

The Performance of Cooperative Management in Increasing SHU in Cooperative Setia Budi Wanita Malang East Java Indonesia

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ABSTRACT: The purpose of analyzing the performance of the cooperative management is to increase the residual income from the business at Cooperative Setia Budi Wanita Malang, East Java. The method used in this research is descriptive qualitative. The results showed that the cooperative management's ability to increase the residual income from the business at the Koperasi was good. This can be seen from the ability of cooperative managers in carrying out work programs that are carried out very carefully and effectively so that the cooperative's duties or activities are not neglected. Staff and employees carry out their duties properly and are guided by the management so that the work program runs smoothly. The cooperative management reviewed staff and employees regarding the work program which was carried out very satisfactorily as well as questions and answers between the management and the staff and employees. Management assigns staff and employees the task of always thinking positively. because the assigned task contains risks, if you make a mistake you must be held accountable without criticizing / blaming the staff or other employees. Managers provide an example of a sense of responsibility towards work to staff and employees well.

Keywords: Cooperative, Performance Management, SHU, Members.

I. INTRODUCTION

Along with the development and growth of Indonesia's population, the government seeks to improve the community's economy by accommodating their businesses by cooperating. Many cooperatives have started to grow and develop that are ready to compete in today's modern era, due to the development of the era and the occurrence of globalization, entrepreneurs think long and hard about how the business that has been partnered since a long time ago, especially cooperatives, is not less competitive with newly

established companies. Here, the researcher wants to give an opinion that the times are very influential in the business world, but that does not mean that the business world that was longed for by society just disappears, but how a company thinks and finds a way. Our thinking pattern must be positive, especially in the field of cooperatives, because cooperatives can help the community and reduce the number of unemployed people, which is increasing every year.

The emergence of cooperatives as a result of the colonial period that occurred in Indonesia. They come to control the country and trade and the existing crops, and get the maximum profit. As a result, there was oppression (colonizers) at that time, European traders against the Indonesian people. As a result of this suffering, the government, together with its people and the youth and leaders of the Indonesian nation, are struggling to improve people's lives, one way is to establish cooperatives. Cooperatives in Indonesia aim for the welfare of members and the community with middle to lower income in general. The government establishes cooperatives, namely to open the widest possible business opportunities for the community.

This is stated in the cooperative law. Article 33 of the 1945 Constitution in its elucidation to article 33 paragraph (1) states that "The economy is structured as a joint effort based on the principle of kinship" and paragraph (4) states that "The national economy is organized based on the principles of economic democracy with the principles of togetherness, efficiency, justice, sustainability, environmentally friendly, independent, and maintain balance ". The definition of cooperatives according to article 1 of law no. 25/1992 Indonesian cooperatives are "business entities whose members are individuals or cooperative legal entities by basing their activities on the principles of cooperatives as well

as a people's economic movement based on kinship principles".

Based on the background above, it can be a reference for researchers in the research process of cooperative management. Researchers feel interested and assume research on "Analysis of Management Performance in Increasing SHU Members at Koperasi Setia Budi Wanita. Research is expected to improve the performance of the management in increasing SHU and provide comfort in working and being able to compete with other organizations, so that the community has an interest in becoming a member of the cooperative, as well as being an example for other cooperatives in handling the organization. Managers are required to handle duties and responsibilities so that the cooperative gets these benefits and benefits for the welfare of members. According to the general description of the Setia Budi Wanita Cooperative in Malang: it is located at Jalan Trunojoyo No. 76 Malang, which is now moving to a new building, Jalan Raden Intan Arjosari Malang. This cooperative has a Articles of Association and Bylaws and has been legalized as a Cooperative Legal Entity by the regional office of the East Java provincial cooperative department on 30 December 1977 to obtain a Legal Entity Number: 3992 / II / 77.

II. METHOD

According to Sugiyono (2014: 72), "The research method is a research method used to find the effect of certain treatments on others under controlled conditions". The research method used in this research is descriptive qualitative. Moleung's qualitative descriptive method (2015) is defined as "the research procedure produces descriptive data in the form of written / spoken words from people and observable behavior". This research is a type of qualitative descriptive approach research at the Pontianak Pos Indonesia Employee Cooperative. The author took the location of this research on the grounds of how much the ability of the management or chairman in managing and for residual income from the business at the Setia Budi Wanita Multipurpose Cooperative, which has a very important meaning in the development of cooperatives in Indonesia.

"The ability of the board in managing cooperatives in general can be formulated, namely determining objectives, mission, goals, objectives (jointly with executives), strategic plans (jointly with executives), formulating company policies (business policies) and supervising cooperative management activities. (Hendrojogi, 2012). The reason the researcher uses this method is that he

wants to know how the state or condition of the SBW cooperative is and wants to know the data that has been collected by the researcher and how much is the performance of the cooperative management in increasing SHU income for its members. Researchers want to know and analyze data about the performance of the management in increasing the members' residual income (SHU). The object of research is the Management of the Multipurpose Business Cooperative Setia Budi Wanita, East Java in Malang.

Sources of data used in this study are primary data and secondary data. Primary data sources were obtained from interviews and observations regarding the performance of the management in increasing residual income from the cooperative. Meanwhile, secondary data can be classified based on sources, namely internal data and external data. Internal data is data that comes from within the organization where the research is being carried out. For example, sales and cost data complicating the normal accounting cycle are internal secondary data that would be provided for many research problems, such as evaluating marketing strategies or assessing the competitive position of cooperative organizations. Meanwhile, external data is data that comes from outside the organization where the research is being carried out. External sources can be divided into sources that regularly publish statistical data and make it freely available to users (eg government), and commercial organizations that sell their services to various users. The secondary data carried out by the research is in the form of cooperative documents or archives in the form of management performance activity sheets made by the annual member meeting (RAT). The data collection techniques used by this study were interview, documentation, and observation techniques. The interview technique is used mainly to deepen data that is directly related to the implementation of previous activities, and to respond to various opinions about future policies.

Documentation technique is a data collection method that is carried out by categorizing and classifying written materials related to research problems, or using archives such as books, literature, newspapers, magazines or documents in the SU SBW Cooperative. The observation technique is an activity of observing phenomena that is directly related to the observed target and only limits the problems asked by the researcher. The next stage, namely analyzing the data during the field of the Spradley model includes: Domain analysis is generally carried out to obtain a general and comprehensive picture of

the social situation under study or the object of research. Taxonomic analysis is an analysis of all data collected based on predetermined domains.

Comprehensive analysis in the comparative analysis, which is sought to be organized in domains, but those that have differences or contrasts, this data is searched through observation, interviews and selected documentation and Analysis of Cultural / Cultural Themes is an effort to find "red threads" that integrate across domains. which exists. Then the data can be compiled for data analysis such as: Examining all available data, namely from interviews, observations that have been written in field notes, personal documents, official documents, pictures, photos, and so on.

Data reduction, which is done by making an abstraction. Abstraction is an effort to make a summary or essence, process and statements that need to be maintained so that they remain in it. Arrange data in units. The units are then categorized in the following steps. Category is done while coding. Conduct data validity checks. Interpretation of data, by processing the provisional results into a substantive theory. The data validity test in qualitative research according to Sugiono (2013) includes "credibility test (internal validity), transferability (external validity), dependability (reliability), and confirmability (objectivity)".

Then testing the validity of the data includes: a. The reliability test of data or the test of confidence in the results of qualitative research data, among others, is carried out by extending deeper observations, persistence in research, triangulation, discussions with peers, negative case analysis, and member checks, and b. Extending more in-depth observations, the researcher returns to the field, makes observations and interviews again with informants who have met and are new. With the extension of this observation, the relationship between researchers and informants will be increasingly formed, more familiar, open and trusting each other so that no information is hidden or hidden.

From the results of in-depth observations, it can be explained into seven parts, namely: 1. Increasing the persistence of researchers in making observations in more detail and continuously. In this way, the results of the data and the sequence of events can be systematically recorded and recorded. Besides that, researchers also get accurate data. Then the researchers reviewed the existing documents. 2. Triangulation in this credibility test is an examination of data from various sources in various ways, as well as over

time. 3. Using references Namely researchers looking for supporting tools to prove the truth of the data obtained such as existing archives. 4. Member check, namely the process of checking data obtained by researchers to data givers. The purpose of the check member is to find out how far the data obtained is in accordance with what was provided by the informant. If the data matched by the informant is valid, so that the data can be trusted / credible. 5. Transferability testing is an external validity that shows the degree of accuracy or the applicability of the research results where the sample is observed. This transfer value is with respect to the results of the research whether it can be applied or used in other situations or not. 6. Dependability Testing In qualitative testing, dependability is also called reliability. 7. Confirmability Testing In qualitative research data testing can be done simultaneously.

Confirmability, namely testing the results of the research and then linking it to the process being carried out. And researchers who are called objective are researchers whose results can be accepted by others.

III. RESULTS AND DISCUSSION

The beginning of the SU SBW Cooperative with the aim of helping housewives who always experience financial difficulties when, especially their children, want to go to school. The founder, Mrs. Safril Ilyasz, had the idea to form a forum that started with a group of arisan women. Subsequently, the group was developed into a cooperative, which was named the Multipurpose Cooperative "Setia Budi Wanita", where the members consisted of housewives / only women, and at the same time to improve the welfare of employees and members in it. Through the principles of mutual cooperation and independence, at that time his wish was fulfilled, and on December 30, 1977 he obtained a Legal Entity Number: 3992 / II / 77, which was inaugurated by the Minister of Cooperatives and UKM Bustanul Arifin himself who inaugurated it.

Presentation of data is a process that is carried out after reducing data, presenting data, the aim of making it easier to analyze data so that all problems in this study can be answered. As for the common problem in this research is "Cooperative Performance in Increasing SHU Members in Setia Budi Wanita Multipurpose Cooperative". The sub-problems of this research are, how is the form of cooperative performance in increasing SHU income at the Setia Budi Wanita Multipurpose Cooperative, is the performance of the cooperative management in increasing the cooperative's SHU

income is maximal, how is the relationship between the management and members of the SU SBW Cooperative.

To answer these sub-problems, the researchers conducted observations and direct interviews with informants. As for the informants in this study were the management of the SU SBW Cooperative. The following researchers will present data in the form of documentation, observations and interviews that have been carried out: The informant data in this study were the Management of the SU SBW Cooperative. Chairperson 1 (one) person, secretary 1 (one) person, Accounting 1 (one) person, 3 (three) employees and 5 (five) members representing 5 groups, each group 1 (one) person. These people are very influential in improving the progress of the cooperative and are active at work. With the aim that the source of data / information obtained from the cooperative organization can be accounted for.

The informant data is expected to represent the results of the questions that the researcher will convey, because the management, employees and members are influential in the development of the cooperative organization and have an important role to be used as informants in this study. Observation results In the observation section of the research, make in-depth observations about the conditions that occur in the research location directly regarding the development of cooperatives. In this case the researcher observes the ability of the management of the Multipurpose Business Cooperative Setia Budi Wanita, in increasing the residual income from the business, with the aim of knowing the ability of the management to get the residual income from the members of the "Setia Budi Wanita" Multipurpose Cooperative.

As for the form of the management's ability to increase the remaining business results with aspects of the ability to communicate in cooperatives, the ability to carry out cooperative work programs, the ability to manage cooperatives, the ability to make decisions in cooperatives and groups and members, employee performance with aspects of cooperation, honesty, loyal obedience, sense of responsibility, kinship and mutual cooperation. This observation was carried out approximately three times face to face with each of the informants. Then the results are written in the form of findings. This was done after going through various stages of approach to informants, approval and preparation for implementation. Then the researcher filters and presents the data so that it does not deviate from the research problem and the main targets of the problems that have been

previously stated regarding: "The Performance of Cooperative Administrators in Increasing SHU for Multipurpose Cooperative Members" Setia Budi Wanita ". Findings or problems are as follows: a. the performance of the management in increasing the residual income from the business. The Management cooperates with its members to compile a work plan so that the residual income from the business increases. Because the work plan is very influential on SHU income without a mature work plan, the cooperative organization is monotonous in performance and without any changes, if there is no change, the cooperative cannot compete with other cooperatives along with the development and advancement of existing technology.

The ability of the SBW cooperative management in carrying out work programs is very thorough and effective, so that the duties and activities of the cooperative are not neglected. The staff and employees carry out their respective duties properly and are well guided and a high sense of kinship by the management, so that the work program runs well and smoothly. The abilities possessed by the management are always passed on to staff and employees as well as members, because the management here wants to share knowledge because he realizes that when he retires someone will change the position he has. The management of the "SBW" Multipurpose Cooperative has a bachelor's degree, some even has a master's degree (postgraduate), in this case it supports their ability and mindset in carrying out their respective duties.

In the progress of a cooperative organization, the management, staff, employees, and members play an important role in the progress of the cooperative so that it can create an atmosphere of good performance, mutual assistance, tolerance, mutual cooperation, and kinship without any cooperation. b. condition of residual results (SHU) of cooperative members in 2014 - 2016 at "Setia Budi Wanita" Multipurpose Cooperative:

The remaining condition of the business results obtained by the Multipurpose Cooperative "Setia Budi Wanita": has increased from 2014-2016 which amounted to Rp. 491,846,045, - increased to Rp. 647,594,266, - calculation of net SHU, after tax deduction. Turnover funds are obtained from compulsory savings, principal savings and voluntary savings, SIMART business results, cooperation from members who own businesses, and turnover loans provided to members. Loans provided to members of joint responsibility per person are up to more than 40

million, while non-responsibility loans can be up to 100 million per person with the current membership of nearly 10,000. So the current cooperative organization is running well, there are few gravel or financial constraints, but it does not affect existing performance. c. The performance of the management in increasing the remaining results of the business (SHU) of the SBW Cooperative members, the performance of the management, staff, and employees is very good, as well as the members are good, and effective to get satisfactory results. Because cooperation is very important in cooperative organizations because without cooperation, duties and obligations cannot be carried out properly either.

In cooperating, the chairman and management make the best use of the time possible, examples arrive on time. But the management still lacks discipline in cooperation because the chairman thinks positively that all tasks or activities given to staff and employees can run well. Managers provide a positive example to staff and employees that honesty is very important and beneficial for a worker. Because honesty can be trusted without negative thoughts so that a conducive working atmosphere is created.

The management provides an example of good honesty and needs to be imitated by staff and employees in the SBW Cooperative. Managers always test staff and employees whether a staff or employee can be trusted and responsible for carrying out their duties. A manager gives the task of motivation and encouragement to staff and employees to do their job always thinking carefully and positively. because the assigned task must contain its respective risks. If you make a mistake, you must be held accountable without criticizing / blaming the staff or other employees, the management gives an example of a sense of responsibility towards work to staff and employees as well as members. Because examples need to be given so that staff and employees and members do not deviate from existing rules. The management's sense of responsibility is very heavy compared to subordinates. Because of the success of the business, the key is that the chairman is managing or managing while the staff and employees and members just follow it.

1. Performance of the Management of Multi-Purpose Cooperative "Setia Budi Wanita" in increasing the residual income from the business (SHU).

Management performance, namely the process of carrying out an activity or work in increasing income and quality in order to obtain

satisfactory results for the management, employee staff and members of the SBW cooperative, as well as carrying out tasks according to the abilities of each individual in order to achieve the goals and welfare of the cooperative. . The goal is to get satisfactory work results for the progress and competition of cooperatives. Because we know that currently Indonesia is experiencing various complex problems such as infrastructure development, education, health, unemployment, and poverty. For the sake of progress and welfare of all management, staff and members of the Multi-Purpose Cooperative "Setia Budi Wanita", it is necessary to develop a performance development strategy carried out by administrators and managers so that it can be clearly seen in the increase in SHU income, without any improvement in the performance of managers, managers and staff and also the automatic members of the cooperative cannot advance and compete with other cooperatives. Several ways to improve the performance of the management in increasing the remaining business results are as follows: Planning; is the main factor in which a cooperative organization designs the activities to be carried out. Without an automatic plan, the cooperative is monotonous and there is no change. "Planning is a process of determining what you want to achieve in the future and determining the stages needed to achieve it. Organizing / Organizing; is a second function in management and organizing is defined as the process of preparing an organizational structure in accordance with the objectives, existing resources, and the surrounding environment. Thus the results of the organization is the organizational structure. Organizing (Organizing) a step to define, classify and organize various kinds of activities to be carried out. Direction / Actuating; After the plan is made, the organization is formed and its personnel are arranged, the next step is to assign employees to move towards predetermined goals. The function of directing (leading), simply is getting employees to do what they want, and should do. This function involves the quality, style and power of the leader as well as leadership activities such as communication, motivation and discipline. The leading function is often referred to by a variety of names, including leading, directing, motivating, actuating, etc. Supervision / Controlling; is the process of observing, determining the standards to be achieved, assessing the implementation, if necessary taking corrective action so that the implementation can run according to the predetermined plan. The conclusion is that an organization must have the maximum possible performance of the management in order to achieve

it in increasing satisfactory cooperative income or results. Cooperatives prepare work plans such as; Planning, Organizing, Direction, and Supervision so that this cooperative grows and develops optimally and is organized in improving the performance of the management so that unwanted problems do not occur in the future.

This can be seen clearly in terms of the performance of the management, staff, and employees and members, which are very effective in obtaining satisfactory results. It should be remembered that good cooperation and a sense of belonging to a cooperative are very important in cooperative organizations, without cooperation, the objectives of the SBW cooperative will not be achieved.

2. Condition of “Setia Budi Wanita” Multipurpose Business Remaining (SHU).

As explained in the performance of the management above, we can understand and understand how a cooperative organization maximizes its income within a predetermined period of time. Managers cannot complete work by themselves, the cooperative is said to be a standard medium cooperative so that the management needs cooperative staff who have the ability in their field. Collaboration or learning together is a (group) process in which members support and cooperate with each other, deliberate consensus, mutual cooperation and carry out the values of existing cooperatives to achieve a result. the ability to build groups (teams), which is needed now and then in the future in life. Collaboration or learning together is influencing each other as group members, in a group or organization as follows: Build and share, work together for a group and cooperative goal, Contribute your understanding of problems: questions, insights, ideas, and problem solving, Responsive to environment, and learn to understand between individuals in the group, other questions, insight and resolution. Each member strengthens the other to speak and participate, and determines the contribution (contribution), Responsible for others. By working with various parties. Increasing bargaining power (bargaining power) against other parties, guaranteeing the import of raw materials, gaining profits due to being able to operate on a large scale (economic of scale), When the cooperation is carried out by similar organizations at the subordinate level or level with the above level where in the business sector maintains integrity vertically, it will be able to reduce transaction costs. If the cooperation is carried out horizontally, it will increase their ability to compete against other / third parties. Honesty,

loyalty, and responsibility for the tasks that have been given. This collaboration creates a sense of family and for comfort and advancement in the cooperative.

3. Performance of the Management in Increasing the Remaining Business Results (SHU) of Members;

In an effort to increase the residual income from the business, there are several ways: Increase in Main Savings; By increasing the principal savings contribution, the cooperative will automatically get additional capital where the capital is very meaningful for the progress of the cooperative itself. Increase in Mandatory Savings; Deposits whose amount is determined by the cooperative itself and follows existing laws. Increase in Voluntary Savings; The goal is that if at any time there is a religious warning, for example, Hari Raya does not experience difficulties. This Voluntary Savings has many functions, for various other activities, related to health, education, and the living needs of its members. Increase Product Purchasing Power; The purpose of the cooperative is to provide products (staple food), which is to provide convenience in fulfilling needs, the products sold by the cooperative do not have to be paid in cash but can also be credit one month later in the payment period. Increase Member Loans; To increase the member's loan, the goal is to make the member get the maximum possible loan service when sharing the remaining income for one year. Improving Member Service; aims to make someone who is already a member find it easy to make transactions. Increase Work Activities; aims to maximize or make the best use of the time possible, both regarding the management and its members for the advancement and prosperity of all as well as improving the quality of the cooperative.

The conclusion is that: where the East Java "Setia Budi Wanita" Multipurpose Cooperative in Malang implements an activity system in running a good organization and is able to compete with other organizations so that the management, members and staff have the right way to handle cooperative organizations with the aim of maximizing profit / profit of the cooperative for the welfare of members.

IV. CONCLUSIONS AND SUGGESTIONS

Conclusion

Based on the results of research data processing, it can be concluded that the results of data processing are as follows: 1. The performance of the management in improving organizational performance is satisfactory and fulfills the

requirements so that the East Java "Setia Budi Wanita" Multipurpose Cooperative in Malang can work together to make a relationship between the management and members well. 2. Knowing the condition of the residual results of the business (SHU) involving staff and employees as well as members in duties or responsibilities, not only on the management, but also on staff and employees and members. 3. The relationship between the management in increasing the residual income from the business (SHU) with the members of the cooperative. Where the management and their members increase savings, the savings are in the form of principal savings, compulsory savings, as well as voluntary and business savings, including SIMART which has already been run.

Suggestion

In a cooperative organization, cooperation between management and members needs to be carried out and improved, so that the performance relationship in the cooperative can run well and get satisfying results. From that the authors provide suggestions and input regarding the performance of the cooperative SU "SBW" in increasing residual income from the business (SHU) as follows: For cooperative administrators, in an organization, the performance of the management needs to be improved again so that members follow the steps and good footsteps. Where an organization today is not guided by the management, the organization cannot run optimally and the results are not necessarily what is expected. For cooperative employees, they must remain enthusiastic and not lazy in carrying out their duties, be able to work together in carrying out their responsibilities. Employees must work optimally even though the management is not in place. For members of the SBW Cooperative, they must also remain enthusiastic in their respective groups and carry out the obligations and responsibilities of togetherness within the group. Increasing interest in saving, such as principal savings, mandatory savings, and voluntary savings and time deposits. This is to boost the development of cooperatives as well as increase in SHU, so as not to experience a decline in both capital and income from SHU, here cooperative organizations can compete with other cooperatives.

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