



## ▶ Institutional Case Study

### ▶ The Catholic Parahyangan University – Implementation partner for ILO SCORE Training in West Java

#### Key points

▶ **Objective**

Use SCORE Training to improve Indonesian MSMEs.

▶ **Location**

Bandung District, West Java, Indonesia

“A simple and very effective method: that is what SCORE Training is all about. And it aligns with our mission which is to support our small business sector in the community. This is why we chose SCORE Training for our community development programme.”



**Triyana Iskandarsyah**

SCORE UNPAR Programme Coordinator.

Since 2016, the Catholic Parahyangan University in West Java is using ILO SCORE Training in its Community Development Programme and has helped 115 small businesses to improve productivity and working conditions.

In 2016, Triyana Iskandarsyah, Programme Head in the Faculty of Economics of the Catholic Parahyangan University (UNPAR), thought hard about how to expand the university’s community development programme. She always wanted the university to contribute more to the local and regional economy,

and make better use of the skills and experience of university staff. Through a facebook connection, she learned about the ILO SCORE Training from the Business Export Development Organization (BEDO) in Bali. The ILO’s SCORE Training had until then already been used by many other implementation partners in other parts of the country to improve working conditions and productivity in micro, small and medium-sized enterprises (MSMEs).

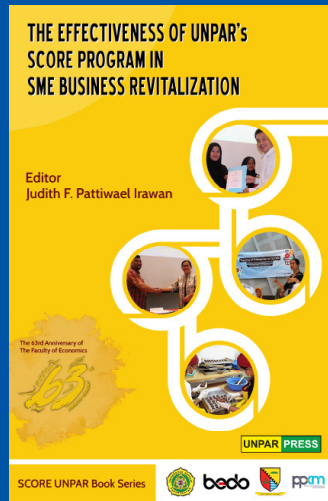
▶ **How SCORE Training became part of UNPAR’s Economics Faculty**

After approval from Academic Senate 2018, SCORE Training was embedded in the curriculum of the Faculty of Economics (2018). The idea was that both, lecturers and students would advise small businesses in how to improve business operations and working conditions of employees. She knew that many small businesses struggled to make a profit and stay competitive. At the same time, employees of the small businesses in the community often earned very little and had to work hard for many hours under difficult conditions.

To reach the small business community, UNPAR started a collaboration with the Provincial Ministry of Cooperatives and MSMEs in Bandung and the Paguyuban Pengusaha Karya Mandiri (PPKM) – an association of MSME workers. Through this partnership, the University was able to conduct training and consulting visits for more than 100 MSMEs reaching more than 500 workers. The University is providing the training free-of-charge and has used around US\$ 80,000 from its Corporate Responsibility (CSR) fund for the related expenses. So far, 24 lecturers in the Faculty of Economics have become trainers for the UNPAR SCORE Training.

▶ SCORE Training case studies as business cases for economics students

Not only the businesses benefit from SCORE Training, but also the University's students. The University's lecturers wrote up many of the case studies how they assisted enterprises and published them as a book titled "The Effectiveness of UNPAR's SCORE Programme in SME Business Revitalization." Lecturers use this book, published in December 2018, to teach students business management and the basics of providing management advice to companies. Students can also take a course on SCORE Training and earn course credits by advising SMEs in the community on enterprise development. Around 200 students have already studied SCORE Training and provided advisory to micro and small enterprises.



<http://bit.ly/SCOREUNPARBook>

Triyana Iskandarsyah, Coordinator of SCORE Training at the University, believes embedding SCORE Training was a good choice. "SCORE Training aligns with our main concern, which is development of our local MSME sector. The training method is simple yet effective, and it doesn't just provide classroom training but also follow's up through consulting visits to small businesses. The follow up visits lead to practical changes in MSMEs and really help small business owners and their workers to improve the business."

▶ UNPAR's future plans for SCORE Training - expansion & Covid-19 online training

For 2020, UNPAR was planning to further expand its SCORE Training programme to the service sector and to managers of cooperatives, in collaboration with the Local Office for Cooperatives in the Bandung District. The University planned to invite faculty from other departments and UNPAR's Center of Excellence on Small Medium Enterprise Development (CoE SMED) to also implement SCORE Training.

In early 2020, the Covid-19 virus hit Indonesia hard, and a Government decreed lock-down put a temporary end to all trainings and enterprise visits. The University however explored different options to reach small businesses through online training. Staff quickly put together plans for an online Training of Trainers on the use of webinars and virtual enterprise visits. In March and April 2020, at the time of writing, already 32 businesses had participated in SCORE Online Training.

UNPAR's community development work with small enterprises and SCORE Training has inspired other universities to follow their example. In 2019, APP Polytechnic, a university under the Ministry of Industry in Depok, West Java, adopted SCORE Training as part of its productivity improvement programme, with initial assistance from UNPAR. They named their programme ICARE and allocated 10,000 USD to support 20 SMEs annually.



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