom are applied in real-world practice, so that they can develop a deeper understanding of global market dynamics and effective marketing strategies.
- c. Organizational Culture: Internship activities provide valuable opportunities for students to experience and understand organizational culture firsthand in a real work environment. Students can directly observe and

learn the values, norms, and behaviors that are part of the organizational culture in the cooperative according to Magfirotika (2022). They can see how the culture is reflected in daily activities, such as in communication, decision-making, and collaboration between teams. With this hands-on experience, students can understand how organizational culture affects the performance and interactions between organizational members, and how this impacts the overall effectiveness and efficiency of cooperative operations.

- d. **Leadership:** Through internships, students have the unique opportunity to observe and learn directly from leaders or managers in cooperatives about effective leadership practices. They can see firsthand how leaders make strategic decisions, manage teams, and motivate team members to achieve company goals. Students can observe how the leader interacts with his/her team, provides direction and guidance, and overcomes challenges that arise in managing the team (Ediyanto, 2023). With this experience, students can gain valuable insight into various leadership styles and effective management techniques in the context of the real world of work.
- e. **Business Communication:** Through work internships, students get a valuable opportunity to hone their business communication skills in real situations. They have the opportunity to interact with various parties, such as coworkers, customers, and business partners. In this process, students learn how to communicate effectively in various business contexts, from internal meetings to negotiations with external business partners. Internships allow students to apply the theoretical knowledge they learn in class to daily practice, thereby strengthening their communication skills and enhancing their ability to interact professionally in an actual work environment. With this experience, students can develop strong communication skills, which is a valuable asset in the competitive business world.

3. Methodology

To do a work internship at Kedai Merdeka Cooperative, students need to follow a series of structured and effective methods. Here are three steps of methods that can be applied:

- a. **Preparation Before Starting the Internship:** An important first step is preparation before starting the internship. Students need to clearly understand the goals and expectations of the internship, both from their personal and educational institution perspectives. In addition, they also need to identify specific areas that they would like to learn or develop during the internship, such as administrative, marketing, or business communication skills. In addition, students also need to prepare themselves mentally and physically for the challenges and opportunities that may arise during the internship. This can include improving necessary technical skills, such as the use of specialized software or technology used in cooperatives, as well as preparing a positive attitude and readiness to learn from new experiences.
- b. **Conducting the Internship with Focus and Commitment:** During their internship, students need to maintain their focus and commitment to the goals and responsibilities they have set. They need to follow the rules and procedures that apply in the cooperative with discipline, including working hours, work ethics, and other regulations. In addition, students also need to communicate openly and honestly with their internship supervisors, and take advantage of opportunities to seek guidance and feedback regularly. By upholding the principles of openness and hard work, students can maximize their internship experience and achieve the expected results.
- c. **Evaluation and Reflection After the Internship:** Upon completion of the internship, the next important step is to evaluate and reflect on the experience. Students need to consider their achievements against the internship objectives that have been set, as well as identify areas where they have improved and where there is still room for improvement. In addition, they also need to consider the lessons learned from the experience and how the experience can help them in their future career and educational development. By conducting careful evaluation and reflection, students can optimize the benefits of their internship experience and prepare themselves for the next step in their educational and career journey.

4. Results and Discussion

4.1. Benefits and Challenges of Internship in a Cooperative Environment

Internships in cooperative environments such as Kedai Merdeka Cooperative provide a variety of significant benefits for students. One of the main benefits is the development of practical skills that are relevant to the world of work. Students have the opportunity to hone administrative skills, such as the creation of important documents, transaction management, and customer service. This experience provides a strong foundation for students to adapt to the real work environment after they graduate and enter the workforce.

In addition to practical skill development, internships in cooperatives also allow students to gain a deeper understanding of the business dynamics in the cooperative sector. They can observe and understand the business processes, organizational structures, and operational strategies implemented in cooperatives. Thus, they not only gain theoretical knowledge from the lecture bench, but also gain valuable practical insights into how businesses are actually run in the field. *Benefits and Challenges of Internship in a Cooperative Environment:*

- a. **Benefits of Practical Skill Development:** Through internships in a cooperative environment, students have the opportunity to hone administrative skills relevant to the world of work, such as document creation, transaction management, and customer service.
- b. **Deeper Understanding of Business Dynamics:** Students can gain a deeper understanding of the business processes, organizational structures, and operational strategies implemented in cooperatives. They not only gain theoretical knowledge from the lecture bench, but also gain practical insights into how businesses are run in the field.
- c. **Challenges of Adapting to New Tasks:** Although internships provide benefits, students may face challenges in adapting to new tasks that they have never experienced before. This challenge can be overcome with the spirit of learning and support from the team at the cooperative.

Although internships in a cooperative environment provide various benefits, they are also not free from challenges. One of the challenges is adapting to new tasks that they may not have experienced before. Students may face initial difficulties in understanding cooperative processes or meeting the expectations placed on them by their supervisors. However, with the spirit of learning and support from the team at the cooperative, students can overcome these challenges and make the most of the internship experience.

4.2. Application of E-Business and Global Marketing Concepts in a Cooperative Context

The application of the E-Business concept in a cooperative context enables the use of information technology and the internet to manage various aspects of a business. In cooperatives, this concept can lead to the use of online platforms for product marketing, sales, and customer service. Through internships in cooperatives, students can see how technology is used to streamline business processes, such as inventory management, online payment processing, and interaction with customers through social media or e-commerce platforms by using the E-Business platform (Arfan, 2022). Meanwhile, the application of the Global Marketing concept in cooperatives involves marketing strategies aimed at reaching both local and international markets. Students undergoing an internship at a cooperative can learn about the various marketing strategies used to expand the cooperative's business reach in the global market.

They can understand how cooperatives adapt their products and marketing strategies according to the needs and preferences of consumers in different countries. Internships at cooperatives also provide an opportunity for students to understand the role of technology and global marketing in facing the challenges and opportunities of today's digital age. With this hands-on experience, students can combine theory with practice, deepen their understanding of the concepts of E-Business and Global Marketing, and prepare themselves to engage in an increasingly globally connected business world.

4.3. Skill Development and Understanding Based on Internship Experience

Through internships in a cooperative environment, students have the opportunity to develop practical skills necessary in the world of work. They can expand their understanding of administration, business communication, and leadership through hands-on experience in carrying out daily tasks in a cooperative. For example, they can learn how to create loan letters, write receipts, and interact with customers in a professional

manner, all of which are skills that are essential for success in a variety of career fields according to Supriyatno and Luailik (2022). In addition, internships also help students to understand organizational culture firsthand. They can observe the dominant values, norms, and behaviors in the cooperative and how these affect the performance and interactions between members of the organization. This opens up opportunities for students to understand the dynamics of teamwork, communication between departments, and how to adapt to diverse work environments.

The internship experience also allows students to develop professional attitudes that are necessary in the working world, such as responsibility, teamwork, and integrity. By engaging in various tasks and responsibilities at the cooperative, students can strengthen their ability to face challenges, work in teams, and manage time efficiently. These are all important foundations for developing a successful and sustainable career after graduating from college. Examples as follows:

- a. Development of administrative skills: Internships in cooperatives provide an opportunity for students to acquire practical skills in administration, such as making loan letters, writing cashier's notes, and managing transaction documents.
- b. Understanding of organizational culture: Through hands-on experience, students can understand the dominant values, norms, and behaviors in the cooperative work environment, which helps them to adapt to the organizational culture and understand the dynamics of teamwork.
- c. Development of professional attitudes: Engaging in various tasks and responsibilities in cooperatives helps students to develop professional attitudes such as responsibility, teamwork, and integrity, which are important aspects in future career success.

5. Conclusion

In conclusion, internships in cooperative environments such as Kedai Merdeka Surabaya Cooperative provide significant benefits to students in practical skill development, understanding of business dynamics, and development of professional attitudes. Students get the opportunity to hone administrative skills that are essential for success in the workforce, as well as understand more about the organizational culture and values that support effective teamwork. In addition, internships also help students to develop professional attitudes such as responsibility, teamwork, and integrity, which are important aspects in facing challenges and achieving success in the future. Thus, an internship at a cooperative is an important step in preparing students for a successful and sustainable career after graduating from college.

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