

Implementation of the Use of CSCW and Groupware Technology to Prepare Work Readiness for Management Students at University KH. Abdul Wahab Hasbullah

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ABSTRACT

This research aims to analyze the implementation of the use of CSCW and groupware technology to prepare work readiness for management students at University KH. Abdul Wahab Hasbullah. The sample used in this research was 10 respondents, using a qualitative approach. The data collection techniques used were interviews, observation, documentation, triangulation. Based on research conducted, there was an understanding of management students at University KH. Abdul Wahab Hasbullah regarding the use of CSWC and Groupware Technology, namely that students can interact with each other to express opinions in unlimited time and distance, the effectiveness of CSWC and Groupware Technology in increasing the work readiness of management students at University KH. Abdul Wahab Hasbullah, the use of CSCW and groupware technology can help students develop the collaborative skills needed to face an all-digital work environment and students' future career readiness, the positive and negative impacts of using CSWC and Groupware Technology in increasing work readiness in university management students at University KH. Abdul Wahab Hasbullah's positive impact is that it can help students increase their knowledge and soft skills about technology in the current era, while the negative impact is that there is often miscommunication when delivering material, obstacles and challenges in using CSWC and Groupware Technology in increasing work readiness among management students at University KH. Abdul Wahab Hasbullah, one of the obstacles to using CSCW and groupware is that not all individuals have the same understanding of how to use the tools efficiently, so intensive training efforts are needed so that users can make maximum use of the technology.

Keywords: CSCW, Groupware, Work Readiness.

INTRODUCTION

In the ever-growing digital era, information technology and collaboration through Computer Supported Cooperative Work (CSCW) software and groupware have become an integral part of the business and professional environment. University as educational institutions need to continue to adapt their curriculum and teaching methods so that their students can become human resources who are ready to work and contribute effectively in a modern work environment (Puspanda Hatta, 2020).

According to (Language et al., 2010) Collaborative and Social Computing in the Workplace (CSCW) is the concept of combining technology and teamwork in the work environment. Offers a way to connect people, enables better communication, and facilitates the sharing of knowledge and information among team members. According to (Cruz et al., 2012) Groupware technology is a form of CSCW implementation that involves the use of various tools and applications to work in teams. Includes collaborative software, web-based platforms, and project management tools designed to improve teamwork efficiency.

Applied in an educational context, the use of CSCW and Groupware technology is emerging as a tool with great potential to help students build "work readiness" skills (Hidiroglu, 2020). Through these tools, students can learn how to work in teams, share information, coordinate on large-scale projects, and communicate with diverse stakeholders (Edwards et al., 2009).

The aim of this report is to investigate how the use of CSCW and Groupware technology can be implemented effectively in the Management Curriculum University KH. Abdul Wahab Hasbullah. Analyzing the impact on students' ability to face changes and competition in the world of work. So with a better understanding of the importance of collaboration and technology in preparing work readiness we can help Management Students University KH. Abdul Wahab Hasbullah to become a professional who is ready and successful in an ever-changing work environment. Because the use of technology such as Groupware can help students understand how these tools are used in everyday work settings. This provides real-world experience that will increase job readiness in students.

This research emphasizes the importance of technology integration in learning and developing student skills. Through a holistic approach, it is hoped that the findings from this study can make a real contribution to efforts to prepare the younger generation to enter the world of work armed with strong collaborative skills, making a positive contribution in a work environment that is increasingly connected and changing dynamically. Thus, this report reflects our commitment to improving the quality of education and the relevance of the curriculum in the modern era. We are confident that with the right steps, Management students KH. Abdul Wahab Hasbullah will be better prepared and successful in the increasingly changing world of work. In order to face global challenges, the success of graduates of the Management Study Program KH. Abdul Wahab Hasbullah will be a reflection of effectiveness and sustainability.

METHOD

This research uses a descriptive qualitative approach because this research produces conclusions in the form of data that describes in detail, not data in the form of numbers. According to (Ramlah M, 2018) qualitative research is a scientific approach that reveals certain social situations by describing reality correctly, formed by words based on relevant data analysis collection techniques obtained from natural situations. The research sample sampling technique that is often used is purposive sampling, according to (Sugiyono, 2013) purposive sampling is a technique for sampling data sources with certain considerations. The sample consisted of 10 7th semester management students at University KH. Abdul Wahab Hasbullah was selected purposively to ensure a diversity of experiences and views regarding the use of CSCW and Groupware technology. The main technique used is in-depth interviews with students. Interviews will be conducted guided by structured questions designed to explore students' views, experiences and perceptions regarding the use of technology in the context of preparing them for the world of work. Apart from interviews, observations and documentation are also carried out to observe directly how students use this technology in real situations, such as in group projects or other academic activities. This helps to understand the context of daily use and interactions with the technology. Data collected from interviews, observations and documentation will be analyzed in detail. The data analysis process uses the Miles and Huberman model data analysis techniques, namely data reduction, data presentation, and drawing conclusions (Ahyar et al., 2020). In this research, a data credibility test is used, according to (Sa'adah, 2023), a credibility test or a test of trust in the data from the research results presented by the researcher so that the results of the research carried out are not in doubt as a scientific work so that a data validity test is carried out.

RESULT AND DISCUSSION

In this research, it is hoped to investigate how the use of CSCW and Groupware technology can be implemented effectively in the Management curriculum KH. Abdul Wahab Hasbullah. Analyzing the impact on students' ability to face changes and competition in the world of work.

Result

CSCW is a field of study that focuses on the design and evaluation of new technologies to support the social processes of work, often among distant partners. According to (Johansson, 2018) groupware, also known as collaborative software, is a category of software intended to assist the work efforts of groups working towards a common goal. According to (Garcia et al., 2020) the purpose of Groupware is to assist communication, collaboration and coordination of group activities. In this way groupware supports a group of people involved in the same task or goal and provides an interface to a shared environment. According to (Mardin, 2021) work readiness can also be interpreted as the desire and ability to undertake an activity. Readiness is the complexity that an individual must have to achieve something and this readiness is influenced by certain factors. The aspects of work readiness according to (Rosara et

al., 2018) are having motivation, having sincerity or seriousness, having sufficient skills, and having discipline.

- **Management Students' Understanding of the Application of CSCW and Groupware Technology**

In the development of information technology, CSCW is the foundation for systems that enable interaction between individuals in a shared work environment (Kevin L. Mills, 2019). Management students learn how this technology can increase the efficiency of collaboration between team members, better decision making, and more structured project management in a university environment. They understand that groupware technologies such as collaborative applications, online communication tools, and cloud-based platforms can facilitate coordination, share information, and enable easy access to important data among fellow students, faculty, and administrative staff.

The application of CSCW and groupware technology helps Management students to prepare to face the demands of an increasingly complex job market (Ima Febrianti, 2021). They learn how this technology is not only relevant in the academic sphere, but has also become a highly sought-after competency by companies and organizations in various industries. The ability to use collaborative tools and manage information effectively becomes a competitive advantage for Management students when entering the world of work, enabling them to be part of an efficient, innovative and adaptive team in facing ever-evolving business dynamics. As stated by one of the respondents in this research, M. Okta Vian opined:

"Since using CSCW and groupware technology, the way I collaborate with my study partners has undergone significant changes. Previously, collaboration usually occurred face-to-face or through scheduled physical meetings, which could be difficult especially if team members or study partners were in different locations. However, with this technology, collaboration becomes more flexible and efficient."

From this it can be seen that CSCW and groupware technology are very familiar to students and the academic community. Because all activities carried out involving academics are all carried out using the help of CSCW and groupware technology

- **Effectiveness of Computer-Supported Cooperative Work (CSCW) and Groupware Technology in Increasing Work Readiness**

The effectiveness of Computer-Supported Cooperative Work (CSCW) and groupware technology has brought significant changes in improving job readiness in various organizations. Computer-Supported Cooperative Work (CSCW) and groupware technology enable students to collaborate and communicate efficiently, regardless of geographic location (Julisar, 2019). The effectiveness of Computer-Supported Cooperative Work (CSCW) and groupware technology plays an important role in improving workplace readiness in today's digital era. In an increasingly connected and complex work environment, CSCW and groupware technologies enable individuals and teams to collaborate, communicate and share information effectively.

This technology also facilitates students' access to online learning and training which allows them to continue to improve their competency skills (Primawati, 2018). So that it influences students' views about work readiness. The use of CSCW and groupware technology helps students be better prepared to face the work environment in the future, as stated by Dinda, namely a management student who was one of the respondents in this research, Dinda Says:

"The existence of CSCW and groupware technology has influenced my view of career, namely that I am better prepared to face the world of work and with this knowledge that I have gained in the world of lectures, I can prepare myself to enter the world of work."

The use of Computer-Supported Cooperative Work (CSCW) and groupware technology not only provides short-term benefits, but also provides significant long-term benefits for students in increasing their work readiness, namely: skills development, work location flexibility, increased digital literacy, continuous learning, network and hongan.

- **Positive and negative impacts of using CSCW and Groupware Technology in Increasing Work Readiness**

The use of CSCW and groupware technology is very often used, this is used to support effective learning. Using CSCW and groupware technology certainly has an impact or influence on the capabilities of the user. There are several positive impacts related to the experiences of 7 out of 10 respondents during the use of CSCW and groupware technology for management students, namely the opinion of Umi

Latifah

"I have a positive experience in using CSCW and groupware technology, which can make group work efficient and facilitate coordination between group members because of flexibility in both time and place."

One of the positive impacts is increased efficiency in team work, where team members can work together even though they are in different locations. This technology enables real-time collaboration, facilitates rapid information sharing, and speeds up the decision-making process. In addition, the use of CSCW can also increase creativity and innovation because it allows individuals with different backgrounds to contribute to the planning and implementation of ideas.

However, the use of CSCW and Groupware Technology also has negative impacts that need to be considered. One impact is the potential for information overload. In an environment where messages, notifications, and information are constantly flowing in, team members can feel overwhelmed by the amount of information they have to manage. This can disrupt focus and productivity, and increase the risk of technology fatigue or burnout. Additionally, there is also the potential for a digital divide to emerge between team members, where some individuals may be more skilled at using technology than others, which could impact levels of participation and contribution in team collaboration.

- **Barriers and Challenges in Using Computer-Supported Cooperative Work (CSCW) and Groupware Technology in Increasing Work Readiness**

The use of Computer-Supported Cooperative Work (CSCW) and groupware technology has great potential in increasing work readiness, however, they also face several obstacles and challenges that need to be overcome. One of them is challenges related to training and digital literacy. Not all individuals have the same understanding of how to use these tools efficiently, and intensive training efforts are required for users to get the most out of them (Zabidi, 2020). This also relates to accessibility issues, where some individuals may experience difficulty in accessing or using these technologies, creating gaps in technology utilization.

To increase work readiness through the use of CSCW and groupware technology, it is necessary to understand and overcome these barriers and challenges. This requires a commitment to addressing security issues, providing training, promoting digital literacy, adapting to individual work preferences, and being prepared to adapt to continuous technological change. According to Okta Vian, one of the respondents said that

"The implementation of the use of CSCW and groupware technology in management study programs is appropriate, this brings significant benefits in increasing efficiency and productivity in learning, but there are several suggestions for further improvements such as technological facilities that may be further updated to support student learning to be more effective and provide adequate training to students, faculty, and staff on how to effectively use technology to help them understand the technology's potential, optimize its use, and overcome obstacles that may arise".

Discussion

In this research, results were found from interviews conducted with 10 management students who were respondents, KH University. Abdul Wahab Hasbullah has implemented CSCW and Groupware Technology. In terms of CSCW, several activities at KH University. Abdul Wahab Hasbullah, such as the teaching and learning process, payments, CSCW administration are also very useful in supporting the continuity of teaching on campus. At KH University. Abdul Wahab Hasbullah himself, almost every course requires the use of applications that can support learning such as zoom meetings, Google Meet, WA groups, e-learning and others. According to (Arini, 2020) groupware is software designed to help groups of people work together, collaborate and communicate efficiently.

The results of the interviews conducted showed that 10 respondents said that the use of CSCW and groupware technology can help students develop the collaborative skills needed to work in a fast-paced and diverse environment so that it can increase student confidence in the field of communication, this allows students to be better prepared to face work environment and future career readiness. According to (Nur & Anderson, 2019) the aim of CSCW is to support the work implementation process. The positive impact of using this technology, namely CSCW and groupware technology, certainly has an impact or influence on the abilities of the user. One of them is being able to increase knowledge and soft skills about technology in the current era. (Lie & Darmasetiawan, 2018) Currently, soft skills are considered important because of their contribution to work readiness, especially in facing global competition or the

MEA. Further perceived barriers some individuals may experience difficulty in accessing or using this technology, creating gaps in technology.

CONCLUSION

According to (Language et al., 2010) Collaborative and Social Computing in the Workplace (CSCW) is the concept of combining technology and teamwork in the work environment. Offers a way to connect people, enables better communication, and facilitates the sharing of knowledge and information among team members. According to (Cruz et al., 2012) Groupware technology is a form of CSCW implementation that involves the use of various tools and applications to work in teams. Includes collaborative software, web-based platforms, and project management tools designed to improve teamwork efficiency. With the research that has been carried out, there is an understanding of respondents regarding CSCW and Groupware Technology. This is proven by the results of interviews conducted with 10 management students who were respondents, University KH. Abdul Wahab Hasbullah has implemented CSCW and Groupware Technology.

In terms of CSCW, several activities at University KH. Abdul Wahab Hasbullah such as the teaching and learning process, payments, CSCW administration are also very useful to support the continuity of teaching on campus. And with this research, it was found that there was effectiveness in using CSCW and groupware technology because the results of the interviews conducted showed that 10 respondents said that using CSCW and groupware technology could help students develop the collaborative skills needed to work in a fast-paced and diverse environment so that they could improve student confidence in the field of communication, this allows students to be better prepared to face the work environment and career readiness in the future. According to (Nur & Anderson, 2019) the aim of CSCW is to support the work implementation process. Then it was also found that there were positive and negative impacts of using CSCW and groupware technology. One of them was being able to increase knowledge and soft skills about technology in the current era. (Lie & Darmasetiawan, 2018) Currently, soft skills are considered important because of their contribution to work readiness, especially in facing global competition or the MEA. As well as the existence of obstacles in the use of CSCW and groupware technology, namely obstacles that some individuals feel may experience difficulty in accessing or using this technology, creating gaps in the use of technology.

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