

Microsoft Office Training for the Microcredential Program and BNSP Certification through a Professional Certification Institute at Universitas IBBI

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ABSTRACT

The Microsoft Office training program, covering Microsoft Word, Microsoft Excel, and Microsoft PowerPoint, was organized by IBBI University as part of its Microcredential Program in preparation for certification by the National Professional Certification Agency (BNSP) under the Data Management Staff scheme. The training was held on April 10, 2026, in Computer Laboratory 215 at IBBI University, followed by the microcredential examination on April 11, 2026. The program aimed to strengthen students' proficiency in office productivity applications, a core requirement in the contemporary workplace. The Microsoft Word module focused on creating professional documents and using mail merge; the Microsoft Excel module covered functions and formulas for data processing; and the Microsoft PowerPoint module emphasized the development of interactive presentations using animations, slide design, and background images. The training was facilitated by Wilianto, S.T., S.Pd., M.M., M.Tl.; M. Ayyasi Fawaz, S.Kom., M.Kom.; and Dr. Edison Parulian, S.E., M.Si. The results indicated strong participant engagement and improved understanding of Microsoft Office applications, supporting students' preparation for the BNSP certification examination and future workplace demands.

Keywords: Microsoft Office, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microcredential.

I. Introduction

Rapid advances in information technology require university students to develop adequate digital competencies, particularly in the use of office productivity software. Microsoft Office is among the most widely used software suites in education and the workplace because it supports administrative tasks, data processing, and the professional presentation of information. In the modern workplace, proficiency in Microsoft Word, Microsoft Excel, and Microsoft PowerPoint is fundamental competency for professionals. Accordingly, IBBI University offers a Microcredential Program under the Data Management Staff certification scheme in collaboration with the National Professional Certification Agency (BNSP). The program is designed to improve students' workforce readiness through the mastery of competency-based skills.



To prepare students for the microcredencial examination and BNSP certification, IBBI University conducted Microsoft Office training from March 30 to April 4, 2026, in Computer Laboratory 215 at IBBI University. The training covered Microsoft Word, with an emphasis on mail merge and professional document management; Microsoft Excel, with a focus on functions and formulas; and Microsoft PowerPoint, with instruction on presentation slide design using animations and background images. The training was led by instructors with experience in information technology: Wilianto, S.T., S.Pd., M.M., M.Tl.; Septi Arianto, S.Kom., M.M.; and Budi Utama, S.Kom. Each instructor provided two days of training during the week in accordance with their area of expertise. The objectives of the training were to:

- a. Improve students' proficiency in Microsoft Office applications.
- b. Prepare students for the Microcredencial Program examination and BNSP certification.
- c. Provide hands-on experience in the use of office productivity applications.
- d. Help students understand the digital competencies required in the workplace.

II. Literature Review and Hypothesis Development

2.1. Microsoft Office as a Core Workplace Competency

Microsoft Office is an office productivity suite comprising applications that support administrative work and information processing, including Microsoft Word, Microsoft Excel, and Microsoft PowerPoint. According to Shelly and Vermaat (2019), proficiency in Microsoft Office applications is a key competency across many employment sectors because it supports workplace efficiency and organizational productivity.

2.2. Microsoft Word and Mail Merge

Microsoft Word is used to create professional documents such as letters, reports, and administrative forms. One of its key features is mail merge, which enables users to automatically generate multiple documents containing different data. This feature is particularly useful for administrative processes and correspondence management.

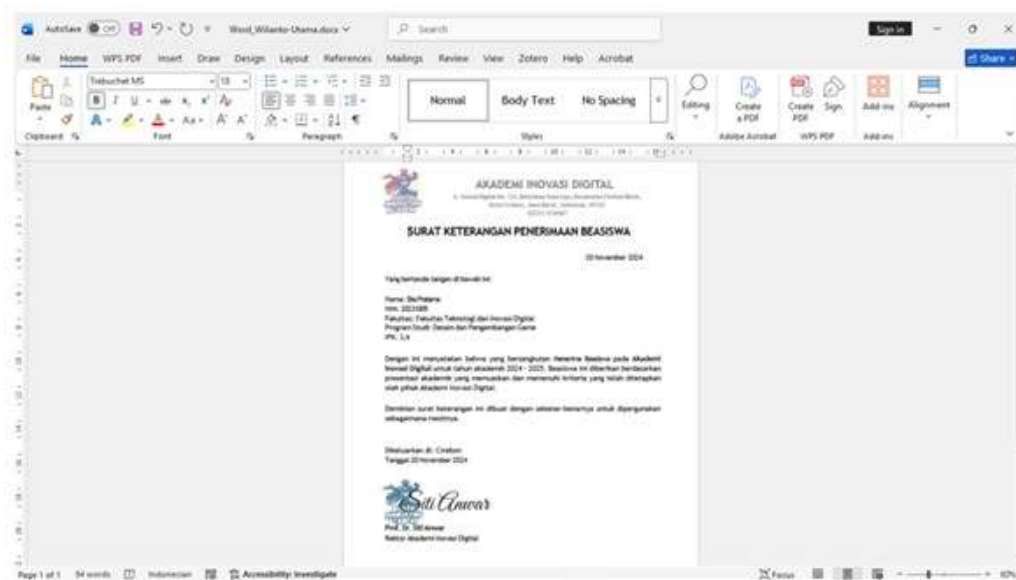
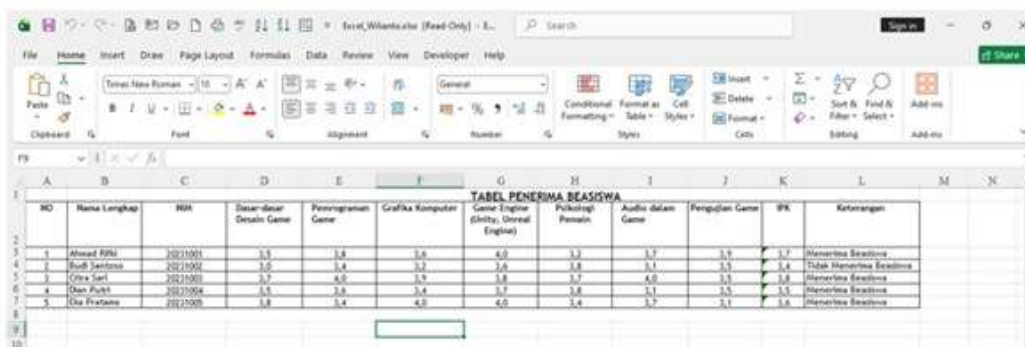


Figure 1. Creating a letter using mail merge

2.3. Microsoft Excel for Data Processing

Microsoft Excel is a spreadsheet application used for data processing and calculations through functions and formulas. According to Walkenbach (2020), functions such as SUM, AVERAGE, IF, VLOOKUP, and COUNTIF facilitate fast and accurate data processing.



NO	Nama Lengkap	NIM	Nilai-rata-rata Dasar-dasar Dasar Game	Pengetahuan Game	Grafika Komputer	Game-Engine (Skill, Unreal Engine)	Psikologi Pemain	Audiot dalam Game	Pengujian Game	IFK	Keterangan
1	Almond RPS	20212001	3,5	3,4	3,4	4,0	3,2	3,7	3,4	3,7	Memeritka Beasiswa
2	Rudi Santoso	20212002	3,6	3,4	3,4	3,6	3,8	3,1	3,3	3,4	Tidak Memeritka Beasiswa
3	Oliva Carl	20212003	3,7	4,0	3,5	3,8	3,7	4,0	3,5	3,8	Memeritka Beasiswa
4	Dan Furti	20212004	3,5	3,8	3,4	3,7	3,8	3,1	3,5	3,5	Memeritka Beasiswa
5	Eka Pratama	20212005	3,8	3,4	4,0	4,0	3,4	3,7	3,1	3,8	Memeritka Beasiswa

Figure 2. Creating a function in Microsoft Excel

2.4. Microsoft PowerPoint as a Presentation Tool

Microsoft PowerPoint is used to create engaging and interactive presentations. Animations, slide design, background images, and transitions can improve presentation quality and help communicate information more effectively to an audience.



Figure 3. Creating slides in Microsoft PowerPoint

2.5. BNSP Competency Certification

The National Professional Certification Agency (BNSP) is an independent agency responsible for occupational competency certification in Indonesia. Competency certification is intended to verify that an individual possesses the abilities required under applicable national occupational standards.



Figure 4. BNSP license certificate issued to a Professional Certification Institute



Figure 5. Sample BNSP certificate for the Data Management Staff scheme

III. Method

This community service program used a qualitative descriptive approach to describe the implementation of Microsoft Office training in support of the Microcredential Program and BNSP certification. The training was conducted through hands-on practice in a computer laboratory, allowing participants to engage interactively with each topic. Participants received training modules and case examples aligned with the competency examination requirements.



Figure 5. Administration of the microcredential examination



Figure 6. Participants in the BNSP microcredential training and certification examination



Figure 7. Group photograph of microcredential examination participants and assessors

3.1. Location and Schedule

The training was held in Computer Laboratory 215 at IBBI University on April 10, 2026, and the Microcredential Program examination was held on April 11, 2026.

3.2. Presenters, Instructors, and Assessors

The training was facilitated by:

- a. Wilianto, S.T., S.Pd., M.M., M.TI.
- b. M. Ayyasi Fawaz, S.Kom., M.Kom.
- c. Dr. Edison Parulian, S.E., M.Si.

Each instructor delivered one day of training based on the assigned material. The assessors were:

- a. Ari Usman, S.T., M.Kom.
- b. Dodi Siregar, S.E., S.Kom., M.Kom.
- c. Ahmad Muhazir, S.Kom., M.Kom.

3.3. Training Materials

The training materials included:

- a. Microsoft Word: Creating and formatting professional documents, including the use of mail merge.
- b. Microsoft Excel: Using formulas and functions to process data and create tables and reports.
- c. Microsoft PowerPoint: Creating interactive presentation slides using animations, background images, and effective slide designs.

3.4. Data Collection Techniques

Data were collected through:

- a. Direct observation during the training activities.
- b. Activity documentation, including photographs and training materials.
- c. Brief interviews with training participants.

3.5. Data Analysis Technique

The data were analyzed using a qualitative descriptive approach by examining participation levels, participant understanding, and the impact of the training on students' readiness for BNSP certification.

IV. Results and Discussion

The Microsoft Office training conducted as part of the IBBI University Microcredential Program was successfully implemented and received positive feedback from participating students. The one-day activity combined theoretical instruction with hands-on practice in the computer laboratory.

4.1. Participant Engagement

Participants demonstrated a high level of enthusiasm throughout the activity. Students actively took part in the practical sessions and discussions, particularly those covering Microsoft Excel and Microsoft PowerPoint, which they considered highly relevant to their academic and workplace needs.

4.2. Understanding of the Material

Based on observations and evaluations conducted during the training, participants demonstrated an understanding of:

- a. Using mail merge in Microsoft Word.
- b. Using functions and formulas in Microsoft Excel.
- c. Creating interactive presentations in Microsoft PowerPoint.

Most participants successfully completed the exercises assigned by the instructors.

4.3. Implementation Challenges

Several challenges were identified during the training, including:

- a. Differences in participants' levels of computer proficiency.
- b. Limited practice time for some advanced topics.
- c. Technical issues with the computer laboratory equipment.

These challenges were addressed through direct assistance from the instructors and training assistants.

4.4. Impact of the Training



The training had a positive impact on students' readiness for the BNSP certification examination. Participants became more confident in using Microsoft Office applications and gained a better understanding of how these applications are used in professional settings. In addition, the training improved students' ability to:

- a. Process administrative documents.
- b. Process data using spreadsheets.
- c. Present information in a professional presentation format.

4.5. Activity Documentation

The activity documentation included:

- a. Photographs of the training sessions.
- b. Training presentation slides.
- c. Participant attendance records.
- d. Documentation of the microcredential examination.



Figure 8. Administration of the microcredential examination by the assessors

V. Conclusion

The Microsoft Office training conducted as part of the IBBI University Microcredential Program and BNSP certification initiative was successfully implemented and provided tangible benefits to the participating students. The training materials improved participants' understanding and practical skills in Microsoft Word, Microsoft Excel, and Microsoft PowerPoint as essential workplace competencies. The program also served as an effective means of preparing students for the BNSP certification examination under the Data Management Staff scheme. Participants' enthusiasm and successful completion of the practical activities indicated that the training was effective, relevant, and application-oriented. Through this program, students are expected to develop stronger digital competencies that will enable them to compete more effectively in the labor market and meet the demands of modern industry.

To strengthen the effectiveness and sustainability of the program, advanced Microsoft Office training should be conducted periodically, with additional practice time provided to allow participants to develop a

deeper understanding of the material. Future training activities should also incorporate case studies based on actual workplace situations so that participants can apply their skills in relevant professional contexts. In addition, integrating other digital competency certification programs is recommended to broaden students' skills and improve graduates' competitiveness in the labor market.

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