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## THE UTILIZATION OF QRIS CODE FOR FINANCIAL MANAGEMENT OF THE AUTISM CAFE MALAYSIA

Oleh

Taswanda Taryo<sup>1</sup>, H. E. Nurzaman<sup>2</sup>, Sarwani<sup>3</sup>, Mukhlis Catio<sup>4</sup>

<sup>1,2,3,4</sup>University of Pamulang-UNPAM

Jalan Raya Puspipstek No 10, Serpong 15310, Tangerang Selatan, Banten

E-mail: <sup>1</sup>[dosen02234@unpam.ac.id](mailto:dosen02234@unpam.ac.id), <sup>2</sup>[otantaryo@gmail.com](mailto:otantaryo@gmail.com)

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### Article History:

Received: 20-04-2024

Revised: 11-05-2024

Accepted: 23-05-2024

### Keywords:

Utilization, QRIS, Financial  
Management

**Abstract:** *The Autism Café Project (PCA) Malaysia was founded in August 2016 by Adli Yahya, a father of an Autism Spectrum Disorder (ASD) child. With 7 ASD staff and 9 others, PCA provides ASD youth with a better future and a safe space to work. PCA allows them to reintegrate into society by having a cafe and 3 food stalls where they can train and work. One of the PCA issues is financial management for daily operations. The Collaboration among PCA, Sultan Salahudin Syah Alam Polytechnic, Selangor, Malaysia and Pamulang University, Indonesia were held on 7 of March 2024 in Kualumpur. UNPAM Chancellor, Dr. E. Nurzaman, M.Si, M.M., Acting Director of Polytechnic Ts. Dr. Ahmad Aftas Bin Azman and PCA Manager provided knowledge sharing according to their expertise. A cooking demonstration by the ASD PCA was also given. PCA provided the results of the International Community Service (PKM-I) survey for the UNPAM Magister Management Study Program QRIS application for financial management and they concluded that financial management of PCA Malaysia has been effective and efficient since the first week of March 2024.*

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## INTRODUCTION

The Autism Café Project Malaysia (Café Autis-PCA Malaysia Project) was founded in August 2016 by Adli Yahya, father of Muhammad Luqman Shariff who suffers from Autism Spectrum Disorder (ASD). Because he was full of regret for having abused his son, the Autism Cafe Project (PCA) was founded [1]. PCA provides young people with ASD the opportunity to have a better future as well as a safe space for them to work. PCA currently has 7 staff with ASD working in the cafe and a further 9 in the part-time staff pool. The PCA welcomes donations but the aim is to make the project sustainable in the long term. PCA serves as a training group for young people with ASD to slowly reintegrate into society by securing their future through their work. PCA has a cafe which is a training place and 3 (three) food stalls for them to work at. Considering that PCA has quite a variety of activities, the issue of financial management is one of the problems that arises in daily operations. So far, PCA has also collaborated with Politechnic Sultan Salahudin Syah Alam Malaysia and a three-party collaboration was carried out on March 7 2024 between the Master of Management



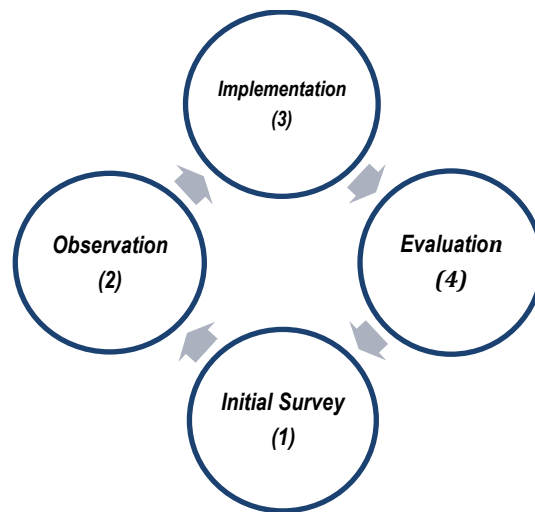
Postgraduate Program (Prodi MM) Pamulang University, Politechnic Sultan Salahudin Syah Alam (PSA Polytechnic) and The Autism Café Project (PCA) Malaysia [2]. Associated with the online era, there have been many significant changes regarding communication methods and payment models in the process of buying and selling a product. In this digital era, technological developments are the main catalyst in the transformation of various sectors, including the financial sector. In Indonesia, one of the latest innovations that is creating a breakthrough in the payment system is the Quick Response Code Indonesian Standard (QRIS) and QRIS is a QR code standard used to facilitate digital payment transactions [3, 4, 5].

QRIS is a payment system that utilizes barcode or QR code technology to simplify and speed up the transaction process. The QRIS standard in Indonesia was developed by Bank Indonesia (BI) as an effort to create interoperability between various digital payment services. QRIS allows users to make payments without using cash or physical cards [6]. Simply by pointing the smartphone camera at the QR code, payment transactions can be carried out immediately. Before QRIS existed, each payment system service provider had to create a different QR code for each market. For example, if a merchant only provides QR OVO, buyers must use OVO to pay (cannot use other payment system services). This was deemed impractical by BI, therefore, integration of all payment methods was carried out. BI then ratified the Regulation of Members of the Board of Governors (PADG) regarding the Implementation of the National Quick Response Code Standard for Payments on August 16 2019 [7, 8]. This standard then became known as the Quick Response Code Indonesia Standard (QRIS)

Based on the description above, several problems can be identified as follows, namely a lack of understanding of the importance of QRIS for solving financial management problems outside Indonesia, including in the Malaysian Cafe Autism (PCA) Project. Apart from that, there has not been a QRIS application at PCA Malaysia and there is a lack of building a good and attractive QRIS brand for stakeholders. Based on an analysis of the current situation and problems, the MM UNPAM International Community Service (PKM-I) management team provided a solution in the form of implementing International PKM-I activities with the theme The Utilization of QRIS Code for Financial Management of The Autism Cafe Project Malaysia. These International PKM-I activities include outreach and training activities related to the QRIS application for financial management in the Malaysia Café Autis (PCA) Project. This series of service activities also involves PCA Malaysia students and stakeholders.

## METHOD

In this International PKM-I Magister Management of UNPAM, in the first stage preparations are made for everything related to material, materials and tools in accordance with the theme properly. The results of these preparations are intended to make the application material and benefits of QRIS presented easy to understand and understood by all participants, young employees of PCA Malaysia and lecturers and students of PSA Polytechnic Malaysia. To implement this International PKM-I program, it is necessary to go through several stages of work procedures starting from the preparation stage as shown in Figure 1.



**Figure 1. Flow Chart of PKM-I Implementation**

In stage 1, an initial survey and location survey of PCA Malaysia was carried out at Jalan Pekaka 8/1D, Kota Damansara, 47810 Petaling Jaya, Selangor, Malaysia. The initial survey was conducted using Zoom and Google Maps for efficiency and effectiveness. Then in stage 2, observations are carried out after determining the implementation time and target participants for the activity. In stage 3, a team coordination meeting is held, and at this stage tasks are distributed, including creating an implementation schedule, starting from preparation, implementation, to evaluation and report preparation. Stage 4 is the implementation of evaluation activities carried out after counseling, training and mentoring, especially for PCA Malaysia employee members. The results of the QRIS application in PCA Malaysia's financial management, according to the PKM-I title, are carried out after a minimum of 1 month of implementation.

Evaluation of the implementation of PKM-I is carried out by filling in related instruments or questions as well as responses which are all prepared by the PKM-I Team regarding how the participants respond to the PKM-I activities carried out by the Pamulang University MM Study Program Lecturer Team. It is hoped that partner participation in implementing the International PKM-I program will run smoothly by giving permission to the team to carry out PKM-I activities for young employees of PCA Malaysia and PSA Polytechnic Malaysia. The international PKM-I implementation event in Selangor, Malaysia was held on:

Place : Multipurpose Building, Persiaran Usahawan, Sultan Salahuddin Abdul Aziz Shah Polytechnic, 40150 Shah Alam, Selangor, Malaysia

Activity Target : Young Employee Members of PCA and PSA Selangor, Malaysia

Date and Time : Thursday, March 7 2024, 10.00-12.00 Kuala Lumpur Time, Malaysia (GMT+ 8 hrs)

Lecturers and students of the Master of Information Engineering (MTI) and MM UNPAM study programs who have carried out International PKM-I activities (PKM-I) submitted a PKM-I application letter to the Head of the Sultan Salahuddin Abdul Aziz Shah



Polytechnic (PSA Polytechnic Malaysia) and the Head of PCA Malaysia. It is hoped that the resource persons present, including the Chancellor of UNPAM, can continue to share their knowledge with all participants, staff and young lecturers at PSA and PCA Malaysia. PKM-I implementation provides materials, training and question and answer sessions. The structure of PKM-I activities is as follows:

**Table 1. Agenda of PKM-I at PSA Polytechnic, Selangor, Malaysia  
Thursday, 07 March, 2024**

No	Time (GMT+8 hrs)	Agenda
1	10.00-10.15	Welcome Speech from PCA and PSA Polytechnic Delegates, Selangor, Malaysia
2	10.15-11.00	Corteous with PCA and PSA Polytechnic Delegates
3	11.00-11.30	Keynote and Opening Speech from Rector UNPAM, Dr. E. Nurzaman, AMD, M.Si, M.M.
4	11.30-11.45	Speech from Acting Director PSA Polytechnic Selangor, Malaysia, Ts. Dr. Ahmad Aftas Bin Azman
5	11.45-12.15	Speech from Manager PCA Selangor Malaysia, Mohd. Adli bin Yahya
6	12.15-12.20	Closing of PKM-I by MC PSA Polytechnic Malaysia
7	12.20-12.30	Group Photo for All Participants of PKM-I from UNPAM, PCA and PSA Polytechnic Malaysia
8	12.30-13.00	Corteous Party

## RESULT

### *Counselling on QRIS Application at PCA Malaysia*

In this digital era, technological developments are the main catalyst in the transformation of various sectors, including the financial sector. In Indonesia, one of the latest innovations that is creating a breakthrough in the payment system is the Quick Response Code Indonesian Standard (QRIS), a QR code standard used to facilitate digital payment transactions. QRIS utilizes barcode or QR code technology to simplify and speed up the transaction process. The QRIS standard in Indonesia was developed by BI as an effort to create interoperability between various digital payment services. In connection with the use of QRIS, BI passed a Member of the Board of Governors (PADG) Regulation regarding the Implementation of the National Quick Response Code Standard for payments on 16 August 2019. With the QRIS standard, various digital payment services can communicate with each other and operate simultaneously, making them effective and efficient. It can be concluded



that QRIS has brought about a payment system revolution in Indonesia, providing convenience, efficiency and better financial inclusion. With this standard, it is hoped that the financial ecosystem in Indonesia will further develop towards a more modern and integrated direction. On the occasion of signing the cooperation between the three participants, UNPAM, PSA Polytechnic and PCA Malaysia, the Chancellor of UNPAM emphasized the importance of the QRIS payment application in Malaysia, considering that Indonesia has proven it for almost 4 years since August 2019 and in 2023 QRIS users in Indonesia will be almost 46 million [9].

### ***Promotion Strategy for QRIS Application at PCA Malaysia***

PCA Malaysia is a group of autistic people who convey all their special skills so that they can finally be accepted in the general environment. The autism spectrum disorders (ASD) group is a diverse group of conditions and is characterized by a certain degree of difficulty in social interaction and communication. Other characteristics are atypical patterns of activity and behavior, such as difficulty in transitioning from one activity to another, focus on details, and unusual reactions to sensations. The abilities and needs of autistic people vary and can develop over time. Autism often impacts education and employment opportunities. Various interventions, from childhood to throughout the life span, can optimize the development, health, well-being and quality of life of autistic people. Timely access to early evidence-based psychosocial interventions can improve children with autism's ability to communicate effectively and interact socially. Monitoring child development as part of routine maternal and child health services is recommended. It is important that, once autism is diagnosed, children, adolescents and adults with autism and their caregivers are provided with relevant information, services, referrals and practical support, appropriate to their individual and evolving needs and preferences. The health care needs of people with autism are complex and require an integrated range of services, including health promotion, treatment and rehabilitation. The collaboration between the health sector and other sectors, especially education, employment and social services, is then very important. Therefore, PSA Polytechnic Malaysia as previously mentioned has collaborated with PCA Malaysia in order to improve the abilities of its members, especially young autistic employees of PCA Malaysia. This excellent opportunity was used by the UNPAM MM Study Program to carry out PKM-I not only for PSA Malaysia, but also for PCA Malaysia. Thus, the opportunity to work for these 3 participants is a very good suggestion and needs to be continued through training both face-to-face and online.

### ***International Collaboration among PCA Malaysia, PSA Polytechnic Malaysia and The University of Pamulang***

The signing of cooperation between PCA, PSA Polytechnic and Pamulang University was held by PSA Polytechnic Malaysia on Thursday, March 7 2024 at Gedung Serba Guna, Persiaran Usahawan, Sultan Salahuddin Abdul Aziz Shah Polytechnic, 40150 Shah Alam, Selangor, Malaysia. This activity was attended by more than 100 people consisting of almost all PCA Malaysia staff and employees, relevant leaders and lecturers at PSA Polytechnic and PKM-I UNPAM Indonesia participants. After welcoming remarks by the presenter from PSA Polytechnic, it was continued with welcome remarks from Acting Director of PSA Polytechnic, Ts. Dr. Ahmad Aftas Bin Azman Azman. In his speech, The Acting Director said that PSA Polytechnic really appreciates the efforts to realize cooperation between the three participants. Likewise, when the keynote speech was delivered by the Chancellor of UNPAM,





Dr. E. Nurzaman, AMD, M.Si, M.M. He also said that this collaboration was highly appreciated by UNPAM and especially by the UNPAM MM Study Program which was implementing PKM-I. Even the Chancellor of UNPAM said that this work must be expanded not only in PKM-I activities, but in other fields, for example, as host and co-host of an international seminar/conference, work in research and development and exchange of experts in their respective fields.

In line with the signing of the work of the three participants, PCA, PSA Polytechnic Malaysia and UNPAM, PCA also carried out a cooking demonstration which was entirely carried out by autistic sufferers who are members of PCA Malaysia. This activity certainly needs to be appreciated considering that PCA Malaysia has succeeded in enabling autistic sufferers to rediscover their identity as people who can benefit society and their environment. Apart from this, the participants and autistic sufferers from PCA also held a unique exhibition, where on this occasion they displayed their work in the form of various handicrafts, knitting products and various cakes, all of which were purely produced by them. On this occasion, in accordance with the PKM-I theme, the Rector of UNPAM emphasized the importance of the QRIS payment application in Malaysia, considering that Indonesia has proven it for almost 4 years since August 2019 and in 2023, QRIS users in Indonesia are almost 46 million [9].



**Figure 2. Group Photo of PKM-I Participants from UNPAM, PCA and PSA Polytechnic Malaysia**



**Figure 3. PKM-I Participants from UNPAM and PSA Polytechnic Malaysia**



Figure 4. Rector UNPAM Delivered Keynote Speech



Figure 5. Activities of Autism Café Project (PCA) Malaysia

## DISCUSSION

### General

One of the targets of PKM-I activities is to conduct QRIS application training for young PCA Malaysia employees and young PSA Malaysia lecturers. PKM-I activities are expected to be especially beneficial for PCA and PSA Malaysia. Another target is that the QRIS application material presented at the event needs to be discussed together so that knowledge can be shared between participants. At the end of the event, if there is not enough time to discuss



the material, PKM-I participants can contact the presenters so that they can accommodate their needs. Based on the main problem explained in the previous chapter, namely the lack of understanding of the importance of the QRIS application in resolving PCA Malaysia's financial management problems, the solution offered to them is a) increasing participants' abilities and knowledge of the QRIS product application, b) using the QRIS application for resolution. effective and efficient financial management and c) using strategies to further increase the reach of the QRIS application as a financial management solution. Once again, the PKM-I activities are expected to help QRIS application techniques to increase product value in completing the financial management of PCA and PSA Malaysia. It's very easy, by just using a smartphone this can continue to help solve company financial management problems. The material that has been presented at the event needs to be discussed together so that knowledge can be shared between participants, so that mastery of QRIS application knowledge in Malaysia, especially in PSA and PCA, will further develop.

### **Evaluation**

In general, the partner satisfied on international community service planning (PKM-I) carried out by UNPAM lecturers related to the needs of service partners. They were also satisfied on PKM-I which has been carried out taking into account occupational safety and health (K3) standards for PKM-I partners. The partner were also very satisfied on the implementation of PKM-I related to the rules of the scientific method. Furthermore, the partner also satisfied on the results of PKM-I that are in accordance with the service planning, the solutions expected by partners. The results of PKM-I can be utilized optimally by the partners, and that has been felt to be adequate when compared to the expected results.

**Table 2. PKM-I Questionnaire for Partner PCA Malaysia**

No	Statement	Selected Choice				
		VNS	NS	N	S	VS
1.	Community Service Planning (PKM-I) carried out by Pamulang University lecturers is in accordance with the needs of service partners				S	
2.	Community Service Planning (PKM-I) has been carried out in accordance with Occupational Safety and Health (K3) standards for Community Service (PKM-I) partners				S	
3.	Implementation of community service is carried out according to the rules of the scientific method					VS
4.	Implementation of Community Service (PKM-I) is carried out by paying attention to Occupational Safety and Health (K3) standards					VS
5.	The results of Community Service (PKM-I) are in accordance with the service planning				S	





6.	The results of Community Service (PKM-I) are in accordance with the solutions expected by partners				<b>S</b>	
7.	The results of Community Service (PKM-I) can be utilized optimally by partners				<b>S</b>	
8.	Community Service (PKM-I) funding has been felt to be quite adequate when compared to the expected results.				<b>S</b>	
Write down the things needed for sustainability in the future *		<b>Your comments:</b> <i>It is expected that the collaboration will be continued</i>				
Write your suggestions for our progress *		<b>Your Comments:</b> <i>The collaboration is good and should be continued</i>				

Note: **VNS**-very not satisfied; **NS**-not satisfied; **N**-normal; **S**-satisfied; **VS**-very satisfied

## CONCLUSION

The international community service (PKM-I) in Malaysia was held based on the collaboration among The Autism Café Project (PCA) Malaysia, Sultan Salahudin Syah Alam (PSA) Polytechnic, Selangor, Malaysia and The University of Pamulang-UNPAM, Indonesia. The signatures working agreement among three parties were taken place on 7 March, 2024 at the PSA Polytechnic Penang, Malaysia. The collaboration ceremony was attended by at least more than 100 participants consisting of all PCA staff, related lecturers and students from PSA Polytechnic, Malaysia. With 7 ASD staff and 9 others, PCA provides ASD youth with a better future and a safe space to work and PCA allows them to reintegrate into society by having a cafe and 3 food stalls where they can train and work. UNPAM Chancellor, Dr. E. Nurzaman, M. Si., M.M., Acting Director of Polytechnic Ts. Dr. Ahmad Aftas Bin Azman and PCA Manager delivered knowledge sharing according to their expertise. In that important ceremony, a cooking demonstration by ASD PCA staff was also delivered as well. Finally, PCA Malaysia provided the results of the PKM-I survey implemented by UNPAM Magister Management on the application of QRIS for financial management and they concluded that the PCA financial management has run properly since the first week of March 2024.

## PENGAKUAN/ ACKNOWLEDGEMENTS

The authors fully express sincere gratitude to the University of Pamulang-UNPAM, Tangerang Selatan, Banten, which has given us the opportunity to do the international community service (PKM-I) in Malaysia with the title of "The Utilization of QRIS Code for Financial Management of The Autism Cafe Project Malaysia". The high appreciation is also dedicated to the main author's best colleague, Dr. Ir. Hj. Hamsinah Baharuddin, M.Si., for her



very worthwhile reviewing on this paper. The authors finally expected this PKM-I research will be worthwhile for the related lecturer's community in Indonesia.

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