

COMMUNITY SERVICES AND DEDICATION | RESEARCH ARTICLE

Microsoft Office Training Program under the Micro-Credential Scheme and BNSP Certification Conducted by the Professional Certification Institute at IBBI University

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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 the Micro-Credential Program in preparation for the National Professional Certification Agency (BNSP) certification under the Data Management Staff scheme. The training was conducted on April 10, 2026, in Laboratory Room 215 at IBBI University, while the Micro-Credential examination was held on April 11, 2026. This program aimed to enhance students' competencies in the use of office applications, which are among the essential skills required in today's professional workplace. The Microsoft Word module focused on professional document preparation and mail merge applications. The Microsoft Excel module emphasized the use of functions and formulas for data processing and analysis. Meanwhile, the Microsoft PowerPoint module concentrated on creating interactive presentations through the use of animations, slide design features, and background images. The training was facilitated by several instructors, including 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 of the program demonstrated a high level of participant enthusiasm and an improvement in students' understanding of Microsoft Office applications, providing valuable preparation for both the BNSP certification examination and future workplace demands.

Keywords: Microsoft Office, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Micro-Credential Program, BNSP Certification, Training.

I. Introduction

The rapid advancement of information technology requires students to possess adequate digital competencies, particularly in the use of office software applications. Microsoft Office is one of the most widely used software packages in both educational institutions and professional workplaces because it supports various administrative tasks, data processing activities, and professional information presentations. In today's workplace, proficiency in Microsoft Word, Microsoft Excel, and Microsoft PowerPoint has become one of the fundamental competencies required of professional employees. Therefore, IBBI University organized a Micro-

Credential Program under the Data Management Staff certification scheme in collaboration with the National Professional Certification Agency (BNSP). This program aims to enhance students' readiness for the workforce through the development of competency-based skills. As part of the preparation for the Micro-Credential examination and BNSP certification, IBBI University conducted a Microsoft Office training program from March 30 to April 4, 2026, in Laboratory Room 215 at IBBI University. The training covered Microsoft Word with a focus on mail merge and professional document management, Microsoft Excel with an emphasis on the use of functions and formulas, and Microsoft PowerPoint with topics related to presentation slide design using animations and background images. The training sessions were facilitated by experienced instructors in the field of information technology, namely Wilianto, S.T., S.Pd., M.M., M.TI., Septi Arianto, S.Kom., M.M., and Budi Utama, S.Kom. Each instructor conducted training sessions for two days during the week according to their respective areas of expertise. The objectives of this training program were as follows:

- a. To improve students' competencies in using Microsoft Office applications.
- b. To prepare students for the Micro-Credential Program examination and BNSP certification.
- c. To provide students with hands-on experience in the use of office applications.
- d. To help students understand the digital competency requirements of the modern workplace.

II. Literature Review and Hypothesis Development

2.1. Microsoft Office as a Fundamental Workplace Competency

Microsoft Office is a suite of office applications consisting of various software programs designed to support administrative tasks and information processing, including Microsoft Word, Microsoft Excel, and Microsoft PowerPoint. According to Shelly and Vermaat (2019), proficiency in Microsoft Office applications is one of the essential competencies required across various employment sectors because it enhances work efficiency and organizational productivity.

2.2. Microsoft Word and Mail Merge

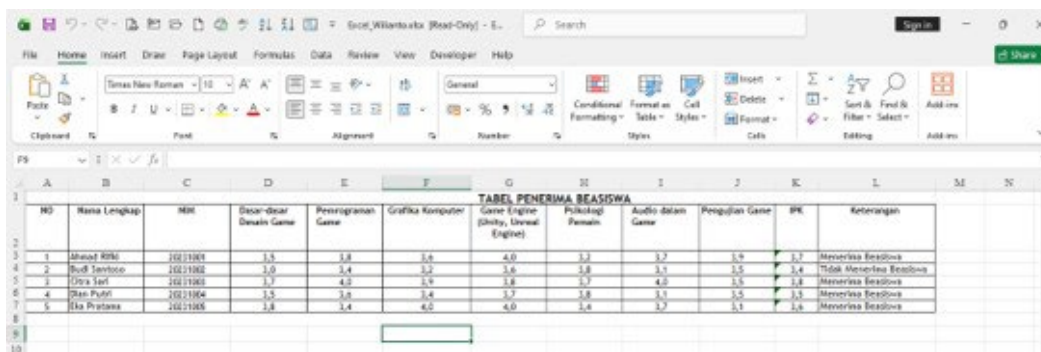
Microsoft Word is widely used for creating professional documents such as letters, reports, and administrative forms. One of its most important features is Mail Merge, which enables users to generate multiple documents automatically using different sets of data. This feature is highly beneficial for administrative processes and correspondence management, as it improves efficiency and reduces manual workload.



Figure 1. Creating a Letter Using the Mail Merge Feature

2.3. Microsoft Excel for Data Processing

Microsoft Excel is a spreadsheet application used for data processing, analysis, and calculations through the use of functions and formulas. According to Walkenbach (2020), functions such as SUM, AVERAGE, IF, VLOOKUP, and COUNTIF significantly facilitate fast and accurate data processing. These functions enable users to organize, analyze, and interpret data effectively, making Excel one of the most important tools in administrative and business environments.



ID	Nama Lengkap	NIM	Skor-dasar Desain Game	Penjurusan Game	Grafika Komputer	Game Engine (Unity, Unreal Engine)	Psikologi Pemain	Audio dalam Game	Pengujian Game	IPK	Keterangan
1	Ahmad Rizki	20211001	3,5	3,8	3,6	4,0	3,3	3,7	3,4	3,7	Menerima Beasiswa
2	Rudi Santoso	20211002	3,0	3,4	3,2	3,6	3,8	3,1	3,5	3,4	Tidak Menerima Beasiswa
3	Yura Sari	20211003	3,7	4,0	3,9	3,8	3,7	4,0	3,6	3,8	Menerima Beasiswa
4	Rani Putri	20211004	3,5	3,8	3,8	3,7	3,8	3,1	3,5	3,3	Menerima Beasiswa
5	Rika Pratama	20211005	3,8	3,4	4,0	4,0	3,8	3,7	3,1	3,8	Menerima Beasiswa

Figure 2. Creating Functions in Microsoft Excel

2.4. Microsoft PowerPoint as a Presentation Medium

Microsoft PowerPoint is an application used to create interactive and engaging presentation materials. The use of animations, slide designs, background images, and transition effects can enhance the quality of presentations, enabling information to be delivered more effectively to the audience. Well-designed presentations also contribute to better communication and audience engagement.

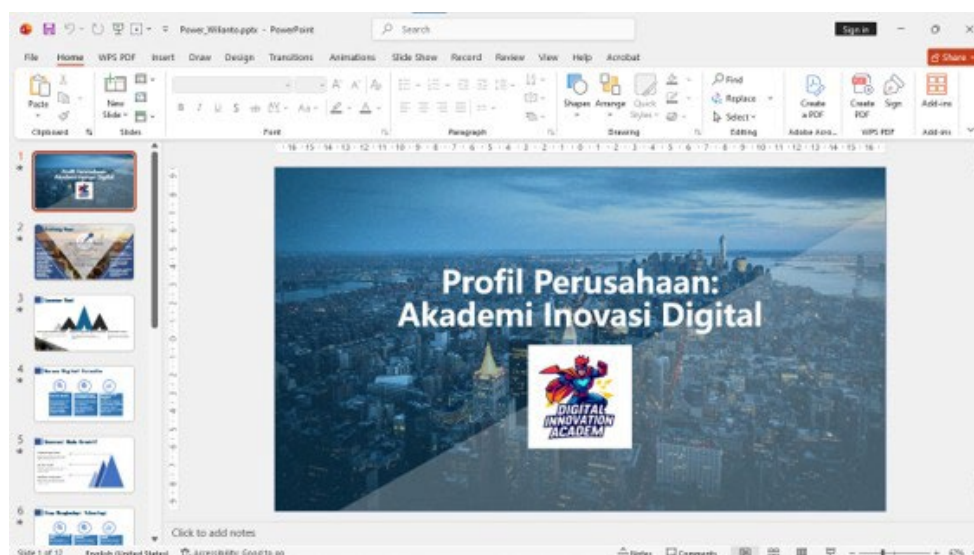


Figure 3. Creating Presentation Slides Using Microsoft PowerPoint

2.5. BNSP Competency Certification

The National Professional Certification Agency (BNSP) is an independent institution responsible for implementing professional competency certification in Indonesia. Competency certification aims to ensure that individuals possess skills and knowledge that meet nationally recognized occupational standards.

Through certification, graduates and professionals can demonstrate their competencies and improve their competitiveness in the labor market.



Figure 4. BNSP Licensing Certificate Awarded to a Professional Certification Institution



Figure 5. Example of a BNSP Certificate for the Data Management Staff Scheme

III. Research Method

This community service activity employed a qualitative descriptive approach aimed at describing the implementation of Microsoft Office training in supporting the Micro-Credential Program and BNSP Certification. The training was conducted through hands-on practice in a computer laboratory, allowing participants to engage interactively with each training module. Participants were provided with training materials and practical case studies tailored to the requirements of the competency certification examination.



Figure 5. Implementation of the Micro-Credential Examination



Figure 6. Participants of the Training and BNSP Micro-Credential Certification Examination



Figure 7. Group Photo of Micro-Credential Examination Participants and Assessors

3.1. Location and Time of Implementation

The training program was conducted in Laboratory Room 215 at IBBI University on April 10, 2026. Meanwhile, the Micro-Credential Program examination was held on April 11, 2026.

3.2. Trainers/Instructors and Assessors

The training sessions were 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 training for one day according to the assigned subject matter. The assessors consisted of:

- 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 covered the following topics:

- a. Microsoft Word
 - Professional document creation
 - Document formatting and layout management
 - Mail merge
- b. Microsoft Excel
 - Use of formulas and functions
 - Data processing and analysis
 - Table and report creation
- c. Microsoft PowerPoint
 - Presentation slide creation
 - Application of animation effects
 - Use of background images
 - Interactive presentation design

3.4. Data Collection Techniques

Data were collected through the following methods:

- a. Direct observation during the training activities.
- b. Documentation in the form of photographs and training materials.
- c. Brief interviews with training participants.

3.5. Data Analysis Technique

The collected data were analyzed using a qualitative descriptive approach by identifying participants' levels of participation, understanding of the training materials, and the impact of the training on students' readiness to undertake the BNSP certification examination.

IV. Results and Discussion

The Microsoft Office Training Program conducted as part of the IBBI University Micro-Credential Program was successfully implemented and received positive responses from participating students. The activity was carried out over one day and combined theoretical instruction with hands-on practice in a computer laboratory.

4.1. Participant Participation

Participants demonstrated a high level of enthusiasm throughout the training program. Students actively engaged in practical sessions and discussions, particularly during the Microsoft Excel and Microsoft PowerPoint modules, which were considered highly relevant to both academic requirements and workplace demands.

4.2. Understanding of the Training Materials

Based on observations and evaluations conducted during the training, participants were able to understand:

- a. The use of the Mail Merge feature in Microsoft Word.
- b. The application of functions and formulas in Microsoft Excel.
- c. The creation of interactive presentations using Microsoft PowerPoint.

Most participants successfully completed the exercises assigned by the instructors, indicating a satisfactory level of comprehension of the training materials.

4.3. Challenges Encountered During Implementation

Several challenges were identified during the training program, including:

- a. Differences in participants' levels of computer proficiency.
- b. Limited practice time for certain advanced topics.
- c. Technical issues related to laboratory computer equipment.

However, these challenges were successfully addressed through direct assistance provided by the instructors and training assistants.

4.4. Impact of the Training Program

The training program had a positive impact on students' readiness to undertake the BNSP certification examination. Participants became more confident in using Microsoft Office applications and gained a better understanding of how these applications are applied in professional work environments. Furthermore, the training enhanced students' abilities in:

- a. Preparing and managing administrative documents.
- b. Processing and analyzing data using spreadsheets.
- c. Presenting information through professional presentation media.

These competencies are essential for improving graduates' competitiveness and employability in the modern workforce.

4.5. Activity Documentation

The documentation collected during the program included:

- a. Photographs of the training activities.
- b. Training presentation materials and slides.
- c. Participant attendance records.
- d. Documentation of the Micro-Credential examination process.



Figure 8. Administration of the Micro-Credential Examination by the Assessors

V. Conclusion

The Microsoft Office Training Program conducted as part of the IBBI University Micro-Credential Program and BNSP Certification preparation was successfully implemented and provided significant benefits to participating students. The training materials effectively enhanced participants' understanding and practical skills in using Microsoft Word, Microsoft Excel, and Microsoft PowerPoint, which are considered essential competencies in today's professional workplace. The program also served as an effective preparation platform for students undertaking the BNSP certification examination under the Data Management Staff scheme. The high level of participant enthusiasm and their successful completion of practical exercises demonstrated that the training was both effective and applicable to real-world needs. Through this program, students are expected to develop stronger digital competencies, enabling them to compete more effectively in the labor market and meet the demands of modern industries. To further improve the effectiveness of similar programs in the future, several recommendations are proposed. Advanced Microsoft Office training programs should be conducted regularly to strengthen participants' skills beyond the basic level. Additional practice sessions should be provided to allow participants to gain a deeper understanding of the training materials. Furthermore, future training programs should incorporate real-world workplace case studies to

enhance the practical relevance of the learning experience. Finally, the integration of additional digital competency certifications is recommended to further improve graduates' competitiveness and employability in an increasingly technology-driven job market.

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