



Strengthening Administrative Services and Community Participation Through a Student Internship Programme at the Masangan Village Office, Bangil Sub-district, Pasuruan Regency

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Abstract

The student internship programme is one of the ways in which the Tri Dharma of Higher Education is put into practice, aiming to enhance students' skills through hands-on experience in a work environment whilst contributing to the community. This internship took place at the Masangan Village Office, Bangil Sub-district, Pasuruan Regency, for one month, from 3 December to 31 December 2025. The objectives of this activity are to help improve the effectiveness of village administrative services, support social community activities, and provide students with practical experience in understanding village governance. The methods used in this activity include observation, active participation, assistance with administrative services, documentation, and involvement in various village programmes. The results of the activity demonstrated that the students were able to assist with correspondence processes, document archiving, social assistance data collection, document digitisation, Posyandu activities, and various other governmental and community activities. This activity has a positive impact on improving the efficiency of village administrative services whilst enhancing students' skills in administration, communication, teamwork, and public service. The internship programme also strengthens the relationship between the university and the village government in an effort to improve the quality of service to the community.)

Keyword: *Student Internships, Public Services, Village Administration, Community Service, Village Governance.*

INTRODUCTION

Higher education institutions have a responsibility to fulfil the Three Pillars of Higher Education, which encompass education, research and community service. One way in which community service is implemented is through student internship programmes, which enable students to become directly involved in various public service activities within the government sector.(Chudzaifah et al., 2021) These programmes not only provide students

with practical experience, but also serve as a means of contributing to the delivery of public services.

The village government is the administrative unit closest to the community and plays a vital role in providing administrative services, development initiatives and community empowerment. High-quality services are a key factor in ensuring community satisfaction and building trust in the village government(Zufriady et al., 2023). Therefore, support is needed from various parties, including universities, through student internship programmes.

Masangan Village is one of the villages in Bangil Sub-district, Pasuruan Regency, covering an area of approximately 389.272 hectares with a population of 2,351. The village carries out a range of administrative activities, including civil registration services, the management of social assistance, correspondence services, and community social activities. The high volume of these service activities requires adequate resource support to ensure that services to the community can run optimally.

The internship programme for students from STIT Muhammadiyah Bangil at the Masangan Village Office has been organised as an initiative to provide practical work experience whilst assisting the village administration in improving the quality of services provided to the community. It is hoped that the students' involvement in various administrative and community activities will benefit both parties: the village administration and the students participating in the internship.

Against this background, this study aims to describe the nature of student community service through the internship programme at the Masangan Village Office and to analyse the contribution of these activities to improving administrative and community services at the village level.

METHODS

This study employs a qualitative approach of a descriptive nature(Sugiyono, 2008). The qualitative approach was chosen as it aims to provide an in-depth description of the implementation of student internships at the Masangan Village Office in Bangil Sub-district, Pasuruan Regency, as well as their contribution to improving administrative and public services. A descriptive study was used to depict the various activities undertaken by students during their internships without manipulating the research subjects.

The research was conducted at the Masangan Village Office in Bangil Sub-district, Pasuruan Regency. The internship took place over a period of one month, from 3 December to 31 December 2025. The research subjects included the Masangan Village Council, the student interns, and members of the public receiving village administrative services.

Data collection methods included observation, interviews and documentation(Sugiyono, 2017). Observations were made by directly observing administrative service activities, document filing processes, public services, and village government activities. Interviews were conducted informally with village officials to obtain information regarding the service system, the duties of village officials, and the role of students during the internship. Documentation was used to obtain supporting data in the form of village profiles, organisational structures, administrative service documents, activity reports, and photographs of activities in progress.

The data obtained was analysed using the Miles and Huberman data analysis model, which comprises data reduction, data presentation and drawing conclusions(Miles et al., 2018). Data reduction was carried out by selecting information relevant to the focus of the research. The data was then presented in the form of descriptive accounts to ensure it was easily understood. The final stage involved drawing conclusions based on the findings obtained during the internship.

RESULTS AND DISCUSSION

An Overview of the Internship Programme at Masangan Village Office

The internship took place at the Masangan Village Office in Bangil Sub-district, Pasuruan Regency, and lasted for one month. During the internship, students were placed in various service departments that deal directly with the public. These placements gave students the opportunity to gain first-hand insight into the village administration system and the public service mechanisms implemented by the village apparatus.

At the outset of the programme, students received an orientation on the village's organisational structure, the duties and functions of each village official, and the administrative procedures for providing services to the community. This was important as it provided a basic understanding before the students became directly involved in service delivery activities.



Figure 1 Opening of the Internship Programme

The students' involvement in various administrative tasks demonstrates that the internship programme serves not only as a learning opportunity but also as a form of community service that supports the smooth running of public services at village level.

The Role of Students in Village Administration

One of the main tasks carried out by the students is assisting with the correspondence service. The students are responsible for recording incoming and outgoing letters, helping to type cover letters, and assisting with administrative procedures carried out by village officials.

Administrative services are one of the key functions of village government, as they provide a means for the community to obtain various administrative documents, such as letters of introduction for Criminal Record Certificates (SKCK), certificates of residence, and various other certificates. The involvement of students in this process helps to speed up the completion of administrative tasks, enabling the community to access services more effectively(Anggraini & Putra, 2026).

Based on observations made during the internship, administrative services in Masangan Village have been running smoothly. However, the high volume of services that the village officials have to handle means that additional staff are required. The presence of student interns has been one solution that has helped to streamline the process of providing services to the community.



Figure 2. Administrative Services

As well as assisting with administrative tasks, students also learnt about the importance of accuracy when recording documents. Even minor errors in recording people's personal details can lead to delays in administrative processes, so a high degree of accuracy and responsibility is required in every task.

Students' Contribution to Document Management and Digitisation

During the internship, students were also involved in the process of archiving and digitising village documents. This work involved scanning important documents, photocopying files and storing village administrative documents.



Figure 3. Digitalisation of Administration

The digitisation of documents is a key part of the modernisation of public services. The use of digital archives enables village officials to access documents more quickly and minimises the risk of losing physical documents(Wahyunto et al., 2025). As part of this initiative, students are assisting with the scanning of various documents, including Certificates of Ownership (SHM) and documents relating to social assistance recipients.

The initiative offers dual benefits. For the village council, digitisation helps improve the efficiency of records management. For the students, meanwhile, it enhances their skills in technology-based data management and administration.

Student Involvement in Social Assistance Programmes

Students are taking part in the process of verifying the details of recipients of Direct Cash Assistance (BLT). This involves cross-checking the information on the recipients' Family Cards and National Identity Cards.

Data verification is a crucial stage in the distribution of social assistance, as it determines whether the aid reaches the intended recipients. Inaccurate data can result in assistance not reaching those who are truly in need.



Figure 4Receipt of Social Assistance

Through this activity, students gained an understanding of the importance of data validity within the government system. Furthermore, they also learnt that public service is not merely about administrative paperwork, but also encompasses the management of social welfare programmes.

Participation in Public Health Activities

One of the ways in which the students contribute to the community is by assisting with the Mawar-supported Posyandu activities held in the village hall. During these sessions, the students help with weighing, measuring height and head circumference, as well as documenting the activities.

The involvement of students in posyandu activities demonstrates that the village administration plays a significant role in supporting community health services. Posyandu is a programme designed to monitor children's growth and development and to raise public awareness of the importance of health(Fitriani et al., 2023).

Through this initiative, students gain experience of interacting directly with the local community and come to understand the importance of collaboration between the village council, healthcare workers and the community in improving residents' health.

Developing Students' Skills Through Work Placements

The placement programme has a significant impact on the development of students' skills. During the programme, students gain a range of experiences not available in the classroom, such as administrative skills, interpersonal communication, community service and teamwork(Resty & Salfarini, 2025).

Students also learn about work ethics, discipline, responsibility and the ability to complete tasks in accordance with established procedures. This experience provides them with a vital foundation as they prepare to enter the world of work after completing their higher education.

From an educational perspective, work placements serve as a means of implementing experiential learning, which is a learning process that emphasises direct experience as the primary source of knowledge and skills development.

CONCLUSION

The internship programme for students from STIT Muhammadiyah Bangil at the Masangan Village Office is a form of community service that brings tangible benefits to both the village administration and the students. This initiative has successfully supported the village's administrative services through assistance with correspondence, document filing, the

digitisation of archives, the verification of social assistance data, and participation in various community activities.

Through this programme, students gain practical experience in village governance, public service and community empowerment. As well as improving their administrative and communication skills, the internship also fosters a professional attitude, discipline, a sense of responsibility and the ability to work as part of a team.

Overall, the internship programme has been a success and has made a positive contribution to improving the quality of public services in Masangan Village. Therefore, similar initiatives should continue to be developed as a means of strengthening cooperation between universities and village authorities in delivering more effective and high-quality public services.

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