



## Community Service Assistance in the Use of the "BUMDES PECATU" Application to Customers in the Waste Management Unit in Pecatu Village

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Article Info	ABSTRACT
<p><b>Corresponding Author:</b> <b>I Kadek Budi Sandika</b> E-mail: <a href="mailto:ikbsandika@instiki.ac.id">ikbsandika@instiki.ac.id</a></p>	<p>BUMDes Catu Kwero Sedana Pecatu, Pecatu Village utilizes the "BUMDES PECATU" application as an innovative solution in increasing community involvement and optimizing waste management units. Through community service activities that focus on assisting the use of the application, with a door to door approach to customer addresses, the service team supported by the Pecatu village government provides counseling, education, and direct technical support to the community. The results show an increase in understanding and community participation in waste management through the use of the "BUMDES PECATU" application. Regular mentoring activities are expected to ensure the continuity and optimization of the BUMDES PECATU application in supporting operations in the waste management unit and active participation of the village community.</p> <p><b>Keywords:</b> BUMDES PECATU Application, Optimization of Customer Service, Waste Management, Community Participation, Door to Door Assistance</p>

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### INTRODUCTION

The development of information and communication technology has opened up new opportunities to empower people in decision making and self-empowerment[1]. Pecatu Village, Bali as a local government entity, faces various challenges in efforts to improve the welfare of its community. One concrete form that can be realized is through waste management[2].

BUMDes is a legal entity established by a village and/or together with villages to manage business, utilize assets, develop investment and productivity, provide services, and/or provide other types of business for the greatest welfare of village communities.[3]. In order to achieve effective waste management, the Pecatu Village Government through BUMDes Catu Kwero Sedana Pecatu is seeking the integration of technology in digital management [4], [5]. Implementation of the "BUMDES PECATU" application as an innovative solution in increasing community involvement and optimizing waste

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management units at the local level. The BUMDES PECATU application is used as an information technology tool to support the operations of business units owned by BUMDes Catu Kwero Sedana Pecatu to maximize Bumdes Pecatu services to its customers.

Based on this explanation, this community service activity focuses on mentoring activities from the "BUMDES PECATU" application. Assistance in using the "BUMDES PECATU" application to customers at the waste management unit in Pecatu Village is a strategic step to increase understanding and utilization of the application. By involving the community as active users, it is hoped that efficiency and effectiveness in waste management can be realized better.

## METHODS

This community service activity is carried out by a service team and supported by the Pecatu village government, the activity method uses door to door assistance[6]to customer addresses to be able to carry out equitable improvements to increase community understanding and participation[7]in waste management through the "BUMDES PECATU" application. An accompanying team consisting of the INSTIKI campus community and supported by village government officials was involved in this activity with the aim of providing direct guidance to each household. At each visit, the team provides counseling and education regarding how to use the application and its benefits[8]–[10], with the aim of providing direct guidance to each household.

## RESULTS AND DISCUSSION

The mentoring process includes demonstrations and practice in using the "BUMDES PECATU" application, where each customer is invited to install the application, register and use the main features. There are several main menus in the application, namely customer registration, customer transactions, customer complaints and customer history.



**Figure 1.** BUMDES PECATU Application Display

The accompanying team provides specific guidance according to the needs of each household, as well as answering questions and overcoming obstacles that may arise. Through this approach, it is hoped that people can experience direct benefits from the "Bumdes Pecatu" application and optimize digital technology in their daily lives.



**Figure 2.** BUMDES PECATU Application Assistance Documentation

Apart from providing technical understanding, this activity also creates opportunities for direct dialogue with the community, understanding their needs and expectations regarding waste management. This mentoring process provides more problem solving related to obstacles in using the BUMDES PECATU application as well as overcoming bugs or application errors when used.



**Figure 3.** Example of overcoming application bugs

Door to door assistance is not just a one-time visit, but also involves regular follow-up to ensure continued use of the application and provide additional support if needed. With this approach, it is hoped that Pecatu Village can achieve a high level of community participation in joint efforts to maintain environmental cleanliness and sustainability through the "BUMDES PECATU" application.

## CONCLUSION

In the context of waste management in Pecatu Village, Bali, the development of the "BUMDES PECATU" application by BUMDes Catu Kwero Sedana Pecatu marks an innovative step towards community welfare. Through this community service activity, it shows that this assistance has succeeded in increasing community understanding and participation, providing technical understanding, and creating direct dialogue to understand their needs in waste management. The use of the "BUMDES PECATU" application is not only as a reporting tool, but also as an information technology tool to improve the

operations of BUMDes business units, provide more efficient services to customers, and optimize digital technology in everyday life. The door-to-door assistance approach to customers' homes has been proven to increase community understanding and participation in using the BUMDES PECATU application.

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