

Effectiveness of the Implementation of the Social Welfare Information System-Next Generation (SIKS-NG) in Singopadu Village, Tulangan District, Sidoarjo Regency

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ABSTRACT

Objective: This study aims to describe and analyze various problems in depth through field observations regarding the Effectiveness of the Implementation of the Social Welfare Information System-Next Generation (SIKS-NG) in Singopadu Village, Tulangan District, Sidoarjo Regency. **Method:** This study uses a qualitative method with a descriptive approach. The technique carried out by the author uses the purposive sampling method which is carried out by collecting data through observation, interviews, and documentation. Data analysis uses the Miles and Huberman model with stages of data reduction, data presentation, and conclusion drawn. **Result:** The results of this study using the concept of Budiani's theory, namely: first, the accuracy of the target program can be concluded that it is still not in accordance with this because there are still shortcomings, there is a discrepancy between the data in the application and the manual data owned by the Singopadu Village government. Second, the Socialization Program can be said to be inappropriate because the socialization program was not carried out due to concerns that the community would apply for assistance independently. Third, the Program Objectives in this indicator are not appropriate because the distribution of social assistance is not on target and the program is running less effectively. Fourth, Program Monitoring, that there are still shortcomings, namely the lack of supervision of the performance of SIKS-NG Operators in carrying out data updates at the village level. **Novelty:** This research presents a novelty in the study of the effectiveness of the implementation of SIKS-NG with a focus on specific local contexts and related socialization strategies that are counter-productive, where the village deliberately does not conduct open socialization to the community.

INTRODUCTION

Along with the advancement of information and communication technology, a solution has emerged for the government by incorporating e-government into public services, to improve performance by utilizing technology. E-government encourages the formation of good, efficient, transparent, and accountable governance [1]. The use of e-government in the bureaucratic sector is expected to be an alternative in improving and developing the bureaucracy towards more effective and efficient services. E-government is one of the information technologies that plays an important role in supporting the Indonesian government's program in providing public services [2]. Indrajit 2006, states a simpler definition, that e-government involves the use of information technology by governments to change its interaction with society, business people, and stakeholders. In practice, E-government is a term that refers to the use of the internet to carry out government tasks and provide better public services and focus on community services.

The Government of Indonesia is committed to developing a digital system that will support and assist future government programs in response to global information

technology advances [3]. Previously, Presidential Instruction No. 3 of 2003 concerning National Policies and Strategies for E-government Development was issued which explained the implementation of E-government in state administration. This shows how the Indonesian government is trying to use e-government to improve the standard of public services [4].

The implementation of E-government provides a more flexible form of service, while increasing the level of satisfaction both for the public as a user and for the government that feels the benefits [5]. Services in the E-government system help the service and government process to be more open and efficient. The public and companies can feel the benefits, such as more efficient service times and ease of obtaining information from the government. In the implementation of E-government, it is hoped that the government can adopt digital technology to maximize administrative processes, increase public participation in decision-making and provide faster and more effective public services [6]. This shows that E-government is not only a tool to improve administrative efficiency, but also as a mechanism to improve governance.

Effectiveness refers to the measure used to evaluate how thoroughly a particular job or task is completed in an organization to achieve a set goal or target [7]. Effectiveness is very important because it is an important component in achieving the goals or objectives of an organization, activity, or program. One way to find out the level of effectiveness is to compare the plan that has been created with the results that have been achieved [8].

In the realm of e-government, the success of SIKS-NG can be seen as the main result of its implementation. The Social Welfare Information System (SIKS-NG) functions as a tool that facilitates the management of DTKS [9]. The Integrated Social Welfare Data (DTKS) is a collection of information supervised by the Ministry of Social Affairs, which is used to identify individuals who are eligible for assistance through social protection and poverty alleviation initiatives [10]. The Integrated Social Welfare Data (DTKS) is an effort to improve local services that are consistently offered throughout Indonesia, including in Sidoarjo Regency.

Indonesia's Ministry of Social Affairs launched the Next Generation Social Welfare Information System (SIKS-NG), which is a digital program designed to refresh a comprehensive database on disadvantaged groups and share the latest information [11]. The Ministry of Social Affairs implements an integrated data framework across the country through SIKS-NG to distribute social assistance to recipients and accompanying organizations, with the aim of obtaining accurate poverty statistics to ensure that the assistance provided is on target [12].

The main purpose of this system is to ensure that the services provided in SIKS-NG are in accordance with the target of the aid recipients, namely the underprivileged community, so that the assistance provided can meet their needs appropriately [13]. In achieving effectiveness, it is very important to conduct continuous assessments and improvements. This is intended so that the programs or actions carried out can be in

harmony with the goals that have been set and provide the greatest benefits to the community.

One of the Village Governments that has used this SIKS-NG to help input and update data is Singopadu Village which is located in Tulangan District, Sidoarjo Regency. The village plays an important role in managing national integrated data that is used to support poverty alleviation programs. Data updates are critical to ensuring that social assistance, such as Non-Cash Food Assistance and the Family Hope Program, is provided to individuals who are truly in need. In addition, it also helps the government in monitoring the social and economic conditions of the community. The following is the SIKS-NG menu as follows:

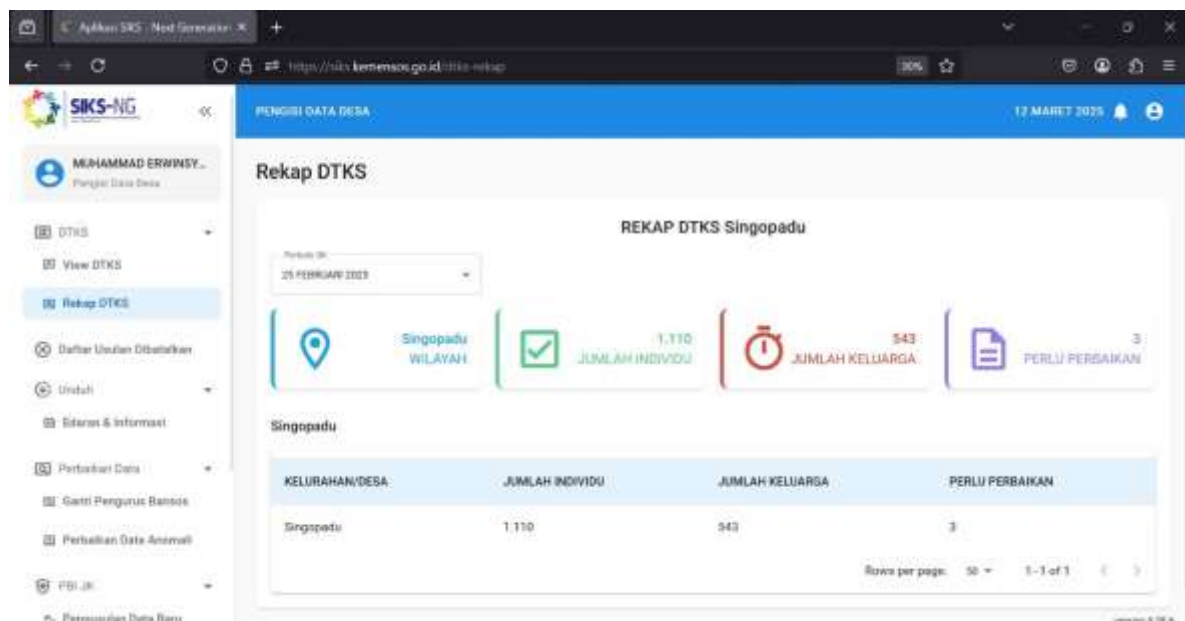


Figure 1. SIKS-NG 2024 Display

Source : Singopadu Village Government, 2025

In the initial view of SIKS-NG, there are several menus that can be used during data collection. These menus include the verification process, display of DTKS data, DTKS recapitulation, cancellation of proposals, new proposals, and data improvements. In accordance with the mandate of Law Number 13 of 2011 concerning the Handling of the Poor and the Decree of the Minister of Social Affairs of the Republic of Indonesia Number 57/HUK/2017. Regarding the Determination of Integrated Data for the Poor Handling Program in 2017, Regencies/Cities throughout Indonesia are mandated to verify and validate data every two years [14]. For data verification and validation, The Data and Information Center (Pusdatin) of the Ministry of Social Affairs introduced SIKS-NG as a means of updating the Integrated Database (BDT) [15]. The presence of SIKS-NG aims to facilitate government services to the public and help overcome the problem of inaccurate or untargeted data. One of the data tables for DTKS Singopadu in Sidoarjo City that has been using SIKS-NG since 2019.

Table 1. Singopadu DTKS Data Recapitulation for 2023-2024

No	Month	Year 2023			Year 2024		
		Number of Individuals	Number of Families	Repair	Number of Individuals	Number of Families	Repair
1	January	1225	542	29	1147	537	17
2	February	1213	538	21	1151	540	17
3	March	1213	538	21	1149	538	17
4	April	1207	539	19	1150	539	17
5	May	1208	534	20	1149	539	17
6	June	1183	538	25	1145	538	17
7	July	1179	532	20	1144	539	17
8	August	1144	531	19	1136	530	17
9	September	1239	531	27	1132	529	2
10	October	1136	530	11	1129	529	0
11	November	1146	535	17	1129	529	0
12	December	1146	535	17	1106	541	9
Total Number of Families		6.423			6.428		

Source : Singopadu Village Government, 2025

Based on figure 2 above, the data explains that the beneficiaries of the SIKS-NG program in Singopadu Village in 2023 show lower than in 2024, showing a total of 6,428 registered with SIKS-NG. The DTKS management process is an integral part of the government's initiative to recognize and provide assistance and support to the community with the right targets. [16]. It can be seen from the results in the data table that in 2023 it is unstable every month because there are still unupdated improvements. Meanwhile, in 2024 every month is stable, but there is an increase and even a decrease shown in the number of individuals and the number of families, while in the data the improvement is stable in January-August with a total of 17 improvements and decreases in September with a total of 2 improvements and in December there is an increase with a number of 9 improvements. Therefore, it can be concluded that during 2024, Singopadu Village will experience a change in the number of residents every month, both in terms of the number of individuals and the number of families, which shows that there are dynamics in the population data of the village throughout the current year.

There have been several previous studies that discuss the effectiveness of implementation (SIKS-NG). The first was in a previous research conducted by Sekar Arum Puspita Ramadhani, Isna Fitria Agustina (2025), with the title "The Effectiveness of the Next-Generation Social Welfare Information System (SIKS-NG) as a Village Poverty Data Processing Application". The purpose of this study is to measure the effectiveness of the performance of the Social Welfare Information System-Next Generation (SIKS-NG) in processing village poverty data in Permisan Village. The results

of the study show that the Social Welfare Information System-Next Generation (SIKS-NG) in Permisan Village, Jabon District, Sidoarjo Regency is effective, because in its implementation the distribution of social assistance in Permisan Village becomes more regular. Although there are still obstacles in its implementation, namely the lack of technical guidance (Technical Guidance) for the operators of the Social Welfare Information System-Next Generation (SIKS - NG) by the makers of the relevant system [17].

Second, research conducted by Haromin, Dhika Andriyansah (2022), with the title "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". The purpose of this study is to evaluate the efficiency of the implementation of e-Government in Lamajang Village, Pangalengan District, Bandung Regency, by using the Next Generation Social Welfare Information System (SIKS-NG) for the management of poverty statistics. The results of the study show that because the goals of the program are closely related to the distribution of community assistance as a whole, especially the lower middle class people are quite easy to adapt very quickly. Since SIKS-NG operators are able to use computers and have a deep understanding of the system, the implementation is quite successful in terms of human resources. However, in terms of facilities and infrastructure, there are still shortcomings due to the lack of attention from the village [18].

Third, research conducted by Daniel Elviden Arisman Zebua, Fatolosa Hulu, Meiman H. Waruwu, Martha Surya Dinata Mendrofa (2024) with the title "The Effectiveness of the Implementation of Social Welfare Information System Applications *Next-Generation* for Poverty Data Processing in Balohili Botomuzoi Village". This study aims to examine how effective the use of the SIKS-NG system is and identify obstacles that arise in its application for poverty data management in Balohili Botomuzoi Village. The results of the study show that the implementation of SIKS-NG has not been running optimally because the available facilities and infrastructure are still inadequate. In addition, the use of SIKS-NG is also limited because it can only be accessed at certain times. Socialization from the village government or SIKS-NG operators in Balohili Botomuzoi Village is also considered to be still not optimal [19].

Based on the explanation that has been described above, it shows that there are still obstacles that cause the Effectiveness of the Implementation of the SIKS-NG Social Welfare Information System to be not said to be optimal, this is due to the lack of socialization or information delivery by the Singopadu village apparatus regarding the existence of SIKS-NG to the community. so that the community does not know that the existence of SIKS-NG is used to apply for social assistance for the underprivileged in Singopadu Village. In addition, there is a lack of detailed examination from the village apparatus on the real condition of the existence of beneficiaries in Singopadu Village. So that it causes data errors that ultimately lead to less precise targets at the time of distribution of aid, such as deceased people who are still listed in the DTKS, and also

some people who are sufficiently but receive assistance. This is due to the lack of observation or observation by village officials on the conditions in the field. Therefore, the researcher will analyze and describe concretely the Effectiveness of the Implementation of the Social Welfare Information System-Next Generation (SIKS-NG) in Singopadu Village, Tulangan District, Sidoarjo Regency using theories according to Budiani, namely: Accuracy of program targets, Program Socialization, Program Objectives and Program Monitoring.

RESEARCH METHOD

This study applies a qualitative approach with a descriptive method that aims to combine and describe information, data, and various problems in depth through field observations regarding the Effectiveness of this research on the implementation of SIKS-NG was carried out in Singopadu Village, Tulangan District, Sidoarjo Regency. In this study, the author used the purposive sampling method, which is a sampling strategy aimed at achieving certain goals. This strategy is used to collect as much data as possible from various in-depth and relevant sources to strengthen the foundation of the research.

The results of this study can present a comprehensive understanding of the effectiveness of the implementation of E-Government through SIKS-NG and provide valuable information to support future development and improvement [20]. The informants involved in this study are, Mr. Erwin as the Operator of SIKS-NG Singopadu Village and Mr. Kujarmadi as the Head of Welfare of Singopadu Village. The researcher used primary and secondary data sources by using several methods, such as documentation, interviews, and observations, to collect primary and secondary data in this study. The study used a variety of sources, including literature, journals, scientific articles, documents, and mass media, to collect secondary data. In the data analysis technique, the researcher uses an analysis model by Miles and Huberman (1994:12) which consists of data collection, data reduction, data presentation, and conclusion drawing [21].

RESULTS AND DISCUSSION

Results

Effectiveness refers to the extent to which a job can be completed well and how much results are obtained according to expectations. A job is considered effective if it is completed according to the set plan, both in terms of time, cost, and quality of results [22]. According to experts, it can be concluded that effectiveness is a process that runs according to its purpose, so that its implementation runs smoothly and optimally. Effectiveness is the relationship between the results obtained (output) and predetermined goals. A process is considered effective if it successfully realizes the targets and final objectives of the specified policy [23]. The greater the results obtained in achieving these goals, the higher the level of effectiveness of an organization's work processes. This study examines the effectiveness of e-government through SIKS-NG in

the Singopadu Village Government, Tulangan District, Sidoarjo Regency, using observation and interview approaches. Budiani's theory of effectiveness was used to evaluate how well village poverty data is managed by the Next Generation Social Welfare Information System (SIKS-NG). This theory includes four main indicators, namely the accuracy of program targets, program delivery or socialization, achievement of program objectives, and monitoring of the program run which is described as follows:

1. Accuracy of Program Objectives

In the process of filling in the data, it is important to ensure that the information entered really reflects the real conditions on the ground, so that the distribution of social assistance from the Ministry of Social Affairs can take place on target. The accuracy of the program's goals must be in accordance with the needs and characteristics of the users who are the target of the program. This means that this program is specifically aimed at individuals or groups who are really in a disadvantaged condition and can feel the real benefits of the program [24]. In this study, the importance of clarity about who is the main target in the SIKS-NG program is emphasized. The target of this program is the lower middle class people living in Singopadu Village, Tulangan District, Sidoarjo Regency, who have met the requirements and are eligible to receive social assistance. The following is data on the underprivileged people who died and the amount of assistance that is still recorded at SIKS-NG Singopadu Village.

Table 2. Data of Deceased Social Assistance Recipients

No	Year	Number of Reports of Deaths	Social Assistance Deaths Are Still Recorded
1.	2023	4	3
2.	2024	3	1

Source: Singopadu Village Government, 2025

Based on Table 2, it can be seen that in 2023 there are 4 residents who have died according to the SIKS-NG Operator report, but 3 of them are still listed in the system. Meanwhile, in 2024 there is still 1 name that has not been removed from the system.

1. Program Socialization

Program socialization is an effort to carry out the delivery of information about the implementation of the program to the targeted parties [25]. The success of a program depends largely on how well it is known and understood by the people it targets. Socialization is important so that the community knows what the purpose and benefits of the program are running. However, the lack of information from the Singopadu Village apparatus about SIKS-NG makes residents not know that this system can be used to apply for social assistance from the Ministry of Social Affairs of the Republic of Indonesia for the underprivileged in Singopadu Village. The following is a photo of socialization activities during the distribution of social assistance in Singopadu Village:



Figure 2. Socialization Activities for the Distribution of Social Assistance in Singopadu Village

Source: Singopadu Village Government, 2025

2. Program Objectives

The objectives of the program are used as a reference to assess the level of effectiveness of its implementation, namely how far the results obtained are in accordance with the planned targets. A program is considered effective if it is able to achieve results that are in line with its initial goals. This can be known through the information obtained from the data processing of the accuracy of the SIKS-NG program target recapitulation data in Singopadu Village for 2023–2024 as follows:

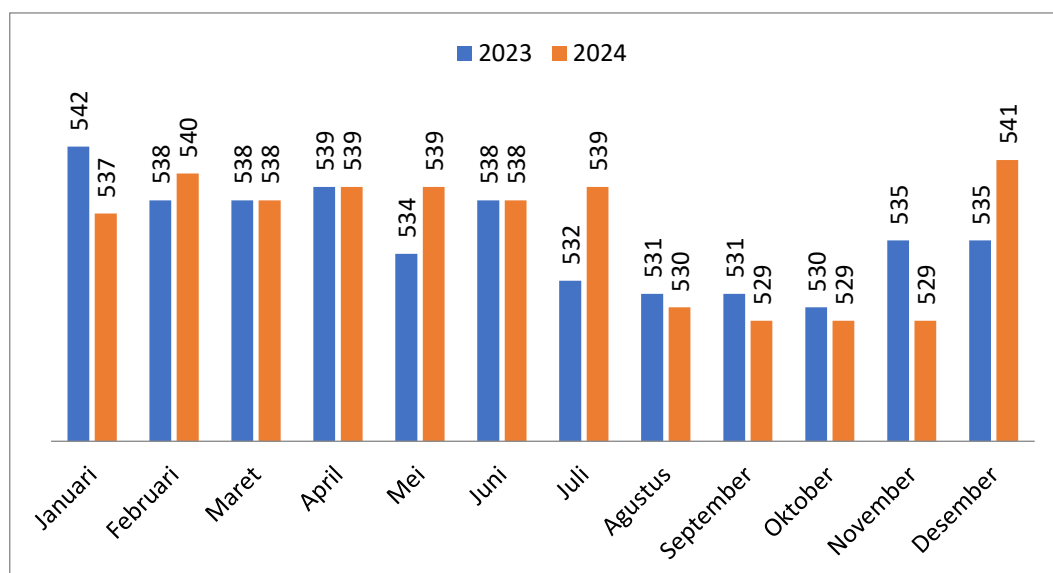


Figure 3. Results of recapitulation data on the accuracy of the SIKS-NG program targets in Singopadu Village in 2023-2024

Source: Processed by researchers from Singopadu Village in 2025

3. Program Monitoring

Program monitoring is an activity carried out after the program starts, as a form of supervision of participants, including in terms of the use of SIKS-NG [26]. The Social Service as the supervisor of this system has monitored its implementation. In the implementation of the E-Government system, program monitoring is an important thing to pay attention to. Without good monitoring, the implementation of the E-Government policy can be disrupted. This monitoring aims to supervise and evaluate the running of the program on a regular basis, so that the program remains in accordance with the plan and can be immediately corrected if there are deficiencies.

Discussion

Based on the results of a survey on the accuracy of program targets with the Singopadu Village Government, it can be concluded that the implementation of E-government is highly dependent on the accuracy of program targets. This is important because E-government has a clear legal basis, one of which refers to Law Number 25 of 2009 concerning Public Services. In the law, every institution that provides services to the community is obliged to establish and implement service standards as guidelines in providing services.

The lack of a thorough examination by village officials on the condition of aid recipients in Singopadu Village makes the assistance not on target. This happened because the village apparatus did not check directly in the field. It is better for the village government to go directly and observe the condition of the residents so that they can interact and get accurate data, so that assistance can be given to people who really need it. In the target accuracy data, it can be seen that there are still differences in data, which still shows that there is a difference between the data documented in SIKS-NG and the data managed by Singopadu Village. In this case, operators experience obstacles in accessing and deleting the data of deceased residents because some features in SIKS-NG have not fully functioned properly. As a result, there is still a discrepancy between the data in SIKS-NG and the manual data owned by Singopadu Village. This is supported by previous research from Diah Purnamawati, Suyeno, and Hirshi Anadza in 2022, entitled "The Effectiveness of the Mojokerto Information System Application Program in Improving Public Services (Study on the Mojokerto City Investment and One-Stop Integrated Services Office)". The results of the study show that although there are still some areas that have not shown maximum results, however, the use of Si-Mojo in licensing services at the Mojokerto City DPMPTSP is mostly running unhindered and effective.

Based on the results in the program socialization indicators, it is known that the socialization program was not carried out due to concerns that the community would apply for assistance independently, although sometimes there are still residents who complain and come directly to the Village Hall for submission. Therefore, it was decided not to hold socialization for the SIKS-NG initiative, only assistance was provided during the distribution of social assistance. In this study, this is supported by previous research

conducted by Nofi and Lailul Mursyidah in 2024 with the title "The Effectiveness of the Next-Generation Social Welfare Information System (SIKS-NG) in Kupang Village, Jabon District, Sidoarjo Regency". The results of this study show that the Social Service has carried out socialization activities, which were then continued by Kupang Village through a meeting with RT, RW, and local Hamlet Heads. This activity aims to provide or disseminate information about the existence of SIKS-NG which is used to record the poor more accurately. In this study, socialization at that time went well, in contrast to the conditions in the current study where the socialization process did not take place effectively due to concerns that residents would independently apply as SIKS-NG beneficiaries.

From the results of the program goal indicators, the number of beneficiaries of the SIKS-NG program in Singopadu Village in 2023 is lower than in 2024, with a total of 6,428 recipients. The accuracy of the program's goals is important for planning, budget efficiency, and improving the quality of setting social assistance goals. The use of SIKS-NG helps the data collection process to be more structured and accurate [27]. The data in the chart in 2023 shows instability due to suboptimal updates, while 2024 is more stable despite still experiencing increases and decreases. The increase in the number of recipients was caused by social and economic crises, while the decrease occurred due to an increase in people's welfare. This shows the dynamics of the number of beneficiaries every month in 2024. It can be noted that the purpose of the SIKS-NG program is to provide convenience for village officials in Singopadu Village and the Social Service in accessing data and information related to beneficiaries in the area. However, the local village officials have not made direct visits to poor households or underprivileged residents listed in the SIKS-NG data update program. This hinders village officials from obtaining an accurate picture of local conditions and results in inappropriate allocation of social assistance and a decrease in the effectiveness of programs. The results of the current research when juxtaposed with previous research entitled "The Effectiveness of the Next Generation Social Welfare Data Collection Program Application in Gowa Regency" in 2021, this research was conducted to evaluate the level of effectiveness of the Next Generation social welfare data collection system in Gowa Regency. The results show that there are similarities, namely the commitment of the village government in carrying out the data collection process in accordance with the goals that have been designed.

Based on the results of the program monitoring indicators, it is known that the Sidoarjo Regency Social Service monitors the SIKS-NG program directly by going to the field. However, the evaluation process is then carried out online. The monitoring does not have a fixed schedule so it is carried out at any time. However, this procedure is considered not to have run effectively due to the lack of supervision of the performance of SIKS-NG Operators in carrying out data updates at the village level. The results of this study when juxtaposed with previous research entitled "The Effectiveness of the Next Generation Social Welfare Data Collection Program Application in Gowa Regency" in 2021, Based on the findings of these indicators, it can be said that the government and the

Social Service have synergized in supervising the program, and the implementation of the program by the Social Service is considered very successful.

Based on the results of the discussion of the four indicators, it can be concluded that the implementation of E-Government through the SIKS-NG program in Singopadu Village is still not running optimally. Although this program has a clear legal basis and a good goal to facilitate data collection and distribution of social assistance, various obstacles are still found in the field. One of them is assistance that is not on target because the village apparatus does not verify directly to residents' homes. In addition, the socialization of the program also did not run as it should because of concerns that residents would apply for assistance independently. In fact, based on the results of previous research, socialization carried out comprehensively can actually increase the effectiveness of the program. Data mismatches between SIKS-NG and village manual data are also a problem, mainly due to the limitations of application features that make it difficult for operators to update data. In terms of monitoring, the Social Service has indeed gone directly to the field, but further evaluation is carried out online and does not have a fixed schedule, so the effectiveness of monitoring is not optimal.

This research provides insight that the success of digital programs such as SIKS-NG does not only depend on the sophistication of the system, but also on the commitment and active involvement of village officials, especially in terms of data verification, socialization to the community, and routine monitoring. Collaborative efforts are needed between the village government and the Social Service so that the program's goals are achieved, the data remains accurate, and assistance is truly provided to those in need.

CONCLUSION

Fundamental Finding : This basic research found that the effectiveness of the implementation of SIKS-NG in Singopadu Village is still not optimal in achieving the desired goals, especially in the aspects of program target coverage, program socialization and program monitoring, namely, data mismatches, lack of socialization, and weak verification and monitoring, which shows that the success of the e-Government system is greatly influenced by local management support and participation community. **Implication :** The implementation of this study is that the efficient implementation of e-Government at the village level can significantly improve social welfare management programs, especially through the data verification and validation procedures that are held. The study also highlights the importance of cooperation between village governments and local governments to improve program outcomes. **Limitations :** This study has a number of limitations that affect the scope and depth of the analysis. First, this study is only focused on one village, namely Singopadu Village. Second, the data collection technique using interviews only involves two key informants, namely SIKS-NG operators and Kasi Kesra Desa and relies on qualitative data. **Future Research :** Future research is suggested to expand the scope of research to compare the effectiveness of the implementation of SIKS-NG in several villages or sub-districts, thereby resulting

in a deeper understanding of the success factors and challenges in its implementation. Furthermore, quantitative approaches or mixed methods can be used to assess effectiveness numerically through indicators such as user satisfaction, target accuracy, and speed of service. Furthermore, research on the technical aspects of the SIKS-NG system, such as application stability, technical challenges, and readiness of digital village managers, will contribute significantly to creating a more responsive and adaptive e-Government system in the future.

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