

Improving Human Resource Capacity at BUMDes Warung Kopi Pojok Wukirsari Yogyakarta

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Abstract.

The purpose of this community service is to improve the human resource capacity of BUMDes Warung Kopi Pojok Wukirsari employees to be more qualified so that they can improve the welfare of their employees. BUMDes as an economic institution that is developed and ratified through village deliberations, with the concept of participation, empowerment, mutual cooperation, transparency, accountability, and sustainability. The establishment of BUMDes is expected to establish family relationships and social relationships between village communities in the development and progress of their villages. In addition, the existence of BUMDes is also expected to improve the economy of village communities and increase village original income (PADes). The method of implementing community service is by providing training related to making food, providing knowledge related to human resources and management of BUMDes Warung Kopi Pojok Wukirsari. In its implementation, BUMDes employees are very enthusiastic, there is a transfer of knowledge that can improve the quality of food sold, they also understand the importance of service and management in a business like BUMDes.

Keywords: BUMDes; Human Resource; Capacity

I. INTRODUCTION

Law No. 23 of 2014 concerning regional government. Article 2 Paragraph (2) states that: Regency/city areas are divided into sub-districts and sub-districts are divided into urban villages and/or villages. In the Indonesian government system, a village is an administrative area under a sub-district. In more detail, a village is a legal community unit that has territorial boundaries and is authorized to regulate and manage government affairs, local community interests, based on community initiatives, original rights, and/or traditional rights. A village is led by a Village Head.

Village-Owned Enterprises (BUMDes) have actually been mandated in Law No. 32 of 2004 concerning Village Government (even by the previous Law No. 22 of 1999) and Government Regulation No. 71 of 2005 concerning Villages. In Village Law No. 32 of 2004 concerning Village Government in Article 213 paragraph (1) it is stated that "Villages can establish Village Unit Business Entities in accordance with the potential and needs of the Village".

BUMDes as an economic institution developed and ratified through village deliberation, with the concept of participation, empowerment, mutual cooperation, transparency, accountability, and sustainability. The establishment of BUMDes is expected to establish family relationships and social relationships between village communities in the development and progress of their villages. In addition, the existence of BUMDes is expected to improve the economy of village communities and increase village original income (PADes).

The purpose of establishing BUMDes Wukirraya Wukisari is to increase the financial capacity of the Village, develop community businesses in order to eradicate poverty, encourage the growth of Community businesses, provide social security and provide services for the Village community.

One of the business units in BUMDes Wukirraya Wukisari is BUMDes Warung Kopi Pojok Wukirsari located in the Wukirsari Village Office complex. The development of this unit is extraordinary and can be seen from the number of buyers from students, the general public and civil servants who shop. In addition, there are also many micro, small and medium enterprises or residents who entrust their products to Warung Kopi Pojok BUMDes. There are around 25 micro, small and medium enterprises that are currently our partners at Pojok BUMDes who entrust their merchandise in the form of food/snacks. Operating hours are open from 08.30 to 16.30. Warung Pojok BUMDes has also expanded its premises to 4x4 meters, which means that the wider the premises also allows for additional menus and deposits from other micro, small and medium enterprises. However, until now Bumdes Warung Kopi Pojok Wukirsari only has one employee, namely Marleni Ekasari. If the buyers are crowded, sometimes it is difficult to serve customers well, because sometimes while making fried bananas, fried tempeh and doing other jobs. In addition, the taste of the fried food also needs to be improved. For more details about the condition of Bumdes Warung Kopi Pojok Wukirsari, see pictures 1, 2 and 3 below:



Figure 1. Front view of the Pojok Wukirsari Coffee Shop BUMDes



Figure 2. Consumer Services of BUMDes Pojok Wukirsari Coffee Shop



Figure 3. BUMDes Consumer Seating Area Wukirsari Corner Coffee Shop

Human resources are very important both in quantity and quality at Warung Kopi Pojok Wukirsari. From the condition of the partners, it is necessary to add employees and increase employee capacity through training related to service skills, skills in making food that is sold and also financial calculations (profit and loss). For this reason, the solution offered in accordance with the problems above is to provide training related to cooking skills, provide knowledge related to human resources and management of BUMDes Warung Kopi Pojok Wukirsari in accordance with the purpose of community service, which is to increase the capacity of human resources of BUMDes Warung Kopi Pojok Wukirsari employees to be of better quality. While the benefits of this PKM are:

- a. Universities become better known by the public.
- b. Students are expected to have learning experiences outside of campus and be able to provide solutions to problems that exist in society.
- c. To improve the quality of BUMDes Wukirsari Wukirraya.

II. METHODS

For the method of implementing community service, it is done by providing education and knowledge related to BUMDes and increasing the capacity of human resources. Meanwhile, the stages of implementing community service can be seen in figure 4 below:



Figure 4. Stages of Implementing Community Service

For plans and achievement indicators for training conducted for BUMDes Warung Pojok Wukirsari employees, please see table 1 below:

Table 1. Plans and Achievement Indicators

Number	Activity	Achievement Indicators
1	Providing knowledge about BUMDes	Knowledge about BUMDes increases
2	Providing knowledge about human resource capacity	Knowledge of human resources increases
3	Providing knowledge about the management of BUMDes Warung Pojok Wukirsari	Able to manage BUMDes Warung Pojok Wukirsari well so as to increase sales

After the PkM is implemented, the proposing team will evaluate the implementation of the program by monitoring the partners. Monitoring is carried out by:

1. Providing a questionnaire to see the extent of employee understanding of the material that has been given
2. Visiting partners to find out the extent of employee understanding of increasing the capacity of human resources of BUMDes Warung Pojok Wukirsari
3. Furthermore, we will also continue to communicate with partners regarding other partner problems that need to be solved.

The parties involved in this community service activity are Lecturer Dr. Tatik Fidowaty, S.IP., M.Si, BUMDes Warung Kopi Pojok Wukirsari employees and students.

II. RESULT AND DISCUSSION

BUMDes can develop rapidly if supported by increasing the capacity of its human resources. Increasing the knowledge and skills of BUMDes managers/members can be done by providing training or socialization according to the aspects or fields of work such as increasing knowledge in the fields of management, marketing, business, finance, production or BUMDes regulations. Increasing knowledge will make BUMDes managers able to manage BUMDes well, make smart and right decisions and find solutions to various problems that may occur.

Making BUMDes grow rapidly is not easy, it requires qualified knowledge and skills for that increasing the capacity of human resources is very necessary. The implementation of community service was carried out on May 19-20, 2025. The results of community service show that the development of BUMDes Warung Kopi Pojok Wukirsari is quite good, but it still needs to be improved the capacity of human resources in terms of financial management, production and customer service. In terms of financial management, BUMDes members must be able to make

profit and loss calculations, record income and expenses properly so that finances are clear. Do not experience losses because income and expenses are not recorded properly. The financial management of BUMDes Warung Kopi Pojok Wukirsari is very important for the sustainability and success of BUMDes in improving the welfare of village communities. Good management ensures that BUMDes Warung Kopi Pojok Wukirsari is managed effectively, transparently, and accountably, so that it can provide maximum benefits to the village and its residents. Good financial management ensures the long-term survival of BUMDes Warung Kopi Pojok Wukirsari and prevents financial misuse. With clear records and supported by strict financial supervision, the potential for fraud and corruption can be minimized.

Then BUMDes Warung Kopi Pojok Wukirsari also needs to improve human resources in the production aspect. If the food sold is delicious and of good quality, it will attract consumers to buy repeatedly. So improving product quality must be done. Improving product quality can be done with several strategies including

- a. Using high-quality raw materials to produce products that have high selling value and are durable
- b. Attractive and hygienic packaging, so that consumers feel interested in buying
- c. Product branding is also needed to attract consumers. Show the advantages of the products we have
- d. Prices must be competitive, don't let the quality be the same but the price is more expensive and make sure to maintain the quality of the products we sell.

The last is the need to improve human resources in the service aspect. The way and speed of serving customers/consumers is very necessary. It is not uncommon for consumers to run away because the service provided is not of good quality. Consumers order coffee but the coffee only arrives half an hour later, it will make consumers judge the service we provide negatively. For that, it is necessary to provide a fast and friendly response to consumer orders and even listen to customer complaints. Figure 5 below is documentation of the implementation of community service at BUMDes Warung Kopi Pojok Wukirsari.



Figure 5. Documentation of the implementation of community service and empowerment of BUMDes Warung Kopi Pojok Wukirsari.

The photo above is a photo taken together with the managers and members of the BUMDes Warung Kopi Pojok Wukirsari during the implementation of community service.

IV. CONCLUSION

BUMDes Warung Kopi Pojok Wukirsari has developed quite a bit, but it still needs to increase the capacity of human resources in terms of financial management, production and customer service. That is why it is necessary to increase knowledge through regular and continuous training. Such as accounting training, product quality improvement training and customer service training.

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