
THE ROLE OF THE INTERNET IN IMPROVING THE PERFORMANCE OF HOUSEHOLD ASSISTANTS AT LPK BUDI MULIA

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ABSTRACT

The Internet is a global network that connects millions of devices around the world, enabling the exchange of information quickly and easily, allowing us to access various kinds of information, including information on various menus for household dishes. Utilizing the internet for communication, whether through audio, visual, or audio-visual (video calls), is now possible, regardless of distance and time. The internet also allows everyone to easily find all the information they need. This is because it can connect devices online to exchange data. The breadth of information the internet can provide makes it accessible to various segments of society, including domestic helpers. The internet has penetrated nearly every aspect of modern life, including the world of work and household services. For domestic helpers, an internet connection offers significant benefits in improving their performance, efficiency, and ability to provide better service. The activity was held at the Budi Mulia LPK. This activity was implemented due to the identified problems among domestic helpers in carrying out their daily work. All participants were female. The activity ran smoothly, with participants understanding the counseling material and being motivated to utilize the internet to improve their performance. Proper and effective internet use can improve the work capabilities of domestic helpers, and it is hoped that this will increase their salaries and improve the family's economic well-being.

Keywords: Internet, Work, Household Assistant

INTRODUCTION

The development of information and communication technology, particularly the internet, has led to a major shift in the way people interact and communicate with each other. The internet, short for Interconnected Network, allows everyone to share information and communicate from anywhere and with anyone. The internet offers various benefits in everyday life. One of these benefits is as a medium for information and communication.

Utilizing the internet for communication, whether through audio, visual, or audio-visual (video calls), is now possible without the constraints of distance and time. With the internet, everyone can easily find all the information they need. This is because the internet can connect devices in cyberspace to exchange

data.

The breadth of information that can be provided by the internet means that it can be used by various groups in society, one of which is household assistants. The internet has penetrated nearly every aspect of modern life, including the world of work and household services. For domestic helpers, an internet connection offers significant benefits in improving their performance, efficiency, and ability to provide better service.

Technological advancements have driven increasing societal needs. In this era of globalization, domestic assistants are also required to perform well, adapting to current circumstances. One way domestic assistants can improve their performance is through internet utilization. The internet can provide domestic assistants with access to information and knowledge through video tutorials or articles about various household tasks. By utilizing the internet, household assistants can search for various information they need through Google searches, develop themselves and improve their skills through YouTube and use social media to communicate.

Based on a pre-survey conducted by the PKM team at LPK Budi Mulia, not all household assistants at this training institution understand and are capable of using the internet properly to support their performance to become more professional.

The problems of partners in this community service are as follows:

1. Lack of knowledge among domestic assistants in using the internet to support their daily work.
2. Lack of knowledge of domestic assistants in Google search and use of YouTube to improve knowledge and work skills.

Activity program This community partnership is expected to increase domestic assistants' knowledge of internet use, which can improve their work skills. By improving their work skills, their performance will be highly satisfactory, and ultimately, their salaries will be increased.

Some of the materials presented in this outreach activity include:

- (1). Internet and Its Uses
- (2). Benefits and methods of Google search
- (3). Benefits and how to use YouTube

The implementation of this Community Service Program (PKM) activity aims to provide optimal results for domestic assistants, thereby improving their performance. A lack of understanding of internet usage among domestic assistants is one of the obstacles to fulfilling their duties as expected by their employers. To address the challenges faced by domestic assistants, it is necessary to conduct outreach activities on the role of the internet in improving domestic assistant performance, which determines the level of success.

Robbin in Bintaro and Darmanto (2017:107) defines performance as "A result achieved by an employee in his work according to certain criteria that apply to a job".

So with this PKM activity it is hoped that:

1. Participants have knowledge and understanding of the benefits of the

internet to improve performance.

2. Participants understand the benefits of using Google to improve performance.
3. Participants understand the benefits of using YouTube to improve performance.

Based on the achieved target outputs, this activity is expected to improve the performance of domestic assistants. The results of this PKM activity can be used for scientific publications and enrichment of teaching materials.

This community partnership program is expected to increase domestic assistants' understanding of how to effectively utilize the internet to improve their performance. Internet use can provide various significant benefits for domestic assistants. Internet use can increase the efficiency and effectiveness of their work and enable them to provide better service.

Some of the materials presented in this outreach activity include:

1. Internet and its benefits
2. Benefits of using Google and its applications
3. Benefits of using YouTube and its applications

The implementation of this Community Service Program (PKM) activity is expected to provide optimal results for domestic assistants and improve their performance. A lack of understanding of internet usage among domestic assistants is a barrier to more efficient work and the provision of excellent service to their employers. To address the challenges faced by domestic assistants, PKM is conducted on internet usage. The following outcomes were achieved:

1. Participants have knowledge and understanding of the benefits of the internet
2. Participants understand about Google search
3. Participants understand the use of You Tube

Based on the achieved target outputs, it is hoped that this activity will improve the performance of domestic assistants. The results of this activity can be used to enrich teaching materials.

METHOD

The Community Service Program (PKM) was held at the Budi Mulia LPK (Learning and Community Service Institution). This activity was implemented due to challenges encountered by domestic workers in carrying out their daily work. The activity took place on Sunday, June 29, 2025.

Participants in this PKM activity are domestic assistants, both new and experienced. There were 21 participants in this outreach activity. All participants were female.

The procedures carried out in the PKM activity are divided into several sessions, namely: the first session is the delivery of counseling materials and the second session is a question and answer session between participants and the presenter about the problems faced by participants related to internet use and the third session is practical use of the internet (google and youtube). The activity schedule can be seen in Table 1.

Table 1. Schedule of Household Financial Management Counseling Activities

Time	Program	Source person
08.00 – 08.30	Participant Registration	Committee
08.30 - 08.45	Opening	Dr. Riyadi Mustofa, SE., M.Si
08.45 - 10.45	Session 1 Extension Material (1). Understanding the internet (2). Utilization of Google (3). Utilization of YouTube	Dr. Nefrida, SE., MM Riati, SP., M. Si Mar'aini, S. Sos., MM
10.45 – 11.45	Question and answer	Team
12.00 -13.00	REST	
1:00 PM - 3:00 PM	Session 2 Google and YouTube search practices	Team
15.00 – 16.00	Closing	Dr. Riyadi Mustafa, SE., M.Si

RESULTS

This Community Service Program (PKM) activity aims to improve the performance of domestic assistants through internet utilization. Internet use can provide domestic assistants with the latest information and knowledge, such as how to cook various healthy and economical meals and drinks, and how to care for the elderly and children. Through internet use, domestic assistants can also learn communication techniques, fostering two-way communication between the domestic assistant and their employer.

Improving the work skills of domestic assistants is expected to improve the welfare of domestic assistants through increased income. Before conducting the counseling, the PKM implementation team asked several questions, including: (1). Participants' knowledge and understanding of the internet; (2). Participants' understanding of Google searches; (3) Participants' understanding of the use of YouTube.

The Internet is a global network that connects millions of devices around the world, enabling the exchange of information quickly and easily, allowing us to share various kinds of information.

Internet network functions

1. Communication, the internet allows communication between individuals or groups in various formats such as email, instant messages and video calls.
2. Access to information, we can access information.
3. Trade, the internet has become a platform for online buying and selling, either through e-commerce sites or social media.
4. Entertainment, with the internet we can watch films, play games and access social media
5. Learning and education, the internet enables distance education and access to various learning resources such as educational videos and online learning materials (Tekomuniversity.ac.id)

To find out the results of participant responses before the PKM

implementation, please see table 3 and table 4.

Table 3. Responses of PKM Participants Before the Extension Activity

No	Question	PKM Participants' Responses		
		Understand (%)	Not really understand(%)	Do not understand and (%)
1.	Understanding the internet	71.43	19.04	9.52
2.	Knowledge about searchGoogle and YouTube	71.43	19.04	9.52
3.	Knowledge about search on Google, And you tube in improve performance	66.67	23.81	9.52

Source: Processed data

The data in Table 3 shows that the majority of participants understood the internet, using Google, and YouTube. However, the majority of participants did not understand how Google and YouTube applications could improve their performance.

Next PKM Team do training role deep internetImproving the performance of domestic assistants. This training explains the benefits of the internet, allowing domestic assistants to easily access video tutorials or articles on various household tasks, such as how to clean specific stains, care for various types of furniture, or cook various dishes.

To find out the responses of PKM participants after the training, please see Table 4.

Table 4. Responses of PKM Participants Before the Extension Activity

No	Question	PKM Participants' Responses		
		Understand (%)	Not really understand(%)	Do not understand and (%)
1.	Understanding the internet	90.48	9.52	0.00
2.	Knowledge about searchGoogle e and YouTube	90.48	9.52	0.00
3.	Knowledge about search on Google, And you tube in improve performance	90.48	9.52	0.00

Source: Processed data

After the presentation of the counseling material, the majority of participants understood and were able to use the internet as a medium to acquire knowledge and skills. Using the internet through Google searches and YouTube, domestic assistants were able to access various methods for creating healthy menus, caring for children

and toddlers, and caring for the elderly. Furthermore, using the internet, domestic assistants were also able to access various information.

utilizing plants for herbal medicine, such as coughs, colds and so on.

Based on discussions between the PKM team and household assistants, various other problems were found, apart from completing work, namely that there was



confusion between household assistants and their employers which made household assistants sad. By searching on Google, household assistants can solve the problem by looking at the tricks and tips available on Google and being able to communicate well with their employers.

This PKM activity can broaden participants' insight into the role of the internet in improving performance. This PKM can help assistants. Households use the internet to improve their work skills. It is hoped that the increased work skills of domestic assistants will improve the family's economic well-being.

CONCLUSION

The PKM activity ran smoothly, with participants understanding the training material and feeling motivated to utilize the internet to improve their performance. Proper and effective internet use can enhance the work capabilities of domestic assistants, and it is hoped that this will lead to increased salaries and improved family economic well-being.

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