

Enhancing employee soft skills through Microsoft Office application training

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ABSTRACT

In modern business operations, employee competencies play a critical role in ensuring efficiency and productivity. CV Kirana Kargo faces challenges related to employees' soft skills, particularly their limited ability to utilize key MS Office applications, including MS Excel, MS PowerPoint, and related tools. This community service program was designed to address these issues by providing targeted training and resources. The training outcomes demonstrated a significant improvement in employees' technical skills, enhancing their ability to support operational processes effectively. This initiative highlights the importance of skill development programs in fostering employee growth and organizational success.

KEYWORDS

Employee Training; Microsoft Office applications; soft skills development, operational productivity; skill enhancement

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1. Introduction

Cargo business is an activity of shipping goods from one city to another city around the territory of Indonesia, the cargo business sector is one of the business sectors that can and is able to create quite potential jobs, where nowadays buying and selling activities are increasingly rampant in Indonesia so that shipping activities are increasingly active. The workforce needed to support the smooth operation of this business is also diverse, starting from highly educated and low-educated workers, adjusted to the positions needed by the company. Of course, the existence of this company can certainly be quite helpful in reducing unemployment rates in the territory of Indonesia. In addition to being useful for the community in opening up jobs.

The rapid growth of global and local trade has driven the increasing need for logistics and cargo services. Cargo businesses play a vital role in supporting the efficient distribution of goods from producers to consumers. These services not only facilitate

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the delivery of goods on a small scale, but also serve as the backbone of international trade and the domestic economy.

The development of information technology and transportation has opened up great opportunities for the cargo industry to improve efficiency, accuracy, and speed of delivery. However, this industry also faces major challenges, such as tight competition, fluctuations in operational costs, and increasing customer demands for quality and transparent services.

In Indonesia, the cargo sector continues to grow along with the increasing activity of electronic commerce (Hasan et al., 2021; Ramdansyah & Taufik, 2017). This growth provides great potential for cargo businesses to expand market share and increase profitability. However, many cargo business actors are still faced with various obstacles, including logistics problems, human resource management, and the use of technology.

In its operational business activities, this cargo company, especially CV Kirana Kargo, really needs good skills from each of its employees, because the role of employees is very supportive of the activities and smoothness of business operations. However, based on the results of interviews with business owners, there are several things that often become problems in the operational activities of CV. Kirana Kargo. The problems in question are related to the soft skills possessed by employees, more specifically the problem is related to the inability of employees to operate several MS. Office applications such as MS. Excel, MS. Power Point, and several other related applications.

2. Method

Basically, the partner's problem is the lack of employee understanding in utilizing various supporting facilities available in the MS. Office application, especially the MS Excel application. Lack of knowledge about processing good and correct calculation data, due to differences in employee backgrounds, where this problem often becomes an obstacle in production activities, especially in the field of recording goods to be sent by partners (Pratiwi, 2018).

Providing and conducting training tailored to the needs of partners in the IT field, training in processing calculation data properly and correctly using Microsoft Excel which is tailored to the needs of partners. The next problem is about recording and reporting work results, both those that have been implemented and those that have not been implemented. This shows that the ability of partners in preparing reports is still not running well so it is necessary to conduct training in preparing good work reports using MS. Word, MS. Excel applications.

The method of this training activity is carried out based on the approach of theoretical learning process and practical learning. The comparison between theoretical

learning and practical learning is around 1:2. The training method to deliver the theory includes: lectures, questions and answers and discussions related to the operation of the MS application system. Office, especially MS Excel, MS Word and MS Power Point applications accompanied by various work support features contained in the application, while the practical method consists of application operational practices accompanied by exercises and case studies (Fadli et al., 2024; Wulandari et al., 2023)

3. Results and discussion

Community service activities conducted by lecturers of the *Universitas Pamulang* Undergraduate Management Department aimed to enhance MS Office skills by providing training in graphic design and instilling an understanding of the entrepreneurial spirit. These activities have proven to positively influence the employees of CV Kirana Kargo by improving their technical and professional capabilities.

The results of the community service activities can be summarized as follows: success in reaching the target number of training participants, achieving the training objectives, completing the planned material coverage, and improving the participants' ability to master the material. As planned, the training involved a maximum of 15 participants, aligning with the initial target.



Figure 1. Illustration of the improvement in MS Office skills. *Source: Authors*

Addressing the challenges faced by CV Kirana Kargo employees, the program provided several solutions. First, it increased employees' knowledge and understanding of MS Office. Second, it improved their ability to utilize tools and features in MS Word, MS Excel, and MS PowerPoint efficiently, tailored to their daily operational needs. Lastly, the program helped employees enhance their MS Office proficiency, thereby improving their personal branding and professional portfolios.

The discussions highlight the importance of providing comprehensive training programs to address employees' skill gaps. By equipping employees with practical MS Office skills, the program enabled them to overcome challenges in operational tasks such as data recording, report preparation, and presentation development. Moreover, the training's impact extended beyond technical skills, fostering greater confidence and motivation among participants to excel in their roles (see [Figure 1](#). Illustration of the improvement in MS Office *skills*. Source: Authors).

Training programs like these underscore the critical role of capacity-building initiatives, whether delivered by the company itself or through university-led community service programs. Such initiatives not only address immediate skill gaps but also contribute to long-term employee development and organizational growth (Fadli et al., [2024](#); Sopari & Alawiyah, [2024](#); Hartomo & Luturlean, [2020](#)).

4. Conclusion

The Microsoft Office training program successfully enhanced participants' knowledge and fundamental skills in utilizing Microsoft Office software, particularly in Word, Excel, and PowerPoint applications. Employing a systematic, practice-based approach, participants gained an understanding of the core functionalities of each application and demonstrated the ability to apply these skills in their daily tasks, including administrative work, data management, and presentations.

Evaluation results indicated that the majority of participants benefited significantly from the training, as they were able to independently implement the knowledge gained. However, a subset of participants expressed the need for additional support to master advanced features of the software. This finding underscores the importance of designing future training programs with a focus on advanced skill development to address these gaps.

Overall, the training program demonstrated a positive impact on enhancing the digital competencies of the target group. This improvement is expected to contribute to increased work productivity and to provide participants with greater opportunities in an increasingly competitive job market.

Disclosure statement

The authors declare that there is no conflict of interest regarding the publication of this paper.

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