

Evaluation of Soft Skills Training to Improve Performance Using Interpersonal Skills of MSMEs at Cafana Coffee

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Article Info

Article history:

Received July 25, 2023

Revised August 16, 2023

Accepted October 24, 2023

Keywords:

Cafana Coffee
MSMEs
Soft Skills

ABSTRACT

This community service program (PKM) aims to recognize and increase understanding of the knowledge of owners and employees regarding the evaluation of soft skills training in improving performance using interpersonal skills at Cafana Coffee. The evolution of people's lifestyles and the diversity of consumer needs for something, raises creativity and willingness to provide and fulfill the needs of the coffee-making community that makes it easy for consumers to find a place to relax in the form of a coffee shop. The current economic growth can be seen from consumer interest in coffee shops, which has led to the development of this form of coffee business in an area of their coffee.

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INTRODUCTION

In recent years in the city of Padang, coffee shops have grown quite rapidly, on average located in locations close to youth activities. The increase in coffee consumption in Indonesia, especially Padang in particular, is due to the fact that currently there are many coffee shops that sell a variety of coffee products with a more modern touch. Coffee shop is one type of business that is currently developing amid other businesses that provide various choices [2]. In this case, it is necessary to develop soft skills for employees so that employees are able to provide satisfactory performance. Therefore we carry out community service with the title "Evaluation of soft skills training to improve performance using interpersonal skills of umkm at Cafana Coffee" [3].

METHOD

The implementation method in this evaluation activity uses the method of transferring knowledge to the target community. The implementation is as follows:

1. Approach and socialization to the object of community service which is not only to analyze problems, but also to collect supporting data.
2. Conducting counseling and understanding to the owner of UMKM Cafana Coffee Padang.
3. Evaluating the response and response of the user community to the results of community service.

o Preparation Activities

This Preparation Activity includes several procedures:

- a. Preparing materials
- b. Site survey
- c. Taking care of licensing letters
- d. Make a proposal and process the approval of the location of community service.

o Screening

After maximizing preparation, screening then becomes the next agenda. There are several stages involved:

1. Prepare speakers and organizers before the event
2. Ensuring all tools are ready to be brought to the location
3. Ensuring all event needs such as transportation, souvenirs and banners.

o Activity Implementation

This activity is related to the implementation of PKM with the scheduled time. The existing activity plan:

- i. PKM opening by students
- ii. Presentation of PKM Team Lecturer Material
- iii. Socialization to expand Cafana coffee business soft skills to business owners.
- iv. Closing (Documentation)

o Evaluation

This activity is an important part of continuous innovation and improvement in the future, in connection with the achievements or limitations that still exist during the implementation of PKM.

RESULTS AND DISCUSSION

This training is expected to increase work productivity and make their confidence increase, it can be seen that the provision of soft skills improvement and development training provides great benefits to companies and employees at cafana coffee.

This training provides several results for employees in serving customers. as spoken by cafana coffee employees: The service performance provided by the organizing committee that I personally feel is quite satisfying and quite professional. Like light things such as friendliness and always giving a smile as a good performance.

The output achieved from this community service activity is that with the soft skills training to improve performance by using the interpersonal skills of MSMEs at Cafana Coffe, it is hoped that it can improve making someone much better in the work environment, starting from how to lead, communicate, behave, and manage other work.

CONCLUSION

Based on the community service that has been carried out, starting from preparation, screening and implementation of activities, it can be concluded that providing soft skills training conducted at cafana coffee is very helpful in improving the quality of work of these umkm employees. When the quality of employee work increases, the quality of the product also increases and the number of skills possessed by the umkm employees.

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