

Implementation of the Next Generation Social Welfare Information System (SIKS-NG) in Sekardangan Village, Sidoarjo District

Bella Tri Inda Ningrum¹, Isna Fitria Agustina²

^{1,2}Muhammadiyah University of Sidoarjo, Indonesia



DOI: <https://doi.org/10.61796/icossh.v2i2.529>



Sections Info

Article history:

Submitted: September 10, 2025

Final Revised: September 25, 2025

Accepted: October 02, 2025

Published: October 10, 2025

Keywords:

Implementation

SIKS-NG

Poverty

E-Government

Bureaucracy

ABSTRACT

Objective: This study aims to find out about the Implementation of the Next Generation Social Welfare Information System (SIKS-NG) as a form of digital governance in Sekardangan Village, Sidoarjo District. **Method:** The method used is a descriptive qualitative method with interview techniques with application operators, field observations, and documentation studies in the form of archives, reports, and related administrative data. And data analysis developed by Miles and Huberman, which includes data reduction, data presentation, and conclusion drawn. **Results:** The results of the study show that the implementation of SIKS-NG in Sekardangan Village is going relatively well. However, there are still obstacles in several indicators according to Edward III: external communication is not optimal due to lack of official socialization, the disposition of implementers has not been maximized due to appointments without formal selection and the absence of special incentives, as well as bureaucratic structures that have not been supported by written SOPs despite the lack of fragmentation to make data consistent with the center. **Novelty:** The novelty of this research lies in the analysis of the implementation of SIKS-NG at the village level using the framework of Edward III's theory comprehensively. This study presents a combination of results between the advantages and disadvantages of each indicator, as well as providing a contextual picture of e-government practices at the local level.

INTRODUCTION

The problem of poverty is one of the problems that has received serious attention from every government in various countries, including Indonesia. The availability of accurate data on poverty conditions is one of the important aspects to support poverty alleviation strategies [1]. According to the Central Statistics Agency (BPS), the poverty rate in March 2024 was recorded at 9.03% with a total of 25.22 million people [2]. Meanwhile, the poverty rate in Sidoarjo in March 2024 was 4.53% with 109.39 thousand people [3]. Therefore, poverty needs to be addressed as a priority issue through an integrative and comprehensive approach [4]. One of the legal bases in the implementation of welfare programs in Indonesia is Law Number 11 of 2009 concerning Social Welfare. In Article 1, it is explained that social welfare is a condition for the fulfillment of the material, spiritual, and social needs of citizens in order to live a decent life and be able to develop themselves. Several principles of implementation that are in line with the principles of good governance are mentioned, such as social justice, transparency, accountability, and participation [5]. In addition, the division of duties and authority between the central and regional governments is regulated in Law Number 23 of 2014 concerning Regional Government, which was later perfected through the second amendment in Law Number 9 of 2015. This Law is the legal basis in regulating the implementation of regional autonomy, the division of government affairs, as well as

financial relations, administrative authority, and the responsibilities of each level of government in order to improve public services and community welfare [6].

Despite efforts to overcome poverty, the success of social assistance programs is still often hampered by technical problems in data collection. Inaccuracy of beneficiary targets, overlapping data, and unintegrated data collection systems are obstacles to the implementation of effective social policies. This shows that bureaucratic reform needs to be directed at improving accurate and standardized digital-based information systems. In the framework of good governance, good governance requires transparency, accountability, community participation, and efficiency in every decision-making process and management of public resources, including in terms of social data management. Therefore, the implementation of e-Government is one of the government's main strategies to improve the governance of social services, especially through the development of an integrated welfare information system. e-Government itself is a form of use of information technology by the government to create public services that are more efficient, transparent, and easily accessible to the public [7], [8].

The management of social welfare data in Indonesia is based on the mandate contained in Presidential Regulation (Perpres) Number 162 of 2024 concerning the Ministry of Social Affairs, which has revoked the previous Presidential Regulation (No. 110 of 2021). This Presidential Regulation stipulates that the Ministry of Social Affairs is responsible for organizing government affairs in the social sector. In carrying out this role, the ministry has a number of main functions, one of which is determining criteria and collecting data on the poor. This task has technically been regulated in more detail in the Regulation of the Minister of Social Affairs of the Republic of Indonesia Number 3 of 2021 concerning the Management of Integrated Social Welfare Data (DTKS), which comprehensively regulates the process of collecting, processing, and utilizing data to support the planning, implementation, and evaluation of social welfare programs in a more accurate and targeted manner. The regulation also explains that the management of DTKS is carried out using the Next Generation Social Welfare Information System (SIKS-NG). Apart from being a data collection tool, this system also plays an important role in distributing social assistance to the community. This Permensos also regulates the obligation of SIKS-NG application operators at the regional level to verify and update data periodically, as well as other technical provisions that support the accuracy and accountability of social assistance data [9], [10].

The Next Generation Social Welfare Information System (SIKS-NG) is an application used to enter or update poverty data in each village and sub-district. This system is designed as an efficient and integrated tool in poverty information management, with a focus on data accuracy and accuracy. The main objective is to provide an effective means for relevant parties to collect and update poverty data in a targeted manner at the local level, thereby supporting the planning and implementation of assistance programs that reach individuals and families who are truly in need. This application, managed by the Ministry of Social Affairs of the Republic of Indonesia, also

serves to process new data proposals as well as make improvements to integrated data on the poor at the village level [11].

One of the villages or sub-districts that has implemented the Next Generation Social Welfare Information System (SIKS-NG) is Sekardangan Village, Sidoarjo District, Sidoarjo Regency. Sekardangan Village has been using SIKS-NG since 2020 as part of the local government's efforts to improve the quality of data collection and distribution of social assistance. As a digital-based application, SIKS-NG is used to collect data, improve and update data on the poor in the region. This application connects various data sources so that it makes it easier for the village government and related agencies to clearly identify who needs assistance and the conditions experienced. With detailed and up-to-date information, SIKS-NG not only accelerates the aid management process, but also ensures that the social programs carried out are more targeted and in accordance with the needs of the community. Some of the social assistance available in SIKS-NG Sekardangan Village includes PBI (Recipient of Contribution Assistance), SEMBAKO, PKH (Family Hope Program), BST (Cash Social Assistance), RUTILAHU (Uninhabitable House), and YAPI (Orphan). Here is a look from SIKS-NG.



Figure 1. Next Generation Social Welfare Information System (SIKS-NG)

Source: SIKS-NG Application Operator of Sekardangan Village (2025)

Policy implementation is basically not only determined by formal rules set by policymakers, but is greatly influenced by the actions of lower-level bureaucrats or street-level bureaucrats. They are public officials who interact directly with the community and have broad discretion in carrying out their duties. The decisions they make, the routines they form, and the strategies they use to deal with work pressure and limited resources ultimately shape public policy itself. Thus, the implementation of policies is real in the field and is highly determined by the practices and interpretations of implementing bureaucrats [12].

According to George C. Edward III, policy implementation is an important stage in the policy process that is between policy formulation and its impact on society. Implementation is understood as an effort to translate policy goals and objectives into

programs that are operational and sustainable. In other words, implementation serves to bridge the formal decisions of policymakers with the reality of implementation in the field, so that the policies that have been formulated can be truly realized in the form of real actions and have a direct influence on the community. According to George C. Edwards III, the success of policy implementation is influenced by several things, namely communication, resources, disposition, and bureaucratic structure [13].

Some of the previous research as reference materials for the author was a research conducted by Nafilah Dzakiyah Al azizah & Isna Fitria Agustina with the title "Implementation of Social Assistance (Bansos) in Efforts to Reduce Poverty in Banjarsari Village" with qualitative and theoretical research methods from George C. Edwards III. The results of this study show a positive contribution to poverty reduction efforts. However, the study also found several obstacles related to communication aspects, resource availability, the disposition of implementing officials, and bureaucratic structure. Information related to the program has tried to be conveyed transparently, but it is not yet fully accessible to the public. Limited funds and the number of implementing personnel are the main obstacles in the distribution of aid, so more effective resource management is needed. On the other hand, although the village government's commitment is quite high, the slow administrative process reduces the effectiveness of implementation. The prevailing bureaucratic structure is considered supportive, but simplification of procedures is still needed so that the distribution of aid can take place more efficiently and accountably [14].

The next research was conducted by Dinaningrum & Eva Hany Fanida with the title "Application of the Next Generation Social Welfare Information System (SIKS-NG) in the Proposal and Verification of Social Assistance in Kledokan Village, Bendo District, Magetan Regency" with a qualitative descriptive research method and using theory from Indrajit (2016). The results of this study show that the application application in the proposal and verification of assistance has not been optimal. Some of the obstacles that arise include limited access at the sub-district level and lack of socialization activities, which have an impact on the weak supervisory function. On the other hand, the Kledokan Village Government has shown support through the allocation of the deliberation budget, the provision of honorariums for operators, and the provision of supporting facilities. However, the appointment of operators without taking into account age and educational background factors causes performance to be not optimal. However, this study also shows that SIKS-NG provides real benefits, such as accelerating the data improvement process, increasing community satisfaction, and assisting local governments in managing poverty data so that program distribution is more targeted [15].

The third research was conducted by Muhammad Diaz Handa Pratama & Isnaini Rodiyah with the title "Implementation of the Next Generation Social Welfare Information System (SIKS-NG) in Tinggarbuntut village, Bangsal District" with a qualitative descriptive research method and using the theory of George C. Edwards III. The results of this study show that the implementation is quite good, although there are

still some shortcomings. From the communication aspect, the village government only conducts socialization once so that when there is a system update, it is not accompanied by re-socialization. In terms of resources, the availability of facilities and infrastructure has been met, but the ability of human resources to operate the application is still limited and there is no special budget allocation for implementation. In terms of disposition, the process of appointing employees is carried out selectively in accordance with applicable regulations, and the village government also provides support in the form of opportunities to participate in training and competency development scholarship plans for operators, so that operators understand their duties and functions. Meanwhile, in terms of bureaucratic structure, the implementation of SIKS-NG does not yet have a written SOP, but due to minimal fragmentation, data consistency remains in line with central data [11].

Based on observations in the field, the implementation of SIKS-NG in Sekardangan Village still faces a number of problems. One of them is changes in rules and policies that often change. At the beginning of this year, there was a change from DTKS (Integrated Social Welfare Data) to DTSEN (National Socio-Economic Integrated Data) which posed challenges, such as obstacles during the transition period when people could not be submitted or proposed in the system to obtain assistance. In addition, rules and terms that often change and differences in implementation flows add to the complexity for operators in the field. This problem is exacerbated by the lack of technology guidance (Technical Guidance) or training for operators in operating applications or adjusting feature changes. Based on the problems found, the author will conduct a research entitled Implementation of the Next Generation Social Welfare Information System (SIKS-NG) in Sekardangan Village, Sidoarjo District which aims to analyze and describe how the implementation of the Next Generation Social Welfare Information System (SIKS-NG) in Sekardangan Village, Sidoarjo District.

RESEARCH METHOD

This study uses a qualitative method with a descriptive approach. Descriptive qualitative research is the right method if the purpose of the research is to provide a direct picture. This research uses a qualitative method with a descriptive approach. Descriptive qualitative research is the appropriate method when the aim of the research is to provide a direct description of a phenomenon [16]. The location of this research was conducted in Sekardangan Village, Sidoarjo District. The data used in this study consists of primary data, namely information obtained directly from the field through interaction with informants, and secondary data, namely supporting data obtained from documents, archives, and other relevant sources. The focus of this research is to analyze the Implementation of the Next Generation Social Welfare Information System (SIKS-NG) in the region. Data collection techniques are carried out through observation, interviews and documentation. Research informants are determined by purposive sampling technique which is a technique for deliberately determining informants based on certain considerations that are in accordance with the research objectives. The informant

involved in this study is Mrs. Ayu Putri Anisya as the operator of the SIKS-NG application in Sekardangan Village [17]. The data analysis techniques developed by Miles and Huberman, which include data reduction, data presentation, and conclusion drawn. Data reduction, which is the process of sorting, focusing, and simplifying field data; data presentation, namely organizing information to make it easier to understand; as well as drawing and verifying conclusions, namely formulating the meaning of data in accordance with the focus and formulation of research problems [18].

RESULTS AND DISCUSSION

Results

George C. Edward III emphasized that the success of implementation is influenced by four indicators, the four indicators are as follows:

1. Communication

Edwards III explained that policies can only be implemented effectively if the implementers clearly understand what they are supposed to do. For this reason, decisions and policy instructions need to be conveyed to the right parties with a clear, accurate, and consistent message [13]. In policy implementation, information can be divided into two forms, namely internal information and external information. Internal information includes the flow of communication that occurs within the implementing institution, such as from the village head to staff and between staff in the village [11].

"For the management of this application, there has been an assignment from the village. From the beginning, it was agreed that one staff would be specially appointed so that they could focus, and finally I was appointed to be the operator." (Interview Results August 13, 2025)

Meanwhile, external information includes communication from outside parties to policy implementers, for example from the Ministry of Social Affairs, Social Service, or sub-districts to the sub-district, including delivery to the community [11].

"When it comes to this system, sometimes there is no clear direct information. Like the time of change from DTKS to DTSEN it is also the same, there is no prior notice. Suddenly when I wanted to open the application and it could not be accessed, it turned out that there was a change earlier. So indeed the information does not come down clearly. Regarding information, we do not notify directly as announced, reported, shared like that, only if a resident comes to the village and asks if they want to submit, it is only informed that indeed at this time they cannot propose, they cannot be submitted for assistance because there is a transition this year from DTKS to DTSEN. Because not everyone needs these submissions, unless it is related to public services that all residents will definitely need, especially if for example there is a letter that comes down, if there is no letter that comes down from above, it means either from the Ministry of Social Affairs down to the social service then down to the sub-district or to the sub-district, nothing is forwarded." (Interview Results August 13, 2025)

From the information of the informant above, it shows that communication in the implementation of SIKS-NG still faces obstacles, especially in external information flows which are often unclear and inconsistent, thus hindering policy implementation at the village level.

2. Resources

Resources are one of the factors that greatly determine the success of policy implementation. Resources here include a workforce that has the ability and infrastructure to support it [13].

"Ahamdulillah, when it comes to infrastructure facilities here, it can be said that it is sufficient. Here there are computers, laptops, internet networks here also support, so regarding facilities so far there are no obstacles. Regarding system errors, it is usually such as failing to log in, then the password is invalid, there is always an application update, but such obstacles are usually conveyed directly, that is usually a group of operators and then followed up later. Regarding the system, errors are also very rare." (Interview Results August 13, 2025)

From the information of the informant above, it shows that the Government of Sekardangan Village, Sidoarjo District, has adequate facilities and infrastructure to support the operation of the SIKS-NG application.

"The operator of this application is indeed only me, so I am the one who holds the system every day. But if for example I have an obstacle, whether it's a leave, illness, or urgent matter so I can't enter the office, there is already one other person who can help to replace me temporarily. So it is not until he completely stops his service, because the staff has also often accompanied him before." (Interview Results August 13, 2025)

From the information of the informant above, it shows that human resources in Sekardangan Village are not an obstacle.

3. Disposition

Disposition refers to the attitude, motivation, and commitment of the implementer to the policies implemented, and is influenced by the appointment of the bureaucracy. Implementers who are professionally appointed and placed according to competence tend to have high motivation and ability to implement policies well. This disposition is also influenced by incentives, rewards, or recognition of performance, which can increase enthusiasm for work [13].

"As for incentives, there are actually no special incentives given to staff who are appointed to manage this application. So there are no additional honorariums or certain allowances. We only receive salaries according to applicable regulations, just like village employees in general. The task of managing this system is considered part of the day-to-day work, so there is no special distinction between the staff who hold the application and the rest of the staff. Even if there are additions, it is usually only in the form of new experience and knowledge, such as participating in the usual technical guidance." (Interview Results August 13, 2025)

The appointment of bureaucracy in the implementation of policies, according to Edward III, emphasizes that the attitude or disposition of the implementers greatly determines the success of a policy, because if the personnel selected do not have a conformity with the policy objectives, real obstacles will arise in its implementation [13].

"There is no selection or special stages, so it is immediately appointed by the village head from the staff in this village. So the system is simple, who according to the village head is considered capable and able to operate a computer, yes that's what is chosen. There are no additional administrative processes, no special tests or requirements. Sometimes the consideration

is also because the staff is previously used to taking care of administration, already understands the workflow, so it is easier to be directed to manage the application. So for the operators of the application, it is appointed by the village head, the staff who are able to hold, without any long procedure." (Interview Results August 13, 2025)

From the information of the informant above, it can be seen that the disposition of policy implementers in Sekardangan Village, Sidoarjo District is still not optimal because the Village Government does not provide special incentives or structured selection procedures in the appointment of application management staff.

4. Bureaucratic Structure

The bureaucratic structure includes the organizational structure, procedures, and formal rules that govern the implementation of policies. In this context, there are two important aspects that must be considered, namely Standard Operating Procedures (SOP) and bureaucratic fragmentation. SOPs act as standard guidelines that standardize implementation steps, so that they can minimize errors, increase consistency, and speed up work processes [13].

"Here there is indeed no special SOP that regulates in detail how application operators work. So there is no written guide at the village level. We just follow what's in the app directly. So I don't hold manual SOPs every day, but rather adjust to the applications that are already running." (Interview Results August 13, 2025)

On the other hand, bureaucratic fragmentation is a condition when the authority and task of implementing policies are divided into many units or institutions which can cause coordination constraints, duplication of work, and even potential conflicts of authority [13].

"Now the system is no longer DTKS but DTSEN, so all residents have automatically entered, not only the poor but all of them have their own classes. The data is directly connected to the center, and the one who validates it is from the Ministry of Social Affairs. So we in the village only update or report if there is a change in data, the same as informing residents if there is a disbursement. For the assistance, it is also now directly entered into the recipient's account." (Interview Results August 13, 2025)

From the information above, it can be seen that the bureaucratic structure in Sekardangan Village in the implementation of policies has not been fully supported by a clear and standard bureaucratic mechanism, while in the aspect of fragmentation, the implementation has actually become simpler.

Discussion

Based on the results of data collection and information obtained through observation, interviews, and documentation, the implementation of the Next Generation Social Welfare Information System (SIKS-NG) in Sekardangan Village, Sidoarjo District as a whole can be well documented, but there are still shortcomings in several aspects.

1. Communication

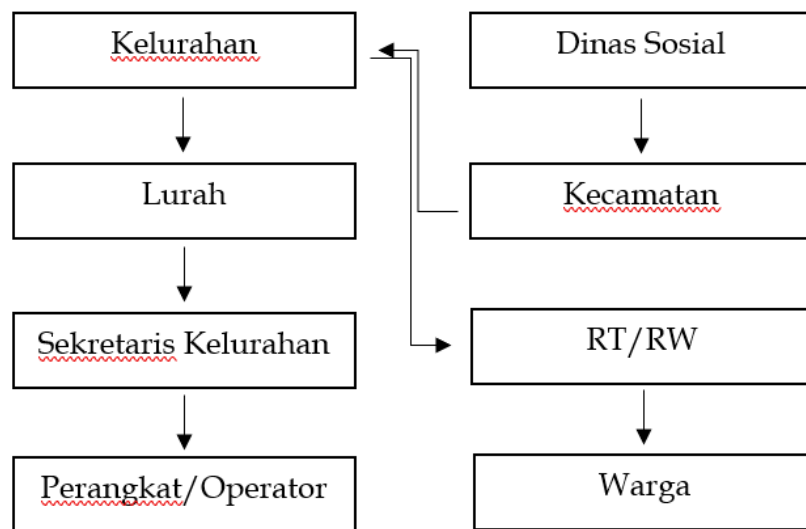


Figure 2. Examples of Internal and External Communication Flows
Source: Processed Researcher (2025)

In policy implementation, communication is an important factor so that implementers clearly understand what they have to do. This shows that communication is not only about conveying information, but also includes clarity of message content, uniformity of instructions, and common understanding among implementation actors. If communication goes well, then policies can be carried out in accordance with the initial goal. However, if communication is weak or information distortion occurs, implementers have the potential to misinterpret the content of the policy, which can ultimately hinder and even thwart the implementation process. Thus, communication serves as the main link between policy formulation and real implementation on the ground. Figure 2 above shows an example of internal and external communication flows in conveying information [13]. The findings of the study show that communication in Sekardangan Village has not been optimal. This can be seen from the internal communication which is actually relatively good, shown by the existence of a clear division of duties where a staff member is specially appointed as the application operator. However, problems arise with external communication. Socialization to the community is also still passive, which is only carried out when residents come directly to ask about assistance, not through the delivery of structured information. In addition, information from the center is often inconsistent, and even major changes such as the switch from DTKS to DTSEN are not preceded by official notifications. This causes operators in the village to be confused when the application cannot be accessed due to system updates that are not socialized first. According to Edwards III, inconsistent communication will hinder policy implementation because it leaves the implementer without clear guidelines. This finding is in line with research conducted by Muhammad Diaz Handa Pratama & Isnaini Rodiyah, where the researcher explained that the village government only conducts

socialization once so that when there is a system update, it is not accompanied by re-socialization.

2. Resources

Without adequate resources, well-designed policies will not be able to be implemented according to the expected objectives. The availability of sufficient resources will help policy implementers in realizing decisions into real actions in the field. Resources are a fairly strong aspect in the implementation of SIKS-NG in Sekardangan Village. The results of the interviews show that the infrastructure facilities are sufficient, ranging from computers, laptops, to relatively stable internet networks. In fact, if there is a technical problem, information about system repairs is usually delivered directly through the operator group, so that the outage can be handled immediately. The data on facilities and infrastructure in Sekardangan Village, Sidoarjo District are as follows:

Table 1. Data on the Number of Infrastructure Facilities in Sekardangan Village

No.	Facility Type	Sum	Condition
1.	Computer	4	Good
2.	Laptop	4	Good
3.	Printer	4	Good

Source: Processed Researcher (2025)

Based on table 1, it can be seen that the facilities and infrastructure available in the Sekardangan Village Government, Sidoarjo District can be said to be good and can support the operation of the SIKS-NG application.

In addition, even though there is only one main operator, the village has prepared other staff who can temporarily replace it if the operator is unable to attend. This proves that the service does not stop. The data on the number of employees of the Sekardangan Village Government is as follows:

Table 2. Data on the Number of Government Employees of Sekardangan Village

Position	Gender	Sum
Village Head	L	1
Secretary of the Village Head	P	1
Head of Government Section	L	1
Head of Subdivision	L	1
Mudin	L	1
Staff	L&P	4
PPKBD	P	1
Deaver	L	1
Hygiene	L	1
Total		12

Source: Processed Researcher (2025)

Based on table 2, the number of employees in Sekardangan Village is sufficient with a total of 12 people divided into structural and functional positions according to organizational needs. Edward III emphasized that resources in the form of human resources and supporting facilities are the main requirements for successful policy implementation, and in the case of Sekardangan, this aspect is relatively met. This condition is the same as the research conducted by Dinaningrum & Eva Hany Fanida, where the resource aspect is not a big obstacle.

3. Disposition



Figure 3. Example of System Operator Appointment Process
Source: Processed Researcher (2025)

The image above is an example of the process of appointing a system operator that goes through selection and several stages. The disposition, which refers to the attitude, commitment, and motivation of the implementers, is still a weakness in the implementation of SIKS-NG in Sekardangan Village. This can be seen from the appointment of operators carried out directly by the village head without formal selection, but only based on consideration of basic computer skills and administrative experience. In addition, operators do not earn special incentives. The task of managing applications is considered part of the same daily work as other staff. As a result, work motivation is more administrative than professional, so the implementer has no additional incentive to improve the quality of implementation. This is contrary to Edwards III's theory which states that the disposition of the implementer greatly determines the effectiveness of policy implementation. If the implementers are not fully motivated, then it is difficult for policies to be carried out optimally. This condition is different from the research conducted by Muhammad Diaz Handa Pratama & Isnaini Rodiyah, where the recruitment of Tinggar Buntut Village apparatus is carried out in accordance with the provisions of the Village Law Number 6 of 2014, so that the process of appointing employees is carried out selectively by considering the aspects regulated in the regulations. As a form of incentive, the village government provides opportunities for SIKS-NG operators to participate in various training activities related to the

application, as well as plans to provide scholarships to support the development of operator competencies in the future.

4. Bureaucratic Structure

STANDAR OPERASIONAL PROSEDUR (SOP)

No:...../SOP-SIKSNG/II/2020

Pelaksanaan Sistem Informasi Kesejahteraan Sosial Next Generation (SIKS-NG)

Tujuan

Memberikan pedoman teknis bagi perangkat kelurahan dalam mengelola data kemiskinan melalui aplikasi SIKS-NG agar data valid, akurat, dan tepat sasaran.

Ruang Lingkup

SOP ini berlaku untuk seluruh perangkat kelurahan yang terlibat dalam pengelola aplikasi SIKS-NG.

Pihak yang Bertanggung Jawab

- Lurah : Penganggung jawab umum
- Sekretaris Kelurahan : Koordinator pelaksanaan
- Operator SIKS-NG : Pelaksana teknis

Prosedur Pelaksanaan

Penjelasan terkait bagaimana prosedur yang akan diberlakukan untuk pelaksanaan system SIKS-NG di Kelurahan Sekardangan Kecamatan Sidoarjo.

Penutup

SOP ini berlaku sejak tanggal ditetapkan dan dapat dievaluasi sewaktu-waktu sesuai kebutuhan serta peraturan yang berlaku.

Sidoarjo, 2020

Lurah Kelurahan Sekardangan

Figure 4. Example of Strandar Operational Procedures (SOP)
Source: Processed Researcher (2025)

Bureaucratic structures require a clear hierarchy, good SOPs, and coordination between units to minimize fragmentation and support the smooth implementation of policies. The example of Standard Operating Procedures (SOP) is as shown in figure 4 above. The bureaucratic structure in Sekardangan Village in the implementation of SIKS-NG has not run optimally. This is because the Sekardangan Village Government does not have a special Standard Operating Procedure (SOP) that regulates the technical work of application operators, this condition makes operators only rely on the instructions available in the application. This condition shows a weak procedural aspect. However, in terms of bureaucratic fragmentation, there is actually simplification. Thus, although the weakness is in the absence of SOPs, implementation becomes simpler. This is in accordance with Edwards III's theory which states that bureaucratic structures can facilitate or even hinder policies, depending on the applicable mechanism. This finding is also supported by the research of Nafilah Dzakiyah Al Azizah & Isna Fitria Agustina, where the bureaucratic structure applied in Banjarebendo village is quite good.

CONCLUSION

Fundamental Finding : The results of this study show that the implementation of the Next Generation Social Welfare Information System (SIKS-NG) in Sekardangan Village, Sidoarjo District has generally gone well, but there are still some weaknesses in certain aspects. In terms of communication, although internal coordination is quite clear with the assignment of special operators, external communication is still passive and information from the center is not always consistent. In terms of resources, infrastructure facilities and the number of employees are adequate, although the workload still depends on one main operator. In terms of disposition, the implementers have not been fully motivated because the appointment of operators is carried out without formal selection and there are no special incentives. In the bureaucratic structure, even though the coordination path is simple, the absence of written SOPs makes the operator's work mechanism less directed. **Implication :** From these findings, the success of the implementation of SIKS-NG is greatly influenced by the consistency of communication between levels of government, the sustainability of training and the addition of technical personnel, the provision of incentives to increase work motivation, and the preparation of SOPs as clear work guidelines. Improvements in these four aspects are expected to support the achievement of the main goals of SIKS-NG, namely accurate management of social welfare data and more targeted distribution of assistance. **Limitation :** This study has limitations, including the coverage of informants which is still limited only to the village operator so that it has not described a broader perspective, as well as qualitative descriptive data so that the results cannot be generalized. **Future Research :** For future research, it is recommended that there be research involving more informants, including village heads, secretaries and beneficiary communities. In addition, comparative studies between regions can be conducted to see the variation in SIKS-NG implementation practices. The use of mixed methods can also be considered to obtain more comprehensive and measurable data on the implementation of this system.

REFERENCES

- [1] "Data and Information on Poverty in Districts/Cities in Indonesia in 2024," 2024.
- [2] The Central Statistics Agency, "The percentage of poor people in March 2024 will drop to 9.03 percent."
- [3] Central Statistics Agency, "Poverty Profile in Sidoarjo Regency March 2024."
- [4] S. Ramadhani, P. Agustina, and F. / Jdg, "Governance Dynamics of the Journal of State Administration Science on the Effectiveness of the Next Generation Social Welfare Information System (Siks-ng) as a Village Poverty Data Processing Application," Vol. 14, No. 04, pp. 28-38, 2025, [Online]. Available: [Http://Ejournal.Upnjatim.Ac.Id/Index.Php/Jdg](http://ejournal.upnjatim.ac.id/index.php/jdg)
- [5] "Law Number 11 of 2009 (1)".
- [6] d. Joint Approval, "The House of Representatives of the Republic of Indonesia and the President of the Republic of Indonesia."
- [7] G. Fitri Azizah, R. Khairul Anwar, Y. Winoto, U. Padjadjaran Jl Raya Bandung Sumedang Km, and J. Barat, "Mapping the Direction of Global Research on Poverty and

- Social Welfare: Its Implications for National Policy Mapping," *Journal of Social Issues* |, Vol. 16, No. 1, 2025, doi: 10.46807/aspiration.V16i1.4779.
- [8] A. J. Journal of Policy and Public Service Analysis, M. Hafel, J. Jamil, and M. Umasugi, "Challenges of E-Government Implementation in the Region Archipelago Characteristics," Vol. 8, No. 1, 2022.
- [9] B. I. Provisions And U. Articles, "Indonesian Republik 2."
- [10] "Permensos Number 3 of 2021 (1)".
- [11] M. Pratama, H. Rodiyah, and I. / Jdg, "Governance Dynamics of the Journal of State Administration Science Implementation of the Next Generation Social Welfare Information System (Siks-ng) in Tinggarbuntut Village, Bangsal District," Vol. 14, No. 04, pp. 39–52, 2025, [Online]. Available: [Http://Ejournal.Upnjatim.Ac.Id/Index.Php/Jdg](http://ejournal.upnjatim.ac.id/index.php/Jdg)
- [12] Michael Lipsky, "Street-Lever Bureaucracy Dilemmas Of The Individual In Public Services."
- [13] A. M. A. A. Moh. Yunus, "Black and White Public Policy in Indonesia."
- [14] E. Ramadan *Et Al.*, "The Implementation of E-Government through the Next Generation Social Welfare Information System (Siks-ng) for Dtk's Submissions."
- [15] "Application of the Next Social Welfare Information System Application".
- [16] M. Sandelowski, "Focus On Research Methods: Whatever Happened To Qualitative Description?," *Res Nurs Health*, vol. 23, no. 4, pp. 334–340, 2000, doi: 10.1002/1098-240x(200008)23:4<334::aid-nur9>3.0.Co; 2-G.
- [17] Prof. Dr. Sugiyono, "Qualitative Quantitative Research Methods and R&D."
- [18] "Matthew_Miles,_Michael_Hberman,_Johnny_Sdana- Qualitative_Data_Analysis__A_Methods_Sourcebook-Sage_(201[1])".

Bella Tri Inda Ningrum

Muhammadiyah University of Sidoarjo, Indonesia

Email: bellaningrum1@gmail.com

***Isna Fitria Agustina (Corresponding Author)**

Muhammadiyah University of Sidoarjo, Indonesia

Email: isnaagustina@umsida.ac.id
