

Implementation of Good Governance E-Filing and Strengthening Soft-Skill Characters for Japanese Kenshushei Institutions at LPK Akihiro Semarang

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ABSTRACT

Purpose - This community service aims to help archive management at Akihiro LPK by using the e-filing system, providing character strengthening and soft-skill training to increase trust in sensei and site themselves as a provision to work in Japan.

Methods - The settlement method used in this service refers to RnD Borg and Gall by calculating the Three Box Method questionnaire.

Result and discussions - The dedication showed an increase in knowledge of 83.4%, skills of 83.3%, and skills of 86.4%, as well as providing instrument strengthening by providing filing cabinets. Provides a complete solution to managing records at LPK Akihiro.

Conclusion - Community service is ready to assist partners in improving the archiving system with e-filing and providing improvement and strengthening of soft skills to sensei and seito who will later work in Japan.

Keywords: *LPK Akibiro, Archive Management, E-Filing, Character Strengthening, Soft-skills Improvement, Community Service.*

INTRODUCTION

Job Training Institutes (LPK) have an essential role in improving the quality of Human Resources (HR) (Fakhrudin, 2019) and have become one of the business attractions amid the difficulty of getting a job (Sari, Sadyana, & Suartini, 2021). To get a job, the community chooses LPK to seek job opportunities (Aprilani, 2021), especially people of productive age who want to work abroad (Statista, 2023). Many Indonesian workers work there, as in Taiwan, there are more than 60,000 people (Statista, 2023). In Hong Kong, about 53,460 people (Statista, 2023), and in Japan, about 53,543 people (Chou, 2023). Japan is one of the countries with a shortage of workers (Elsy, 2018; Tombalisa, Fathurahmi, & Wirawan, 2022). Therefore, the country brings in many Kenshushei workers from developing countries, such as Indonesia (Prabowo & Mahzuni, 2022).

This problem is an opportunity for entrepreneurs in Indonesia to open LPK as a supplier of workers to Japan (Wardana, 2023). Japan needs as many as 470 million jobs in various fields so that opportunities for migrant workers are available globally from 2016 to 2030 (Yasmin & Iskandar, 2023). One of Indonesia's cities with many LPKs is the City of Semarang (Mulyadi, Hastuti, & Noviandi, 2022), which has sent many productive age workers to work in Japan, especially in apprenticeship programs. This apprentice program at a Japanese company for 1-3 years is a form of cooperation between Indonesia and Japan since 1993 called Kenshushei (Deswantari, 2023; Pranasari & Iskandar, 2022). Kenshushei is learning while practicing for a

duration of one year, will be followed by Jisshusei for two years, bringing the total internship time to three years (Pranasari & Iskandar, 2022; R. W. Putri, Putri, Triono, & Aida, 2022).

LPK Akihiro is one of the LPKs in Semarang that provides the Keshushei program. The Keshushei Program at LPK is a place for Japanese language courses and job training that opens regular class programs with basic Japanese language levels (JLPT N5/N4 levels). The large number of sensei and sites sent requires good data records, so the need for office management in an archival system cannot be avoided. However, problems include the archival management system still carried out conventionally, the partner's lack of knowledge about the e-filing system, and the low soft-skills of students at LPK Akihiro. This service aims to strengthen archival management at Akihiro LPK by implementing a web-based filing system and improving soft-skills for all human resources at Akihiro LPK.

METHOD

The method used to achieve the goal of dedication is the RnD Borg and Gall method (Borg & Gall, 1983), which states that research and development is oriented toward developing and validating products used in a study (Adella, Nurhayati, & Asbari, 2022). This service uses the method of planning the service to the distribution.

1. Planning

In this stage, starting with formulating problems in service. The goals of each stage are designing steps and needs in service (Gustiani, 2019). This planning stage also estimates the budget or funds needed during the service and determines the parties that can be invited to work together in the service.

2. E-Filing System

At this stage, a web-based e-filing system is implemented, which is intended for digital archive storage. This system is designed according to the needs of Akihiro's LPK partners, which can be used easily and efficiently.

3. Validation

The validation stage is accepted to confirm that the adopted system meets the partners' needs (Pardimin, Arcana, & Supriadi, 2019).

4. Revision System

This stage is agreed upon if a system fails during the initial test (S. N. Putri, Agung, & Suartama, 2023). It will be repaired again and retested at this stage. At this stage, it also ensures everything is as good and designed.

5. Early Test

The administration of LPK Akihiro carries out early tests to test that the system meets partners' needs and that there are no bugs when running. This stage is important so that when the system is handed over to partners, it runs according to its function (Adri & Abdullah, 2022).

6. Management Governance

At this stage, the migration of the archive system from conventional to electronic systems is approved so that the archive system is more efficient.

7. Field Test

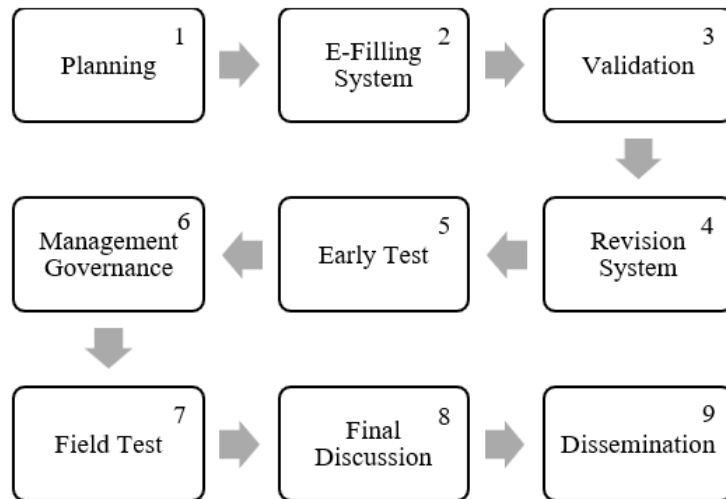
At the stage of testing, the suitability of the output with problems related to strengthening character and improving soft-skills in the context of the business field (Yudie, Anwar, & Rukun).

8. Final Discussion

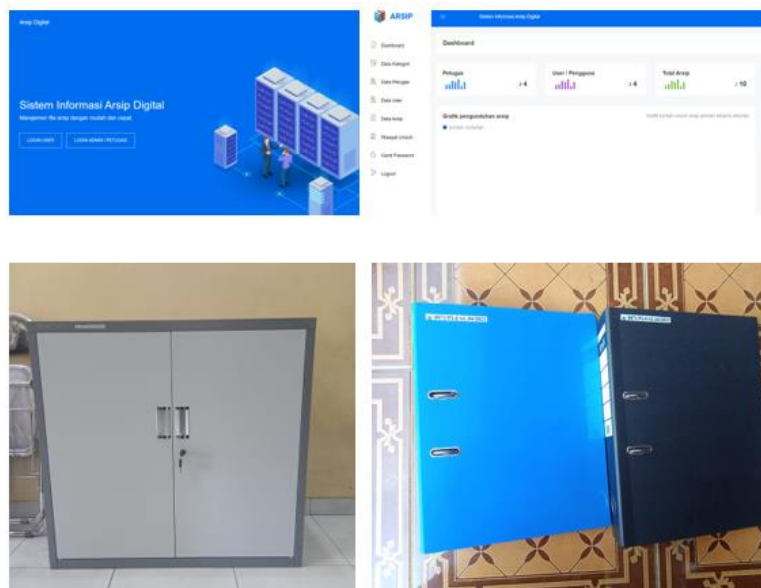
At this stage, it is conceded to measure the achievement of the service objectives by processing the questionnaire using the Three-Box Method (Aka, 2019).

9. Dissemination

Dissemination of publications in service through publications in international journal articles (Ekawijana & Wisnuadhi, 2022).



Picture 1. RnD Borg and Gall Method (Hendarto, Maridi, & Prayitno, 2019)



Picture 2. Archival Devices

The method applied in this service focuses on maximizing the use of e-filling in document storage and improving soft-skills for existing resources at LPK Akihiro. Then, the next step is to measure the activity's success level through a questionnaire distributed to the sensei and service sectors. The indicators used as a reference are (1) This program meets current business challenges, (2) The material provided is easy to understand, (3) This training is useful, (4) This service program activity increases knowledge, and (5) This knowledge can be practiced.

The indicators on the questionnaire were rated on a Likert scale of 1-6 (Nemoto & Beglar, 2013) with a value of 1 for strongly disagree statements, a value of 2 meaning disagree, a value of 3 indicating less agree, a value of 4 equivalent to moderately agree, a value of 5 meaning agree. A value of 6 is given for strongly agreed statements. The data from the questionnaire results were analyzed descriptively with index values. The index results were used to describe sensei's thinking and Saito's devotion.

The total index value is 100 and is grouped with the Three-Box Method criteria (Agusty, 2014), which later results from the percentage used to determine the activity's success level. The ranges obtained in this method are:

Table 1. Three-Box Method Criterion Index

Range	Rate	Category
Range 1	16.67% – 44.44%	Low
Range 2	44.45% – 72.23%	Medium
Range 3	72.24% - 100%	High

RESULTS AND DISCUSSION

The results of this service are based on the Borg and Gall RnD method with questionnaire testing using the Three-Box Method, which results in the following discussion of community service at LPK Akihiro:

a. Establishment of E-Filling System

Before conducting training and mentoring, this service first creates an e-filling system. The system used can be operated online or offline. This system is relatively easy to apply and is suitable for small and medium-scale businesses such as LPK Akihiro's partners.

b. Training and Assistance in Improving Archival Management System

Problems due to the use of conventional document storage systems. This service provides training and assistance in improving the archive governance system. The training provided is how to use the e-filling system that has been created by doing hands-on practice. Partners are given directions on how to store documents to search and find documents using e-filling. With training and assistance in improving the archive governance system, it is hoped that it will be able to help partners in facilitating document storage (Inayah, Hermawan, Sadriatwati, Rusmini, & Putri, 2021).



Picture 3. Delivery of Archival Devices

c. Soft-skills Enhancement Training

Training to improve soft-skills is carried out so that all human resources at LPK Akihiro have sufficient provisions when working in Japan (Wahyuningsih, Luhglatno, Adi, & Muid, 2022). The training was conducted by delivering materials on strengthening and improving soft-skills to students at LPK Akihiro. The material contains an overview of soft-skills, types of soft-skills that exist in the workplace, the importance of applying soft-skills when working, video presentations by students who have successfully worked in Japan, and cases of soft-skills in the world of work (Iwan Hermawan, 2022).

The service provides a program in the form of making an e-filing system to migrate the archive governance system to an electronic system, training in the use of the e-filing system, as well as improving soft-skills and strengthening character. The three programs are a complete solution to the problems found in LPK Akihiro partners.

The evaluation of service activities is measured based on a questionnaire on increasing competence, knowledge, and skills, which obtained the following results:

a. Implementation of Good Governance E-filing

Based on the questionnaire results, it can be concluded that implementing good governance e-filing is important for sensei and site. This is evidenced by the indicator "Implementation of Good Governance E-filing for Japanese Kenshushei Institutions at LPK Akihiro is important," classified as high through the Three-Box Method, namely with a percentage of 93.9%, which means that sensei and to realize that the material presented is important.

b. Strengthening Soft-skills

Strengthening soft-skills is done so that sensei and Seito have good hard skills and good soft-skills. From the questionnaire results, it can be concluded that sensei and seito consider strengthening soft-skills to be important. This is evidenced by the indicator "Strengthening Soft-skills for Japanese Kenshushei Institutions at LPK Akihiro is important," getting a high percentage of 97%.

c. Skill Enhancement

The skills of partners and sensei and seito in this activity can be concluded to have increased. This is evidenced by one of the indicators, namely "this training improves my skills", which is classified as high through the three-box method, namely with a percentage of 86.4%, which means that sensei and seito can understand the material delivered.

d. Knowledge Enhancement

This service is available to increase the knowledge of sensei and seito in terms of Good Governance e-filing and soft-skills. From the questionnaire results, 83.4% was obtained, as evidenced by the indicator "This training increased my knowledge".

e. Soft-skills enhancement

Sensei and seito felt that their soft-skills had improved when they participated in this training. They are evidenced by the indicator "This training improved my soft-skills" with a value of 83.3%.

CONCLUSION

This community service is ready to assist partners in improving the archive system to keep up with the times, namely by e-filing. In addition, it also provides improvement and strengthening of soft-skills to sensei and seito who will later work in Japan. Therefore, this service can be concluded to produce outputs, namely (1) Making an e-filing system to improve the existing system, namely the transition from a conventional system to a digital system at LPK Akihiro so that the archive system is easier and more concise, (2) Providing training on how to use the e-filing archive system that has been provided so that partners can implement it in their daily activities, (3) Training to strengthen and improve soft-skills for sensei and seito so that when working in Japan later they are ready in hard skills and soft-skills, and (4) The results of the service show that the implementation of good governance e-filing, strengthening soft-skills, improving skills, knowledge, and soft-skills has increased as evidenced by testing based on the Three-Box Method.

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