

## Efforts To Improve Village Administration Services Through The Digital Mail Information System

Andi Basuki\*<sup>1</sup>, Moch Rahman Andrean<sup>2</sup>, Madziatul Churiyah<sup>3</sup>,  
Buyung Adi Dharma<sup>4</sup>, Dewi Ayu Sakdiyyah<sup>5</sup>

<sup>1,2,3,4,5</sup> Bachelor Degree Office Administration Education, Faculty of Economics and Business,  
Universitas Negeri Malang, Indonesia.

\* Corresponding Author:

Email: [andi.basuki.fe@um.ac.id](mailto:andi.basuki.fe@um.ac.id)

---

### **Abstract.**

*The development of technology is currently growing so rapidly and is able to affect all aspects of human life, one of which is the administration of the Kambingan Village which must provide effective and efficient services to the community. This service activity aims to provide convenience for the Kambingan village community so that the management of correspondence can be faster and more precise. The service method used is using a qualitative approach with data collection techniques through observation, interviews and documentation studies. Based on the results of observations and interviews, it is known that the correspondence technology used so far is considered to be less effective and efficient where the processing of correspondence takes a long time. Therefore, as an effort to improve village administration services, a Macro Vba Excel-based correspondence administration information system was developed which can provide faster correspondence services than the technology used previously. The resulting product has proven to be effective in facilitating the work of village officials, especially in the process of managing correspondence. In addition, village officials do not have to worry about filling in the wrong data because the resident's biodata is filled in automatically.*

**Keywords:** Correspondence, Vba Excel, and Village administration.

---

## **I. INTRODUCTION**

Technological developments are currently developing so rapidly, these developments can certainly affect all aspects of human life, one of which is in the field of government administration which must provide effective and efficient services to the community. This is contained in Law Number 6 of 2014 concerning Villages, which states that the village government is obliged to carry out an orderly village administration that is able to function as a source of data and information in the administration of village government, development implementers, community development and community empowerment. One of the administrative services in government agencies is related to the management of various certificates, so digitalization is needed in the management of these letters [7]. This administrative service will not be separated from government agencies because it involves planning, controlling and organizing activities to achieve the expected goals [2]. The Kambingan village government, which is one part of government agencies, has an obligation to provide fast and appropriate services to the community, in managing the administration of correspondence in the village. This can be realized if the village government organizes an orderly village administration that is supported by good, orderly and orderly administrative management. Administrative management is important because the village government needs to know good and correct village administration services to provide the best service to the community. So far, village government administration services have been well and orderly implemented, but there are still many shortcomings in the administrative system.

Providing the best administrative services to the community is not an easy thing, because it requires careful, careful and thorough preparation, especially in managing its administration. So that in providing village administration management services, information technology is needed that can simplify, speed up, and streamline the administrative process to support the quality of correspondence management services [6, 8]. The use of computers is very necessary in managing administration in the village office, the use of computers is also supported by various supporting software such as Microsoft Office applications, namely word and number processing applications that can facilitate calculations and data processing in the office [3]. Based on the results of observations and interviews at the Kambingan Village Office that the mail

management method used today, is still using Microsoft Word by manually creating new data for every incoming correspondence, making it less effective and efficient because it takes a long time to process. With this problem, a solution is needed by utilizing technology that is able to support administrative services quickly and precisely, one of which is by utilizing Microsoft Excel software with the help of macro command features and the Visual Basic for Application (VBA) programming language. Visual Basic for Application is a tool for developing programs that control Excel [9]. This information system has several advantages, namely it can provide user convenience for managing and storing information and can save time, effort and reduce error rates [1, 5, 10]. The use of information technology is almost the same as the smart village concept, which contains three main components, namely smart government, smart community and smart environment [4]. These three components are the basis for achieving village development goals to achieve prosperity.

## II. METHODS

The method used in this community service activity is a qualitative approach. The qualitative approach is referred to as a process of searching for or investigating a social phenomenon and human problem. Data collection techniques were carried out through observation, interviews and documentation studies. Observations in this service are carried out through non-participant observation of the process of correspondence administration services to the general public. Furthermore, to find out the completeness of accurate data and appropriate data sources, the service team continued with the interview process to village officials and the surrounding community. As for sharpening the analysis of the results of observations and interviews, a documentation study was conducted. This community service is carried out in Kambangan Village, Tumpang District, Malang Regency by involving the village apparatus.

## III. RESULTS AND DISCUSSION

Kambangan Village, Tumpang District, Malang Regency has implemented technology in making correspondence, namely using Microsoft Office Word, but its implementation takes quite a long time. In addition, the files in the village office are also not well-administered and errors often occur and even lose files. In addition, based on information obtained from the surrounding community, it usually takes a long time to process a certificate or other letter. So it takes the development of technology that can be used to simplify and speed up administrative activities in Kambangan Village.



**Fig 1.**Location of Community Service

The technology developed by the service team is a macro Vba Excel-based correspondence administration information system. This system was developed offline so it does not require an internet network to access the system. The development of this system considers the effectiveness and efficiency as well as the advantages of the VBA Excel macro system compared to the use of Microsoft Word.

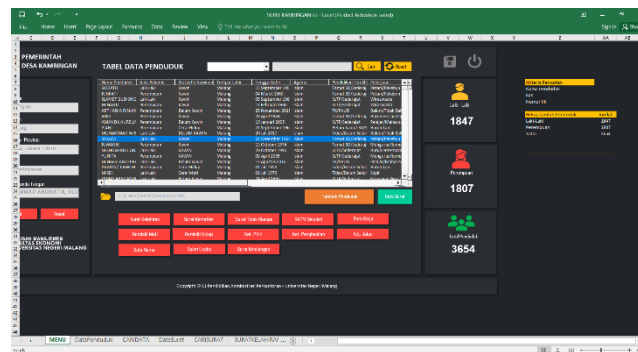


Fig 2. The menu display of the macro vba excel-based mail information system

Fig 3. Population data editing display

Fig 4. Display of the letter-making form

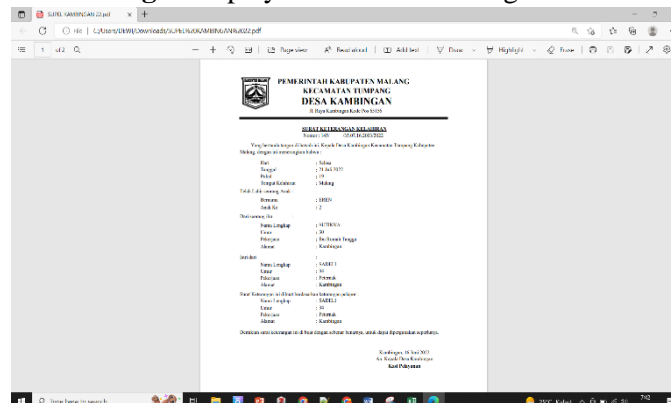
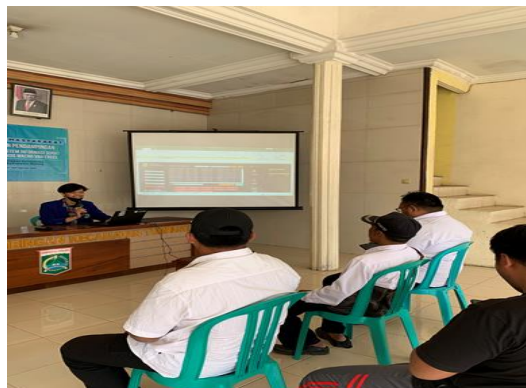


Fig 5. Display of the finished letter

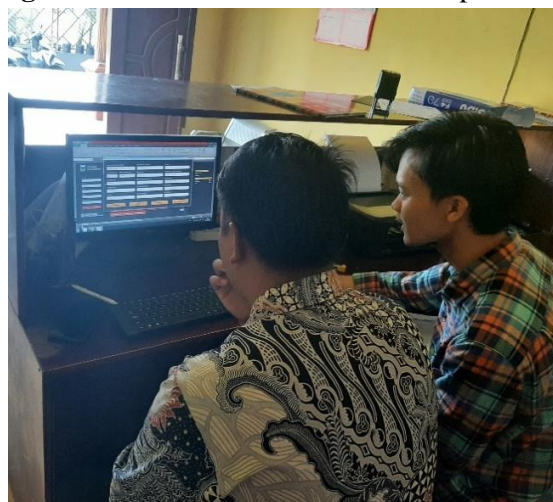
This mail information system display shows the menu and features available on the Kambingan Village correspondence information system. In this menu display the user as a user in the first feature there is a biodata & user name feature, in this feature the user can edit the name, village address, username and position, specifically for the user name and position, the name written will be automatically filled in the letter signature section. as the person that responsibility on that day. Furthermore, in the second feature, there is a population data table feature, here there is goatan village population data in 2022, namely a total of 3654 residents consisting of 1847 male residents and 1807 female population data, this population data table can be edited by double-clicking in the name we choose and also in this table it is possible to add new residents or delete residents. The third feature, provides 12 models of certificates that are filled in automatically after we select the name of the resident for whom the letter will be made. Fourth feature, after the letter is successfully created, the letter will be automatically saved in the excel application and also on computer storage according to the selected storage location. Then the fifth feature is information about the latest data on the number of residents of the goatan village, starting from the number of male residents and the number of female residents.

The system that has been developed is then tested on local village officials to determine its effectiveness. In addition to system testing, the service team also provided material to add to the scientific repertoire of village officials. The material presented in this service is related to the importance of managing correspondence for the sustainability of an agency and the general public. The materials presented include:

- 1) Definition of correspondence
- 2) The importance of letters
- 3) Types of letters in the agency
- 4) How to manage mail well
- 5) How to manage correspondence by utilizing Macro Vba Excel-Based Correspondence Administration Information



**Fig 6.** Submission of material on correspondence



**Fig 7.** Practice using the System





**Fig 8.** Practice using the System

In this service activity, an evaluation is also carried out. Based on the evaluation results submitted by the village apparatus, that this training really helped them in managing important documents at the Kambingan Village office. In addition, through these service activities the ability of partners in managing administration also increases, so that services to the community become better, orderly and orderly and can facilitate and facilitate the implementation of daily work. The input submitted by the village apparatus is that future developments are expected to have a website-based information system to facilitate mail management for the community and village officials.

#### IV. CONCLUSION

The result of this service activity is to find out the effectiveness of the technology used by the Kambingan Village apparatus so far. The use of software that has been used is considered less effective and efficient because it takes a long time to use it. So that development is needed to overcome these problems, one of which is the development of the latest technology developed by the service team called the macro vba excel-based correspondence information system. The information system in Kambingan Village which has been developed by the service team contains twelve types of certificates in the village administration service section. The resulting product obtains valid results and is suitable for use based on the validation results of material experts, media experts, and users. The resulting product has proven to be effective in facilitating the work of village officials, especially in the correspondence management process. Users don't have to worry about filling in the wrong data because the resident's bio is filled in automatically.

#### V. ACKNOWLEDGMENTS

The community service team would like to thank Lembaga Penelitian dan Pengabdian kepada Masyarakat (LP2M) Universitas Negeri Malang who have provided moral and financial support for this community service program. In addition, thanks are also conveyed to the Kambingan Village apparatus who have been willing to take their time to participate in this service activity.

#### REFERENCES

- [1] Akbar, A. S. (2017). Rancang Bangun Sistem Informasi Administrasi Hotel dengan Metode Extreme Programming. *DISPROTEK : Jurnal Teknik Elektro, Teknik Sipil, Teknik Industri, Teknik Informatika, Sistem Informasi dan Akuakultur*, 8(2), 26–41.
- [2] Churiyah, M., Arief, M., Basuki, A., Dharma, B. A., & wulandari, A. (2020). Archive Management in the Digital Age: Development of Village Administration Systems. *Proceedings of the 4th Padang International Conference on Education, Economics, Business and Accounting (PICEEBA-2 2019)*. 4th Padang International Conference on Education, Economics, Business and Accounting (PICEEBA-2 2019), Padang, Indonesia. <https://doi.org/10.2991/aebmr.k.200305.128>

- [3] Faizah, S., Pudjiarti, E., Sofica, V., & Rudianto, B. (2022). Training Basic Microsoft Office Dalam Mengelola Administrasi Pada Yayasan Kopia Raya Insani. *Journal of Computer Science Contributions*, 2(2), 195–292.
- [4] Herdiana, D. (2019). Pengembangan Konsep Smart Village bagi Desa-Desa di Indonesia. *IPTEK-KOM*, 21(1), 1–16.
- [5] Jai, S. A., Setyawan, D., & Adiwidjaja, I. (2016). Implementasi Sistem Informasi Administrasi Kependudukan. *Jurnal Ilmu Sosial dan Ilmu Politik*, 5(1), 34–38.
- [6] Martadala, D. A., Neneng, Susanto, E. R., & Ahmad, I. (2021). Model Desa Cerdas dalam Pelayanan Administrasi (Studi Kasus: Desa Kotabaru Barat Kecamatan Martapura Kabupaten Oku Timur). *Jurnal Teknologi dan Sistem Informasi*, 2(2), 40–51.
- [7] Munawir, Susmanto, Zulfan, & Hidayat, T. (2020). Perancangan Aplikasi Pengelolaan Surat pada Dinas Kependudukan Catatan Sipil Kabupaten Aceh Besar. *Serambi Engingeering*, 5(4), 1201–1208.
- [8] Putrawan, N. A., Putri, I. G. A. M. A. D., & Ariyanto, D. (2017). Analisis Efektivitas Sistem Informasi Manajemen Daerah (SIMDA) Pemerintah Kabupaten Gianyar. *E-Jurnal Ekonomi dan Bisnis Universitas Udayana*, 6(4), 1639–1672.
- [9] Rohaeti, E. E., Bernard, M., & Primandhika, R. B. (2019). Developing Interactive Learning Media For School Level Mathematics Through Open-Ended Approach Aided By Visual Basic Application For Excel. *Journal on Mathematics Education*, 10(1), 59–68. <https://doi.org/10.22342/jme.10.1.5391.59-68>
- [10] Sutikno, S. (2019). Pengembangan Sistem Informasi Bidang Administrasi Desa Soket Dajah Kecamatan Tragah Berbasis Web. *Jurnal Ilmiah Pangabdhi*, 5(1), 33–38. <https://doi.org/10.21107/pangabdhi.v5i1.5163>.