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Financial services institution literacy online loans in the community village Cawang East Jakarta

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Abstract

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The existence of online loans has become a polemic due to the low financial literacy of the Indonesian people. This certainly risks making online loan debtors trapped in a debt trap so heavy that they are unable to pay their installments. Improving the literacy of online loan financial service institutions so that, 1) People are wiser in using online loans, 2) The community understands and chooses online loan providers that are legitimate and legal and have been registered with the Financial Services Authority (OJK) Regulation. This activity will be carried out in collaboration with Cawang Village, East Jakarta. And carried out on Saturday, August 11, 2023 at 09.00 - 16.00 WIB offline with 80 participants who live around Cawang Village, East Jakarta, with a background as Small Medium and Micro Enterprises (UMKM) actors. The method used to solve these problems is to use several methods, namely: a) Lecture Method: The lecture method is used to convey the basic theories and concepts that the community must know about online loans. So that people understand about online loans. b) Demonstration Method; This method is carried out as a training stage in this Community Service activity. With demonstrations and real practices from resource persons, the Cawang community as participants can actually observe and understand the problems they face. In the utilization of online loan funds, most partners use it as additional business capital, namely 42 people or (52.50%), for school fees 23 people (28.75), for consumptive purposes 10 people (12.50%) and who use loans as much as 5 people. funds to pay debts. In the process of returning the loan facility to their startup company, some partners experienced obstacles / difficulties and some partners also did not experience any difficulties at all in the repayment process. In general, partners are familiar with and use online loans for various needs, but do not understand the repayment period scheme, interest calculation and the purpose of online loans. There needs to be continuous education about online loans so that people do not get caught up in the problems of online loans themselves.

Keywords: Finance, literacy, online loans, legal, ilegal

Introduction

The community in Cawang Village, East Jakarta, which is 1-2 km from the campus of Universitas Kristen Indonesia Jakarta, where the Cawang village community and its surroundings are the fostered community of Universitas Kristen Indonesia itself. Cawang Village consists of 12 RW and 114 RT with an area of 179.04 Ha. With this area, Kelurahan Cawang has a population of 40,734 people consisting of 13,855 family cards (Anonimous, 2023). The people of Kelurahan Cawang are generally small business owners and some are civil servants/private sector workers and manual laborers. The income level of the people of Cawang village is generally conditioned in the middle and lower middle economic strata.

One of the electronic transactions related to e-contracts that is currently developing is information technology-based money lending and borrowing services or better known as fintech lending, which offers various conveniences in borrowing money/credit. Fin-Tech operates in the field of money-based lending and borrowing services in information technology. Information technology-based money lending and borrowing services are regulated in Financial Services Authority Regulation (OJK) No. 77/POJK.1/2016 concerning information technology-based money lending and borrowing services. According to the National Digital Research Center (NRDC), financial technology is a term used to refer to innovation in the field of financial services, where the term comes from the words financial and

technology which refers to financial innovation with a touch of modern technology. Information technology-based money lending and borrowing services are the provision of financial services to bring together lenders and loan recipients in order to carry out loan and borrowing agreements in rupiah currency directly through an electronic system using the internet network. The concept of fintech adapts technological developments that combined with the financial sector in banking institutions, so that it is hoped that it can facilitate a more practical, safe financial transaction process as well as 4 Article 1 number 3 of Financial Services Authority Regulation (OJK), Number 77/POJK.1/2016 concerning Information Technology-Based Money Lending and Borrowing Services. Supplement to the State Gazette of the Republic of Indonesia Number 6005 4 modern, includes digital-based financial services that are currently developing in Indonesia, namely payment channel systems, digital banking, online digital insurance, peer to peer (P2P) lending, and crowd funding Services Authority Regulations Finance, Number 77/POJK.1/2016).

Along with the rapid development of technology which is followed by the tremendous growth of startups from various business fields, especially with the development of startups in the financial sector, especially online loans which we usually call pinjol, this has made some people flock to take advantage of loan facilities. online, without having a clear purpose of use, and the public is also unable to differentiate between official loan startups in the sense of the word that

have been legally registered with the financial Services Authority and illegal startups, namely loans that have not been registered with the Financial Services Authority. Not a few people are entangled in large amounts of debt from online loans (Pinjol), and there are even some people who have never used online loans (Pinjol), but are registered as online loans (Pinjol) users.

In connection with the conditions above, this community service (PkM) is trying to make it literal to the people around Cawang village, East Jakarta, so that people are wiser in using online loans and understand how to choose a startup that is valid and legal and has been registered with the Financial Services Authority (OJK). The problems faced by this community are one of the important things to highlight. Because it is one of the things that needs to be improved so that people understand more about online loans, so that in the future it can have a good impact, especially on the welfare of the community, especially the Cawang community. This community service (PkM) will be carried out to increase literacy which focuses on the general public around Cawang. The target of this activity is to provide and increase information about online loan literacy (pinjol).

The problem that community service (PkM) wants to solve is increasing the literacy of online loan financial service institutions so that people are wiser in using online loans, people understand and choose online loan providers that are valid and legal and have been registered with the Financial Services Authority (OJK). The approach used to solve this problem is to use several methods. The method used is the lecture method, demonstration method

The activity of borrowing and borrowing money directly based on written or unwritten agreements is a practice that has been going on in people's lives. Direct lending and borrowing is in great demand by parties who need fast funds or parties who for some reason cannot be provided with funding by conventional financial services industries such as banking, capital markets or financing companies. (Basyr, A.A. 7: 2009) [1]. This is characterized by the use of the internet as a transaction medium when carrying out banking activities. The internet has brought the world economy into a new phase which is more popularly known as digital economics. In the era of digital economic development, society continues to develop innovations in providing services in lending and borrowing activities, one of which is characterized by the existence of information technology-based money lending and borrowing services which are considered to contribute to development and the national economy. Information technology (IT) has changed society, has created types and opportunities. Nexandrajit, R., E. (2015: 33) states that new businesses create new types of jobs and careers in human work. From this, the term electronic contract or commonly known as e-contract emerged.

The number of community service (PkM) participants who attended was 80 people from the estimated invitation of 70 people from the Cawang village community. The expected attendance of more than 13% or 10 people is a sign that the community's interest in participating in Community service activities on online loans is quite large. Of the 80 participants who attended, most of the participants were dominated by women, namely 67 people or (84%) while men were 13 people or (16%) who attended. While the attendance of participants based on age groups consisted of

teenagers to young adults, aged 20 - 40 years of 21 people or (26.25%), the age group 41- 50 years consisted of 37 participants or 46.25% while the age group 51 - 60 people consisted of 22 people who attended or (27.50%). While participants based on education level are elementary school 2 people (2.50%), junior high school 13 people (15.25%), high school 50 people (62.50%) while under graduate 15 people or 18.75%. Of the 80 participants, 62 people or 77.50% were micro small medium enterprises (UMKM) actors and the remaining 18 people or 22.50% were ordinary people or not micro small medium enterprises (UMKM) actors. And of all the participants present, 56 people or 70% have done online loans and 24 people or 30% have never done online loans. Furthermore, 70 participants or 87.50% have additional income and 10 participants or 12.50% do not have additional income. In this era of rapid technological development, online loan start-up facilities can be accessed easily through gadgets that are connected to the internet network. Currently, many people are discussing about fintech, and the government in this case the Financial Services Authority (OJK) regulations targets at least 75% of the millennial population in Indonesia to access financial institution services, so that the wider community will rush to use financial services to achieve their financial goals.

The Financial Services Authority is one of the financial services transaction supervisory institutions established by the government in Indonesia, with the aim that all transactions in the financial services sector can: 1) organized in an orderly, fair, transparent, and accountable manner, 2) able to realize a financial system that grows sustainably and stably, and 3) able to protect the interests of consumers and the public (Priskilasari, E., 2019.). The Financial Services Authority has the function of organizing an integrated system of regulation and supervision of all activities in the financial services sector. The Financial Services Authority carries out important tasks in regulating and supervising every financial service transaction both in the Banking sector, Capital Market, and in the Non- Bank Financial Industry (IKNB). The current condition fintech of online lending is a serious problem due to the lack of financial literacy in the community. This will certainly be risky because the possibility of online loan customers can be trapped in debt traps whose value is quite high, making the customer unable to return the loan facility.

(<https://finansial.bisnis.com/read/20190326/89/904586/viral-danger-pin-online-lending-personal-data-secrecy-is-the-highlight>)

To reduce the number of victims of illegal pinjol, the Financial Services Authority (OJK) is back fintech peer to peer (P2P) lending or online lending is certainly not a bad and scary product that should be avoided, because the purpose of fintech is actually to make money. The goal of fintech is to make it easier for the general public to access financial products and simplify the transaction process, with the use of technology. Fintech is very helpful to improve and accelerate the banking and financial industry through the treatment of partnership patterns, and provide alternative business models and solutions that can help the government and other financial institutions to expand the reach of providing adequate financial services.

(<https://sikapiuangmu.Financial Services Authority .go.id/FrontEnd/CMS/Article/20636>)

Generally, borrowing is facilitated by online-based financial institutions or Peer-to-Peer (P2P) Lending which is an

Information Technology Based Money Lending and Borrowing Service (LPMUBTI). Existing loans must follow Financial Services Authority (OJK) regulator No. 77/POJK/01/2016.

Online Loan (Pinjol) type

After knowing what online loan (pinjol) is, next we need to know what types of pinjol there are. This will make it easier for us to choose online loan products. Online Loans (Pinjol) are divided into 3 types:

1. Online cash loans

Credit that offers direct cash loans to private banks. Without guarantees or collateral and can be used for various types of needs.

2. Online installment loans without a credit card

This is an online loan without a credit card specifically for purchasing electronic goods such as refrigerators, washing machines, cellphones, laptops, etc.

3. Online loans for business funds

Online loans specifically for business financing or as capital. Usually used for micro small medium enterprises (UMKM) actors or for entrepreneurs who have difficulty applying for capital loans from banks.

The Financial Services Authority (OJK) reminds the public to only borrow from online loans or pinjol for productive purposes, not consumptive purposes. Head of the Financial Services Authority's (OJK), Department of Supervision of Other Financial Services Institutions, Triyono Gani, revealed that of the 102 peer-to-peer (P2P) lending platforms registered with the Financial Services Authority, the TKB90 level was at 2.78%. This figure is far lower than the 2020 pandemic level which reached 8.8% so it is considered still safe. Financial Services Authority (OJK) continues to encourage online loans (Pinjol) to maintain the number of bad loans in P2P Lending by strengthening the precautionary principle.

Online loans (pinjol) have now become an alternative loan service for people who need funds to be disbursed quickly. What happens if online loans (pinjol) is not paid? When you cannot pay your online loan on time, your status on the Financial Services Authority (OJK) SLIK service will automatically change. If when paying the loan smoothly you will get the status of good credit, you will get the status of bad credit if you don't pay the loan online.

In POJK Number 10/2022, as the legal basis for online loans, it does not explicitly regulate the collection deadline for loan organizers or the provision that the loan providers can only collect within 90 days and the rest is forfeited.

The following is an explanation of each way to pay off loan debt.

1. Prioritize debt with high interest and short terms.
2. Manage Expenses.
3. Sell used goods.
4. Use Savings.
5. Increase sources of income.
6. Selling Assets.

Naughty debtors who do not pay or fail to pay loans may not be able to take out loans again. The only solution is to pay off debts or arrears to creditors. Don't panic, this is a smart way to pay off mounting debts

1. Rearrange Expenditure Posts.
2. Reduce expenses
3. Hold a Yard Sale
4. Carry out Debt Recapitulation
5. Pay off debt with large interest first
6. Don't go into debt to pay off debt
7. Use Savings
8. Save the change.

How to Distinguish Legal and Illegal Loans Do you know what pinjol is? Furthermore, we need to know that not all existing loans are legal loans. Legal loans not only offer fast, easy loans with large limits. But it also offers security for your personal data. Below is the difference between legal and illegal loans.

Online Loan (Pinjol) Legal

Reporting from the official website of the Financial Services Authority, the characteristics of legal loans are as follows:

1. Registered with the Financial Services Authority (OJK)
2. There is a clear identity of the management and office address
3. Existing loan applications will be selected first
4. Interest and loan costs (fees) are transparent
5. Borrowers who cannot pay according to the existing time limit (maximum 90 days) will be blacklisted by the Fintech Data Center. So you cannot apply for a loan on other fintech sites, applications or platforms.
6. Have a complaint service
7. On the borrower's device, the application only accesses the camera, microphone and location
8. Debt collectors are required to obtain collection certification from AFPI (Indonesian Joint Funding Fintech Association)
9. Do not offer via private communication channels. For example via SMS, WhatsApp.

So that online loan *star-ups* do not become a disaster for the wider community, here are some suggestions summarized from various sources:

1. Determine your financial goals first

Make sure that prospective online loans (pinjol) borrowers know the purpose of borrowing whether it is for consumptive or productive, whether for working capital or just using the installment facility to buy the items we want, or for medical expenses and education.

2. Debt ratio not exceeding 30 percent

The debt ratio of prospective online loan *star-up* customers does not exceed 30%, which means that the monthly obligation for the loan does not exceed 1/3 of the prospective customer's total income. For example, a private employee with a salary of Rp. 5,000,000 then the debt ratio or obligations that must be completed every month is no more than Rp.1,670,000, - / month or 30% of income.

3. Make sure the online loan is registered and supervised by the Financial Services Authority

Make sure that the online loan company or *star up* to be used is a legal *star up* and has been registered and supervised by Financial Services Authority (OJK).

4. Recognize fraud through online lending?

Here are the characteristics of the Online Loan fraud mode via SMS

- a. SMS comes from an unknown public Number usually, fraudulent SMS can come from regular cellular numbers that consist of a large number of digits. Whereas a genuine SMS from each operator consists of 3-6 digits.
- b. No requirements It offers loans that are quickly disbursed without any special requirements or the specified requirements are very easy, for example, only providing Identity Card (KTP), Taxpayer identification number (NPWP), and salary slip.
- c. Invalid company information Illegal *online* loans usually conceal company information. For example, the office address is not clear. Therefore, always ensure the completeness data.

Tips to avoid illegal online loans via SMS Prospective loan debtors should always be careful and not be tempted by online loan offers whose origins are unclear. If you really need it, prospective loan debtors can take advantage of loans from legal Fintech P2P Lending, where the management is certified, the office location is clear and registered/licensed by the Financial Services Authority (OJK) <https://www.wartaekonomi.co.id/read326160/bahaya-jebak-pinjaman-online-cek-3-hal-ini-sebelum-meminjam> The Financial Services Authority released 102 financial technology companies with peer to peer lending *online* loan (pinjol) business models under supervision. Financial Services Authority (OJK) reminds the public to only use loan services that are licensed by the Financial Services Authority (OJK) urges the public to always use the services of fintech lending providers that have permission from the Financial Services Authority (OJK) according to the Financial Services Authority (OJK). Furthermore, Financial Services Authority (OJK) has also prepared a number of channels from telephone numbers to WhatsApp. According to Financial Services Authority (OJK), these channels have been prepared so that the public can contact and check the status of products they receive. Contact Financial Services Authority (OJK) Contact 157 via telephone number 157 or WhatsApp service 081 157 157 157 to check the status of the permit for the financial service product offer you received," explained Financial Services Authority (OJK)

Financial Services Authority (OJK) provides a warning that using Pinjol is only for productive purposes. It cannot be denied that loan services are available in Indonesia. more and more varied, this is because more and more Indonesian people are using this loan service.

The activity of borrowing and lending money directly either based on a written or unwritten agreement is a business activity that has been going on for a long time in the midst of community life. Direct lending and borrowing is in great demand by parties who need quick funds or parties who for some reason cannot be given funding by conventional financial services industries such as banking, capital markets, or finance companies. (Basyr, A. A. 7: 2009) ^[1]. This is characterized by the use of internet media as a medium of transaction when conducting banking activities. The internet has brought the world economy into a new phase that is more popularly known as the digital economy. "In the era of digital economic development, people continue to develop innovations in the provision of services in lending and borrowing activities, one of which is characterized by the existence of information technology

based money lending services which are considered to contribute to development and the national economy. Information technology (IT) has changed society, has created types and opportunities. Furthermore, Indrajit, R. (2015: 33)" states that new businesses, as well as creating new types of jobs and careers in human work. From this emerged the term electronic contract or commonly known as e-contract. In connection with the above conditions, this community service (Community service) tries to literalize the community around Cawang Village, East Jakarta, so that people are wiser in using online loans and understand choosing a legitimate and legal startup that has been registered with the Financial Services Authority (OJK). The problems faced by this community are one of the important things to highlight. Because it is one thing that needs to be improved so that people understand more about online loans, so that in the future it can have a good impact, especially on the welfare of the community, especially the Cawang Community. This community service (Community service) will increase literacy focusing on the general public around Cawang.

Methods

1. Issues faced by Partners

The problem faced is that there is not an optimal understanding of literacy in finance, specifically about online loans (pinjol) in the general public of the Cawang area. So that with this activity, it can provide knowledge in increasing literacy about online loans (pinjol).

2. Problems to be solved in Community service Increase the literacy of online lending financial services institutions so that they can

1. People are wiser in using online loans
2. The public understands and chooses online loan providers that are legitimate and legal and have been registered with Financial Services Authority (OJK).

3. Activity Plan

- a. Provide an understanding of financial literacy, especially about *online* loans
- b. Open and provide consultation space on online loans
- c. Measuring the level of understanding of the material presented
- d. Measuring the level of satisfaction of participants who participated in the activity questionnaire

Partner Participation

Inviting the community offline through Cawang village officials, such as village community resilience organization (LKMD), family welfare empowerment (PKK), administrators, youth organization and neighborhood/community association (RT/RW) heads to attend activities.

Method of approach

The method used in solving this problem is to carry out several methods. The methods are as follows:

a. Lecture Method

The lecture method was used to convey basic theories and concepts that the community should know about online lending.

b. Demonstration Method

This method is carried out as a training stage in this activity. With the demonstration and real practice from the resource person, the people of Cawang can actually observe and understand the problems faced.

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c. Data Collection Methods

The data collection method used is in this Community Service activity by distributing questionnaires via G-form to each participant who is present and has filled in the attendance.

The problems faced by this community are one of the important things that need to be highlighted. Because it is one of the things that needs to be improved so that people understand more about online loans, so that in the future it can have a good impact, especially on the welfare of the community, especially the Cawang community. This community service (PkM) will be carried out to increase literacy which focuses on the general public around Cawang. The target of this activity is to provide and increase information about online loan literacy (pinjol).

Performance of Vocational Faculty Institutions in Community Service activities

Banking and financial education activities have often been carried out for medium, small and micro enterprises (UMKM) actors in Cawang village, East Jakarta, Vocational Schools in Cawang Village, as working partners of the Indonesian Christian University. For this community service (PkM) activity, the expected partners are medium, small and micro enterprises (UMKM) actors and some are residents/general public. We will convey knowledge to our partners about the nature and treatment of online loans, by means of lectures and interactive discussions between partners and resource persons.

1. Type of expertise required

Activities carried out by UKI Financial Analysis Study Program lecturers and Tax Management Study Program lecturers who are also Banking Academics and Practitioners, who have knowledge of Financial Management of Companies and Financial Services and Banking Institutions.

Results and discussion

The current Community service (PkM) partner is the community in Cawang village, East Jakarta, which is 1-2 km from the campus of Universitas Krisiten Indonesia Jakarta, where the Cawang village community is the fostered community of Universitas Kristen Indonesia itself. The people of Cawang village generally have the status of small business actors and some are civil servants / private sector and manual laborers. The income level of the people of Cawang village is generally at the middle and lower middle level.

The number of community service (PkM) participants who attended was 80 people from the estimated invitation of 70 people from the Cawang village community. The expected attendance of more than 13% or 10 people is a sign that the community's interest in participating in community service (PkM) activities on online loans is quite large. Community service (PkM) participants who attended can be classified with the following conditions:

Table 1: Number of COMUNITY SERVICE participants by age

Age (year)	Total (person)	(%)
20 - 40	21	26,25
41 - 50	37	46,25
51 - 60	22	27,50
Total	80	100,00

From the data above, it can be concluded that the participants who attended were residents who were in the productive age category, namely at the age of 41-50 years with 37 participants or 46.25%. Followed by the 51-60 year old group as many as 22 participants or 27.50% and the last age group 20-40 years as many as 21 people or 26.25%. This can be indicated that *online loan startups are* more in demand by people of productive age, where this facility can be used for productive activities.

Community service (PkM) participants who attended based on gender are as follows:

Table 2: Number of Community service (PkM) Participants by gender

Gender	Total (Person)	Percentage (%)
Men	13	16,00
Women	67	84,00
Total	80	100,00

From the data above, it can be concluded that the participants who attended were more dominated by women, namely 67 people (84%) while men consisted of 13 people or (16%). This shows that women or mothers are more dominant at home to run their home businesses are medium, small and micro enterprises (UMKM) such as grocery stores, rice stalls, *laundry* kilos, etc.

Furthermore, the classification of community service participants based on education level is as follows 3

Table 3: Number of Community service (PkM) Participants based on Education Level

Education	Total (Person)	Percentage (%)
Not in School	-	-
Elementary	2	2,50
Junior High School	13	15,25
Senior High School	50	62,50
Under graduate / Postgraduate	15	18,75
Total	80	100,00

The education level of community service (PkM) partners consists of high school education 50 people (62.50%), Bachelor / Postgraduate 15 people or 18.75%, junior high school as many as 13 people (15.25%), and elementary school as many as 2 people or (2.50%). This shows that the Community service online loans (pinjol) partners are people with a fairly good education, which is dominated at the high school level.

Classification of community service (PkM) partners based on the employment status of medium, small and micro enterprises (UMKM) actors

Table 4: Number of Community service Participants based on medium, small and micro enterprises (UMKM) actors

UMKM players	Total (person)	Percentage (%)
UMKM actors	62	77,50
More	18	22,50
Total	80	100,00

Of the total community service partners who attended, most were medium, small and micro enter prises (UMKM) actors as many as 62 people or (77.50%) and others or not medium, small and micro enter prises (not UMKM) consisted of 18 people (22.50%). Furthermore, the classification of community service (PkM) partners based on additional income status

Table 5: Number of Community service (PkM) participants based on additional income

Additional Income	Total (person)	Percentage (%)
Additional Income	71	88,75
Do not have	9	11,25
Total	80	100,00

Of the 80 Community service (PkM) partners, 71 people or (88.75%) are partners who have additional *income* or *double income*.

Classification of community service (PkM) partners based on the use of *online* loan facilities:

Table 6: Use of Online Loan Facilities

Online Loans	Total (person)	Percentage (%)
Ever	72	90,00
Never	8	10,00
Total	80	100,00

Of the 80 partners present, most have used *online* loan facilities (pinjol) consisting of 72 people or (90%) and 8 people or (10%) who have never used *online* loan facilities (pinjol).

Community service (PkM) partners based on knowledge of legal pinjol and illegal pinjol.

Table 7: Partners' knowledge about legal and illegal pinjol

Legal / Illegal Online Loan knowledge	Total (person)	Percentage (%)
Knowing	5	6,25
Not knowing	75	93,75
Total	80	100,00

Of the total Community service (PkM) partners of 80 people, most partners can not distinguish between legal and illegal pinjol, namely 93.75% or 75 people and only 5 people or 6.25% who can distinguish legal pinjol from illegal pinjol.



Classification of Community service (PkM) partners who feel the impact / benefit to partner finances for the use of *online* loan startups who feel the impact / benefit to partner finances for the use of *online* loan startups

Table 8: Benefits of Pinjol on partner finances

Pinjol Helps with Financial Aspects	Total (person)	Percentage (%)
No Effect	1	1,25
Little Help	9	11,00
Very Helpful	70	87,50
Total	80	100,00

Most of the Community service partners really felt the benefits of pinjol on partner finances, namely 70 people or (87.50) and 9 people or 11% who felt a little financial improvement and 1.25% or 1 person who did not feel the benefits of pinjol on partner finances at all.

What do partners use the funds from the online loan facility for ?

Table 9: Use of online loan funds

Use of Funds from Online Loans	Total (person)	Percentage (%)
Pay off debts	5	6,25
Consumption	10	12,50
Children's School	23	28,75
Business	42	52,50
Total	80	100,00

In using the proceeds from *online* loans, most partners use it as additional business capital, namely 42 people or (52.50%), for school fees 23 people (28.75), for things that are consumptive 10 people (12.50%) and 5 people who use pinjol funds to pay debts.

In the process of returning the online loans (pinjol) facility to its startup company, some partners experience obstacles / difficulties and some partners also have no difficulty at all in the return process.

Furthermore, the debtor's ability to repay the online loan (loan health level) can be described in table 10.

Table 10: Online Loan Facility Return Process

Repayment Status of Online Loan Facility	Total (Person)	Percentage (%)
Pass	32	40,00
Special Mention	10	12,50
Substandart	2	2,50
Doubtful	15	18,75
Loss	21	26,25
Total	80	100,00

Conclusions

The problem faced is that there is not an optimal understanding of online loans (pinjol) in the general public of the Cawang area. So that with the literacy activities at this Community service (PkM) event, it can provide knowledge in increasing literacy about online loans (pinjol). The need for literacy of online loan financial service institutions so that people can:

1. People are wiser in using online loans
2. The public understands and chooses online loan providers that are legitimate and legal and have been registered with the Financial Service Authority.
3. Online loan users should utilize online loan facilities for productive or business activities.
4. Avoid using online loans for consumptive purposes.
5. Avoid using online loans to cover other debts

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