

## **TRAINING IN MAKING CORRESPONDENCE AND FINANCIAL REPORTS USING MICROSOFT WORD AND MICROSOFT EXCEL APPLICATIONS AT RT.05 RW.01 CIPAYUNG JAYA DISTRICT, DEPOK CITY**

**Dedy WAHYUDI<sup>1\*</sup>, Tries Handriman JAMAIN<sup>2</sup>, Peris HAMDANUR<sup>3</sup>, and Meri Safarwati PUTRI<sup>4\*</sup>**

<sup>1,3</sup>*Management Study Program, Faculty of Economics, Sahid University, Indonesia*

<sup>2</sup>*Accounting Study Program, Faculty of Economics, Sahid University, Indonesia*

<sup>4</sup>*Public Relations Study Program, Faculty of Communication Sciences, Indonesia*

*\*merry\_safarwati@yahoo.co.id*

### **ABSTRACT**

Community service activity partners are in the RT area in RT.05, RW.01, Cipayung Jaya Village, Cipayung District, Depok City. Based on the existing problems, the RT 05 administrators make correspondence and financial reports manually and make financial reports by hand in the ledger, so that there are often difficulties in searching for data, data loss, and file damage. To overcome the problem, the solution provided is to carry out counseling and training activities for the administrators of RT.05, RW.01, Cipayung Jaya Village, Cipayung District, Depok City in making correspondence using MS Word and Financial Reports using the MS Excel application. This activity provides a solution by utilizing and maximizing the tools and functions in MS Word and MS Excel so that it can provide convenience. Efficient in compiling correspondence and financial reports in order to improve the quality of service of RT/RW administrators in serving the community. The results of this community service activity are an increase in knowledge and skills by 70%. The implementation went smoothly, and participants were very enthusiastic in participating both in terms of attendance and in submitting questions and experiences related to correspondence and financial reports using MS Word and MS Excel applications.

**Keywords:** ms word application, ms excel application, financial reports, letters

### **INTRODUCTION**

Making good and correct official letters and financial reports is an important skill and must be mastered, so that the message conveyed by RT administrators to the public can be understood clearly and effectively. The organization or institution that has the closest and closest activities in social life, and has direct contact with the community, is one of the RT/RW institutions. RT (Rukun Tetangga) is an organization in the community whose formation process is carried out based on the natural proximity of residences which can be called neighbors. RT/RW has the functionality of being a bridge between the government and the community, so that planning, delivery of policies, programs and government activities can be done through the RT/RW. So in this case each RT member consists of heads of families who are neighbors with each other (Rozak, 2024). Minister of Home Affairs Regulation Number 7 of 1983 which contains the Establishment of RTs and RWs as an example of Central Government Regulation (PP) states that RTs are community organizations that are provided with continuous guidance by the central government to be able to maintain and preserve various kinds of norms. So that it can increase mutual cooperation and kinship.

Correspondence services and financial reports are one of the administrative services under RT management. Correspondence services and financial reports are part of the quality of RT management performance, with effective and efficient correspondence services and financial reports being able to increase public satisfaction with RT management, with systematic correspondence services and financial reports being able to improve performance for RT management. in serving the community. Management services in correspondence and financial reports, for example making correspondence, certificates of change of domicile, cover letters, circulars and so on.

Making correspondence and financial reports using the MS Word and MS Excel applications will be able to satisfy the public regarding the performance of RT management, this is because making correspondence and financial reports will be better, faster, more effective and efficient, besides that it can also make archival storage easier. correspondence and financial reports. Data that has been processed and stored in an organized manner will be easier to use as a source of information. (Hidayatulloh, MZ, & Sutanti, 2020). Therefore, many government or private organizations use computers as data storage places, apart from being able to write letters and present financial reports, they can also easily search letter archives.

In carrying out these functions, RT administrators often have shortcomings related to the RT's role in managing the administration of residents, related to correspondence and financial reports to the community. In the area that is a partner for community service activities, it is located in the RT.05, RW.01, Cipayung Jaya Village, Cipayung District, Depok City. The initial information we got from one of the administrators, namely the chairman of RT.05, RW.01, Cipayung Jaya Village, Cipayung District, Depok City, named Mr. Sarmili, was that the partner's problems were as follows:

1. Writing correspondence is still done manually, that is, writing a letter every time there is information from the RT management to its citizens, so it takes a long time and is ineffective, as well as difficulties in searching for letter archives, loss of letter archives and file damage.
2. The financial report for Rt.05 Rw.01 is still handwritten and still manual and there are damaged files. The problem faced by this partner is that they do not know how to make correspondence and financial reports using the tools and functions in Ms Word and Ms Excel and the lack of application of financial reports which aims to produce good and correct cash financial reports, and they have not had the opportunity to take part in training. The RT administrators have not received information about training organized by the local government, campus or other organizations.

Based on this description, it is necessary to hold outreach and training activities for RT.05, RW.01 Management, Cipayung Jaya Village, Cipayung District, Depok City with the aim of RT administrators being able to increase their knowledge of the use of tools and functions in Ms Word and Ms Excel for governance. correspondence and financial reports, providing basic training, as a solution to minimizing manual administrative workload, as well as resolving problems or problems experienced.

## IMPLEMENTATION METHOD

This community service activity will be carried out at RT.05, RW.01, Cipayung Jaya Village, Cipayung District, Depok City. The method for implementing PKM activities can be seen in Figure 1.

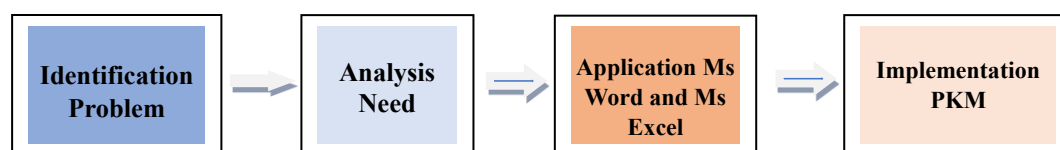


Figure 1. Implementation Method

Implementation of the activity began with identifying problems with partners, using data collection methods in the form of interviews and direct observation, and holding discussions with the administrators of RT.05, RW.01, Cipayung Jaya Village, Cipayung District, Depok City, which was carried out directly. The second activity is needs analysis, where partners' needs are support for information technology skills in the form of writing correspondence and financial reports using the tools and functions in Ms Word and Ms Excel. At this stage, partners will find out what they need based on existing problems.

In this third stage, the preparation of correspondence and financial reports is carried out, starting from introducing the use of tools and functions in MS Word and MS Excel to storing them in the archives of the system that has been designed. With the correspondence application and financial reports in the form of Ms Word and Ms Excel applications, the data will be saved automatically so it is safe and you don't need to worry about the data being lost. Apart from that, the concept of making a letter and its design can also be done easily by using the tools and functions in MS Word and MS Excel. In accordance with the Microsoft application concept which provides convenience in correspondence activities and financial reports.

At the stage of implementing community and community service activities. Partners create letters and correspondence as well as financial reports which are usually made for notification to the local community with assistance. To support this activity, tools are used, including laptops, cellphones, Internet Quota, MS Word and MS Excel applications, and modules.

## RESULTS AND DISCUSSION

This community service activity will be carried out in May 2024, namely every Friday in May 2024. Service to the administrators of RT 05 RW 01 is carried out in several stages. There are several stages carried out, starting from the problem identification stage, needs analysis stage, implementation and introduction of the MS Word/MS Excel application and implementation of PKM.

In the preparation stage, we immediately went to make a direct visit to the administrators of RT 05 RW 01. During the visit, our communication was direct. The visit was carried out using data collection methods in the form of interviews and direct observation, and holding discussions with the administrators of RT.05, RW.01, Cipayung Jaya Village, Cipayung District, Depok City, which was carried out directly and this training will produce good outcomes for the participants. RT 05 Rw 01 administrators, in this activity it was agreed to carry out community service activities for training on preparing correspondence and financial reports using MS Word and MS Excel applications on Fridays in May, by gathering RT administrators during the hours when they are not working. Activity implementation stage, PKM has several stages that must be carried out, activities will be easier to carry out with a clear method. The method for implementing PKM activities is divided into four steps as follows:

#### 1. First stage

In the first stage, we carry out a method of identifying problems with partners. To find out the existing problems, especially in preparing correspondence and financial reports, we discussed with the administrators of RT.05, RW.01, Cipayung Jaya Village, Cipayung District, Depok City and asked directly how letters and financial reports have been prepared so far. We collect the data provided in the form of examples of letters and financial reports and look at the data directly. Based on the information and examples provided, we can see that up to now, RT administrators are still making manual correspondence, so each letter they make is still typed one by one, this is not efficient, while the financial reports they make are still handwritten in ledgers.

#### 2. Second stage (Needs analysis)

At this stage we carry out a needs analysis, we explain the development of special technology regarding the application of Ms Word and Ms Excel for writing correspondence and financial reports, so a gap appears between what is expected and the facts that actually occur, encouraging RT administrators to learn, looking for the right solution. Where partners need support from information technology skills, especially the use of Ms Word and Ms Excel applications. Needs analysis is carried out to analyze gaps, identify needs and determine the right solution. The goal to be achieved through needs analysis is not only to discover the gaps that occur, but more than that, identifying the causes of the gaps is also carried out to find out the root of the problem, so that real needs can be identified.

The implementation and introduction of the MS Word/MS Excel application was based on our knowledge that there were 2 RT administrators who did not or did not understand the use of computers, so we decided to implement a simple application for making correspondence and financial reports, namely the Ms Word and Ms Excel applications.

#### 3. Third stage.

In this third stage, correspondence and financial report applications are implemented, starting from introducing the MS Word and MS Excel applications to learning and trying out the tools and functions of the MS Word and MS Excel application systems yourself. With the MS Word and MS Excel applications, letters can be created quickly and financial reports can be prepared neatly and efficiently. Apart from that, the concept of making letters and their design can also be done easily through the MS Word and MS Excel applications. In accordance with the application concept which provides convenience in correspondence activities.

An example of the display in the application of creating correspondence and financial reports via the MS Word and MS Excel applications can be seen in the following images:

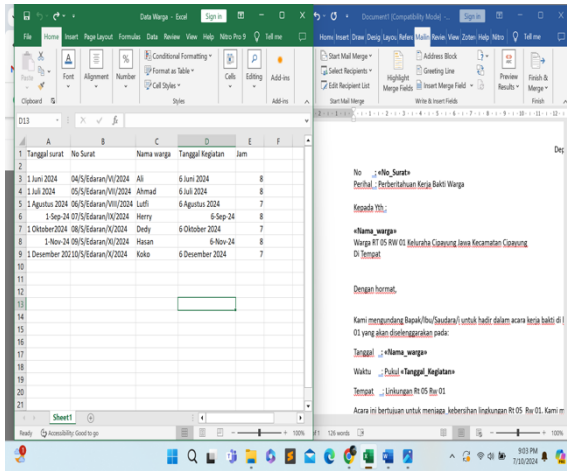


Figure 2. Inputting letter data in MS Excel

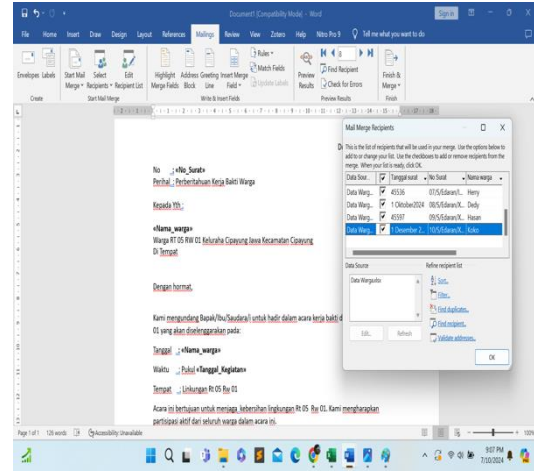


Figure 3: Letters which are automatically filled in with data

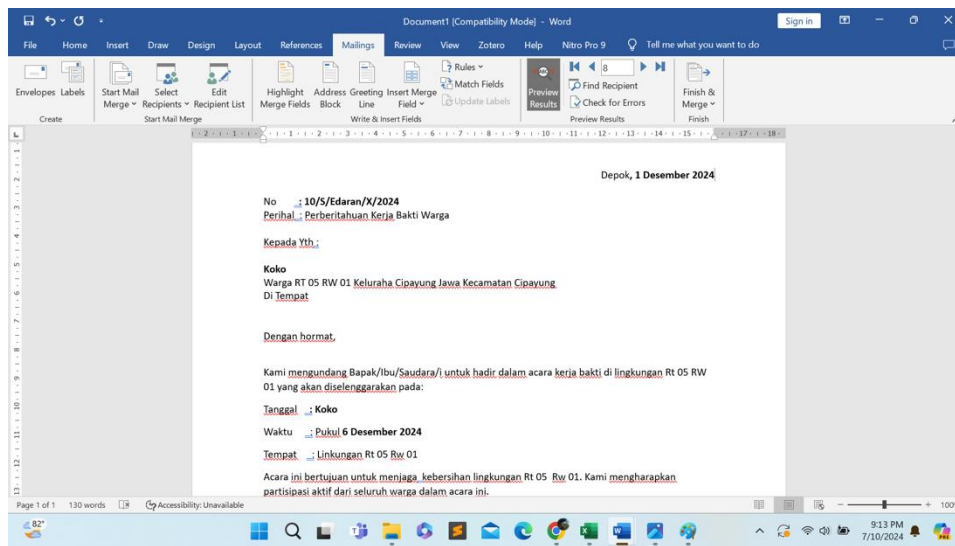


Figure 4: Display of letters that have been created by the system

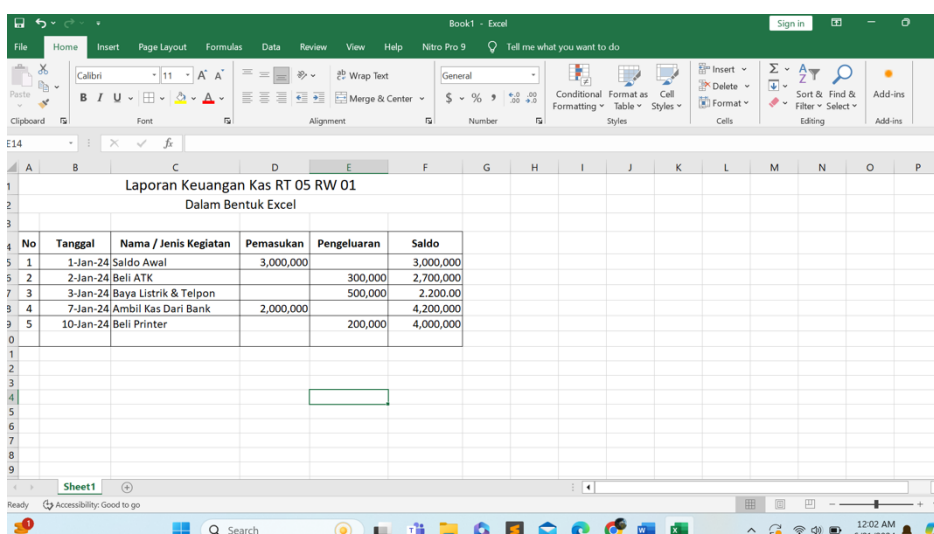


Figure 5: Making Financial Reports in MS Excel

4. Fourth stage (PKM implementation)

The implementation of service activities has gone well and smoothly. Three participants can take part in this service activity (Rt Chairman, Rt Secretary and Rt Treasurer). The training participants who were administrators of RT.05, RW.01, Cipayang Jaya Village, Cipayang District, Depok City were very enthusiastic and focused on listening to the explanation from the resource person. Apart from that, to find out whether the results or training activities have been carried out effectively or following the expected and set objectives, an evaluation needs to be carried out. This service activity is evaluated through a questionnaire to determine knowledge and understanding of writing correspondence and financial reports using MS Word and MS Excel applications. Questionnaires were given to participants before the initial stage of activities or before counselling, then after the activity or after the implementation of the third stage, they were given a post-test containing the same statements (before and after the activity). Through training activities in making correspondence and financial reports using MS Word and MS Excel applications, the level of success of this service activity can also be determined from the training provided. Apart from that, from the results of the group discussion and questions asked by the participants, it will be known whether they want to use MS Word and MS Excel applications to create letters and financial reports more effectively. The following is an evaluation table for this service program.

Table 1. Tabulation of pre-test and post-test activity results

No	Indicator	Pre Test (%)	Post Test (%)	Ascension (%)
1	Have attended training on the use of correspondence applications and financial reports	0	100	100
2	Understanding about correspondence	20	85	65
3	Understanding about Financial Reports	30	85	55
4	Understand the benefits and functions of the MS Word application	20	80	60
5	Understand the benefits and functions of the MS Excel application	0	80	80
6	Always write correspondence using the Ms Word application	30	90	60
7	Always make financial reports with the MS Excel application	0	80	80
8	The training is useful for me and other RT Managers	40	100	60
	<b>Average</b>			<b>70</b>

Based on the results of the pre-test and post-test carried out in evaluating service activities, an average increase of 70% was obtained. This means that after counselling and training, there is a change in the participants' knowledge and skills in using MS Word and MS Excel applications for making letters and financial reports, providing knowledge and skills on how to make financial reports is very appropriate because with skills in using MS Word applications and MS Excel for making letters and financial reports participants are expected to be able to make correspondence and financial reports better and more effective.

In the statement about "Understanding the benefits and functions of the MS Word Application" in the pre-test, there was one person (one out of 3 or 20%) who stated that they already understood Ms Wordi because that one participant usually typed letters with Ms Word. Likewise for the statement "Understanding the benefits and functions of the MS Excel Application" 3 participants had never made financial reports using the MS Excel Application. In the statement "Always make financial reports using the MS Excel application" in the post-test, there were three participants who were 80% willing. These three people will continue to be assisted and accompanied in making good financial reports using the MS Excel application.

The following is documentation of the implementation of service activities:

Video link of community service activities that we publish on YouTube:  
<https://www.youtube.com/watch?v=HHfKbzYwAdE&t=4s>





Figure 6. Activity documentation.

## CONCLUSION

This PKM activity provides a good solution for partners, namely the administrators of RT.05, RW.01, Cipayung Jaya Village, Cipayung District, Depok City. By utilizing counselling and training on the use of MS Word and MS Excel applications for making correspondence and financial reports, letters and financial reports can be made better and more effective and able to improve the quality of service of local RT/RW administrators to their citizens.

## SUGGESTION

From the results of the implementation of this counselling and training, we can also suggest several things, namely, participants should start getting used to making correspondence using the system in MS Word and making financial reports by making them in MS Excel. By holding training on making correspondence and financial reports, it is hoped that it can update the knowledge and skills of RT administrators in accordance with developments and changes in information technology that occur. Apart from that, RT administrators can ensure that there is sufficient cash balance to procure computers or laptops and printers so that they can improve the quality of local RT/RW administrators' services to their residents.

## ACKNOWLEDGMENT

Express your gratitude to Sahid University, especially through LP2M, which has provided financial support so that service activities can run well and smoothly. Management of RT 05 RW 01, Cipayung Jaya Village, Cipayung District, Depok City who are ready to become Community Service Partners.

## REFERENCES

- Hidayat, S., & Jumiatin, U. (2016). Letter Management Procedures to Streamline the Process of Submitting Information at the Pamulang District Office. *Secretary's Journal*, 3(1), 90. Retrieved from
- Hidayatulloh, K., MZ, M. K., & Sutanti, A. (2020). Design of a Health Fund Data Processing Application at the Muhammadiyah Metro General Hospital. *Computer Science Student Journal*, 1(1), 18–22. <https://doi.org/10.24127/v1i1.122>  
<http://openjournal.unpam.ac.id/index.php/Sekretaris/article/view/637>  
<http://openjournal.unpam.ac.id/index.php/Sekretaris/article/view/606>
- Junaedi, E., & S, H. (2017). Procedures for Handling Outgoing Letters in the Administration Section at the Al-Hasra Middle School Educational Institution, Depok. *Secretarial Journal*, 4(1), 1–13. Retrieved from
- Junus, M. (2018). Web-Based Information System for Managing Incoming & Outgoing Letters for the Department of Electrical Engineering via Network. *ELTEK Journal*, 16, 18– 32. Retrieved from <http://eltek.polinema.ac.id/index.php/eltek/article/download/97/92/>
- Minister of Home Affairs Regulation Number 7 of 1983 which contains the Establishment of RT and RW as one example
- Nilma, Rahni Nuzulah, Putri Dina Mardika. (2023). Socialization and Training on Correspondence Applications and Cash Data Processing Rt.06 Rw.02 Depok City. *PKM Journal: Community Service*, 6(1), 110-115.
- Rozak, Abdul. (2024). Definition of RT (Neighborhood Association), Duties, Structure, and Examples. [DosenPPKN.com](https://dosenppkn.com)

