

Effectiveness of the Application of Social Welfare Information System – Next Generation (SIKS-NG) (Study in Bulusidokare Village, Sidoarjo Regency)

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ABSTRACT

Objective: This study evaluates the effectiveness of the Next Generation Social Welfare Information System (SIKS-NG) in managing Integrated Social Welfare Data (DTKS) at the village level, specifically in Bulusidokare Village, Sidoarjo Regency, as part of an e-government initiative by the Ministry of Social Affairs to improve the accuracy of social assistance targeting. **Method:** A qualitative descriptive approach with a case study design was employed, utilizing interviews, observations, and documentation, with analysis guided by Ricard M. Steers' indicators of effectiveness: goal achievement, integration, and adaptation. **Results:** The findings indicate that SIKS-NG has been relatively effective in supporting accurate data updates and ensuring more targeted distribution of social assistance. The village government has demonstrated commitment through the appointment of competent operators and provision of adequate infrastructure. However, several challenges persist, including insufficient socialization from the Social Service, limited technical skills among some operators, and instances of inappropriate beneficiary proposals. **Novelty:** This research contributes a localized perspective by focusing on the implementation of SIKS-NG at the village level, an area that remains underexplored, thereby offering insights for strengthening e-government strategies in poverty alleviation at the grassroots level.

INTRODUCTION

The concept of good governance is not new in Indonesia. A good example of government is the governance of a unity of ideas that includes various actions and behaviors that aim to direct, manage, and shape public policies in order to achieve the desired ideals of government in people's lives. This concept is not only limited to the management of government institutions, but also includes all institutions, both within the scope of government and non-government. In its implementation, the concept of clean government refers to a governance model that is oriented towards effectiveness, efficiency, transparency, integrity, and accountability in the management of public resources. The government can be categorized as a good government if it can create synergy between productivity and improving the economic welfare of the community. This can be seen through various indicators, such as increasing purchasing power, economic growth, and the overall spiritual well-being of the community [1], [2].

In accordance with Presidential Instruction No. 3 of 2003, the central and regional governments are required to formulate strategies and policies for the development of e-government in each agency. The implementation of e-government in various government sectors has now grown significantly, including in the field of social welfare which plays a role in poverty alleviation efforts in Indonesia. According to data from the Central Statistics Agency (BPS), in March 2024, the number of poor people in Indonesia will reach

25.22 million people or around 9.03% of the total population [3]. The government's efforts in dealing with the problem of poverty in Law Number 11 of 2009 concerning Social Security, explain that social security is a state characterized by the satisfaction of the material, spiritual, and social needs of the community, enabling them to lead a dignified life and achieve optimal development. Thus, the optimization of e-government in the field of social welfare is a crucial aspect in increasing the effectiveness of social policies and ensuring a more targeted distribution of aid.

The advancement of information systems and information technology (IS/IT) currently plays an important role in the management of government agencies, while supporting the improvement of the effectiveness and efficiency of organizational performance. The implementation of SI/IT not only helps in improving internal information management in an organization, but also increases the government's role in delivering transparent, accountable, and sustainable public services is the basic principle underlying the Regulation Number 3 of 2021 issued by the Minister of Social Affairs of the Republic of Indonesia pertains to the management of social welfare data. With the proper use of SI/IT, it is hoped that the government administration system can run more efficiently and be able to assist in making decisions based on data more accurately and reliably as a solution in handling various administrative and public service problems [4], [5], [6].

The Government of Indonesia has implemented technology-based policies to reduce poverty, including the introduction of the Next Generation Social Welfare Information System Application (SIKS-NG) which is a platform developed by the Ministry of Social Affairs of the Republic of Indonesia (Kemensos RI) in collaboration with the Data and Information Systems Center (Pusdatin) in 2018. The main goal of SIKS-NG is to support local governments, especially village governments, in managing poverty data at the village level more accurately and systematically. SIKS-NG facilitates the handling of diverse data types, such as summaries of poverty data, results of data corrections, submissions of new information, and lists of beneficiaries receiving social assistance and other services from the Ministry of Social Affairs. It is a system designed to streamline the management of Integrated Social Welfare Data (DTKS). In May 2018, it was recorded that 81,880 households (routes) had been corrected through the application which contributed 0.3 percent, as well as 33 new proposals. 685 routes. A significant increase was recorded in November 2018, with a total of 1,982,616 routes or around 443,022 routes submitted as new proposals. The Next Generation Social Welfare Information System (SIKS-NG) stores data on 27 million households that are classified as poor or vulnerable, covering 28.8 million families and covering 98.2 million individuals. In this system, 96.8 million people are recorded as recipients of Health Insurance Assistance (PBI JK), 10 million as participants in the Family Hope Program (PKH), along with 15.5 million families benefiting from Food Social Assistance (BSP) [7], [8], [9].

Integrated Social Welfare Data (DTKS) is a form of initiative or strategic step as an effort to exlate public services that have been carried out systematically throughout

Indonesia. In the DTKS management process, the village has a very important role, considering that the village is the closest government unit to the community that can directly verify and validate beneficiary data. One of the villages that participated in the management of DTKS was Bulusidokare Village, Sidoarjo District, Sidoarjo Regency, which has responsibility for the management of national integrated data to support poverty alleviation programs. Data updates play an important role in ensuring the efficient and effective distribution of social assistance, such as the Family Hope Program (PKH) and Non-Cash Food Assistance (BPNT). In addition, this data update improves the accuracy of monitoring people's financial and social conditions.

The update of the Integrated Social Welfare Data (DTKS) is conducted by leveraging e-government technology via the Social Welfare Information System application known as the Next Generation Geographic Information System (SIKS-NG GIS). This update process involves the stages of verification and validation of data to ensure the accuracy and accuracy of the targets of social welfare beneficiaries. Data verification and validation in DTKS is carried out in accordance with the provisions of the Regulation Number 5 of 2006 issued by the Minister of Social Affairs, which outlines the procedures for implementation of data verification and validation as explained in Chapter II Article 2. The appearance of the Next Generation Social Welfare System (SIKS-NG) is presented as follows:



Figure 1. SIKS-NG 2025 Application

The SIKS-NG Application display displays a number of menu options for registration, including viewing DTKS, DTKS recapitulation, verification, deleted proposals, resubmitted, and corrected data. Accuracy in identifying the focus of poverty alleviation initiatives plays a crucial role in guaranteeing the long-term success of these programs. Based on the provisions of Regulation Number 13 of 2011 concerning the Handling of the Poor, as well as the Decree of the Central Executive Board of the Party of the Republic of Indonesia Number 57/HUK/2017 which discusses Integrated Information Assurance in the 2017 Poverty Alleviation Program, Regional Governments/All cities in Indonesia are required to verify and validate social welfare

data, the Data and Information Center Unit (Pusdatin) at the Ministry of Social Affairs (Kemensos) has developed an application The Nest Generation Social Welfare Information System (SIKS-NG) as an instrument for updating the Integrated Database (BDT). The implementation of SIKS-NG aims to increase efficiency and accuracy in updating social welfare data, thereby making it easier for the government to develop more accurate and targeted data-based policies. The presence of SIKS-NG aims to improve government services to the community by reducing errors in the submission and identification of beneficiary information [10].

Bulusidokare Village, Sidoarjo District, Sidoarjo Regency, utilizes the SIKS-NG Application in the process of updating the Integrated Social Welfare Data (DTKS) in the Bulusidokare Village area. However, various problems arose during its implementation, including the wrong target of social assistance recipients and the lack of socialization from the Sidoarjo Regency Social Service regarding the SIKS-NG System for the Bulusidokare Village Government. In addition, users often have difficulty accessing or logging in to the SIKS-NG application even though they have used the correct password. This can also hinder the progress of BDT implementation. The data below shows the proposals and support obtained by the Bulusidokare Village Government, Sidoarjo District, Sidoarjo Regency as follows:

Table 1. Data on Proposals and Receipts for Social Assistance in Bulusidokare Village, Sidoarjo District, Sidoarjo Regency in 2025

Yes	Bansos	Number of Recipients on the Application	Actual Recipient According to Distributor Data
1	PKH	141 KB	141 KB
2	BPNT	186 KM	186 KM
3	PBI (JKN-KIS)	1171 KPM	1171 KPM

Source: Processed Author, 2025

Table 1 shows that the number of proposals and assistance obtained in Bulusidokare Village, Sidoarjo District, Sidoarjo Regency through the SIKS-NG Application shows that there is a correlation between the number of proposals and the assistance received. This indicates that the verification and validation process carried out through the application has gone well, so that there is no difference between the proposed data and the assistance received, but the assistance is only the wrong target of the recipient.

The effectiveness of the Next Generation Social Welfare Information System (SIKS-NG) in Bulusidokare Village, Sidoarjo District, Sidoarjo Regency can be seen as an indicator of community welfare. The app effectively records the poor population which is then verified and validated for data. This information has been approved by the Minister of Social Affairs as integrated data that can be used by relevant ministries or

institutions in efforts to handle poverty, so that the distribution of assistance can be distributed in a targeted manner. Based on the opinion of Ricard M. Steeers (1980:1), effectiveness derived from the word effective can be interpreted as a condition in which a job is able to generate one unit of output. A task is deemed effective if it is finished on schedule and in accordance with a set plan. The understanding of the concept of effectiveness emphasized the achievement of optimal results within a pre-designed time frame (Richard M. Steers 1985) in his book entitled "Organizational Effectiveness" there are several indicators that can be explained, namely: goal achievement, integration, and adaptation. The goal achievement indicator is related to a series of efforts that must be seen as a continuous process to achieve the set results. Meanwhile, the integration indicator measures the extent to which the organization is able to socialize, build agreements, and be able to interact effectively with various individuals or groups in its environment. In addition, the adaptation indicators reflect the organization's capacity to adapt to external and internal environmental dynamics [11], [12].

In the preparation of this scientific article, previous studies are very important, which serve as a reference or framework for conducting research. The research referred to in a study conducted in 2022 entitled "The Effectiveness of the Implementation of E-Government Through the Next Generation Social Welfare Information System (SIKS-NG) as a Poverty Data Processing Application in Lamajang Village, Pangalengan District, Bandung Regency" found that the SIKS-NG work plan has good adaptation in adjusting to the conditions of the lower middle class, especially in the distribution of social assistance. From the human resources aspect, this program is quite effective because the operators have adequate technical skills. However, there are still insufficient facilities and infrastructure because of the inadequate support from the village government. In achieving the objectives, the distribution of aid has adjusted to the recipient data, but it still needs further improvement to improve the accuracy and accuracy of the target. Next, a study conducted in 2022 entitled "The Effectiveness of Integrated Data Management of Social Welfare Based on the SIKS-NG Application at the Sampang Regency Social Service" from the results of the research conducted, identified the following problems, especially related to the capacity of human resources in refreshing population information for survey officers. The next previous study in 2025 entitled "The Effectiveness of the Next Generation Social Welfare Data Collection Program Application Based on the SIKS-NG Application at the Gowa Regency Social Service" based on a study, found that the application is functional and on target for underprivileged people and abandoned children. Nonetheless, challenges remain concerning the capacity of human resources (HR) in updating community data for data collection personnel. Considering the current issues and prior research, the author is motivated to undertake a study entitled "The Effectiveness of the Application of Social Welfare Information System Application – Next Generation (SIKS-NG) in Bulusidokare Village, Sidoarjo District, Sidoarjo Regency" [13], [14], [15].

RESEARCH METHOD

The type of research used in this study is qualitative descriptive research, which is a method that aims to analyze data by describing or describing the object of research, whether it is an individual, institution, or society based on the actual situation that is ongoing, without aiming to draw generalizing conclusions.

This researcher focuses on the Effectiveness of the Application of the Social Welfare Information System – Next Generation (SIKS-NG) in the proposal of social assistance, which is measured based on effectiveness indicators according to Richard M. Steers (1985:53), namely, (1) Adaptation, (2) Goal Achievement, (3) Integration. In this study, data was collected using observation, interview, and documentation techniques. The data sources for this study were collected through observation, interview, and documentation methods. This study uses primary data and secondary data. In the implementation of this study, primary data sources were collected through direct field assessments to identify real conditions around the implementation of the SIKS-NG system in proposing social assistance. Then, the interview is conducted directly with informants who have deep knowledge and understanding of the issue being researched and are willing to provide accurate and reliable data and information related to the problem, as determined by *purposive sampling* [16]. The informant involved in this study is Mr. Samsul Afandi as the operator of the SIKS-NG application in Bulu Sidokare Village. Meanwhile, to obtain secondary data in this study, various sources such as: literature, journals, scientific articles, documents, and mass media. The process of analyzing research data begins with collection, reduction, presentation of data to drawing conclusions [17].

This research was carried out in Bulusidokare Village, Sidoarjo District, Sidoarjo Regency. The selection of the location was based on several considerations, one of which is because Bulusidokare Village is one of the villages in Sidoarjo Regency that has implemented the SIKS-NG application in the process of applying for social assistance. In addition, there are problems related to the effectiveness of the utilization of the SIKS-NG application, where its implementation is considered not fully optimal in realizing its main goal, which is to support the allocation of social assistance to be more accurately directed.

RESULTS AND DISCUSSION

Results

Overall, this study aims to analyze the effectiveness of the implementation of the Next Generation Social Welfare Information System (SIKS-NG) in Bulusidokare Village, Sidoarjo District, Sidoarjo Regency. The analysis was carried out based on the concept of program effectiveness according to M. Steers, using three main indicators, namely a) Goal Achievement, b) Integration, and c) Adaptation.

1. Goal Achievement

Goal achievement serves as a key framework in the planning and implementation of programs and activities, which can allow for an assessment of the effectiveness and efficiency of a group. In the implementation of E-Government, the objectives of the program are very important in assessing effectiveness, especially how well the goals are set in accordance with the results achieved during implementation. The implementation of E-Government must consider the objectives of the supporting program, because if these aspects are ignored, the policies implemented can have an impact that is not the same as the expected achievements. Goal achievement is a whole series of efforts that are seen as a process. Therefore, to achieve a clear final goal, certain stages are needed, both in the form of stages in achieving each component of the goal and stages in each step of the process that is carried out. The purpose of making the SIKS-NG application aims to deliver precise poverty information, especially in border areas. This application also aims to gather real information about the poor and poor people in Indonesia. The application also aims to improve effectiveness and efficiency, especially in data processing and information management, to ensure open and accountable poverty alleviation reporting. [18], [19].

Achieving goals is a step that should be considered a stage. Therefore, to ensure the achievement of the final goal, it is important to implement stages, both related to the gradual elimination of individual components and the gradual termination of the term. Goal achievement involves specific goals. These factors will be the standard to assess the effectiveness of the SIKS-NG application in Bulusidokare Village, Sidoarjo District, Sidoarjo Regency. Goal achievement is the alignment between program achievements compared to pre-planned goals. This is in accordance with the statement conveyed by Mrs. Siti Astutik as the Head of Bulusidokare Village as follows:

"The main targets of the SIKS-NG program are actually quite diverse, but they are generally aimed at the underprivileged. The proposals we received also included the abandoned elderly, orphans, and poor families who still have children who are still in school." (Interview, March 19, 2025)

Based on the above statement, it can be seen that the Bulusidokare Village government has carried out data collection in accordance with the conditions of the community in accordance with the criteria that have been given. The criteria that can apply for assistance are the elderly aged 60 years and above and do not have a husband or wife. As conveyed by Mr. Wahyu Eko Setyowati as the Secretary of Bulusidokare Village as follows:

"In terms of criteria, what we prioritize the most is the elderly who really have no one to take care of, the term is a stick. They really need attention and help from the government. The forms of assistance themselves also vary. If they have been proposed to the SIKS-NG system, they can usually get assistance such as PKH, which includes children who are still in school. This assistance is directly transferred through the account that has been prepared. In addition, there is

also BPNT assistance, usually aimed at the elderly who live alone or alone." (Interview, March 19, 2025)

The above statement is also strengthened by the statement submitted by Mr. Samsul Afandi as the Operator of SIKS-NG Bulusidokare Village as follows:

"For this application, it is also quite effective, so far it has been quite good, yes. Approximately 90% of the aid has been distributed on target. Even many children who are in college have entered DTKS and can take care of KIP so that their tuition fees are borne until they graduate, similar to scholarships from campuses, actually this application is quite helpful in improving data and services. But there are still obstacles, for example, people who are not economically very poor – for example, those who live in housing – but still apply for assistance. They usually ask for help from the RT or RW, then take them to the village. Sometimes we are also wrong, because in terms of the appearance of the house, they don't seem to need it, but still apply on the grounds that they want to get a school scholarship." (Interview, March 19, 2025)

Based on the results of the interview above, it is known that the Bulusidokare Village Government has carried out a data collection process that is in accordance with the criteria that have been set previously. The data is then reported by the local RT or RW before being input into the SIKS-NG application. The application can allow periodic data updates based on current conditions in the field. One of the main benefits of using SIKS-NG is that it makes it easier to update poverty data. For example, if there is a recipient of assistance who dies, the information is immediately reported, so that the assistance received can be stopped. In addition, once the death certificate is issued, the data of the recipient in question will be deleted from the system. However, the use of this app also has certain implications. The Bulusidokare Village Government tends not to make direct field visits, which results in a limited comprehension of the actual circumstances within the community. This can affect the accuracy of the data and the effectiveness of the social assistance policies provided.

Based on the interviews and available data, it can be concluded that the indicators of achieving the goals in the research on the Effectiveness of the Next Generation Social Welfare Information System Application (SIKS-NG) in Bulusidokare Village, Sidoarjo District, Sidoarjo Regency are in accordance with the theory put forward by M. Streers. The findings of the study show that the Bulusidokare Village Government has carried out the task of collecting data on poor individuals and entering information through the SIKS-NG application which has been adjusted to the situation in the field. However, in its implementation, the village government does not make direct visits to the community that has been proposed as beneficiaries.

2. Integration

Integration serves as an indicator to assess the capacity possessed by an organization in carrying out socialization efforts and establishing communication with other organizations. This integration indicator is related to the success of socialization activities that take place in the field. Socialization is very important to measure the effectiveness of existing programs or policies, because it ensures optimal distribution of

information to all parties involved. Similarly, in the SIKS-NG application used by the Bulusidokare Village Government, Sidoarjo District, Sidoarjo Regency, socialization is very important for the effectiveness of the information system [20].

In research on the effectiveness of the implementation of the SIKS-NG system in Bulusidokare Village, it is said to be effective if the implementation and implementation have been carried out in accordance with the established procedures. Meanwhile, integration refers to the measurement of the extent of an organization's ability to coordinate, collaborate, and build synergistic relationships with related parties to achieve the goals that have been set to hold socialization and communication with various other organizations. Integration consists of several factors, namely: (1) procedure (2) socialization process [21].

This socialization activity can be carried out in various ways, one of which is through meetings and quality improvement events such as those that have been carried out by the Sukodono District Government to maximize the implementation of the Mlaku Dewe (BMW) File application. However, not all program or policy implementers are able to carry out socialization well. There is still an implementation that is not optimal in socializing the program, so that some of the program goals do not fully understand the existence and purpose of the program [22], [23]. As conveyed by Mr. Samsul Afandi as the operator of SIKS-NG Bulusidokare Village as follows:

"For socialization and technical guidance from the Social Service, frankly it is still rare. Usually we take the initiative to find out, for example, if there is a problem, we contact it by phone or WhatsApp group. Training or technical guidance is also not routine. There are even other villages that have difficulty just logging in to the application because of obstacles such as passwords that are considered wrong even though they are correct. So indeed the Social Service has not been optimal in providing socialization directly to each village, especially to the operator. I myself also learned a lot by self-taught, if I just go to the bathroom, I wonder. For socialization from social services, it is rare, at least once every three months, sometimes even longer. So it's not too routine." (Interview, March 19, 2025)

The above statement is also strengthened by the statement delivered by Mr. Wahyu Eko Setyowati as the Secretary of Bulusidokare Village as follows:

"The socialization of SIKS-NG involves RT, RW, and Kasun. They also have an important role. RT, RW, and Kasun are a kind of initial filter. We can't know directly the condition of each citizen whether they are really poor or not. So usually the initial information comes from them. From there we get data on residents who are eligible to enter the DTKS. For example, there are residents who actually deserve to enter the DTKS but have not been recorded – after RT, RW, or Kasun reports to us as operators, we input the data and finally get assistance." (Interview, March 19, 2025)

Based on the interview above, it can be seen that there are socialization activities carried out by the Bulusidokare Village Apparatus with residents. The following is a record of the socialization activities conducted as outlined below:



Figure 2. Documentation of SIKS-NG Application Socialization Activities

Based on the results of the interviews and the data collected, it is known that the socialization activities have been carried out by the Social Service and then continued by the Bulusidokare Village Government through a meeting involving the heads of the local RT and RW. This socialization aims to inform the existence of the SIKS-NG application, which is used in the process of collecting data on the poor more accurately. Poverty data that has gone through the verification and validation process is then determined by the Minister of Social Affairs in relation to the Integrated Social Welfare Data (DTKS), which can then be used by relevant ministries or institutions in the implementation of social assistance programs in an effort to alleviate poverty and ensure targeted social support. This process is in line with the theory put forward by Ricard M. Streers.

The integration indicators show that the procedures implemented are very effective, as evidenced by the monitoring of SIKS-NG operators during the data update in Bulusidokare Village by the relevant agencies. However, the involvement of stakeholders in Bulusidokare Village is still inadequate. This is due to limited involvement with operators, which was only implemented once during the initial introduction of the SIKS-NG application.

3. Adaptation

Richard M. Steers said that adaptation is the capacity of an organization to make adjustments to its surroundings. This is related to adjusting the course of the program to adapt to the current conditions that occur in the field. Therefore, indicators in the form of officer readiness and infrastructure facilities are used. Research conducted by Deisy Angreini Lahutung stated that adaptation indicators consist of the ability of facilities and infrastructure, and as an effort to enhance the capabilities of human resources, technical training, socialization and comparative study activities are needed to maximize the implementation of the programs that are being implemented [24], [25].

One of the important indicators in the execution of the digital governance system, particularly through the Next Generation Social Welfare Information System (SIKS-NG) application, is adaptation. In this context, adaptation refers to the stages of adaptation undertaken by individuals in responding to developments in the system or surrounding conditions, especially related to information technology. This process includes the development of individual abilities and the ability to adapt to the development of available facilities and infrastructure.

The following is a statement delivered by Samsul Afandi as the operator of SIKS-NG Bulusidokare Village regarding the environmental adaptation process of Bulusidokare Village with the SIKS-NG application as follows:

"Before the SIKS-NG application, around 2013, the data was still ambiguous. Many are not on target, people who are actually able to get help, even though we as operators have never entered the data. Because at that time the incoming data flows directly into the system without strict filtering, and there is no regular data update. But after there is a SIKS-NG application, it is indeed more organized. Although in terms of using the application it is actually not too difficult, new challenges arise during the proposal process. Sometimes we are asked to hold an endorsement meeting first, involving several parties, to ascertain whether someone is really worthy of assistance. So it's more of an administrative process which is sometimes a bit long." (Interview, March 19, 2025)

Based on the wawanacra above, it can be seen that the existence of the SIKS-NG system makes it easier to update the data of social assistance beneficiaries in Bulusidokare Village. In addition, this application can be considered successful if human resources, especially village operators, have a good understanding and are able to operate the application in accordance with the established procedures. Another criterion is the availability of supporting facilities and infrastructure, such as computers and information about low-income or underprivileged residents. As conveyed by Mrs. Siti Astutik as the Head of Bulusidokare Village as follows:

"When it comes to the selection of operators in Bulusidokare Village itself, I did appoint one person to indeed have access. I chose the operator based on my computer skills quite well. So it is not from the Social Service that decides, but is directly appointed by the leadership in each village or related agency." (Interview, March 19, 2025)

Based on the interview above, for the SIKS-NG Program from the aspect of adaptation, it is expected to be able to provide positive hope for efforts to empower the poor and encourage change for the better for people who are included in the underprivileged category in receiving assistance and services that are more in accordance with what is the need for the underprivileged. The SIKS-NG program aims to answer the needs of the community by ensuring that the needs of individuals who are included in the underprivileged category are adequately met, in line with regulations that reflect the government's duty to empower the poor by prioritizing their essential needs for the welfare of the community.

Discussion

Based on the above statements and data, it can be seen that in choosing the operator of the SIKS-NG application, there are several considerations, namely the ability to operate the computer properly. In addition to choosing operators who have excellent capabilities, Bulusidokare Village has also provided facilities in the form of a set of computers and android cellphones to support the operation of the SIKS-NG application can be said to have run quite smoothly, which is in line with the theory put forward by Ricard M. Steers. When juxtaposed with the previous research entitled "The Effectiveness of the Implementation of E-Government Through the Next Generation Social Welfare Information System (Siks-NG) as a Poverty Data Processing Application in Lamajang Village, Pangalengan District, Bandung Regency" with the results of Human Resources is considered quite effective because the Village Government chooses operators who really understand computer operation and master the SIKS-NG application. However, the effectiveness of facilities and infrastructure is considered inadequate because the village government has not fully provided support for the execution of E-Government via the deployment of the Social Welfare Information System (SIKS-NG) which is designed to manage poverty data. These results are different from the current research where the Kupang Village government has provided adequate facilities and infrastructure.

CONCLUSION

Fundamental Finding : This study concludes that the implementation of the Next Generation Social Welfare Information System (SIKS-NG) in Bulusidokare Village has been relatively effective in supporting accurate data management and targeted social assistance distribution, particularly in terms of goal achievement, integration, and adaptation. **Implication :** The findings highlight that effective e-government initiatives can significantly enhance the management of social welfare programs by strengthening structured data verification and validation processes, while also underscoring the crucial role of local government capacity in improving program outcomes. **Limitation :** Despite these contributions, the study is constrained by its limited scope, focusing on a single village and relying predominantly on qualitative data, with challenges such as irregular technical support, insufficient training, and restricted field verification reducing the system's optimal effectiveness. **Future Research :** Further studies should expand the scope through comparative analyses across multiple villages or districts and integrate quantitative evaluations, including indicators such as time efficiency, cost savings, and beneficiary satisfaction, to provide a more comprehensive assessment of e-government effectiveness in social welfare implementation.

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