COMMUNITY SERVICE FINAL REPORT INTERNATIONAL



IMPROVING THE WELFARE OF INDONESIA-MALAYSIA BORDER COMMUNITIES THROUGH DIGITAL MARKETING AND SIMPLE FINANCIAL REPORTS FOR UMKM BUSINESS ACTORS

BY:

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HALU OLEO UNIVERSITY KENDARI 2023

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FOREWORD

Praise be to Allah Subhanahuwata'ala, for His Grace and Karuniah, the training activity "Improving the Welfare of Indonesia - Malaysia Border Communities Through Digital Marketing and Simple Financial Reports for MSME Business Actors" can be completed.

This activity was held with the permission of the UHO Chancellor, Chairperson of the UHO LPPM, Dean of the Faculty of Economics and Business UHO, Dean of Faculty of Economics and Accountancy Universiti Malaysia Sabah, and all Study Programmes within the scope of the Alliance of Management and Business Study Programs (APSMBI). Therefore, the activity implementation team expressed their deepest gratitude.

> Kendari, June 2023 Team Leader,

ttd

Dr Juharsah, S.E., M.Si

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CHAPTER I INTRODUCTIO N

A. Situation Analysis

The welfare of people in border areas is often low, due to the relative distance from the provincial capital or the state capital. Therefore, attention to the community is needed to improve their welfare.

Improving community welfare can start with providing training to MSME actors. This training is expected to have a multiplier effect on community welfare.

Advances in information technology in the current era can be utilised by MSME players to increase the scale of their business. In addition, it is also necessary to prepare financial reports for MSME actors for good business management.

Based on this situation, it is necessary to conduct training on "Improving the Welfare of the Indonesian - Malaysian Border Community through Digital Marketing and Simple Financial Reports for MSME Business Actors".

B. Problem Identification and Formulation

1. Problem Identification

Referring to the situation analysis stated earlier, the use of digitalised marketing and simple financial reports is needed by MSMEs in the Indonesia-Malaysia border region in order to improve community welfare.

2. Problem Formulation

Based on the identification of the problem, the following problem is formulated: "How is the utilisation of digital marketing and the preparation of simple financial reports for MSME retailers in the Indonesia-Malaysia border area?".

CHAPTER II LITERATURE REVIEW

A. SMES

Indonesian MSMEs are the largest contributor to GDP and a mainstay in absorbing unemployment and substituting consumer goods manufacturing (Zanuar Rifai and Meiliana 2022). MSMEs contribute more than 60 per cent of Gross Domestic Product (GDP). Traditional print media is also suggested by Cant, M.C. and Wiid (2016). Traditional marketing, on the other hand, is considered less successful by many businesses (Menkominfo, 2022).

B. Digital Marketing

Digital marketing is the use of social media networks to conduct promotional activities and map digital markets. An integrated interactive marketing approach that brings together producers, customers, and the market as a whole is known as digital marketing. The use of technology can make it easier for businesses to contact their target market (Sasa et al. 2021).

To implement digital marketing, Social media marketing is any form of direct or indirect marketing used to build awareness, recognition, recall, and action for a brand, business, product, person, or other entity and is conducted using social Web tools, such as blogging, microblogging, social networking, social bookmarking, and content sharing (Gunelius, 2011).

The growth of the digital world and the internet, in particular, has opened up new avenues for small and medium-sized enterprises (SMEs) to offer their products and services.

C. Financial Report

According to Cashmere (2013: 7) in a simple sense, a financial report is a report that shows the company's financial condition at a certain point in time.

currently or in a certain period. Furthermore, several objectives for the preparation or preparation of financial statements are mentioned, namely:

- 1. Provides information about the type and amount of assets (assets) owned by the company at this time;
- 2. Provides information on the type and amount of liabilities and capital that the company currently has;
- Provides information about the type and amount of revenue earned during a particular period;
- 4. Provides information about the amount of costs and types of costs incurred by the company in a certain period;
- 5. Provides information about changes in the company's assets, liabilities, and capital;
- Provides information about the performance of the company's management in a period;
- 7. Provides information about the notes to the financial statements;
- 8. Other financial information.

CHAPTER III OBJECTIVES AND BENEFITS OF THE ACTIVITY

A. Training Objectives

This training aims to provide knowledge and skills for MSME players in the utilisation of digital marketing and the preparation of simple financial reports.

B. Benefits of Training

This training is expected to be beneficial for improving the welfare of MSME players in the Indonesia - Malaysia border region.

CHAPTER IV PROBLEM-SOLVING FRAMEWORK

A. Problem Solving Framework

As a form of concern for management study programmes that are members of APSMBI for the ability of MSME players in the Indonesia - Malaysia border region in digital marketing and preparation of simple financial reports, it is necessary to provide digital marketing training and preparation of simple financial reports for MSME business actors.

In principle, this training activity is intended so that MSME business actors in the Indonesia - Malaysia border area can utilise digital marketing and prepare simple financial reports. In order to solve the problem, the approach taken is by conducting training in the utilisation of digital marketing and the preparation of simple financial reports. With this training, it is hoped that the welfare of the community can increase.

B. Target Audience

The target audience of this training is MSME business actors in the Indonesia - Malaysia border region The number of expected training participants is 50 people.

C. Linkages

The implementation of this training activity was carried out by 97 teaching staff (Lecturers) from 36 Study Programmes incorporated in APSMBI, and 4 (four) lecturers from Universiti Malaysia Sabah, through three (3) related institutions:

Department of Management, Faculty of Economics and Business
 The involvement of this institution is to include lecturers as instructors,
 together with lecturers from study programmes that are members of
 APSMBI and lecturers from Universiti Malaysia Sabah, to provide training
 in digital marketing and preparation of simple financial statements.

2. Institute of Community Service

The involvement of this institution is related to the function of direction and guidance in the implementation of digital marketing and the preparation of simple financial reports.

3. APSMBI

The involvement of this institution is as a mediator and facilitator in the implementation of International Community Service (PkM) in the Indonesia - Malaysia border area.

D. Activity Method

The activity methods used in this training are:

- 1. Delivery of training materials using the lecture method.
- 2. Discussion on training materials
- 3. Training in digital marketing utilisation and preparation of simple financial statements.

E. Evaluation

To determine the success of the training, the participants were asked to practice utilising digital marketing and preparing simple financial reports.

CHAPTER V ACTIVITY RESULTS

A. Evaluation and Results

The implementation of community service activities that have been carried out needs to be evaluated. Based on the evaluation results from the community service team, it is known that there is an increase in skills and abilities in the use of digital marketing and the preparation of simple financial reports from MSME business actors who are training participants. Some aspects that show the success of this community service activity are;

- 1. Increased ability of the participants in the utilisation of digital marketing.
- 2. Increased ability of the participants in preparing simple financial statements.

B. Supporting Factors

The training can be carried out in accordance with the expectations of the community service team. This condition cannot be separated from the support:

 Chairman of LPPM UHO, Dean of the Faculty of Economics and Business UHO, Dean of Universiti Malaysia Sbah, and the Coordinators of Study Programmes within the scope of APSMBI, who have given permission for the implementation of training activities. 2. Regional leaders of North Kalimantan Province who have facilitated and given permission to carry out International Community Service (PkM) activities on Sebatik Island.

C. Inhibiting Factors

The implementation of community service is inseparable from several obstacles. The impact of these obstacles is that there are still around 16.0 per cent of participants who show results that are not in line with the expectations of the community service team. These obstacles remain a concern of the community service team. Some of these obstacles are:

- 1. There are still trainees who have not fully participated in the training on a full-time basis. This condition occurs because they have to run a business.
- Different mastery of information technology and financial statements, which resulted in the varying ability of participants to understand the training materials.

CHAPTER VI CONCLUSIONS AND SUGGESTIONS

A. Conclusion

Business actors really need understanding and skills in the utilisation of digital marketing and the preparation of simple financial reports in business management and development. This community service activity has been able to provide knowledge to MSME business actors in the Indonesia - Malaysia border area in increasing business scale and improving welfare. The success has reached 84.0 per cent of all training participants.

B. Advice

Increasing the ability of MSME business actors in the utilisation of digital marketing and the preparation of simple financial reports is needed in the context of business development and improving community welfare. Therefore, this training should be carried out on an ongoing basis to MSME business actors in the Indonesia - Malaysia border area.

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Appendix 1: Organising Personnel

1. Chief Executive Officer

Name and Academic Title	:Dr Juharsah, SE, M.Si
NIP	197504012005011001
Rank/Group	: Pembina /IV/a
Functional Position	: Head Lecturer
Area of Expertise	: Marketing Management
Executive Member	
Name and Academic Title	: Prof. Dr H. Arifuddin, SE, M.Si, AK, CA, ACPA
NIP	196804261995121001
Rank/Group	: Associate Principal Pembina /IV/d

: Professor

: Accounting

Functional Position Area of Expertise

3. Executive Member

2.

Name and Academic Title	:Prof Dr Nurwati, SE, M.Si
NIP	196311011989022001
Rank/Group	: Associate Principal Pembina /IV/d
Functional Position	: Professor
Area of Expertise	: HRM

4. Executive Member

Name and Academic Title	:Dr Patwayati, SE, M.Si NIP
	196804221993032001
Rank/Group	: Pembina Tk. I /IV/b
Functional Position	: Head Lecturer
Area of Expertise	: Marketing Management

5. Executive Member

Name and Academic Title	:Dr Wahyuniati Hamid, S.Pd., M.Si
NIP	197501022008122001
Rank/Group	: Junior Administrative Officer Tk. I /III/b
Functional Position	: Expert Assistant
Area of Expertise	: Financial Management

6. Executive Member

Name and Academic Title	:Dr La Ode Asfahyadin Aliddin, SE, M.M.
NIP	197404182008011007
Rank/Grouping	: Penata /III/c
Functional Position	: Lecturer
Area of Expertise	: HRM

Training Materials







The Importance of Digitalisation to SMEs

Issues faced by SMEs

- Slow sales due to lack of marketing poor packaging, promotion, networking
- Poor in monitoring business performance poor accounting and no proper billing
- Product accessibility during uncertain crisis
- · Inaccessibility to financial support

Digital Solutions

- Social media marketing (FB Page, WhatsApp, Instagram, Tiktok) and free design tools (Canva, Adobe, Vangage, Picmaker)
- Book-keeping / Billing apps
- Al-driven smart logistics solutions and digital delivery platforms - (ride-hailing, FoodPanda, Grab, etc)
- Gain access to financial services, including Digital SME Loan, MySME Bank, etc.

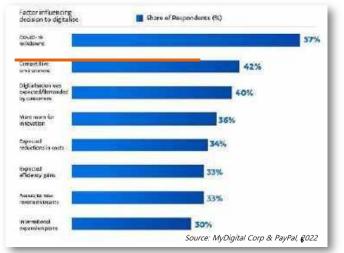
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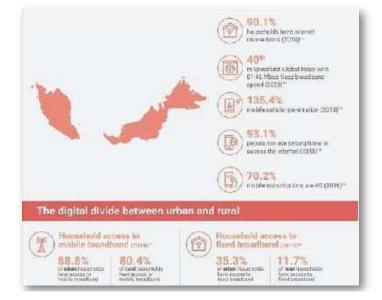




Why SMEs Go Digital?



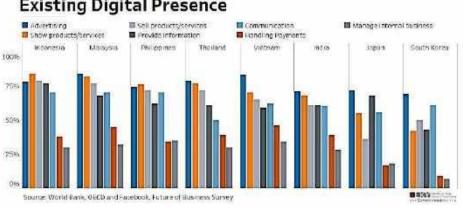
Digital infrastructure connectivity and network



Digital initiatives (government economic recovery plan)

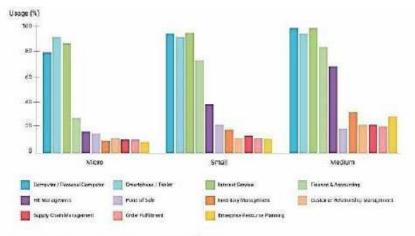


8



Use of Online Tools and Platforms by SMEs with Existing Digital Presence

Usage of ICT Tools, Services or Systems by SMEs in Malaysia



Ecurpe Malayria Digital EME Skoly 2018. SME Coge. Malaysis & HouverTechnologies (M) Suri Brit.

9





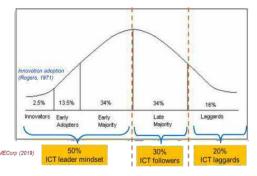
Surren, Digitalization Survey of SMEs in 2018, SME Carp. Molayse & Russian Technologiae (M) San. Bhd.

Digital adoption by tMEs is most closely associated with the development of compttig derices and co ectirity (belou 8t%), and east prerate t i backe d btsi ess processes such as re tory ma ageme t (T4%) and order ftifilime t softuare (TT%). Ftrthermore, bly 44% and t4% of tMEs tse C I o t d

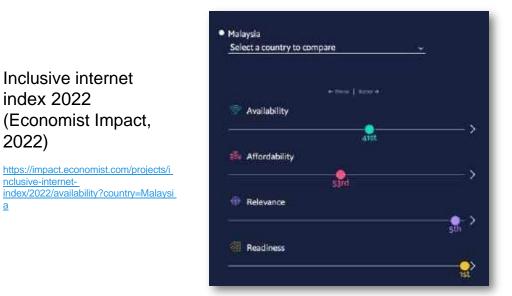
comptti g a d data a alytics respectirely. For comparison, by 20T4, 8t% of tMEs i ti gapore tsed clotd comptti g.

- Approximately 77% of SMEs in Malaysia remain at the
- basic digitalisation stage.
- Fewer businesses with a dedicated digital strategy team and websites Low web presence of SMEs in

Digitalisation adoption by SMEs in Malaysia







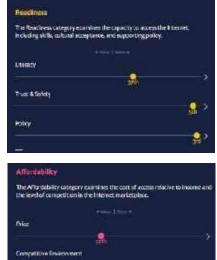


Inclusive internet

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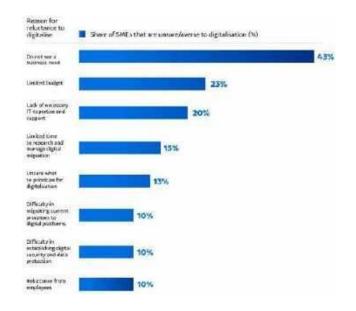


Challenges in **Digital Adoption**

There are only 10% of • SMEswhich are fully

digitaliseda nd Malaysian companies use digital technology less than the average business worldwide.

 Lack of technological knowledge, organisational silos, and costs involved



MAIA f A - M D J TAI 310 OM BI 3PR T (SOSt-SOCO)



- Phase T (202T to 2022) stre • gthe the phot datio of digital adoptio .
- Phase 2 (202) to 202t) drire i cltsire digital tra sformatio.
- Phase) (2026 to 20)0) making Malaysia a digital and cyber security leader in the regio al market. gital
- Deployment of 5G infrastructure & network (MCMC & Di Nasional Bhd) To strengthen existing connections -telcos To increase data storage space - cloud service providers

M D J TAI AJ3 DA OR tM)f

Gatio al itiatires

To assist 875,000 micro enterprises and small and medium enterprises (MSMEs and SMEs) to go digital via e-commerce, which catalyse 5,000 start-ups within the next five years.

- E-commerce platform GoBiz (MITI)
- SME Digital Accelerator, Go Ecommerce, Digital FTZ (MDEC)
- Fintech initiatives (MDEC), Digital financing initiative (SMECorp)

Regio al i itiatires

- Digital adoption
- · Data sharing and analytics
- Digital skills

i-lateral i itiatio

 Digital Interoperability - e.g. matching grants, cooperation, centralised data sharing and recording

e.g.

Green Economy Framework Cooperation (2022), e-payment interoperability, etc.

JO D J TAI TO JO JR33 ?

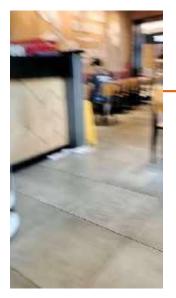
Digital Tra sformatio

- Integrating digital technology into all areas of a business
- Fundamental changes to how businesses operate, how they deliver value to customers
- Increasing the competitiveness of the industrial sectors (increase sales revenue, reduce process time cycle, reduce man-hours)

Cree Eco omy

- Low carbon, resource efficient and socially inclusive economy
- environmentally friendly and ecologically responsible decisions and lifestyles
- Sustainability protect the environment and sustain its natural resources for current and future generations.

T8



D J TAI fAT 0 3MP0 3R JR33 3I0 0M

- Digitalisation is the main driver for the greening of the economy The development and use of technology and digital skills are crucial when 'green' is the objective.
- But, digital technologies may pose an alarming environmental threat! the rise in digital pollution
 - Every online interaction we make, each contributes to climate change
 Elan Musik reversed big designs to accept bitsoin payments for Teales
 - Elon Musk reversed his decision to accept bitcoin payments for Teslas due to the rapidly increasing use of fossil fuels for bitcoin mining.
- Cloud providers have made ambitious commitments to reduce their adverse impact on the environment.
- Google promises it will operate carbon-free by 2030, while Amazon, Facebook and Microsoft have pledged to use 100% renewable energy to power their data centre facilities.

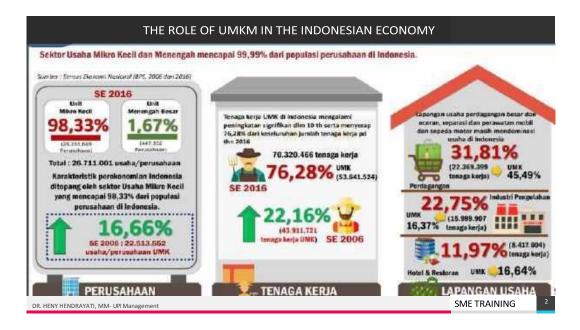
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- Assess the impact of yotr digital i frastrtcttre, e.g. tse lou-carbo uebsite tha the standard ID4 page.
- Adopt a <u>softuare</u> approach-toftuare organisers and developers can adopt more realistically co sciotic approaches to softuare derelopme t.
- <u>Rethi k data collection and storage -</u> elimi ati g redt da t, obsolete and tririal data, as well as creati g eu data policies to redtce emissio a d e ergy tse
- E cotrage <u>co stmers to adopt more capable</u> digital behaviour- allou ctstomers to track their carbo footpri t throug h the ba k's mobile app
- Trai yotr desig ers, derelopers and experts desig ers and designers can choose to switch to dark mode or use smaller images to reduce data transfer, page light and unnecessary page rieus.

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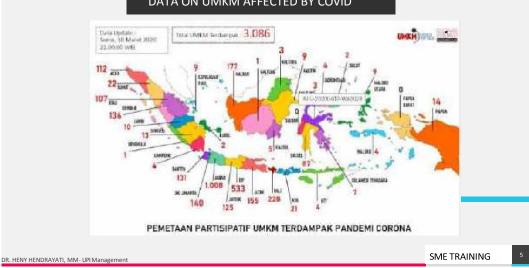
- SMEs' digital know-how automation of manufacturing processes and application of digital technologies
- · Financial resources for digital skills and capacity building
- Equipped to make the transition towards digitialisation? A conducive ICT ecosystem?
- Digital policy and support awareness campaign, stimulus package/fund, free digital platform
- · Digital infrastructure is nothing without basic infrastructure!
- · Interoperate and collaborate between SMEs and agencies

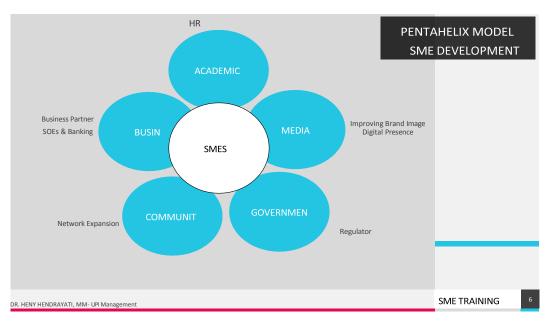








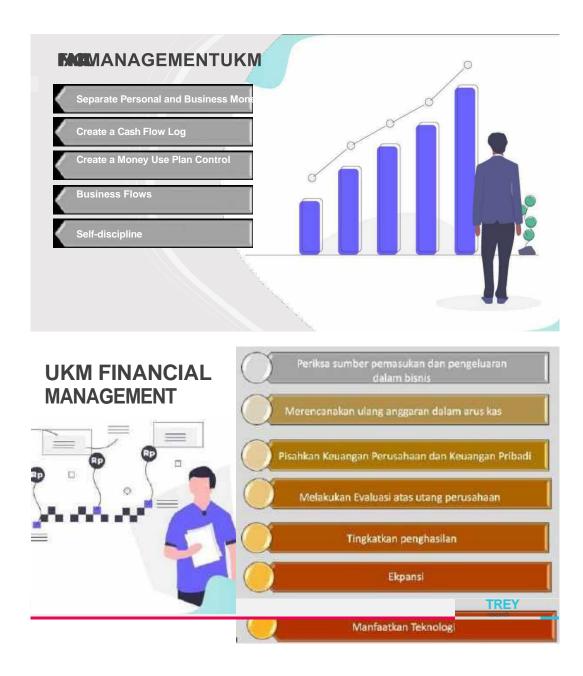








"Financial Management is not only about managing cash, but also about how to manage managing wealth to generate profits and benefits for the business"



- 19	A WE Y	La rest			
No	Tanggal	Keterangan	Masuk	Keluar	Saldo
1	1 Jan '20	Modal Awal	Rp. 8.000.000		Rp. 8.000.000
2	2 Jan '20	Belanja Modal		Rp. 6.000.000	Rp. 2.000.000
3	15 Jan '20	Penjualan 1	Rp. 300.000		Rp. 2.300.000
4	18 Jan '20	Penjualan 2	Rp. 900.000		Rp. 3.200.000
5	20 Jan '20	Penjualan 3	Rp. 3.000.000		Rp. 6.200.000
6	21 Jan '20	Penjualan 4	Rp. 1.500.000		Rp. 7.700.000
1	30 Jan '20	Gaji Karyawan		Rp. 700.000	Rp. 7.000.000
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		TOTAL	Rp. 13.700.000	Rp. 7.700.000	Rp. 6.000.000







Appendix 3. Training Photos













Attendance list of participants



Ham/Tanggal Raba/31 Mei 2023 Pukul Tempat Agenda Kegiatan Somthor (mi-

Sominar international APSMBI

1	Contra Co	NIPANIPPPKANIDA	JABATAN	ASAL PTN/INSTANSE/ UNIT KERIA	TTD
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14	Komang Merta Manyasa		UNUD	VM
15	Ni Konang Deepa Shami Dewi		UNUD	dity
10	Christen Foetay		UNDANA	ći
17	Marwan Man Solemas		UNKHAIR	· Q.
15	Heny Hendrayan		UPI	1 state
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34	Harndi Harmen		Univ. Teuku Umar	V.
35	M. Yahya Surya Wimara	the second s	UTM	(A
36	Moh. Zaki Kumiawan		UTM	A
37	Fathor AS		UTM	- too
38		19870416201642015	UTM /	A ANY
39	Aprilina Susandini	COR IN ALE WAR I TO IR	Unhas	frant
40	Dian Anggraece Sigit Parawansa		Unhas	Ant
41	Asty Almaida	157311162006041000	UNJ	24
42	Suherman	103/ 2010 100 200	UNP	Th
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44	Dina Patrisia	19251209 199903 2001 19641211 198803 2011	Unn	Arstis.
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47	Ulii Hartono		UNESA	
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50	Lalu Edy Herman		UNJA	the
51	Musnam	Ano	Unsika	N-
1	Fajar Ramadhan		UNDANA	,r
52	Paulina Y Amiran			
53	Ronald P C Fanggidae		UNDANA	· ·
54	Marlyn Kurniawati		UNDANA	INC
55	Khaira Amalia Facrudin		USU	04
56	Ance Marintan D Sitohang		USU	atta
57	Wita Juwita Ermowati		IPB	CAR
58	Andriyansah		UT	and
59	Moh Nasoha		UT	Xgas
60	Harjum Muharam		Undip	H.
61	Mahfudz		Undip	n X
62	Ismi Darmastuti		Undip	20
63	Andriyani		Undip	1
64	Naufal Fall		Unimal	EN.
65	Anfuddin mas.ud		UHO	4r
66	Nurwati		UHO	hat
67	Juharsah		UHO	Gin
68	La Ode Aspeyadin		UHO	Inthin
69			UHO	
70	Wahyunian Hamid		UHO	Char
71	Patwayati		UIN Syshid Jakarta	14.5
72	Murdiyah Hayati		UIN Syahid Jakarta	1
73	Asyan Hasan	-	FEB-Unej	ARR
74	Sumani	a horacina di di secondo di	FEB-Ung	de
	Handriyono		(AR0.00AB)	-cont
75	Elok Sn Utami		FEB-Unej	X

NG NAMA	NEWNERPERMIDNINPM	PTN	TTD/PARAF
76 Lilik Farida		FEB-Ung	A
77 Ahmad Nizam		Dewas APSMBI	- mg
78 Tri kartika		UPN Veteran Jatam	- 17.
20		UPN Veteran Jahan	44
Nurjanti Takarini 80		UPN Veteran Jahan	, 1
Muhadjir Anwar 81		UPN Veteran Jatan	- 11
Noruni Ika KW 82			<i>v</i> .
Eko purwanto		UPN Veteran Jatam	ZQ,
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Joubert B Maramis	and the second billing of the second second	UNSRAT	
Lucky O H Detailong		UNSRAT	1
So Genita Lumintang		UNSRAT	
87 Danes Jayn Negara (UP)	R)	UPR	A
88 Mentiana		UPR	Thin
89 Vivy Kristianae		UPR	Shi
90 Annaji		UNS	1x
91 Sawoto		UNS	- Ar
92 Mintahul Maanf		UNS	
93 Sini zulaikha		Unsood	dinh.
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Appendix 6. Certificate of dedication



Menerangkan bahwa, dosen di bawah ini:

NO	NAMA DOSEN	NIP/ NIDN	JURUSAN
1	Prof. Dr. H. Arifuddin, SE., M.Si., AK., CA., ACPA	196804261995121001	Akuntansi
2	Prof. Dr. Nurwati, SE., M.Si	196311011989022001	Manajemen
3	Dr. Juharsah, SE., M.Si	197504012005011001	Manajerner
4	Dr. Hj. Patwayati, SE., M.Si	196804221993032001	Manajemer
5	Dr. Wahyuniati Hamid, S.Pd., M.Si	197501022008122001	Manajemen
6	Dr. La Ode Asfahyadin Aliddin, SE , M.M	197404182008011007	Manajemer

Benar telah melakukan kegiatan pengabdian kepada masyarakat dengan tahapan

- Rapat persiapan hari Rabu, 3 Mei 2023 membahas tentang rencana pemantauan lokasi dan pertemuan secara online dengan Universitas Malaysia Sabah (UMS), Universitas Halu Oleo Kendari, Aliansi Program Studi Manajemen dan Bisnis Indonesia (APSMBI) dan Universitas Borneo Tarakan (UBT) untuk melaksanakan kegiatan pengabdian kepada masyarakat yang rencana akan diadakan hari Kamis, 1 Juni 2023.
- 2. Penyuluhan kegiatan Pengabdian kepada Masyarakat dengan tema "Peningkatan Kesejahteraan Masyarakat Perbatasan Indonesia Malaysia Melalui Pemasaran Digital dan Laporan Keuangan Sederhana bagi Pelaku Bisnis UMKM" di Sebatik Kabupaten Nunukan Kalimantan Utara yang diadakan pada hari Kamis, 1 Juni 2023.
- Evaluasi kegiatan dan pembuatan laporan pelaksanaan kegiatan Pengabdian kepada Masyarakat tanggal 30 Mei s d 2 Juni 2023

Demikian surat keterangan ini dibuat dengan sebenarnya untuk dipergunakan sebagaimana mestinya.

