

THE ROLE OF COOPERATIVES IN RETIREMENT EMPLOYEES AT THE LHKSEUMAWE NASARI SAVING AND LOAN COOPERATIVE. COOPERATIVE OBJECTIVES: PROSPERITY OF MEMBERS

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Abstract

Indonesia has many Civil Servants (PNS), the Indonesian National Armed Forces and the Indonesian National Police (Polri) who are sure to retire every year. Based on data from the National Civil Service Agency (BKN), Thursday (12/11/2020), in the 2021-2024 period there are around 706,438 civil servants who will retire. In 2021, there are 162,484 employees who will retire either because of the retirement age limit (BUO) or non-bup, which makes many financial institutions focus on serving these retirees. One of them is the Nasari Savings and Loans Cooperative which focuses on providing services to retirees in Indonesia. As well as remembering and Departing from the economic crisis that hit Indonesian society in 1998, a group of retirees who cared about the situation at that time, established a Savings and Loans Cooperative (KSP) named NASARI. The aim is to provide solutions to retired civil servants, military, police in addressing their needs in their old age. The Nasari Lhokseumawe Cooperative seeks to improve the welfare of its members, namely retired employees by using several strategies, namely Improving the Welfare of its Members by improving Services to Members and facilitating the Administrative process, Improving the Welfare of Its Members with Products Owned by the Nasari Cooperative, Trying to provide low interest rates and allowing retirees those aged over 70 years make loans, Increase Cooperative Capital, namely by increasing member's mandatory savings, and opening unlimited deposits. There are 3 obstacles faced by the Nasari Lhokseuawe Joint Welfare Cooperative in improving the welfare of its members, namely limited capital, sharia regulations, and the many competitors who also provide loans to retired customers so that they have to compete with the Nasari Cooperative, the Lhokseumawe branch. And the strategy carried out by the Nasari Lhokseuawe Cooperative in overcoming obstacles in improving the welfare of its members is by opening deposits that are not covered for customers or other people who want to deposit their money, following the applicable sharia rules, and providing the best service to customers so they can compete with another competitor.

Keywords : Cooperative Strategy, Member Welfare

1. INTRODUCTION

Cooperatives are institutions where people who have interests come together to improve their welfare. In carrying out its activities, cooperatives are based on values and principles that characterize them as economic institutions that are loaded with business ethical values. The values contained in cooperatives, such as self-help, self-reliance, and cooperation will give rise to a synergistic effect. This effect will be a very powerful force for cooperatives to be able to compete with other economic actors.

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According to Hendrojogi (2007: 21) provides a limitation that "Cooperatives are business entities consisting of people or cooperative legal entities based on cooperative principles as well as a people's economic movement based on the principle of kinship". In general, cooperatives are business entities that are formed which consist of people or cooperative legal entities based on cooperative principles based on the principle of kinship.

Currently, many cooperatives have been established and become an economic force in society. In Law Number 25 of 1992 which is the legal basis for cooperatives, what is meant by cooperatives is a business entity consisting of people, a person or a cooperative legal entity based on cooperative principles as well as a people's economic movement based on the principle of kinship.

Cooperatives have the goal of prospering members and building a national economic order as well as supporting the economy. The level of security and convenience of member or prospective member funds is the main factor in increasing public trust in cooperatives where this can affect the achievement of company performance in increasing the company's competitive advantage.

A prosperous society is a society that meets the necessities of life, especially basic needs such as clothing, food and shelter. With the condition of fulfilling these basic needs, it will affect the quality of human resources. To improve the welfare of the community, a strategy that is appropriate to the community is needed.

Indonesia has many Civil Servants (PNS), the Indonesian National Armed Forces and the Indonesian National Police (Polri) who are sure to retire every year. Based on data from the National Civil Service Agency (BKN), Thursday (12/11/2020), in the 2021-2024 period there are around 706,438 Civil Servants who will retire. In 2021, there are 162,484 employees who will retire either because of the retirement age limit (BUO) or non-bup, which makes many financial institutions focus on serving these retirees. One of them is the Nasari Savings and Loans Cooperative which focuses on providing services to retirees in Indonesia. As well as remembering and Departing from the economic crisis that hit Indonesian society in 1998, a group of retirees who cared about the situation at that time, established a Savings and Loans Cooperative (KSP) named NASARI. The aim is to provide solutions to retired civil servants, military, police in addressing their needs in their old age.

Cooperatives are subject to the Ministry of Cooperatives as a government agency authorized to grant establishment permits for a cooperative institution. KSP Nasari's license as a legal entity is No. 0021/BH/KWK.11-30/VIII/1998 dated 31 August 1998 with the status of a Multi-Business Cooperative (KSU) and having an office on Jl. Overlapping highway 114 Semarang. Under the leadership of SAHALA PANGGABEAN, MBA, it was changed to KSP (Savings and Loans Cooperative) Nasari in 2002 with legal entity number 01/BH/PAD/KDK 11/II/2002 from the Central Java Province Cooperative and UKM Service Office (Department of Cooperatives & UKM) that can serve members nationally. Thus, the operational area also extends to all regions of Indonesia.

The Nasari Lhokseumawe Cooperative itself has the aim of prospering its members. To realize this goal, the Nasari Syariah Cooperative has a strategy to improve the welfare of its members by improving services to members and facilitating the administrative process when making transactions and by providing superior products that can help prosper its members (retired employees).

Based on the data we obtained, the Nasari cooperative is doing it for the welfare of its members, namely by improving services to members and facilitating the administration process. As well as a variety of superior products that they have. The strategy they use has been able to improve the welfare of its members (retired employees), which can be seen from the thousands of members who join and participate in using the products used.

So with various considerations and the purpose of the cooperative, namely for the welfare of its members, here we raise the title The Role of Savings and Loans Cooperatives for Retired Employees at the Nasari Lhokseumawe Savings and Loans Cooperative. We want to know more deeply about the role of the cooperative in achieving the goal of welfare for its members. Through this paper we want to find out the strategy for improving service and what products are produced by the Nasari Lhokseumawe savings and loan cooperative as well as the obstacles and challenges faced in the welfare of members (retired employees).

The purpose of this mini project is to describe:

1. The history and development of the Nasari Lhokseumawe Savings and Loans Cooperative today.
2. Strategy of the Nasari Syariah Cooperative in Improving the Welfare of its Members (retired employees).
3. Products offered to members to improve member welfare.
4. Obstacles and challenges faced by the Nasari Lhokseumawe Savings and Loan Cooperative and how to overcome them.

2. LITERATURE REVIEW

Role

Based on the Big Indonesian Dictionary, a role is something that is part of or holds the leadership, especially in the occurrence of a thing or event.

According to Soejono Soekanto in a book entitled sociology an introduction (2012: 212), explaining the notion of role is a dynamic aspect of position (status). If a person performs his rights and obligations according to his position, he is carrying out a role. The distinction between position and role is for the sake of knowledge. The two cannot be separated because one depends on the other and vice versa. There is no role without position or position without role. As with position, role also has two meanings. Everyone has various roles that come from the patterns of social interaction in his life. This means at the same time that the role determines what is done for society and by society to him.

Role is a series of regular behaviors, which arise because of a certain position, or because of the existence of an office that is easily recognized. A person's personality may also greatly influence how the role should be carried out. The role arises because a person understands that he is not working alone. Having an environment, which at any time is necessary to interact. The environment is wide and varied, and each will have a different environment. But the role that must be played is essentially no different from Miftah Thoha (2012:10).

Cooperative

Literally cooperatives come from English namely Cooperation which consists of two syllables namely "co" which means together and "operation" which means work. So cooperative means working together, so that every form of cooperation can be called cooperative. Cooperatives are business organizations owned and operated by people for the common good. Cooperatives are a form of legal entity that has long been known in Indonesia. The pioneer in the development of cooperatives in Indonesia is Bun Hatta, and until now he is well known as the father of Indonesian cooperatives. The definition of cooperatives according to the "Father of Indonesian Cooperatives" Moh. Hatta is a joint effort to improve the fate of economic life based on mutual assistance.

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According to Sudarwanto (2013: 4) provides a limitation that "A cooperative is an association founded by cooperative people or legal entities who have limited economic capacity, with the aim of fighting for the improvement of the welfare of its members".

From several theories it can be concluded that cooperatives are associations of people or legal entities who have needs and work together to fulfill integrity based on cooperative principles that have been stipulated by law with the aim of improving the economy or increasing welfare on the basis of kinship. And trying to improve the standard of living and increase the welfare of its members. Because in general those who work in cooperative associations are people from economically weak groups who share the same fate and agree. In addition, cooperatives are based on cooperative principles based on the principle of kinship. Then the main characteristics of cooperatives that distinguish them from other business entities, namely cooperative members have multiple identities. Identity

double means that cooperative members are owners as well as users of cooperative services. Generally cooperatives are controlled jointly by all of its members, where each member has equal voting rights in every decision taken by the cooperative.

The impact of these cooperatives can be in the form of direct micro impacts on the economies of their members and also indirect micro impacts on the cooperative organizational environment through increased employment, increased innovation, growth and better profit sharing and so on (Sugiri, 2020). While the macro impacts of cooperatives include cooperatives making a potential contribution to economic development, for example:

1. Increasing income and improving the economic conditions of farmers, craftsmen and others, as well as reducing rural poverty.
2. Increasing capital formation activities and improving human resources through education and training of members, employees and managers.
3. Market development, improvement of market structure and more effective competition.

Cooperative Function

The function of cooperatives in Indonesia has been regulated and recorded in Law no. 25 of 1992 article 4 which contains the following:

1. Building and developing the economic potential and capabilities of members in particular the community and society in general to improve their social and economic welfare.
2. Participate actively in efforts to enhance the quality of human life and society.
3. Strengthening the people's economy as the basis for the strength and resilience of the national economy with cooperatives as the pillars.
4. Trying to realize and develop the national economy, which is a joint effort based on the principle of kinship and economic democracy.

Strategy

According to Marrus (2002: 31) strategy is defined as a process of determining plans for top leaders that focus on the long-term goals of the organization, accompanied by the preparation of a method or effort on how to achieve these goals.

Every company or organization, especially services, aims to provide good service to its customers. Therefore, every company or organization's strategy must be directed towards customers. This is as explained by Hamel and Prahalad (1995:31) "that strategy is an action that is incremental (always increasing) and continuous, and is carried out based on the point of view of what customers expect in the future". Thus, strategy almost always starts from what can happen and not from what happened.

Strategy is not only needed by an organization that focuses on profit oriented, but also for non-profit oriented organizations such as hospitals, universities, churches, local governments, libraries and other social institutions. Some research results show that organizations that have a clear or formal strategy have superior (outperformed) performance compared to organizations without or not having a clearly formulated strategy.

The Role of Cooperatives in Improving Member Welfare

The several roles of Cooperatives in improving the welfare of members:

1. Fostering a more humane business motive.
2. Develop a more equitable distribution of the remaining operating results.
3. Fighting monopoly and other forms of concentration of capital.
4. Offer goods and services at lower prices.
5. Increase member income.
6. Simplify and streamline trade.
7. Growing honest attitude and openness in the management of the company.
8. Maintain a balance between demand and supply, between needs and fulfillment of needs.
9. Train people to use income actively.
10. As a business entity, cooperatives have economic and social functions.

Sharia Cooperative

Sharia Savings and Loans and Financing Cooperative (KSPPS) is a cooperative whose business activities cover savings, loans and financing according to sharia principles, including managing zakat, infaq/alms, and endowments. Savings and Loans Cooperatives and Sharia Financing (KSPPS) are Non-Bank Financial Institutions (LKNB) that operate under the Sharia system (Farid, 2016: 385).

Sharia Savings and Loan Cooperatives According to Law No. 25 of 1992, cooperative business activities can be grouped into two, namely savings and loan cooperatives and trading cooperatives. Savings and loan cooperatives can run a sharia financial services business by opening a sharia service unit or division. Sharia savings and loan cooperatives or also known as Islamic Financial Services Cooperatives (KJKS) or Islamic Financial Services Units (UJKS) cover the fields of financing, investment and savings whose system is in accordance with the profit sharing pattern. Deposits entrusted by members to sharia cooperatives are in the form of deposits for savings and deposits for investment. Meanwhile, loans for members are given after being registered as members or after making deposits in cooperatives. Loans granted are in accordance with the provisions of the sharia cooperative.

3. IMPLEMENTATION METHOD

Research methods

The research approach carried out by researchers is a descriptive approach because this approach always provides a foundation and convenience in an effort to achieve goals optimally. The descriptive approach that is said to have an important role is to view the role of cooperatives and the welfare of members as having a very close relationship. Researchers use qualitative research. The reason that prompted researchers to use this method was to answer questions about the role of the Nasari Cooperative in improving the welfare of members in Lhokseumawe. The researcher acts as the main instrument in data collection, analysis, data interpretation, and ultimately becomes the reporter of the research results. As the main instrument, the researcher acts as a full observer, by making observations as carefully as possible down to the smallest things that happen in the field (Mahyudi. 2004). Determination of research locations is considered important as part of the problem boundaries and research coverage areas. The researcher determined the

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research location, namely the NASARI SAVING AND LOAN COOPERATIVE located at the LHOKSEUMAWE Branch Office: Jl. New Ocean No. 4 Lhokseumawe. With these considerations the researcher hopes that it will be able to facilitate the process of further research. The collection of data used is participatory observation, in-depth interviews and documentation. In this study, data analysis used qualitative methods. The framework used in analyzing the data in this study uses interactive techniques. This means that in the analysis of this learning process, the data collection stage,

Data Types and Sources

Primary data is data obtained from direct interviews with informants. This data was taken based on the results of direct interviews that we conducted with informants at the Nasari Cooperative. Furthermore, based on the primary data that has been collected, it is used as a reference or basis for conducting discussions in this study. While secondary data is supporting data taken from literature or company data.

Location and Time of Research

The research location was carried out at the Nasari Savings and Loans Cooperative Office, Lhokseumawe Branch: Jl. Samudera Baru No.4 Lhokseumawe and held more or less during the last two weeks of November for interviews and the rest.

Data Collection Techniques

Data collection techniques are ways to obtain complete, objective and justifiable data in accordance with research. To obtain data, facts, and related information, the researchers used several data collection methods used in field research. This data collection activity is very important because it aims to find data from various sources that are considered competent to support the desired research results and produce valid, accurate and justifiable data. For this reason, it is necessary to prepare appropriate data collection instruments and in accordance with the data collection techniques used. Some of these data collection methods are:

1. Interview

Interviews can be interpreted as a way to get information directly from informants orally. The interview method is the most important thing to do in qualitative research. Interviews are also interpreted as a meeting of two people to exchange information and ideas through question and answer so that meaning can be constructed in a particular topic (Sugiyono, 2007: 72).

The interview was recorded. A recorded interview will add value. First, with the recording, the researcher will have original evidence of the participant's voice. Second, recorded conversations will be authentic evidence if there is a misinterpretation. To record an interview, the researcher must first ask permission from the participant and at the same time provide assurance to the participant that the recorded material is only used for research purposes and will only be used by the researcher himself. The confidentiality of the recording must be strictly guaranteed. By recording the data it will last a long time and can be referred to if it is forgotten and its authenticity can be proven by sound.

In this study, the research used structured and in-depth interviews which were expected to be able to explore more fully the information conveyed by the informants. The interviews in this study were of course carried out using interview guidelines which contained an outline of the main issues to be asked. It is hoped that what the researcher will ask the informants is not too far from the main problem. During the interview process, the researcher used field notes to record the information obtained and a tool in the form of a recorder to record all the information provided by the informant.

In this study, researchers conducted interviews with informants, namely Nasari Cooperative Tellers who were directly involved in managing the cooperative. From the results of these interviews, it is hoped that the data obtained is truly in accordance with the research objectives

The structure of the interviews we conducted during our research at the NASARI COOPERATION and obtained information and obtained the data by asking questions based on what was available at that location. Some of the questions from the main problem are:

1. What was the history before it was formed into the current Nasari Cooperative, mother?
2. Are the members only made up of retired employees, right? Can large companies also participate in the savings and loans?
3. What is the strategy used by the Nasari Cooperative in realizing its goals, namely the welfare of its members?
4. How many products have been produced from the Nasari Cooperative?
5. What are the Challenges and Obstacles that Nasari Cooperative went through?
6. How to overcome the Challenges and Obstacles that occur?
7. Where does the Nasari Cooperative's capital come from, is it only from customer deposits?
8. Has there ever been a problem with a borrower who is old and suddenly dies, what's the next step?

2. Audio Recording

Audio recording is one of the qualitative data collection techniques. In conducting interviews, audio recordings are often made. To capture the gist of the conversation requires the foresight and experience of someone conducting the interview. You can record the interview audio so that it can be used to explore the contents of the interview more fully when data processing is carried out.

3. Documentation

Documentation here is a method used to obtain additional data or supporting data through documents related to research. Self-documentation is a technique used to obtain data by studying, recording archives or data related to the problem to be studied as material for analyzing problems.

The documentation in this study focuses more on collecting supporting documentation for the required research data (Soehartono, 2004: 69). The document can be in the form of text or pictures related to research on "THE ROLE OF COOPERATIVES IN RETIREMENT EMPLOYEES" at the Nasari Lhokseumawe Savings and Loans Cooperative, especially pictures of the contents of the cooperative used.

Data analysis technique

Data analysis used is descriptive analysis. There are 3 paths of qualitative data analysis, namely data reduction, data presentation, and drawing conclusions (Miles and Huberman, 1992).

1. Data Reduction Data reduction is the process of selecting, focusing on simplifying, abstracting and transforming raw data that emerges from written records in the field.
2. Presentation of Data Presentation of data is an activity when a set of information is compiled, thus giving the possibility of drawing conclusions and taking action.
3. Drawing conclusions Drawing conclusions is done by comparing the suitability of the statement of the research subject with the meaning contained in the basic concepts in the study.

4. RESULTS AND DISCUSSION

Overview of the Nasari Lhokseumawe Savings and Loans Cooperative

KSP NASARI initially only operated in the municipality area of Semarang, then in Central Java Province, then followed by the Special Region of Yogyakarta, West Java Province, East Java

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Province, Special Capital Region of Jakarta & Banten Province, South Sumatra, Bali, NTT, NTB, Province North Sumatra, South Kalimantan Province, and South Sulawesi Province, now KSP NASARI has been able to serve retirees in all regions with the approval of the Minister of Cooperatives & SMEs of the Republic of Indonesia through Letter Number: 01/DEP.1/2003 January 14, 2003.

Before the legal entity of the Savings and Loans Cooperative, KSP Nasari used to be called the Nasari All-Business Cooperative (KSU) with Legal Entity Number 0021/BH/KWK.11-30/VIII/1998 with the number of KSU Nasari members at that time as many as 25 people. In 2002 KSP Nasari was able to operate with business areas throughout Central Java. This was reinforced by the approval of the amendment to the KSP Nasari Articles of Association with Number: 01/BH/PAD/KDK 11/II/2002 by the Central Java Province Cooperative and UKM Service Office.

The development of KSP Nasari from year to year has developed quite rapidly. This prompted the KSP Nasari Management to develop their business area. With the issuance of the Letter of the Ministry of Cooperatives and Small and Medium Enterprises of the Republic of Indonesia Number: 02/Dep.I/2003 dated January 14 2003, as of 2003 KSP Nasari can operate throughout Indonesia.

In 2004, to be precise on June 1 2004 KSU Nasari changed to the Nasari Savings and Loans Cooperative (KSP) with Number: 55/PAD/MENEG.I/VI/2004. KSP Nasari as a legal entity, has also registered itself as a taxpayer at the Directorate General of Taxes of the Ministry of Finance of the Republic of Indonesia Regional Office X Central Java and DI Yogyakarta South Semarang Tax Service Office and obtained a Taxpayer Identification Number (NPWP): 02.069.710.517. 000. As a manifestation of the implementation of regional autonomy, starting in 2006 each KSP Nasari Branch Office has also registered as a taxpayer.

In addition, KSP Nasari also obtained a Savings and Loans Business Permit (SISP) Number: 165/SISP/Dep.I/2011 on December 12 2012 and Cooperative Company Registration Certificate (TDP) number: 11.01.2.51.00380 on October 8 2009 .

And along with the growing needs of the community / members (non-full members) for sharia-based financial products, on October 23 2017 the Nasari Mandiri Syariah Sharia Savings and Loans Financing (KSPPS) was established with its head office in Jakarta, and then obtained approval from the Minister Cooperatives & Small and Medium Enterprises of the Republic of Indonesia based on decision letter No.006247/BH/M.KUKM.2/XI/2017 dated 16 November 2017.

Meanwhile KSP Nasari has been operating in Bumi Serambi Mecca, Aceh on December 4 2011 with the establishment in Lhokseumawe City, which later developed in the cities of Banda Aceh and Langsa.

Strategy for the Nasari Syariah Cooperative in Improving the Welfare of Its Members by improving Services to Members and facilitating the Administration process.

The results of the research on the role of cooperatives in improving the welfare of the members of the Nasari Syariah Cooperative that the authors carried out, the authors only obtained an overview. To find out how the increase in welfare felt by members of the Nasari Syariah Cooperative can be obtained from the results of interviews.

The Nasari Lhokseumawe Cooperative has a strategy to achieve its goals, namely the welfare of its members (retired employees), namely by facilitating administration when they want to use the products provided, be it borrowing savings, and so on.

"We use the term pick up the ball, which means visiting the residence of a customer who wants to carry out transactions, be it loans, deposits, and other transactions provided by this Nasari cooperative," said the Teller of the Nasari cooperative during an interview.

By using this strategy the level of customer interest in joining and using the products of the Nasari cooperative increases. For example, when a customer (retired employee) is old and sick, the management of the Nasari cooperative will come to his residence and no longer need to come to the office to take care of administration and make loan disbursements or make deposits. This method is very effective because basically the members of the Nasari cooperative are retirees whose age is over 50 years and sometimes some are already sick or so on. In addition to the ease of making transactions, the Nasari cooperative also provides convenience to customers by not providing administrative requirements that are not difficult.

The easy transaction process and administrative arrangements make customers very interested in joining. So that the goal of the Nasari Cooperative for the welfare of customers (pensioners) is easily achieved.

Welfare itself is a condition of safety, peace and quiet, in the context of this study, prosperity is meant as a condition in which members of the Nasari Syariah Cooperative can have their needs fulfilled both in terms of material (income) and non-material (ability to buy goods). The Central Bureau of Statistics has several indicators that are used as measurements to see the level of household welfare. This is the measure in seeing the increase in welfare felt by members of the Nasari Syariah Cooperative.

To measure the welfare of its members, it can be seen from the facilities provided by the cooperative to members such as the provision of credit and retirement loans to members and can also be seen from the level of income of members, which have increased after joining the cooperative members. In accordance with welfare indicators related to income levels, here members can be said to be prosperous, especially in the economic field if they have an income level that is above average or in the sense that so far the income earned has been able to be used to meet their needs, especially the needs of daily life including for the education costs of their children.

The Nasari Syariah Cooperative from year to year tries to make changes slowly in order to improve the national economy which aims to prosper members in particular and society in general. The more advanced the times and the complexity of the needs is a challenge for cooperatives. By looking at these conditions, the Nasari Syariah Cooperative from year to year tries to provide enormous services for the welfare of society, especially the welfare of its members. Like establishing partnerships or cooperation and helping provide loans to members who need capital and provide services.

The Nasari Syariah Cooperative in carrying out Savings and Loans activities encounters various kinds of challenges. This is due to the impact of competitors or competition from the same business as the Nasari Syariah Cooperative. The various problems faced by the Nasari Syariah Cooperative have not prevented it from surviving. This is what motivates the Nasari Syariah Cooperative to keep moving forward so that it can survive in the midst of existing problems.

Nasari Syariah Cooperative in Improving the Welfare of Its Members with Superior Products Owned by Nasari Cooperative

In addition to increasing services and facilitating administrative affairs, the Nasari Cooperative also has another strategy, namely by providing products that are useful and beneficial to its customers. Currently, the Nasari Syariah Cooperative already has various service products such as: Savings, Loans, Financing, and Sharia Pawning. These service products are intended for the welfare of members and the community around the Lhokseumawe Nasari Syariah Cooperative which manages Service Products at the Nasari Syariah Cooperative.

The Service Products can be seen as follows:

1. Savings
 - a. WADI'AH savings

Daily public deposits which are very safe and can be returned at any time according to the Member's wishes with lucrative bonuses.

- b. MUDHARABAH Savings

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Deposits whose withdrawals can only be made at certain times (Time Deposits) in accordance with the contractual agreement where the profit sharing ratio is agreed upon in advance and is very safe and profitable.

c. **UMRAH Savings**

Savings i Umrah are savings for individuals, which are savings with the principle of "wadiah" (entrusted) in realizing the sacred intention to perform UMRAH worship.

2. **Financing**

Blessing Hajj/Umroh Bailout Financing

KSPPS Nasari Syariah ONH Loan Funds or also known as KSPPS Nasari Syariah Hajj Fees financing funds are financing for prospective members who will perform the pilgrimage. by obtaining the portion number / queue for going to Hajj, provided that KSPPS Nasari Syariah provides initial ONH Fund deposit financing to prospective members in installments within a certain period of time according to the agreement.

3. **Loan**

SHARIA PENSION Loans

Special Loans for Pensioners for PNS, TNI & Polri as Members who take salaries at the Post Office, Bank BRI, Bank BTPN, & Regional Banks. The loan repayment pattern is guaranteed by a monthly pension salary which is directly deducted by the Pension Payer at the Post Office, Bank BRI, Bank BTPN and Regional Banks as Pension Pay Offices.

4. **Sharia Pawn**

GESIT (Cash Solution Gold Pawn) is a sharia financing service product that focuses on pawning gold, using a Murabahah financing contract with a monthly installment system.

Based on the results of product interviews produced from KSP Nasari Syariah Lhokseumawe in the form of Retirement Loans and Time Deposits such as deposits. And it can also be in the form of daily savings, for example retail or also called retail or retail, people who sell in the market. It can also be called in the Acehnese language as a substitute for playing Julo-Julo or savings and loans. KSP Nasari Syariah invites customers to save and borrow from the Nasari Syariah Cooperative. For opening the first savings book around Rp. 50,000, - for the smallest daily deposit of around Rp. 10,000, -. Meanwhile, for deposit customers or Time Savings, a minimum of Rp. 5,000,000, - with a minimum term of 3 months and a maximum of 12 months. So, KSP Nasari Syariah Lhokseumawe products are specifically for retirees.

"We do not limit the funds borrowed by customers (pensioners) for them to use for any purpose. In fact, sometimes there are customers who borrow money for their children's weddings or grandson's weddings, for building houses, for daily living expenses and so on," said Teller during an interview. .

Based on the interview excerpt above, with the many products provided by the Nasari Cooperative to its customers and with the convenience provided, we can conclude that the Nasari Cooperative's efforts in realizing its goals, namely the welfare of its members, are very appropriate and have a good impact on its customers.

Obstacles Faced by the Nasari Syariah Cooperative in Improving Member Welfare and Strategies to Overcome Them

After examining in depth the role of cooperatives in improving the welfare of members, several strengths were found to encourage its implementation as well as weaknesses that must be anticipated by the Nasari Syariah Cooperative.

The Nasari Syariah Cooperative has been trying to do this from year to year changes slowly in order to improve the national economy which aims to prosper members in particular and society in general. The more advanced the times and the complexity of the needs is a challenge for cooperatives. By looking at these conditions, the Nasari Syariah Cooperative from year to year tries to develop its business. As

with any other business that experienced ups and downs. The Nasari Syariah Cooperative in carrying out its business activities encounters various kinds of challenges and obstacles.

From the results of the interviews, there are several drivers and obstacles in improving the welfare of members through the Nasari Syariah Cooperative, as follows:

1. Driving Factors

The factors that encourage the increase in the welfare of the Nasari Syariah Cooperative are:

a There is a guarantee in granting credit loans

This is what distinguishes between cooperatives and bank financial institutions. Loans made by the Nasari Cooperative provide life insurance guarantees, every loan is insured if the customer dies, the loan is considered complete.

b Members are satisfied with the services provided by the Nasari Syariah cooperative in meeting their needs.

The Nasari Syariah Cooperative can also assist members in fulfillment. In general, cooperatives will increase or expand their business, in addition to providing many benefits, they also increase income for the welfare of their members. The Nasari Syariah Cooperative strives to meet the needs of members/employees for the sake of sufficient shared welfare, in addition to fulfilling basic needs, it also helps employees to help pay for their children's education. By providing the best service, the Nasari Cooperative can realize the goals of the cooperative, namely the welfare of its members (retired employees).

The existence of this cooperative service, it will provide a significant contribution means, in sustaining the economic needs of its members. Cooperative members can use cooperative financial services, without having to convolve. As explained in the strategy above, therefore, the Nasari Syariah Cooperative provides good service to its members.

2. Obstacle factor

As for the inhibiting factors in improving the welfare of members, as follows:

a. Limited capital in credit lending

Limited capital for loans, because this cooperative is still in development. In a small-scale retirement environment, loans made by KSP Nasari Syariah can only be felt by members or employees who need them. This is what drives KSP Nasari Syariah to not be able to lend to the wider community, especially since this cooperative is on a small scale. Those who can borrow in this cooperative first join to become members of KSP Nasari Syariah.

Limited cooperative capital results in limited lending given to the general public. Cooperative members must also fulfill certain conditions to make loans, such as completing personal identity, must first become a member of the cooperative and the purpose and objectives of the loan must be clear.

b. Challenges to the Nasari Syariah Cooperative

The challenges that the Nasari Syariah Cooperative went through from living life with various competitors. Competitors are simply competitors who are present in your travels or business practices. Where they are agencies or companies engaged in similar fields or target consumers. If the competitors in the business are one or several companies that offer products or services similar to the business. However, it is very common in the business world that there are always business competitors. Therefore, the Nasari Syariah KC. Lhokseumawe Cooperative was overwhelmed by the many competitors.

For the sake of public satisfaction with sharia cooperative services, the Ministry of Cooperatives and Small and Medium Enterprises (KUMKM) of the Republic of Indonesia as the ministry in charge of Indonesian cooperatives including sharia cooperatives, has issued a policy regarding guidelines for assessing the health of sharia cooperatives as contained in Ministerial Regulation (Permen) Number 35.3/Per/M.KUMKM/X/2007, in which one aspect of the assessment is regarding compliance with sharia cooperatives against sharia principles.

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Currently the Mayor of Lhoukseumwe has issued a policy regarding assessment guidelines the health of sharia cooperatives as stated in Ministerial Regulation (Permen) Number 35.3/Per/M.KUMKM/X/2007, therefore the risks faced by cooperatives must be based on sharia, if they are not in accordance with the standards implemented by the Ministry of KUMKM, especially in terms of adherence to the principles of Shari'ah. Examples include: BTPN (National Pension Savings Bank), Mantap Bank (Mandiri Taspen), DAPEN (Bank Negara Indonesia Pension Fund) and DAPENBUN (Plantation Pension Fund). They did not follow the principles of Shari'ah, so they obliged the Pensioners' Cooperative to leave ACEH.

This is what motivates for the Nasari Cooperative to keep moving forward so that it can survive in the midst of existing problems. The obstacles that Nasari Cooperative has passed from year to year have experienced competitors or competition. This has resulted in Nasari cooperatives continuing to strive to provide the best service and products for customers so they can compete with other competitors.

c. Obstacles to the Nasari Syariah Cooperative

If there are many obstacles in the form of competition or competitors, because there are many similar companies, the Nasari Cooperative must be able to compete and survive today.

"For example, there are Mandiri TASPEN, KOPNUS (Nusantara Savings and Loans Cooperative), BSI (Bank Syariah Indonesia), Bank Aceh, BTPN and finally Nasari. They play an important role in managing retirees. Where each of these companies must have different regulations on the borrower. In terms of being a hindrance now is about aging someone's age. For example, if you are in the bank until you are 70 years old or 73 years old, they can only serve that much. In the Nasari Syariah Cooperative, pension loans can be up to 75 years old. If you take it at that age, it will be paid off until the age of 80. If other companies are likely to pay off the loan until the age of 75 years."

From the interview excerpt above, it can be concluded that the biggest obstacle for the Nasari Cooperative at this time is that there are already many competitors who have also provided loans for retirees and by providing low interest rates. But the Nasari Cooperative has the advantage that retirees who are more than 70 years old are still accepted to make loans, whereas other competitors can no longer make loans.

Another obstacle is the interest rate that must be competitive with competitors and the limit given. The cooperative must provide low interest rates so that customers are interested in resonating with the cooperative.

"An example is our parents, father/father is a retired school principal, while mother is a housewife. Then when the father/father is gone, the salary goes down to the mother, if you want to pass it on to the mother, the first step is to get older first, so the pensioner salary can be lowered to the mother. Sometimes there are also customers of other companies, such as ASABRI, who age someone when they retire, but it doesn't match their appearance. For example, on the KTP, the age is 79, but if you look at the original it is still 70's. So the average age of retirees must be older, especially veterans. So, the barriers are age and interest rates."

Based on these interview excerpts, it can be concluded that age is also an obstacle in making loans if the retired spouse is much younger than him and must be older in age so that he can get pension funds and can also make loans.

5. CONCLUSION

Based on the results and discussion described in the previous chapter, it can be concluded that:

1. The strategy of the Nasari Lhoukseuawe Cooperative in improving the welfare of members, namely:
 - a. Improving the Welfare of its Members by improving Services to Members and facilitating the Administrative process.

- b. Improving the Welfare of Its Members by Products Owned by the Nasari Cooperative.
 - c. Trying to provide low interest rates and allow retirees over 70 years of age to make loans.
 - d. Increasing Cooperative Capital, namely by increasing members' obligatory savings, and opening unlimited deposits.
2. There are 3 obstacles faced by the Lhokseuawe Nasari Cooperative Joint Welfare Cooperative in improving the welfare of its members, namely limited capital, Sharia regulations, and the many competitors who also provide loans to retired customers so they have to compete with the Lhokseuawe Branch Nasari Cooperative.
3. The strategy adopted by the Nasari Lhokseuawe Cooperative in overcoming obstacles in improving the welfare of its members is by opening deposits that are not covered for customers or other people who want to deposit their money, following the applicable sharia rules, and providing the best service to customers so they can compete with competitors. other.

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