

## Assistance with Pagersari Governance to Become a Smart Village with Administration and Financial Management

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### Abstract

**Purpose:** The purpose of this service is to assist Pagersari Village in improving its administrative and financial governance, with the ultimate goal of transforming it into a Smart Village. Despite having excellent potential, Pagersari Village faces challenges in optimizing its administrative and financial aspects.

**Method:** A series of assistance activities were carried out from June to September 2023. The main activities included the preparation of efficient and transparent village administration management guidelines and assistance with an integrated financial system. Additionally, village staff were trained in good administrative management and the use of the autocrat application.

**Practical Applications:** The practical application of this service is the creation of a transformation plan for Pagersari towards becoming a Smart Village. This plan focuses on more efficient, transparent, and technology-based administrative and financial management.

**Conclusion:** The successful implementation of this service in Pagersari Village serves as an example for other villages. It demonstrates the feasibility of realizing Smart Villages as part of sustainable development efforts at the village level. This success story can inspire and guide other villages in their journey towards becoming Smart Villages.



## Introduction

Pagersari Village is located in Ngantang District, where the district has thirteen villages. Pagersari Village has a height of approximately 775-1100 meters above sea level and is located in the west of Malang Regency. This area is located in the highlands with an area of 186.5 Ha. An image of the Pagersari Village area, Ngantang District, is shown in Figure 1.

Figure 1. Pagersari Ngantang Village



Source: Private Documentation, 2023.

From the administrative aspect, Pagersari Village is divided into four hamlets: Gombong Hamlet, Krajan Hamlet, Claket Hamlet, and Sumpersari Hamlet. Krajan Hamlet is the main location for crowds in Pagersari Village, while Sumpersari Hamlet has the largest area but less potential than others. Apart from that, Pagersari Village, Ngantang District is also divided into 17 Neighborhood Units (R.T.) and 4 Resident Associations (R.W.). Farmers and livestock breeders are the most common livelihoods in Pagersari Ngantang Village. The large agricultural land that dominates the area could have great potential for Pagersari Village. However, there are still problems with this potential in administration and infrastructure.

Pagersari Village needs improvements in administration, infrastructure, and Human Resources (H.R.). Kindangen et al. (2018) stated that regional autonomy is important in implementing regional development. In villages that can maximize autonomy, service delivery will run optimally, but if not, the services provided will be less than optimal (Hutabarat et al., 2022). This is following the administrative and financial layout in Pagersari Village, which can still be maximized. This can be improved by assisting with community resources in the village.

The first problem experienced by Pagersari Village was the sloppy administrative arrangement. Some of the administrative services provided include making Business Certificates, Domicile Certificates, Cover Letters of Good Character, and several other types of letters. However, the Pagersari Village government does not yet have an effective information system. This is shown in figure 2.

*Figure 2. Village Administration Services*



Source: Private Documentation, 2024.

All population administration activities are carried out manually based on the picture above. This causes data and documents not to be archived properly, and searching for data will take quite a long time, so it looks less effective and efficient (Winanjar & Susanti, 2021). Firdaus et al. (2019) explain that village residents are required to come to the village office more than once if there are problems with poor administration. The less neat arrangement can be seen in Figure 3.

*Figure 3. Administrative Management in Pagersari Village*



Source: Private Documentation, 2024.

Figure 4 shows that the administrative procedures implemented by Pagersari Village officials are still not optimal. This is because the files are still in an untidy condition, causing the service to be ineffective and inefficient. Another obstacle faced is that financial governance also needed to be strengthened because, in Pagersari Village, there is still some confusion regarding several financial cases. Various financial cases can cause sub-optimality in financial management.

Based on previous obstacles, including the lack of ability of village officials to carry out administrative arrangements in Pagersari Village, as well as financial management. In creating this solution, several solutions were offered by the service team. The service team presents individuals who understand good village administration management and simultaneously carry out Focus Group Discussions (F.G.D.), which is the first solution proposed by the service team. This is in line with the activities carried out by Beriansyah et al. (2021), Ambarwati et al. (2022), Palenti et al. (2021), and Mindarti et al. (2022) by stating that F.G.D. is an effective activity in solving problems found in villages, both organizational issues, BUMDes and village governance. This activity will resolve management and administrative management issues in Pagersari Village related to the importance of orderly administration and village officials who do not yet have good administrative management skills and knowledge.

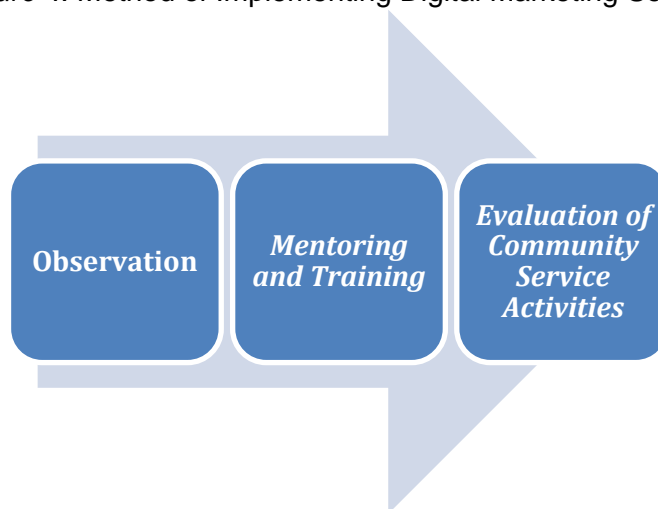
The second solution is to provide assistance and training to village officials and heads regarding effective and efficient management and digitalization of village administration to make providing services to village residents easier. Socialization and mentoring activities can be an alternative to resolving these problems. This is in line with activities carried out by Murnisari (2019), Prizeti Utami (2019), Arwildayanto et al. (2022), (Desiani et al., 2021)(Firdaus et al., 2019), Nugroho (2019). Several services that have been carried out prove that mentoring and training will improve document management, administrative skills, resource management, and financial management. These existing deficiencies can be overcome by improving human resources in Pagersari Village.

## Method

Pagersari Village is the location designated to carry out community service activities by the research team. This place was chosen because the village is a partner of the State University of Malang. Apart from that, according to suggestions from various sources and observation results, it shows that Pagersari Village needs to improve administrative governance. Thus, the service team carries out this service process. The subject of this service is the administrative staff of Pagersari Village, Ngantang District. This activity aims to improve the skills and ability to use technology for village administrative staff to produce a more optimal service system. Therefore, partners here will be tasked with participating in all service activities and supporting several aspects so that service activities run successfully.

This service activity has several methods for maximizing the results obtained. The methods used include observation, mentoring, socialization, and evaluation. This series of activities can be shown in the following program plan shown in Figure 4.

Figure 4. Method of Implementing Digital Marketing Service



The first stage will be observations in Pagersari Village. At this stage, it was carried out at the Pagersari Village Office to discuss with Village officials to obtain an optimal service program. At this stage, mentoring and training activities are carried out based on suggestions during the observation. This assistance and training aims to provide information regarding digital administration and financial management to improve services to be optimal. This activity was carried out for one month. The final results targeted and evaluated include the following: The level of understanding of Village administrative staff has increased, innovations produced by the village administration team, and Village community satisfaction. The results of the evaluation will be carried out after one month. They will be taken into consideration whether the implementation of mentoring and training needs to be studied more deeply or whether it is sufficient. Program evaluation is a step that aims to assess, review, and assess the level of success of the implementation of the training program. This stage takes place after the service

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activities have taken place. These results will optimize the service activities carried out.

## Result

The State University of Malang (U.M.) service team has carried out activities to improve digital-based administrative services for the Pagersari Village government. This service activity involves socialization and assistance in digitalizing administration with the title "Digital Administration of Pagersari Village," as shown in Figure 5.

Figure 5. Title of Digital Marketing Administration in Pagersari



Source: Private Documentation, 2023.

This material contains the objectives of digitizing administration, trying administration with Autocrat, e-office services, and OpenSid services, and practicing using Canva and Autocrat. The next activity was also to carry out community service activities to strengthen financial governance by presenting presenters who understand village financial governance, namely San Rudiyanto, SE., Ak., M.S.A. This service activity is carried out in three stages: observation, counseling and mentoring, and evaluation. On June 19, 2023, observations were conducted in Pagersari Village, Ngantang District. In this observation activity, the observer was an accounting lecturer at the State University of Malang, Tomy Rizky Izzalqurny, S.E., M.S.A., met with the village head, Bambang Santoso, after holding various online discussions, as shown in figure 6.

Figure 6. Discussion with the Head of Pagersari Village



Source: Private Documentation, 2023.

The observation situation has illustrated that administrative problems exist in Pagersari Village, Ngantang District, which can be improved by improving digital Village Administration Management. In this observation activity, there was a problem because the observer only met with the Village Head, so a second observation was planned to meet with the Village Secretary, the Head of the Village, and Kaur. This observation activity was continued on July 14, 2023. In this activity, observations were carried out to get a more complete picture regarding village administrative governance, with the observer, accounting lecturer at the State University of Malang, Slamet Fauzan S.Pd. M.Pd., which is shown in Figure 7.

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*Figure 7. Discussion with the Head of Pagersari Village*



Source: Private Documentation, 2023.

Based on the results of the second observation, it was concluded that socialization and assistance in digital administration management were needed because the problem faced by the village was that many documents were not neatly arranged and were also lost. This loss occurs because the new mail file overwrote the previous mail file. Thus, the service team proposed training to digitize the Pagersari Village Administration by introducing autocrats. In the next activity, two activities were carried out to support the digitalization of administration: mentoring activities and socialization of digitalization of administration.

This mentoring and socialization stage was carried out on August 16, 2023. The location is in the hall of the Pagersari Village Office, Ngantang District, Malang Regency. This activity was carried out in several stages: opening, socialization on administrative digitalization, assistance with socialization using autocrats, and closing with socialization on the introduction of e-office and OpenSid. This stage begins as shown in Figure 8.

*Figure 8. Opening of Mentoring and Socialization activities by the Village Head*



Source: Private Documentation, 2023.

The opening process went smoothly. The Village Head supports this service activity so that further activities can be carried out. The next stage is the socialization of administrative digitalization by Tomy Rizky Izzalqurny, S.E., M.S.A., in Figure 9.

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Figure 9. Mentoring and Socialization by Resource Persons



Source: Private Documentation, 2023.

In this socialization activity, the objectives of digitalization of administration were explained, including operational efficiency, accessibility, and collaboration, reducing costs, increasing data accuracy and security, reducing response time, monitoring and analysis, saving physical space, improving customer service, and environmental achievements. Based on these benefits, participants began to get a general idea regarding the benefits of digitizing administration. The next step is the introduction of autocrats as a form of digitalization of village administration, as shown in Figure 10.

Figure 10. Autocrat Practices in Digitizing Administration



Source: Private Documentation, 2023.

Based on autocratic practices, the village felt very helped, and also with the support of the Canva application. These various applications support the performance of village administration. The last socialization activity was also carried out regarding E-office and OpenSid. However, there are problems because E-office is quite expensive, and OpenSid needs to update many databases, so using Autocrat and Canva is still the best solution. A discussion session was held at the end of the activity, which received a positive response from the participants. The activity closed with prayer and a group photo. This variety of actions aligns with sustainable development goals or what is known as Sustainable Development Goals (S.D.G.s) 4, namely quality education. S.D.G.s 4 aims to ensure inclusive and equitable quality education and increase learning opportunities for all of society. Apart from that, this effort also aims to introduce technology to Pagersari village officials so that they can develop and utilize it optimally to provide more optimal services. After carrying out socialization activities on the digitalization of village administration, on August 23, 2023, the Malang State University Service Team brought in an expert on village financial management, Mr. San Rudiyanto, SE., Ak., MSA., shown in figure 11.

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Figure 11. Socialization of Assistance and Socialization of Financial Administration



Source: Private Documentation, 2023.

This socialization activity explained financial administration and presented and discussed financial cases faced by Pagersari Village officials. Participants began to get a general picture of Village finances based on these benefits. A discussion session was held at the end of the activity, which received a positive response from the participants. The activity closed with prayer and a group photo. This variety of actions aligns with sustainable development goals or what is known as Sustainable Development Goals (S.D.G.s) 4, namely quality education. S.D.G.s 4 aims to ensure inclusive and equitable quality education and increase learning opportunities for all of society.

Evaluation activities are carried out from the end of this service activity. This evaluation aims to see the development of digital financial administration in Pagersaro Village. This evaluation is carried out two weeks after the service activity. The evaluation results show that most village officials, namely around 20%, have started to carry out good administrative governance. The evaluation results also show an increase in the village administration staff's understanding of administrative and financial digitalization.

## Discussion

The service activities carried out by the State University of Malang (U.M.) team in Pagersari Village, Ngantang District, have shown significant results in improving the village's digital-based administrative services. The process involved several stages: observation, counseling and mentoring, and evaluation, each of which contributed to the overall success of the project. The initial observation phase revealed administrative challenges in the village, such as disorganized documents and data loss due to overwriting of new mail files. These findings underscored the need for digital administration management, leading to the introduction of Autocrat and Canva applications. The use of these digital tools not only streamlined the administrative process but also enhanced data accuracy, security, and accessibility. However, the introduction of E-office and OpenSid posed some challenges due to their cost and the need for extensive database updates. Despite these hurdles, the village officials responded positively to the digitalization efforts, indicating a willingness to adapt to new technologies for improved administrative efficiency.

The service activities also included financial administration training, which provided the village officials with a broader understanding of village finances. This training was crucial in equipping the officials with the necessary skills to manage their finances effectively. The evaluation conducted two weeks after the service activity showed promising results. About



20% of the village officials had started implementing good administrative governance practices, and there was a noticeable increase in their understanding of administrative and financial digitalization. These service activities align with the Sustainable Development Goals (S.D.G.s) 4, which aims to ensure inclusive and equitable quality education and promote lifelong learning opportunities for all. By introducing technology to Pagersari village officials, the project contributes to this goal by providing them with the skills and knowledge to utilize digital tools optimally.

Advanced training can be conducted on Autocrat, Canva, and other digital tools to ensure that the village officials are fully equipped to handle digital administration. This could also involve bringing in experts for specific sessions based on the needs identified during the evaluation. Regular follow-up observations could be conducted to monitor progress and identify any new challenges that might arise. These observations would provide valuable insights into the effectiveness of the training and the adoption of digital tools. Engaging the community in the digital transformation process is crucial. This could be achieved through regular meetings, discussions, and feedback sessions with the villagers. Their involvement would not only ensure the sustainability of the project but also foster a sense of ownership among the villagers. The success of the project in Pagersari Village could serve as a model for other villages. Collaborating with other villages and sharing the learnings and best practices could help scale the impact of the project. A continuous evaluation mechanism could be put in place to assess the impact of the digital transformation on the administrative efficiency and the overall development of the village. This would help in making necessary adjustments and improvements to the project. In conclusion, The service activities carried out by the U.M. team have made significant strides in improving the administrative and financial management of Pagersari Village. While challenges remain, the positive response from the village officials and the promising results from the evaluation suggest that the village is on the right track towards digital transformation. Future efforts should focus on addressing the challenges identified and expanding the training to include more village officials to ensure widespread adoption of the digital tools.

## **Conclusion**

This service activity aims to increase understanding of the digitalization of administrative and financial administration among Pagersari village administrative staff, Ngantang District. In this service activity, there was an increase in the understanding of administrative staff, namely Kasi and Kaur, in administration using Autocrat and Canva, as well as exposure to financial cases and sharing experiences. The administrative staff has been able to apply administrative digitization, so the hope is to create a Pagersari Smart Village in the future.

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