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ENHANCING ADMINISTRATIVE GOVERNANCE THROUGH ADMINISTRATIVE SYSTEM MENTORING AT RW 05 KREO, TANGERANG CITY

[*1]Suranto Saputra, [2]Yogi Bachtiar, [3]Ardhi Dinullah Baihaqie, [4]Rahmat Pujiyanto

[1,2,3,4] Informatics Engineering Study Program, Faculty of Engineering and Computer Science (FTIK), Universitas Indraprasta PGRI

*Corresponding Author:

surantosaputra@gmail.com

Abstract

Administrative governance at the Rukun Warga (RW), or neighborhood-association, level provides an essential foundation for orderly data management, timely service delivery, transparency, and continuity of resident information. This community engagement program aimed to strengthen the administrative capacity of RW 05 in Kreo Urban Village, Larangan District, Tangerang City, through mentoring in the implementation of a more systematic, standardized, and digitally adaptive administrative system. A participatory approach was employed, comprising needs identification, document and database standardization, training, hands-on practice, implementation mentoring, and evaluation. The administrative system focused on resident data management, correspondence registration, document archiving, activity documentation, and the development of service procedures that could be readily implemented by the RW administrators. The program resulted in a more systematic administrative workflow, standardized document formats, improved archive retrievability, and greater administrator understanding of digital data and document management. Quantitative outcomes, such as improvements in participant comprehension scores and service-time efficiency, should be aligned with the actual field-evaluation results when the article is finalized. Continuous mentoring, periodic data updates, role-based access management, and regular archive backups are recommended to sustain the system. Overall, the program demonstrates that strengthening administrator capacity through appropriate technology and consistent procedures can support more effective, accountable, and responsive neighborhood-level governance.

Keywords: *RW administration, mentoring, administrative governance, digital archives, community services.*

1. INTRODUCTION

Administration at the Rukun Warga (RW), or neighborhood-association, level occupies a strategic position because it represents one of the closest points of interaction among residents, neighborhood administrators, the urban-village administration, and

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other local stakeholders. Resident data collection, correspondence recording, activity documentation, information management, and the issuance of referral letters all require orderly governance to ensure that services are delivered promptly, consistently, and accountably. Although an RW is not formally part of the regional government apparatus, the quality of neighborhood-level administration contributes to the accuracy of information and the smooth delivery of community services. Law of the Republic of Indonesia Number 25 of 2009 on Public Services identifies service quality, procedural certainty, accountability, and public participation as important elements of public-service delivery. These principles are also relevant, when applied proportionately, to community-based administrative services.

Advances in information technology have expanded opportunities to improve administrative governance within community organizations. Presidential Regulation of the Republic of Indonesia Number 95 of 2018 on the Electronic-Based Government System emphasizes the need for effective, transparent, accountable, and integrated governance through the use of electronic systems. Although the regulation is directed toward government administration, its orientation provides a useful conceptual reference for RW-level administration, particularly with regard to data orderliness, document standardization, information security, and archive traceability. Digital transformation at the community level does not necessarily need to begin with complex applications; simple databases, standardized document formats, consistent storage structures, and clearly defined work procedures can generate substantial practical benefits.

Larangan District is part of Tangerang City and is characterized by the dynamics of urban community service delivery. Publications issued by Statistics of Tangerang City emphasize that adequate and accurate data at the district and urban-village levels are necessary to support development planning and evaluation (BPS Kota Tangerang, 2025). Kreo Urban Village has also published local statistical information that underscores the importance of local data as a basis for service delivery and development information (Kelurahan Kreo, 2024). These conditions reinforce the need for neighborhood-level data, including data managed by RW organizations, to be maintained systematically, updated easily, and retrieved whenever required.

A number of previous community engagement initiatives have shown that administrative digitalization can improve data-management orderliness and support service efficiency. Prihartono et al. (2023) demonstrated that information-system-based data-management training can strengthen village administrative capacity through a participatory approach. Solihudin et al. (2022) likewise developed a web-based administrative information system to improve services at the neighborhood-unit (RT) level, particularly by addressing service delays, recording errors, and documentation inefficiencies. These findings indicate that strengthening administration requires not only technological tools but also enhanced user capacity among those responsible for operating the system in daily practice.

Mentoring is an important component because the implementation of administrative systems often reveals a gap between the availability of technology and the operational capacity of administrators. Agarina et al. (2024) emphasized that training followed by mentoring can improve digital literacy and the ability of local officials to manage electronic archives. Adam et al. (2025) also reported a high level of acceptance of the socialization and training of a web-based correspondence service system at the urban-village level. In a context more closely related to neighborhood organizations, Septiani et al. (2026) showed that the application of appropriate technology to RT-level administration can support orderly resident data management, transparency, and work efficiency. Effective interventions should therefore integrate procedural restructuring, document standardization, context-appropriate technology, and sustained user mentoring.

The central issue addressed by this program was the suboptimal integration of administrative processes at RW 05 Kreo, particularly in relation to data standardization, archiving, service recording, consistency of document formats, and the use of digital media to support information retrieval and updating. In the final version of this article, quantitative baseline conditions should be aligned with actual field observations, such as the number of document types still managed manually, the average time required to retrieve archives, or the administrators' level of understanding of digital systems. Establishing such baseline data is important to enable an objective comparison of program outcomes.

Based on these issues, the community engagement program aimed to: (1) reorganize RW administrative processes so that they are more systematic and traceable; (2) develop standardized data and document formats; (3) improve administrators' capacity to manage archives and data digitally; (4) establish service procedures that are simple, consistent, and readily applicable; and (5) develop sustainability mechanisms through data updating, backups, and the allocation of management responsibilities. The program's practical novelty lies in a mentoring approach that positions RW administrators as the primary users of the system, thereby ensuring that the technology and procedures are designed around neighborhood-level operational needs rather than the complexity of the application itself.

2. METHODS

The community engagement program was conducted at RW 05, Kreo Urban Village, Larangan District, Tangerang City, on ... July 2026. The program partners were the RW 05 administrators and other neighborhood representatives involved in administrative service delivery. A total of [number of participants] individuals participated in the training and mentoring activities. The program adopted a participatory model in which the partners were involved from needs identification and the development of administrative formats through hands-on use and evaluation. This approach was selected to ensure that the implemented system corresponded to users' capabilities, service requirements, and the organizational characteristics of the RW.

The program was implemented in five stages. The first stage involved needs identification through observation of administrative processes, brief interviews with administrators, an inventory of document types, and mapping of operational constraints. The second stage was administrative standardization, including the development of a resident database, incoming- and outgoing-correspondence registers, referral-letter formats, an archive index, a digital folder structure, and backup procedures. The third stage consisted of training that combined conceptual explanation with hands-on practice. The fourth stage involved implementation mentoring during routine administrative activities. The fifth stage was evaluation, which assessed user understanding, system usability, consistency of archiving practices, and the potential for sustainability.

The technology introduced through the mentoring program was designed as appropriate technology that could be adapted to the equipment already available to the partner organization. The system components included structured worksheets for the database, digital folders with standardized naming conventions, letter templates, service registers, and a backup-control checklist. If RW 05 already operates a dedicated application, these components can serve as operational procedures and supporting data formats for that application. The use of relatively simple technology was intended to minimize barriers to adoption, maintenance costs, and dependence on external technical personnel.

Program evaluation drew on three sources of data. First, participants' understanding before and after the training was assessed using a brief instrument covering data management, archiving, document naming, archive retrieval, and backup procedures. Second, process performance was observed using several representative service examples, including document-retrieval speed, data completeness, and accuracy of archive placement. Third, user feedback was collected regarding ease of use, relevance, and readiness to implement the system. Pre-test scores, post-test scores, and time-efficiency measures are presented descriptively as percentages or before-and-after comparisons once the field data are available.

The data were analyzed using a descriptive approach. Qualitative data obtained from observations and user feedback were organized into themes relating to data orderliness, ease of access, procedural consistency, user capability, and sustainability. Simple quantitative data were calculated in terms of score changes or percentage improvements. Program success was indicated by the availability of standardized administrative tools, the administrators' ability to perform procedures independently, reduced dependence on dispersed archives, and the establishment of mechanisms for data backup and updating.

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Table 1. Implementation Stages and Program Indicators

Stage	Main Activities	Outputs/Indicators
Needs identification	Observation, interviews, document inventory, process mapping	List of needs and priority issues
Standardization	Development of database, letter templates, archive index, and folder structure	Standardized administrative formats and work procedures
Training	Conceptual presentation, demonstration, and hands-on practice	Administrators understand data entry, archiving, retrieval, and backup procedures
Mentoring	Application to routine administrative processes and correction of errors	More consistent system use
Evaluation	Pre-test/post-test, process observation, and user feedback	Data on changes in understanding and service efficiency

Source: Prepared by the community engagement team, 2026.



Figure 1. Administrative System Mentoring Implementation Flow
Source: Prepared by the community engagement team, 2026.

3. RESULTS AND DISCUSSION

Needs Identification and Administrative Process Organization

The needs-identification stage was designed to understand the administrative processes actually carried out by the RW 05 administrators. The principal consideration at this stage was not to replace existing work practices immediately, but rather to map documents, service workflows, responsible personnel, data-storage locations, and the constraints encountered most frequently. The mapping results provided the basis for determining which aspects should be standardized first. In the final version of the article, this section should be supplemented with specific observational findings, such as [number] major document types, [number] storage media used, or the dominant constraints identified through interviews with administrators.

Substantively, RW administrative needs can be grouped into five functions: resident data management, correspondence and referral letters, archiving, activity documentation, and reporting. This functional classification helps administrators distinguish between

master data that must be continually updated and transactional documents that are stored according to date or register number. Such separation also reduces the risk of duplication and facilitates document tracking. Under manual administrative arrangements, documents often depend on administrators' memory or on particular storage locations; in a standardized system, by contrast, retrieval is supported by indexes, codes, file names, and a consistent folder structure.

Process organization also underscores the importance of the data-minimization principle. Not all resident information should be collected when it is unnecessary for service delivery. Personal data should be limited to relevant information, managed only by authorized parties, and not disseminated through general communication groups. Strengthening administration therefore concerns not only speed and efficiency but also responsibility for maintaining the confidentiality and integrity of information. The allocation of access rights becomes particularly important when digital files are stored on shared devices or cloud-based storage platforms.

Standardization of Documents, Databases, and Digital Archives

The primary output of the mentoring program was the design of a simple and standardized administrative system. The resident database was structured using consistent fields, internal identification codes or numbers designed to prevent duplication, and indicators of the most recent update date. For correspondence, incoming- and outgoing-letter registers were prepared to record the number, date, origin/destination, subject, responsible administrator, and archive location. Service documents used standardized templates so that administrators did not need to create a new format for each service transaction. This standardization both saves time and improves the consistency of information.

For archiving purposes, the digital folder structure can be organized by year and document category, for example Resident Data, Incoming Letters, Outgoing Letters, Activities, Inventory, and Reports. File names follow a combination of date, document type, and register number, for example '2026-08-26_OutgoingLetter_015'. This structure facilitates retrieval compared with unrestricted file naming. The same approach is applied to scanned documents so that physical and digital archives can be cross-referenced.

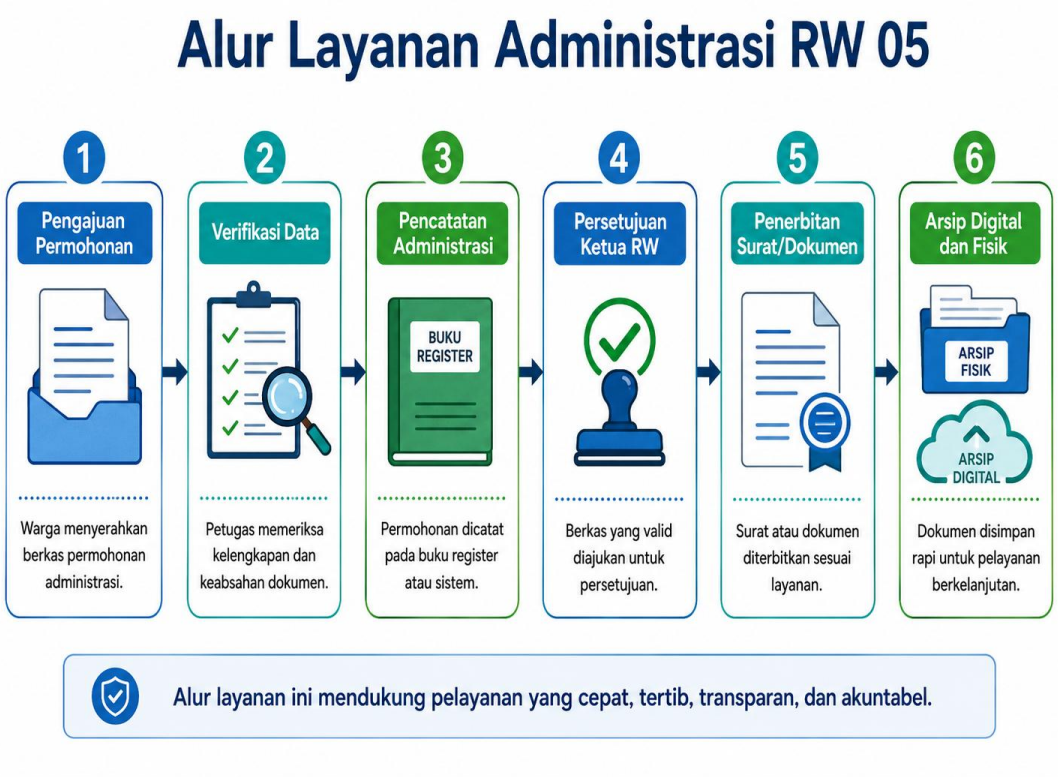


Figure 2. RW 05 Administrative Service Workflow

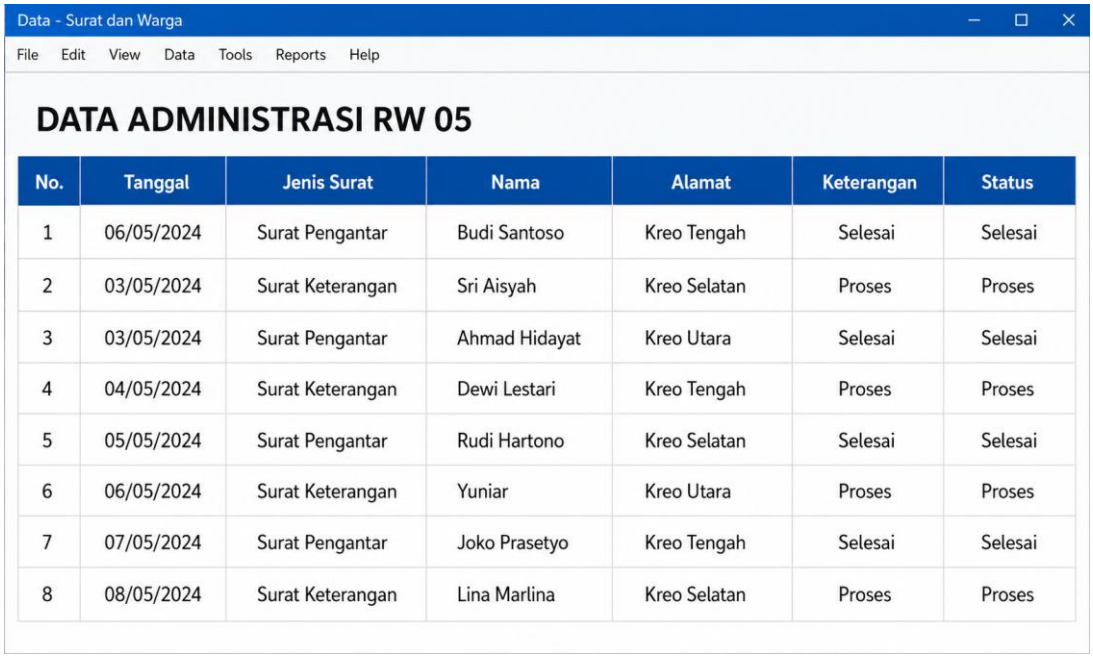
Standardization is an essential component of administrative transformation. Prihartono et al. (2023) showed that information-system-based data management can improve organizational orderliness and support more systematic service delivery. At the RT level, Solihudin et al. (2022) positioned information systems as a solution for reducing service delays and recording errors. More recent findings by Septiani et al. (2026) also indicate that appropriate technology accompanied by training can support resident administration and transparency. In contrast to approaches centered primarily on application development, the RW 05 program emphasizes procedural readiness and data quality as foundational elements, allowing the system to remain functional even when the technological platform changes.

Backups were implemented according to the principle of maintaining at least two copies on different media. The working copy is used for routine activities, while the backup copy is updated at agreed intervals, for example weekly or monthly depending on the frequency of data changes. The backup-control checklist records the date, responsible

person, storage location, and file-verification status. This mechanism is important because digitalization without adequate backups may introduce new risks when devices fail, accounts become inaccessible, or files are accidentally deleted.

Training and Mentoring for RW Administrators

Training was conducted through a hands-on approach so that participants would not only understand the underlying concepts but also be able to perform the procedures independently. The material began with an explanation of the functions of master data, service registers, and archives, followed by practical exercises in entering sample data, updating information, assigning document numbers, saving files, retrieving archives, and creating backup copies. Participants were then asked to complete simple service scenarios independently. This practice-oriented approach helped reduce psychological barriers to technology because participants could directly observe the relationship between the system and their day-to-day administrative work. An example of the administrative data-recording interface used as a practical training medium is presented in Figure 3.



No.	Tanggal	Jenis Surat	Nama	Alamat	Keterangan	Status
1	06/05/2024	Surat Pengantar	Budi Santoso	Kreo Tengah	Selesai	Selesai
2	03/05/2024	Surat Keterangan	Sri Aisyah	Kreo Selatan	Proses	Proses
3	03/05/2024	Surat Pengantar	Ahmad Hidayat	Kreo Utara	Selesai	Selesai
4	04/05/2024	Surat Keterangan	Dewi Lestari	Kreo Tengah	Proses	Proses
5	05/05/2024	Surat Pengantar	Rudi Hartono	Kreo Selatan	Selesai	Selesai
6	06/05/2024	Surat Keterangan	Yuniar	Kreo Utara	Proses	Proses
7	07/05/2024	Surat Pengantar	Joko Prasetyo	Kreo Tengah	Selesai	Selesai
8	08/05/2024	Surat Keterangan	Lina Marlina	Kreo Selatan	Proses	Proses

Figure 3. Example of RW 05 Correspondence and Resident Administrative Data Interface

Post-training mentoring was intended to address errors that typically emerge only when a system is used in actual operational settings. Common early-stage issues included inconsistent file naming, incomplete field entries, files stored in incorrect folders, and

uncoordinated changes to document formats. The mentoring team and RW administrators jointly developed simple rules so that these problems could be corrected without making the system unnecessarily rigid. Standardization was therefore understood as a shared agreement intended to facilitate collaborative work rather than merely as an administrative obligation.

This pattern is consistent with Agarina et al. (2024), who identified mentoring as an important follow-up to web-based archival training. Adam et al. (2025) likewise showed that socialization and hands-on practice can generate high levels of acceptance of digital systems in urban-village administrative services. In the context of RW 05, training effectiveness should be substantiated using actual evaluation data. The average participant-comprehension score was 45% before training and 97% after training, indicating a 52-percentage-point increase once the data were entered. These values should be derived from the same measurement instrument to ensure the validity of the comparison.

Changes in Administrative Governance and Service Efficiency

The most important change expected from the mentoring program is not merely the transfer of archives from paper to computers, but a transition toward procedure- and data-based working practices. A well-organized system enables administrators to determine which documents must be produced, where they should be stored, who is responsible for updating them, and how information can be retrieved. In resident services, a clearly defined workflow can reduce waiting time caused by file searches, inconsistent formats, or outdated information. As an illustration, a concise dashboard can be used to monitor resident data, services, documents, reports, and archive status in an integrated manner, as shown in Figure 4.



Figure 4. Example of the RW 05 Administrative System Dashboard

Efficiency can be measured through simulations or observations of several frequently delivered services. Before the mentoring program, the average time required to retrieve a sample document was [initial time] minutes, whereas after standardization and indexing it decreased to [post-implementation time] minutes. When available, these data can be used to calculate the percentage reduction in retrieval time. Document completeness may also be assessed based on the proportion of required fields that have been completed, while archival consistency can be evaluated according to the accuracy of file placement within designated categories. This approach provides stronger evidence than simply stating that services became 'faster' without measurable indicators.

Findings from other community engagement programs reveal a similar pattern. At the community level, Septiani et al. (2026) reported improved user understanding following the implementation of and training in a digital system, as well as faster recording processes compared with manual methods. Adam et al. (2025) reported high participant satisfaction with the socialization of a digital service system. These findings

reinforce the argument that the benefits of digital systems are strongly influenced by the combination of system design, user readiness, and the continuity of mentoring.

Table 2. Summary of Mentoring Outcomes and Data Requiring Finalization

Aspect	Qualitative Outcome	Quantitative Data for Finalization
Administrative formats	Templates and registers standardized	Templates/registers used: 97%
Digital archives	Folder structure and file-naming conventions established	Proportion of documents successfully indexed: 97%
Administrator capacity	Administrators are able to enter data, retrieve files, and perform backups	Pre-test 45% → post-test 97%
Service efficiency	Retrieval and processing are more structured	Initial time 8 minutes → after implementation 1 minute
Sustainability	Roles and schedules for updating/backups have been established	Evaluation/backup frequency: 100%

Source: Program evaluation design, 2026; values in square brackets are to be completed using field data.

Program Sustainability and Implications

Sustainability is a critical aspect of community administrative digitalization programs. Even a well-designed system may cease to be used if it is understood by only one individual, lacks documentation, or is not accompanied by a formal handover mechanism. The program therefore encourages the preparation of a concise one- to two-page guide describing the folder structure, naming conventions, database-update procedures, backup procedures, and steps to follow when administrative personnel change. The guide should be stored together with the primary archive, and a printed version should be provided to the RW chairperson or secretary.

The first implication is that data quality should be treated as an integral component of governance rather than merely an administrative task. Accurate resident data can support the coordination of social activities, neighborhood communication, and the identification of service needs. The second implication concerns the importance of system simplicity. Overly complex technology can increase dependence on developers, whereas an excessively simple system without standards may recreate administrative disorder. The appropriate balance depends on user capability, workload volume, data risk, and integration requirements.

Overall, the program indicates that improving administrative governance at the RW level requires three complementary elements: clear procedures, appropriate technology, and user capacity. Digitalization is a means rather than an end; the principal objective is to deliver services that are orderly, traceable, efficient, and accountable. This approach is consistent with the Electronic-Based Government System (SPBE) orientation toward effective and integrated governance and is also relevant to community-service needs as emphasized in public-service policy.

4. CONCLUSION

Administrative system mentoring at RW 05, Kreo Urban Village, Larangan District, Tangerang City, represents an effort to strengthen neighborhood organizational capacity through procedural restructuring, document standardization, database management, digital archiving, training, and implementation mentoring. The system was designed around the principles of ease of use, data consistency, document traceability, information security, and sustainability. Qualitatively, the program produced a more systematic service workflow, more standardized administrative formats, a more traceable archival structure, and greater readiness among administrators to use digital tools for administrative work. To strengthen the validity of the article, quantitative indicators, including pre-test and post-test scores, service or document-retrieval time, the number of participants, and archive-completeness rates, should be completed using actual field data. Program sustainability requires periodic data updates, allocation of access rights, routine backups, procedural documentation, and a formal handover mechanism when administrators change. This mentoring model can be replicated gradually in other neighborhood units while remaining responsive to local needs, user capacity, and the availability of technology.

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