

Soft skill improvement for Seruni Foundation foster children

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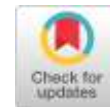
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Received April 22, 2021; accepted May 5, 2021; published August 30, 2021

ABSTRACT

The lack of financial literacy, the low level of social skills, and the low self-confidence of Seruni Foundation children are the backgrounds of this service program being implemented. This program aims to provide training on developing and improving soft skills and financial skills for Seruni Foundation children. The specific target to be achieved is to be able to improve soft skills and financial skills in Seruni Foundation children such as having a spirit of competitiveness, adaptive and anticipatory, open to change, able to learn, skilled, easy to adapt to new technology, literate about finances and budgets and having a strong foundation of the ability to develop. The method used is to provide consultation and training. The parties involved in this program are consist of lecturers in the fields of finance and organizational behaviour, in collaboration with a foundation that manages the Seruni Foundation children for 14 hours divided into two days. With the training provided by the team, Seruni Foundation children have become more developed, more confident, understand how to manage finances properly and are able to compete in the business and industrial world.



KEYWORDS

Development
Enhancement
Soft skill
Financial skill



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1. Introduction

The Seruan Hati Conscience Foundation, better known as the Seruni Foundation, is a social organization with the legal form of a non-profit organization that is oriented towards improving the social, economic, and educational levels of the poor society, including orphans and *dhuafa*. This foundation is located on Jl. Jakarta Canal No.139, Antapani Kulon, Kec. Antapani, Bandung City, West Java 40291. Seruni Foundation's Work Programs include the SMART (Independent Healthy, Active Diligent Skilled) Program in the form of providing compensation and guidance to foster children in elementary, middle and high school/vocational schools, the JUBAH (Happy Friday) program is an active charity every Friday such as providing food packages and other packages to orphans and poor people. The Seruni Build Program is a program for building worship facilities and other public facilities such as building prayer rooms and schools in remote areas, the Annual Events such as breaking the fast with foster children in the holy month of Ramadan and *qurban* events, and the last one is the Empowerment Program, which is a coaching program for foster children at the SMA/SMK level such as entrepreneurship development and soft skill development so that they are able to be independent and compete in the business world. The coaching program of Seruni Foundation's foster children at the SMA/SMK level which the ages range from 16-18 years are included in the millennial generation where this millennial generation is very close to technology and the internet because they were born when cellphones and social media began to appear in Indonesia so that they would master the technology literate. The millennial generation also tends to be more tolerant of each other because the increase influences culture and daily lifestyle in the flow of globalization where the millennial generation can interact with humans from various parts of the world using various social media [1]–[3]. The flow of globalization has succeeded in creating wider direct and indirect interactions between human beings, who know no boundaries between one country and another

[4]. Therefore, globalization has made the millennial generation more open to differences; their insight into diversity has also become wider, so a fairly high tolerance for this generation arises [5].

The various characteristics of the millennial generation seem really guaranteed and fun. How not, rapid technological advances, super dynamic life, and the development of telecommunication tools have helped them in living daily lives [6]. However, we often do not realize that this world is increasingly cruel and full of new challenges that must be faced. The high level of mobility between countries as an impact of globalization causes the competition to survive in this world to be tougher [7]. Not to mention the increasing inflation rate that continues to occur from year to year, which causes the prices of basic necessities to become more expensive and difficult to reach [8]. The millennial generation must be equipped with various experiences and good soft skills [9]. Of course, being a creative, active, and innovative person must be owned by the millennial generation [10]. That is the main requirement for the millennial generation to be able to compete and face various challenges in this dynamic world. Human resources nowadays demand to have a competitive, adaptive and anticipatory spirit, open to change, able to learn, skilled, easily adapt to new technologies, and have a broad, strong, and basic ability base to develop [11]. The millennial generation needs to have the characteristics mentioned above through effective and efficient learning. Based on the study conducted, it is known that the job profile required by the current market is strong in terms of soft skills (discipline, honesty, commitment, energy, self-confidence, ethics, courtesy, cooperation, innovation, communication, leadership, entrepreneurship, and organization). Without leaving the aspect of hard skills (technical competence). The theme for this service is "Soft Skill Improvement at the Seruni Foster Children Foundation". The foster children at Seruni Foundation face various problems, they are: (1) The desire for something easy, fast and instant, and this is a tendency not to appreciate the process; (2) The lack of scientific literacy in finance and budgeting; (3) The low level of social skills and the low attitude to approach community organizations at large; (4) Often judges ourselves lower than others or lacks self-confidence.

2. Method

The method used was to provide consultation and training, Table 1. The parties involved in this service consist of lecturers in the fields of finance and organizational behaviour, in collaboration with the foundation that manages the Seruni Foundation's foster children, which consists of the foundation's administrators and the Seruni Foundation's foster children for 14 hours divided into two days.

Table 1. Service Implementation Method

Stages	Method	Result
Early Stage	Conducting discussions between the Seruni Foundation and the team to find out more about the obstacles in the process of fostering & empowering foster children. The team will provide an initial understanding of soft skills & hard skills in a simple way.	It understands the common perception of the parties concerned, in this case, the Seruni Foundation and the team.
Implementation Stage	Soft skill development training Financial skill improvement training Financial Planning Training using simple games and simulation methods	Learning Practical Module
Last Stage	Monitoring dan Evaluating	Assistance until they can independently follow up on all existing problems.

Based on the table above, it can be seen that the team do the discussions with the Seruni Foundation to find out more about the obstacles in the process of fostering and empowering foster children, and at this stage, the team also provides an initial understanding of soft skills & hard skills simply in the Early Stages of the Service Implementation Method. The next stage of service implementation is that the Team provides Soft Skill development training, Financial Skill improvement and planning training using simple games and simulation methods. The last stage is monitoring and evaluating service activities.

3. Results and Discussion

In the early stages of implementing community service activities, discussions were held between the Seruni Foundation and the service team to find out more about the obstacles in the process of fostering & empowering foster children so that there was a common perception between the Seruni Foundation and the service team. The result of the initial discussion is that the Seruni Foundation has a dream or desire that the foster children, especially at high school/vocational high school, can live independently and be able to compete in the world of work for children who could not continue to college due to cost problems after they graduate. Therefore, the Seruni Foundation held an empowerment program for foster children to provide entrepreneurship training and so on. After the initial discussion, there was a common perception between the Seruni Foundation and the service team. At the stage of service activities implementation, which was carried out as 14 sessions with the duration of the meeting per session is 1 hour which the material given was about Soft Skills and Financial Skills. The implementation of service activities was divided into two days, the first day discussed Soft Skills, and the second day was Financial Skills. The Soft Skill materials provided were about Building Confidence, Building Human Resources, Being a Personally & Financially Responsible Person, Critical Thinking in Making Decisions, Overcoming the Habit of Procrastination, Positive Communication (Listening and Communicating Assertively), and Teamwork & Professionalism.

The participants in this training were Seruni Foundation foster children at the SMA/SMK level. The participants were very enthusiastic about participating in this Soft Skill training because the training is packaged in interesting games. The children did not get bored in participating in this training event. The participants' enthusiasm was seen by many questions and responses delivered by the participants during the training event. The Confidence Building Module became the most interesting material liked by the trainees. They gained much new knowledge about how to be confident in any condition. The Positive Communication Module is the second training material that the participants prefer because they learn a lot of new things about how to communicate in a good way and how assertive communication can affect the response and condition of the person being spoken to the teamwork and Professionalism Module became the third material preferred by the participants. In this Soft Skill material, they worked together in groups to build a business in simulation games, and the best team participants received prizes as an appreciation of the most compact and professional team. Simulation games in this training divided the participants into five groups consisting of 4 or 5 participants. Each group was given tools and equipment, where the tools and equipment used from each group were A4 Cardboard (25 sheets), masking tape (2 small rolls), markers (4 pieces with different colours such as red, green, blue, and black.) and Scissors (2 pieces). The participants were asked to make a crown out of cardboard. The best crown design and the highest number of crowns made by participants were the assessments of this game. Then the most important thing is that this crown can be mass-produced to be sold to the public so that participants also have to consider the level of cost efficiency in making the crown. In these games, participants were stimulated to be as creative as possible and trained so that they could work together professionally in a team

On the second day of this community service program implementation, namely providing Financial Skills training, Financial Skill materials consist of Determining Personal, Finance and Career Goals, Making Budgets and Managing Finances, Making Savings Plans, Credit & Loans (Becoming a Smart Borrower), Schemes Illegal Financing and Investment and Making Action Plans to Achieve Personal, Financial and Career Goals. In the first session of Financial Skills training, the material provided was a module on determining personal, financial and career goals. This material explained that the participants must have goals, both personal, financial and career goals. This goal will determine the direction in our lives. The material in the first session on the second day, among others, explained short-term goals, medium-term goals and long-term goals. The service team conducted a question and answered session with the participants through the simple questions as an opening so that the atmosphere was not monotonous. The questions posed to the trainees included the following; (1) Have your friends (participants) ever regretted making a decision?; (2) If so, can you share the experience?; (3) What causes

us to regret making decisions? Many participants raised their hands to share their experiences of regret in making decisions. As a service team, we responded to the participants by listening carefully to the participants' sharing of experiences. One of our responses is that we usually ask the participants again. Some answered because they were in a hurry to make decisions, some answered because they did not think long or carefully about every decision taken, some answered because they did not have long-term planning, so they just made decisions, and so on.

The atmosphere on the second day of the training class was warmer and more attractive due to the enthusiastic response of the participants in participating in this training. They always ask and respond to whatever the presenters (Devotion Team) ask. The training is always interspersed with interesting and funny games, and there are prizes from these games that the Devotion Team gives to participants who win the games. After the material for the first session was finished, there was a coffee break for 15 minutes per session. The material for the second session was about the module on managing the budget. The participants were taught how to manage a good budget, such as choosing between needs and wants in a simulation game so that they could distinguish between wants and needs that impact financial management. In addition to the module on managing the budget, the participants were also given training on saving plans, taught how to manage investments, given knowledge about financing schemes and illegal investments and lastly, action plans to achieve personal, financial and career goals. The budget management material provided is in accordance with generally accepted accounting principles so that participants can understand the budget scientifically. The participants were very entertained and satisfied with the training method provided using simulation games so that they did not feel sleepy and did not feel bored even though the training took a long time, up to 7 hours a day. Moreover, the most important thing was that the participants get an increase in knowledge about soft skills and financial skills that must be possessed to achieve life goals easily. The impact of the training provided is that Seruni Foundation's foster children become more confident, understand how to manage finances well, and compete in the business & industrial world. After all the training modules had been given, we also gave questionnaires to the participants in order to assess how the responses toward the training carried out after participating in this training, and the participants showed that they were very satisfied with the material provided because the training method was very enjoyable and because the participants got much new knowledge that could be put into practice to more quickly achieve personal, financial and career goals, [Figure 1](#). The service team will also re-survey by distributing questionnaires to be filled to the participants when the participants are already working. The tools and equipment used in this training try to involve kinesthetic factors, which functions to improve understanding and practical skills of the material applied.



Fig. 1. Team and participants preparation before starting the training session

The material was delivered through lectures and practice in everyday language and used an andragogy approach, with a professional closeness between the trainers and participants, [Figure 2](#).



Fig. 2. Explaining the material by the service team

The simple description of the material that was easy to digest and the participants' participation made it easy and fun for the participants to stay enthusiastic—[Figure 3](#).



Fig. 3. The enthusiasm of participants in delivering soft skills & financial skills material

The closeness and cheerfulness controlled will make it participants easier in carry out the training, [Figure 4](#).



Fig. 4. Games in soft skills & financial skills training

4. Conclusion

Based on the Soft Skill Improvement in Seruni Foundation foster children held by Community Service, that are Seruni Foundation foster children are able to make action plans to achieve personal and financial goals, know how to communicate assertively, realize that each individual has their own abilities so that they can increase confidence in each individual, know and realize that the perfect results can't come

by an instant process, but it must be started with planning, teamwork, and professionalism in each individual.

Acknowledgement

The dedication team expresses the deepest gratitude to STIE Ekuitas, who have supported us both morally and materially, and we also do not forget to express our deepest gratitude to Seruni Foundation for being the object of our service activities. Hopefully, what we provide can be useful for future life.

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