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EVALUATION OF ADMINISTRATIVE PROCEDURES FOR VILLAGE FUND DISTRIBUTION AT BANK PAPUA MOANEMANI BRANCH OFFICE: CHALLENGES OF MANUAL DATA COLLECTION IN THE REMOTE AREAS OF DOGIYAI REGENCY

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ABSTRACT
This study aims to evaluate the administrative procedures for Village Fund disbursement at Bank Papua (Moanemani Branch), identify obstacles in the administrative process which still relies on manual data recording systems in the remote areas of Dogiyai Regency and formulate measures to enhance the effectiveness and efficiency of this administration. The study employs a qualitative approach using a descriptive method. Data were collected through interviews, observation, and documentation, involving Bank Papua personnel, local government officials, and village government staff. The evaluation was conducted based on four dimensions: specification, measurement, analysis, and recommendation. The research findings indicate that the administrative procedures for Village Fund disbursement at Bank Papua (Moanemani Branch) already incorporate standard operating procedures, administrative requirements, service stages, and clear task allocation. Regarding measurement, the procedures support compliance, administrative orderliness, and transaction security. However, service effectiveness and efficiency remain suboptimal because parts of the process still rely on physical documents and manual data recording. Key obstacles include limited internet connectivity and electricity, a lack of technological equipment, varying levels of digital literacy among village officials, geographical distance and terrain, and the risk of document damage or loss. These conditions prolong verification and disbursement processes and require administrative rework when document errors occur. Necessary improvement measures include gradual digitalization; the development of systems capable of offline operation with synchronization once the network is available; capacity building for village officials; data integration; archive digitization; infrastructure strengthening; procedure simplification; and the expansion of banking services to bring them closer to village areas.

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INTRODUCTIONS

Village Funds are a government instrument used to support governance, development, community empowerment, and improving the welfare of rural communities. Disbursement of Village Funds involves more than just the transfer of funds, but also a series of administrative processes, verification, recording, control, and accountability.

In this process, banking institutions play a crucial role as facilitators of village government financial transactions. Bank Papua, Moanemani Branch Office, is one of the banking institutions serving village government transactions in Dogiyai Regency. In its implementation, administrative procedures for distributing Village Funds must consider transaction security as well as service effectiveness and efficiency.

Dogiyai Regency is characterized by its remote mountainous geography, limited access to transportation, communications, electricity, and information technology infrastructure. These conditions impact the administrative process for distributing Village Funds, particularly during the document submission and data collection stages.

Research shows that some administrative processes at the village government level are still carried out manually. Many required documents are still submitted in physical form, while some village officials lack the skills to use electronic systems. This results in a reliance on physical documents and the need for village officials to travel to service centers.

These issues can cause the verification process to take longer. If typographical errors or discrepancies are discovered after the documents reach the district level, village officials must make corrections and, under certain circumstances, travel again.

Given these conditions, evaluating the administrative procedures for distributing Village Funds is crucial to determine whether established procedures align with actual conditions on the ground. Evaluation is also necessary to formulate alternative improvements that maintain the principles of security, accountability, and control.

Based on these problems, this study aims to: (1) evaluate the administrative procedures for distributing Village Funds at the Bank Papua Moanemani Branch Office; (2) identify obstacles in the administrative process which still uses a manual data collection system; and (3) formulate efforts to increase the effectiveness and efficiency of Village Fund distribution administration.

Administrative Procedures

Administrative procedures are a series of work steps carried out systematically to complete a specific task. Mulyadi explained that procedures are a sequence of activities involving several parties and designed to ensure the uniform execution of transactions.

In a governmental context, administrative procedures serve as both work guidelines and control instruments. Clear procedures can help determine who is responsible, the required documents, the work stages, and the verification and accountability mechanisms.

Thus, the administrative procedures in the distribution of Village Funds are not only aimed at facilitating the disbursement of funds, but also ensuring that funds are provided to the entitled parties through an accountable mechanism.

Village Funds

Village Funds are funds sourced from the State Budget (APBN) and allocated to villages through mechanisms established by the government. These funds are used to support village governance, development, community development, and community empowerment.

Village Fund management must adhere to the principles of transparency, accountability, effectiveness, and efficiency. Therefore, the distribution process requires an administrative system that can guarantee transaction security while providing effective services to village governments.

Manual Data Collection

Manual data collection is the process of recording and managing data using physical media and human labor. This system has the advantage of being relatively simple and applicable in areas with limited technology.

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However, manual data collection also has weaknesses, including the risk of recording errors, data duplication, document damage, loss of archives, and delays in delivering information.

In the context of Dogiyai Regency, these problems become increasingly complex due to geographical factors, limited internet networks, electricity, technological devices, and the digital capabilities of village officials.

Administrative Evaluation

The research uses Jones' evaluation concept in Nawawi which consists of four dimensions, namely:

1. Specifications, namely identification of the objectives, standards, targets and procedures to be evaluated.
2. Measurement, namely collecting relevant information to determine program implementation.
3. Analysis, namely the use of information obtained to produce conclusions.
4. Recommendations, namely determining alternative actions that need to be taken based on the evaluation results.

These four dimensions are used as a framework to assess the administrative procedures for distributing Village Funds at the Bank Papua Moanemani Branch Office..

METHOD

This research uses a descriptive qualitative approach to obtain an in-depth overview of the administrative procedures for distributing Village Funds and the various obstacles encountered in implementing the manual data collection system.

The research was conducted at the Bank Papua Moanemani Branch Office in Dogiyai Regency. The location was selected purposively because the Bank Papua Moanemani Branch Office is one of the banking institutions serving Village Fund transactions in the region.

The research data consists of primary and secondary data. Primary data was obtained through interviews with Bank Papua, local government officials, and village officials. Secondary data was obtained from standard operating procedures (SOPs), administrative documents for Village Fund distribution, and other supporting documents.

Data collection techniques are carried out through:

1. observation of administrative processes;
2. in-depth interviews; and
3. documentation study.

Data analysis used the Miles, Huberman, and Saldaña model, including data reduction, data presentation, and conclusion drawing. Data validity was verified through source and technique triangulation.

RESULTS & DISCUSSION

Administrative Procedure Specifications

The research results show that the Bank Papua Moanemani Branch Office has established administrative procedures for distributing Village Funds. These procedures cover document requirements, service stages, verification mechanisms, and the division of tasks among staff.

The village government prepares the necessary documents. These documents are then verified before disbursement begins. Customer Service is responsible for verifying identity and administrative completeness, while subsequent transactions are handled by tellers, as authorized.

From a specific perspective, these conditions demonstrate that administrative procedures have a clear basis. These procedures also serve a control function to ensure funds are received by the authorized parties.

However, there is a gap between established procedures and conditions at the village level. Procedures still rely heavily on physical documents, while the digital readiness of village officials and technological infrastructure is uneven.

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Thus, the main problem is not simply the absence of procedures, but the ability of these procedures to adapt to conditions in remote areas.

Measurement of Effectiveness and Efficiency

From a measurement perspective, administrative procedures have supported compliance, administrative order, and transaction security. Complete documentation is crucial before disbursement can be made.

However, when effectiveness is measured by speed and ease of service, challenges remain. Research shows that the verification process can take between two and four weeks if there are errors or document discrepancies.

This situation relates to the process of sending physical documents from the village to the administrative center. If a document is incorrect, village officials must make corrections and be prepared for the return journey.

From an efficiency perspective, the manual system adds time, effort, and transportation costs. This issue is further complicated by the geographical location of Dogiyai Regency, which is predominantly mountainous.

Thus, it can be said that administrative procedures have fulfilled the compliance and control aspects, but the effectiveness and efficiency of the service still face obstacles.

Analysis of Inhibiting Factors

a. Manual Data Collection
   One of the research's key findings is the continued use of manual data collection systems at the village government level. Much of the data submitted to the bank still comes from physical documents.
   Bank Papua has utilized electronic systems internally. However, limited village apparatus capabilities have created a gap between the bank's electronic system and the manual system at the village level.
   As a result, data from manual documents needs to be reprocessed into electronic systems. This increases the likelihood of errors during data transfer.
b. Limitations of Digital Literacy
   The ability of village officials to use technology is one of the factors that influences the implementation of digitalization.
   Some village heads and treasurers are unable to operate electronic systems optimally. This situation results in administrative processes still relying on physical documents.
c. Internet Network Limitations
   Internet access is not yet stable in all village areas. Digital administration requires connectivity for data input, delivery, verification, and communication.
   Network limitations also affect coordination between village governments, DPMK, village assistants, and Bank Papua.
d. Electricity Limitations
   Digitalization also requires an adequate power supply. Power outages can hamper the use of computers, printers, scanners, modems, and other technological devices. Therefore, developing digital systems in remote areas requires taking electricity availability into account.
e. Limited Technological Facilities
   Some villages still face limitations in the availability of computers or laptops, printers, scanners and other supporting devices.
   This condition means that village officials continue to rely on record books and physical documents.
f. Geographical Conditions and Distance
   Geographical conditions are a crucial factor in Village Fund administration. The distance between villages and administrative centers makes document delivery time-consuming, expensive, and labor-intensive. Under certain weather conditions, travel also poses safety risks and the risk of document damage.
g. Risk of Damage and Loss of Documents
   Physical documents are at risk of damage or loss during transit or storage. If a digital copy is not available, damage can require re-doing the administrative process.
h. Human Error

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Manual systems also carry the risk of errors in recording names, account numbers, amounts, and other data. This risk increases when manually entered data must be re-entered into the electronic system.

Efforts to Improve Administrative Effectiveness

Based on the evaluation results, increasing the effectiveness of Village Fund distribution administration needs to be done gradually and adjusted to regional characteristics.

1. **Offline Digital System Development**
   The administration system can be developed to operate without a continuous internet connection. Village officials can input data offline. When the device gains an internet connection, the data is synchronized with the central system. This model is more suitable for areas with unstable connectivity.
2. **Improving the Competence of Village Apparatus**
   Training should be provided to village heads, treasurers, and officials handling Village Fund administration. Training materials can cover data input, electronic filing, application usage, document verification, data synchronization, and data security. Training should be conducted on an ongoing basis, especially when village officials change positions.
3. **Data Integration**
   Village governments, the Village Fund Management Agency (DPMK), and Bank Papua need to develop data integration mechanisms within their respective jurisdictions. Integration can reduce repetitive data entry and help detect errors early.
4. **Digitization of Archives**
   Important documents need to be digitally copied. Digitizing archives will help reduce the risk of document loss and facilitate retrieval when needed for audits or accountability. The system also needs to be equipped with access rights settings to maintain document security.
5. **Infrastructure Strengthening**
   Improving internet networks, electricity, computers, printers, scanners, and other supporting equipment needs to be implemented in stages based on the needs of each village. Mapping the infrastructure conditions of each village can serve as a basis for determining priorities.
6. **Initial Verification**
   Initial document verification can be conducted before the Village Head and Treasurer travel to Bank Papua. This mechanism allows for early detection of administrative errors and reduces unnecessary travel.
7. **Closer Banking Services**
   For remote areas, alternative services can be developed such as mobile banking services, mobile pick-up services, or service points at strategic locations according to applicable conditions and provisions.
8. **Strengthening Coordination**
   Coordination between the village government, DPMK, village assistants, and Bank Papua needs to be strengthened. Good coordination can speed up the resolution of document deficiencies and reduce repetition of administrative processes.
9. **Monitoring System**
   A monitoring system can be developed to determine the status of documents, for example:
   - documents received;
   - being verified;
   - need improvement;
   - has been approved;
   - ready to be disbursed; and
   - has been disbursed.

   Thus, village officials do not need to always travel just to find out the status of documents.
10. **Gradual Digitalization**

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Digital transformation should be implemented gradually. Villages that are already prepared can be used as pilot sites before the system is expanded to other villages. During the transition period, manual systems can be maintained as a backup mechanism in the event of network, power, or application system disruptions.

CONCLUSION

The research results show that the administrative procedures for distributing Village Funds at the Moanemani Branch of Bank Papua have established standard operating procedures (SOPs), administrative requirements, service stages, and a clear division of tasks. In terms of compliance, administrative order, and transaction security, the procedures provide the necessary control mechanisms.

However, implementation remains challenging due to the fact that some administrative processes at the village level still rely on manual systems and physical documents. This situation leads to lengthy verification times if errors or missing documents occur.

The main obstacles stem from limited internet access, electricity, technological devices, digital capabilities of village officials, geographic conditions, travel distance, and the risk of document damage and loss. Therefore, increasing administrative effectiveness requires gradual digitalization, taking regional conditions into account. A digital system that can be used offline and synchronized when a network is available is an alternative suited to the characteristics of remote areas.

Improvements also need to be accompanied by increasing the competence of village officials, strengthening infrastructure, data integration, digitalization of archives, initial verification, strengthening coordination, monitoring systems, and developing alternative banking services that are more easily accessible.

Administrative transformation is not only aimed at reducing the use of physical documents, but also at creating a Village Fund distribution process that is more orderly, safe, accountable, effective, efficient, and in accordance with the characteristics of the Dogiyai Regency area.

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