

Effectiveness of Proposing Social Assistance Through the SIKS-NG Application in Improving the Welfare of Rural Communities

Muhammad Aqil Akhsanur Rizqi¹, Lailul Murysidah²

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



DOI : <https://doi.org/10.61796/icoss.v2i2.260>



Sections Info

Article history:

Submitted: April 15, 2025

Final Revised: May 01, 2025

Accepted: May 11, 2025

Published: May 24, 2025

Keywords:

Effectiveness

SIKS-NG application

Social assistance

Community welfare

Village government

ABSTRACT

Objective: This study analyzes the effectiveness of social assistance applications through the SIKS-NG application in improving community welfare in Ganggang-Panjang Village, Tanggulangin District, Sidoarjo Regency. The main focus is to explore how technology impacts the distribution of social assistance, accelerates access for those in need, and identifies factors that influence successful implementation at the village level. **Method:** A qualitative method with descriptive analytical techniques is used in this study. The study adapted Richard M. Steers' effectiveness theory, which includes three main indicators: adaptation, goal achievement, and integration. Data was collected through in-depth interviews, participatory observations, and analysis of related documents to get an overview of the implementation of the SIKS-NG application in the field. The findings of this analysis will be compared with the theory of effectiveness to understand the extent to which this application can fulfill the objective of distributing social assistance in villages. **Results:** The results of the study show that although the SIKS-NG application facilitates the process of proposing social assistance, several challenges still hinder its effectiveness, such as discrepancies in the data of aid recipients, lack of training for operators, and discrepancies in the proposal procedures in the field. **Novelty:** This study makes a new contribution to analyzing the application of the SIKS-NG application in the context of village governance in Indonesia, especially regarding the challenges of implementing technology at the village level.

INTRODUCTION

A number of facets of life have changed significantly with the passage of time, including ICT (information and communication technology) [1]. The public can now more easily obtain the knowledge they require because to the field's rapid advancements. Through the concept of E-Government, or electronic-based government (SPBE), the Indonesian government makes use of ICT to increase the effectiveness and transparency of public services. [2]. The concept of E-Government has also been clearly explained in Presidential Regulation No. 95 of 2018, which explains that government agencies, both central and local governments, are required to implement E-Government in their respective government environments. With the intention of raising the standard of governance [3].

Since the announcement of E-Government, the government has been racing to transform services that were originally manual into online services by introducing a number of new innovations in the form of information systems and various applications [4]. The concept of E-Government has also been clearly explained in Presidential Regulation No. 95 of 2018, which explains that government agencies, both central and local governments, are required to implement E-Government in their respective government environments. Using information from the Republic of Indonesia's Central Statistics Agency (BPS), in March 2024, There were 25.22 million impoverished people in

Indonesia, or approximately 9.03% of the total population. Poverty in Indonesia needs to be prioritized and addressed with a serious and comprehensive approach. The Indonesian government, through Law No.11 of 2009 concerning social welfare, must regulate the fulfillment of basic needs and community aspects so that people can develop and live properly, solving the problem of poverty.

One way that the government has addressed the problem of poverty is through the provision of social assistance, as stipulated in Law No. 13 of 2011 concerning the treatment of the poor. Data in poverty alleviation has a crucial role because it is linked to the targeting of social assistance recipients and to ensuring the program's effectiveness [5]. Social assistance is a government program that aims to support the community with the aim of advancing the community's livelihood and prosperit.

To mitigate the worsening poverty situation, the government has made a breakthrough in policy innovation for poverty reduction by utilizing the application of *E-Government*, namely the Next Generation Social Welfare Information System (SIKS-NG). The Republic of Indonesia's The Ministry of Social Affairs launched the SIKS-NG platform application in 2017 to manage poverty data and information regarding social empowerment and contribute to poverty reduction so that the SDGS is realized, namely ending poverty [6]. SIKS-NG is a digital tool utilized to register and manage the Integrated Social Welfare Data (DTKS), which is important information in the handling of poverty and social welfare. DTKS is accurate, up-to-date information on the social welfare conditions of the community and is used as the basis for applying for various forms of social assistance. Regulation of the Minister of Social Affairs No. 3 of 2021 regulates the Database (DTKS), including the use of the Next Generation Social Welfare Information System (SIKS-NG), which establishes obligations for application operators and overall management of DTKS data, as well as duties pertaining to the allocation of additional social aid [7].

Social assistance programs that refer to the DTKS include the Basic Food Program, the Family Hope Program, and the Luran Assistance Recipients (PBI). Social assistance programs that refer to the DTKS include the Basic Food Program, the Family Hope Program (PKH), and the Luran Assistance Recipients (PBI) [8]. In the application process, data is verified and validated to ensure compliance with the Regulation of the Minister of Social Affairs No. 3 of 2021, with the aim of ensuring that social assistance is targeted and effective. The SIKS-NG application allows villages to collect, update, and manage community social and economic data in an integrated and real-time manner. With accurate and up-to-date information, villages can easily identify individuals or families who are entitled to social assistance, allowing the Ministry of Social Affairs to implement more targeted programs [8]. The following is a display of the SIKS-NG application page:



Figure 1. SIKS-NG page display

Source: Ganggang-Panjang Village Government (2025)

Figure 1 shows the main display of the SIKS-NG application. This application can be accessed via the page <https://siks.kemensos.go.id/login>. This application provides users with various features that support the effective management of social welfare data. Some of the features available include generating summary data in the form of data recapitulation, monitoring data improvement results, submitting new data, and managing social assistance recipient data. Additionally, the SIKS-NG application offers a number of services pertaining to the Republic of Indonesia's Ministry of Social Affairs' social programs. All of these processes are carried out and accessed by the village government apparatus, which acts as an application operator and is responsible for managing and updating data related to social welfare at the village level. With this application, it is hoped that the administration and reporting processes related to social assistance can be carried out more efficiently, transparently, and accurately so as to accelerate the achievement of the objectives of social welfare programs in Indonesia.

In Hana Maryana (2024), effectiveness is defined as a form of correspondence between output and predetermined objectives. The performance and impact of the SIKS-NG platform in village communities is defined as the condition of community welfare, where the SIKS-NG application facilitates the accurate collection of data on the poor. This data is then processed and validated to become integrated information that is used to calculate poverty management data as social help so that it remains on target. According to Richard M. Stress, there are three measures of effectiveness: adaptation, Achievement of Objectives, and integration [10]. The SIKS-NG application is used to systematically manage The village is in charge of managing the Integrated Social Welfare Data (DTKS) [11].

In Sidoarjo Regency, all villages have managed To reduce the severity of the deepening poverty problem One of them, for the social aid proposal, is in Ganggang-panjang Village, Tanggulangin District, Sidoarjo Regency. It is one of the village administrations that has implemented the SIKS-NG application since 2018 by appointing

staff to run it. The following is the Integrated Social Welfare Data Recap (DTKS) data from the SIKS-NG application in Ganggang-Panjang Village:

Table 1. DTKS Data Recapitulation from the SIKS-NG Application, Ganggang-Panjang Village, 2024.

Urban Village/Village	Population of Village	Number of Family Cards	Number of Family Cards	Number of Families
Ganggang-Panjang	4,095 people	1,820 KK	1,355 people	610 KK

Source: Ganggang-Panjang Village Government (2025)

Table 1 shows that Ganggang-Panjang Village has a total population of 4,095 people and 1,820 kk. Of these, 1,355 people from 610 kk registered in the SIKS-NG application are recorded as DTKS data, which is data on individuals and families who are classified as poor and entitled to receive social assistance.

After conducting a literature search, previous studies were found to be used as references in this study. Previous studies that were used as references in reviewing current research include: First, the research conducted by Sekar Arum (2025) entitled "The Effectiveness of the Next Generation Social Welfare Information System (SIKS-NG) as an Application for Processing Village Poverty Data". The study's conclusions indicate that it can be said to be effective but still has obstacles, namely the absence of technical guidance for operators SIKS-NG application by the relevant application developers [12].

Second, research by Eka Henny Purwati (2023) entitled "Application of E-Government to the SIKS-NG Application in Sihiong Village, Bonatua District, Toba Regency". The study indicated that the update of DTKS data with the SIKS-NG application produced data that corresponded to the conditions of the Beneficiary Families (KPM) in the field. Still, obstacles were found in the field, such as the beneficiary family's National Identification Number (NIK) not matching the field data, so the data did not work together. As a result, when the DTKS proposal is made, There are invalidated and The SIKS-NG system holds data that lacks consistency [13].

Third, research by Andriani et al. (2023) entitled "Application of E-Government Through the Next Generation Social Welfare Information System (SIKS - NG) as an Application for Processing Poverty Data in South Bengkulu Regency". This study uses Richard M. Steers' theory of effectiveness with indicators in terms of adaptation, Achievement of Objectives and integration. The results Achievement of Objectives of this study found that the effectiveness of SIKS-NG has not been effective because it has not been able to overcome several problems such as limited capacity, financial resources, technological infrastructure, and a lack of professionals in the field of informatics are also obstacles [14].

Based on the results of field observations, the use of SIKS-NG in Ganggang-Lenggang Village, Tanggulangin District, Sidoarjo Regency, has experienced obstacles, especially regarding the proposal of social assistance. These obstacles include the

following: First, the mismatch of social assistance recipient data in the DTKS system on the SIKS-NG application. Second, the operator's limited ability to adapt to utilizing SIKS-NG is due to a lack of training and technical guidance (BIMTEK). Third, Ganggang-panjang Village still collects data for social assistance manually. The data collection process begins with a proposal from the local neighborhood unit (RT), which is then accumulated and proposed to the village apparatus, which is not in accordance with the SIKS-NG application procedure.

Based on the above problems and the study of previous studies, The researcher wanted to carry out studies under the title "The Effectiveness of Proposing Social Assistance through the SIKS-NG Application in Improving the Welfare of Rural Communities" with the aim of determining, measuring, and describing the effectiveness of proposing social assistance through the SIKS-NG application in Ganggang-panjang Village, Tanggulangin District, Sidoarjo Regency. The researcher used the theory of effectiveness according to Richard M. Steers with three indicators, namely, 1) Achievement of objectives, 2) Integration, and 3) Adaptation [15].

RESEARCH METHOD

This study combines a descriptive analysis approach with a qualitative strategy. This qualitative study, which use a descriptive methodology in order to gain a comprehensive and deep comprehension and explanation through field observations related to the Effectiveness of Proposing Social Assistance through the SIKS-NG Utilization to Enhance Rural Communities' Welfare. The location of this study is in Ganggang-panjang Village, Tanggulangin District, Sidoarjo Regency. The focus of this research is the Effectiveness of Proposing Social Assistance through the SIKS-NG Application in Improving the Welfare of Rural Communities using Richard M. Steers' theory of effectiveness, including (1) Adaptation, (2) Achievement of Objectives, and (3) Integration. In this form of research, the researcher applies the *Purposive sampling* technique, which is a method of selecting research informants based on criteria set by the researcher [16]. The informant involved in this research is Erika Rohmatul Hidayat, the SIKS-NG operator staff.

Both primary and secondary data sources were employed. Data from Primary research employs several methods, including documentation, observation, and interviews. Meanwhile, the secondary data for this research uses various sources such as literature, journals, scientific articles, documents, and mass media. Furthermore, the data is analyzed using the interactive model data analysis technique from Milis and Huberman, which includes stages of data collection, including data reduction, data presentation, and conclusion [17].

RESULTS AND DISCUSSION

Results

One example of how e-government is being used in Indonesia's social welfare sector is the SIKS-NG application. This application is used by villages to improve

community welfare by proposing social assistance based on the Integrated Social Welfare Data (DTKS) [18]. Through the SIKS-NG application, operators or village staff can carry out the process of proposing social assistance in an integrated and more efficient manner. This study uses the effectiveness theory of Richard M. Steers, which includes three main indicators: adaptation, Achievement of Objectives, and integration.

1. Adaptation

In the process of proposing social assistance through the SIKS-NG application, village staff demonstrated their ability to adapt to the use of the application in accordance with applicable procedures. This shows that although staff have made efforts to follow existing procedures, limited technical assistance and system updates can be obstacles to optimizing the use of the application. As stated by Mrs. Erika Rohmatul Hidayat, SIKS-NG Staff of Ganggang-panjang Village, she said that:

"As a SIKS-NG application staff in the village, I have understood and carried out the existing procedures, especially in proposing social assistance. However, the limited availability of advanced technical guidance has caused me difficulty adapting to operate the system more optimally. In addition, the features in the SIKS-NG application have also been updated to the latest version, which further adds to the challenges in its use." (Interview, March 8, 2025)

Additionally, the availability of infrastructure and supporting facilities for this application is another criteria. such as computers and data on poor or underprivileged citizens. As stated by Ms. Erika Rohmatul Hidayat, SIKS-NG staff at Ganggang-Panjang Village, she said that:

"In terms of infrastructure and amenities, this village is quite adequate. The laptop I use and the network support are all in good condition." (Interview, March 8, 2025)

2. Achievement of Objectives

The achievement of these objectives can be seen from several indicators, including: the compilation of data on poor residents based on actual conditions in the field, the consistency of proposals with the data contained in the DTKS, and the active use of the application by village staff in the process of proposing assistance. Despite ongoing challenges in technical aspects and system updates, The proposal process has been followed according to protocols and shows the village's commitment to distributing assistance effectively and efficiently. As stated by Mrs. Erika Rohmatul Hidayat, SIKS-NG staff of Ganggang-panjang Village, she said that:

"For this SIKS-NG application, the main target is the poor and those who are entitled to receive assistance from the government as a form of government concern for the community. The village has proposed social assistance based on the real data available in the vilage and the DTKS data system recorded in the SIKS-NG application." (Interview, March 8, 2025)

3. Integration

In its implementation, SIKS-NG staff in Ganggangpanjang Village have demonstrated good integrative roles, particularly in terms of coordination and communication across organizations at the village level. Integration in this context reflects the organization's ability to build relationships and communicate effectively with

relevant parties, such as neighborhood associations and the community. As stated by Mrs. Erika Rohmatul Hidayat, SIKS-NG Staff of Ganggang-panjang Village, she said that: *"Regarding collecting data on assistance in the village through coordination with the neighborhood unit (RT), I will then submit the data through the SIKS-NG application."* (Interview, March 8, 2025)

In addition, other forms of integration can also be seen from the implementation of socialization to the community. As stated by Mrs. Erika Rohmatul Hidayat, SIKS-NG Staff of Ganggang-panjang Village, she said that:

"For socialization, there is usually one to two times a year, especially in the application's early stages. Although some residents still do not fully understand this system, overall, socialization has helped clarify the mechanism for proposing social assistance and reduce data collection problems that were previously not well organized." (Interview, March 8, 2025)

Discussion

1. Adaptation

Improving the welfare of rural communities through the proposal of effective social assistance is a crucial aspect of rural development. When aid is dispersed effectively and responsibly, it can improve inhabitants' quality of life [19]. In this case, the SIKS-NG program have a major part in accelerating processes and providing support the social assistance application process. Adaptation Indicators In Richard M. Steers' theory, adaptation is the ability and adjustment of an organization to adapt to its environment. An organization is considered effective in adaptation indicators if it can adapt to environmental changes and ensure its operational continuity in the face of these changes [20]. This indicator measures the extent to which an organization can respond to external and internal dynamics in order to maintain its effectiveness. Adaptation indicators are used as benchmarks in determining the effectiveness of social assistance proposals through the SIKS-NG application.

In this case, the SIKS-NG application can be effective if the human resources, in this case, the SIKS-NG application operators or staff, understand and can operate the application according to established procedures. In addition, its effectiveness can also be measured by making resources and infrastructure, including software or internet networks, available. It is known that the SIKS-NG application staff in the village have a good understanding of the procedures related to the use and functions of the application in the social assistance proposal process. However, The absence of operator training and technical direction is one of the challenges, in this case SIKS-NG staff. The absence of training and technical guidance has made operators or SIKS-NG staff less prepared to adapt to changes in the existing SIKS-Ng application system. The following is an image of the system changes in the SIKS-NG application:

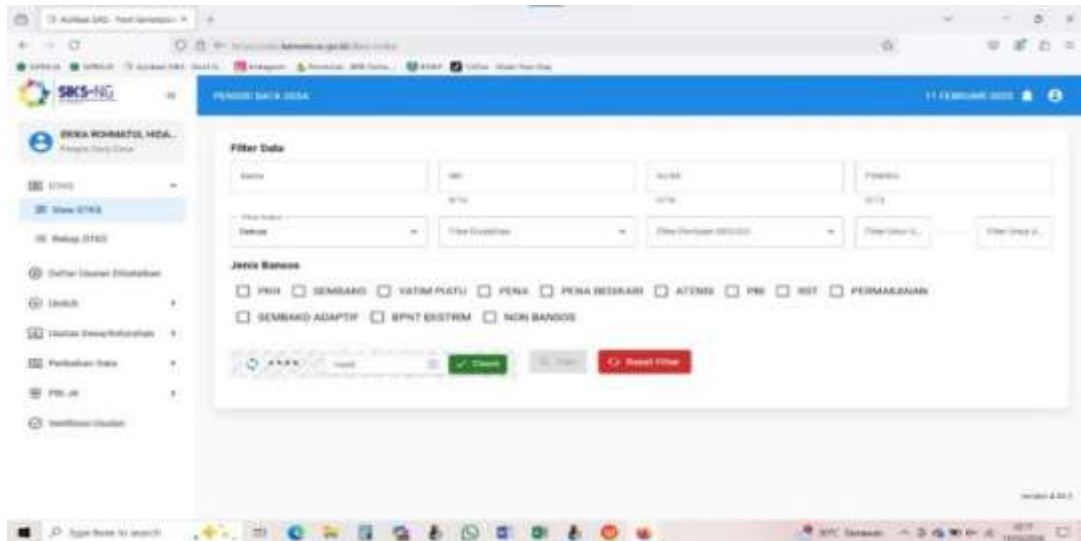


Figure 2. Changes to the SIKS-NG Application Display
Source: Ganggang-Panjang Village Government (2025)

According to Figure 2, it is evident that there have been changes to the social assistance menu features. The lack of training and technical guidance has made it difficult for operators or village staff to adapt to the system changes. This has ultimately impacted the SIKS-NG application's effectiveness in proposing social assistance. In addition, facilities and infrastructure such as software and internet networks are also a measure of the effectiveness of the application's implementation.

Whereas the facilities and infrastructure in this village are adequate. Devices such as laptop operators have sufficient specifications to run applications smoothly. The internet network in the village is also well-installed, ensuring stable connectivity while proposing social assistance. The availability of these facilities and infrastructure is very helpful in facilitating the operation of the SIKS-NG application, making it easier for the community to propose social assistance. With adequate facilities, the proposal process should run faster and more efficiently.

Based on Richard M. Steers' theory of effectiveness with adaptation indicators, it can be concluded that the proposal for social assistance through the use of the SIKS-NG application in Ganggang-Panjang Village is not yet fully effective. Although the facilities and infrastructure are adequate, and the staff has understood the procedures for operating the application, the lack of training and technical guidance is still a major factor hindering the effective use of this application; for the SIKS-NG application to be used optimally, more intensive and continuous training for operators is needed. With proper training and technical guidance, operators will be better prepared to adapt to system changes so that the application can be operated to its full potential to speed up and simplify the process of proposing social assistance. Ultimately, increasing the effectiveness of using the SIKS-NG application will contribute to the more efficient and targeted distribution of social assistance, which in turn will positively impact the welfare of rural communities [21].

The above problem was also faced by a previous researcher, Sekar Arum Puspita Ramadhani 2023, in her study entitled "The Effectiveness of the Next Generation Social Welfare Information System (SIKS-NG) as an Application for Processing Data on Rural Poverty". It was noted that operators of SIKS-NG applications experienced adaption. have been said to be competent in using the application, as seen from the operator's initiative in making changes to the discrepancies in the data of aid recipients and changes in the appearance of this application, supported by aspects of facilities and infrastructure that are qualified for the use of this application. However, there is still an obstacle, namely the absence of training and technical guidance for SIKS-NG operators.

2. Achievement of Objectives

According to Richard M. Stress, all forms of effort to achieve a goal must be understood and carried out sustainably[22]. In this study, the achievement of objectives can be measured through the suitability between the application results and the predetermined objectives, especially in looking at the goals or targets of social assistance proposals. This objective is used as a benchmark to assess the effectiveness of the Proposal for Social Assistance through the SIKS-NG application in Ganggang-panjang Village. The extent to which this study achieves its objectives can be seen from the performance targets and service outcomes. In this context, data plays a crucial role because it is closely related to determining and receiving social assistance programs so that they can be targeted appropriately.

It is known that Ganggang-panjang Village, through the SIKS-NG staff, has collected data and proposed social assistance concerning real data in the village and data that has been registered in the Integrated Social Welfare Data (DTKS) system through the SIKS-NG application. This shows that the village government is trying to guarantee social aid is directed toward the impoverished who are eligible for it. However, it was found that there were still discrepancies in the data of social assistance recipients in the DTKS system in the SIKS-NG. Some residents who should be entitled to assistance weren't listed among those who received social aid. This shows that achieving targets in the SIKS-NG has not improved the welfare of needy people.

Table 2. Data on Social Assistance Recipients in Ganggang-Panjang Village

Type of Social Assistance	Amount Allocated SIKS-NG	Amount Realized
BASIC	277 KPM	274 KPM
NECESSITIES	915 KPM	900 KPM
PBI	166 KPM	146 KPM
PKH		

Source: Ganggang-Panjang Village Government (2025)

Table 2 above shows that the data on social assistance recipients in Ganggang-panjang Village shows a difference between the allocation amount in the SIKS-NG

application and the actual amount. The difference is due to changing data, such as residents who are now considered able-bodied and NIKS who are not yet recorded in the DTKS. The inaccuracy of the data hampers the effectiveness of the SIKS-NG application itself. It causes problems for the community when contacting the operator or staff of the SIKS-NG application.

According to Richard M. Steers' indicator of effectiveness, achieving the objective is concluded to be ineffective. Even though the village has carried out data collection and proposed social assistance by referring to the real data available in the village and the data registered in the Integrated Social Welfare Data (DTKS) system through the SIKS-NG application. However, inaccuracies in the data of aid recipients in the DTKS system, such as residents who are considered capable or have not been registered, are the main problem. This causes a mismatch between aid allocation and realization. Therefore, the SIKS-NG application has not yet achieved its goal of effectively improving community welfare. To fix this, the data on aid recipients must be updated regularly and accurately. With more valid and up-to-date data, this application will be able to distribute more effectively enhancing the welfare of rural communities by providing social support in a more focused way.

Problems were also faced by researcher Mulyana in a 2024 entitled *"INNOVATIVE GOVERNANCE: A STUDY ON DTKS MANAGEMENT THROUGH SIKS-NG IN FULFILLING SOCIAL WELFARE IN BOGOR"*. It reveals problems of inaccuracy and updating of community welfare data. This has become a significant challenge in implementing the SIKS-NG system for social assistance. Therefore, cooperation between the village government and the community is crucial to ensure data integration and a consistent data collection process. It is also a form of active community participation in the data collection process and provides information on how they can make the most of this system[23].

3. Integration

The quality of an organization's integration is measured by how well it can communicate, reach consensus, and socialize with other organizations [24]. This integration is closely related to the socialization activities carried out in the field to ensure smooth coordination and program effectiveness. According to Richard M. Steers, integration indicators reflect an organization's capacity to socialize, reach agreements, and interact optimally with various parties.

The success of the integration can be measured based on the extent to which its implementation has been by established procedures, as well as the organization's effectiveness in socializing the SIKS-NG application to the public. The better the socialization process, the higher the public understanding of the social assistance proposal mechanism, thus increasing transparency and accuracy in the assistance distribution [25]. Integration in this context consists of several main factors, namely (1) clear and systematic procedures and (2) an effective and continuous socialization process.

In the case of that in the implementation of the social assistance proposal procedure, it was found that the social assistance proposal procedure was not followed.

In Ganggang-panjang Village, the proposal for social assistance did not go through the village deliberation process. Still, it was directly coordinated with the RT (neighborhood association), and then the data was proposed to the village. The existing procedure should go through the village deliberation process as a decision-making forum for proposing and determining requirements and which residents fall under the criteria for receiving social assistance. In addition to the procedure, there is also the issue of socialization.

The socialization regarding In Ganggang-panjang Village, the use of the SIKS-NG application has shown satisfactory results, where socialization activities are carried out once or twice a year. Usually, socialization occurs at the beginning of using the SIKS-NG application. Although some individuals still do not fully understand this application, overall, the SIKS-NG application has provided a clear explanation and succeeded in reducing previously irregular data collection problems. With this application, the distribution of social assistance in Ganggang-panjang Village has become more organized and involves joint decisions between the village leadership and other involved organizations. The following is a picture related to the socialization of the SIKS-NG application in Ganggang-panjang Village:



Figure 3. Socialization of the SIKS-NG Application
Source: Ganggang-Panjang Village Government (2025)

Based on this analysis, the effectiveness of the SIKS-NG application in proposing social assistance in Ganggang-panjang Village in Richard M. Steers' theory of effectiveness with the Integration indicator has not reached an optimal level. Adjustments to existing procedures and more intensive communication and socialization are needed so that all parties, the village government, and the community, can participate actively and comprehensively in proposing social assistance. This will ensure that all parties understand their roles and responsibilities in proposing social assistance and increase transparency at every stage [26].

The above problem was also experienced by Hutagalung's 2024 researcher with the title "Application of the Siks-Ng Application in the Receipt of Non-Cash Food Assistance (BPNT) in Majasari Village, South Prabumulih District" [27]. Previous research has revealed that unclear procedures and a lack of public understanding often hinder the

optimal implementation of social assistance programs. Routine and comprehensive socialization, both to application operators and the beneficiary community, can reduce proposal errors and guarantee social assistance reaches those who are eligible for it. In this case, the socialization process must involve all stakeholders, including neighborhood associations, village heads, and the community, so that each party understands the procedures that must be followed. In addition, training and technical guidance for application operators are also needed to address challenges that may arise from changes in the system or policies implemented. Thus, increased socialization and improved procedures can improve the efficiency of the SIKS-NG promotes a more transparent and accountable procedure while making it easier to propose social aid.

CONCLUSION

Fundamental Finding : This study concluded that the proposal for social assistance through the SIKS-NG application significantly improves the community's welfare in Ganggang-Panjang Village. This application facilitates the process of data collection and proposal for social assistance. Still, several obstacles affect its effectiveness, such as discrepancies in the data of aid recipients, lack of training for operators, and incompatibility of the proposal procedures in the field. In addition, adaptation to changes in the application system is a challenge for operators. **Implication :** Based on these findings, it is very important to improve regular data updates, provide more intensive training to application operators, and improve procedures and coordination between related parties. This will increase the effectiveness of social assistance management which in turn will contribute to improving people's welfare more efficiently and right on target. **Limitation :** This research is limited to one village in Tanggulangin District, Sidoarjo Regency, with a sample limited to application operators. The results of this study may not be fully generalized to other villages, given the different conditions and challenges in each region. **Future Research :** Further It is anticipated that the breadth of studies would increase to several villages or districts to obtain a more comprehensive picture of the effectiveness of the SIKS-NG application. In addition, further research could explore other factors, such as the role of the community in data collection and application use, as well as assessing the influence of policy and technology changes in improving the effectiveness of this system.

REFERENCES

- [1] Y. P. Yuan *et al.*, "Government digital transformation: understanding the role of government social media," *Gov. Inf. Q.*, vol. 40, no. 1, 2023.
- [2] Nabila Septia Warman, Syamsir Syamsir, Muhammad Maldini, Over Nurhasanah, Nadya Rahmah Oktariandani, and Iqnur Hafizh Syafikruzi, "implementasi inovasi kebijakan dalam penyelenggaraan Sistem Pemerintahan Berbasis Elektronik (SPBE) di kota Pekanbaru," *Pros. Semin. Nas. Pendidikan, Bahasa, Sastra, Seni, Dan Budaya*, vol. 1, no. 2, pp. 132-148, 2022.
- [3] A. Rizk, L. Sundberg, M. Heidlund, and D. Toll, "Between continuity and change: A

- longitudinal analysis of Swedish local government digitalization strategies," *eJournal eDemocracy Open Gov.*, vol. 16, no. 2, pp. 49–73, 2024.
- [4] M. G. Prawira and A. A. S. P. Paraniti, "Implementasi sistem pemerintahan berbasis elektronik di pemerintah kabupaten Tabanan," *J. Ilm. Raad Kertha*, vol. 6, no. 1, pp. 82–89, 2023.
- [5] D. Lasari and H. Ali, "Jurnal Mirai Management Strategi Pengelolaan Data Terpadu Kesejahteraan Sosial (DTKS dalam penyaluran bantuan sosial pada dinas sosial kabupaten Agam," *J. Mirai Manag.*, vol. 9, no. 1, pp. 2024–2036, 2024.
- [6] M. F. Hidayattullah, "Journal of computer networks , architecture and high performance computing sentiment analysis of covid-19 Bansos issues on twitter using chi-square and naïve bayes journal of computer networks , Architecture and High Performance Computing," vol. 5, no. 2, pp. 571–578, 2023.
- [7] T. Aisyah, C. Sukmawati, M. Hasyem, and N. Aklima, "The Effectiveness of the Non-Cash Food Assistance Program (BPNT) during the covid-19 period in Bireuen regency," *J. Ilmu Sos. dan Ilmu Polit. Malikussaleh*, vol. 2, no. 2, p. 206, 2021.
- [8] C. Marlinda, S. Satriadi, R. Risnawati, and T. Agusven, "Effectiveness and implications of provision of covid-19 assistance for MSMEs in Tanjungpinang city," *Int. J. Econ. Bus. Account. Res.*, vol. 6, no. 2, p. 1442, 2022.
- [9] H. Maryana, "Efektivitas Program Keluarga Harapan (PKH) era covid-19 dalam upaya penanggulangan kemiskinan di kecamatan Ngamprah kabupaten Bandung Barat Hana," vol. 01, no. 01, 2024.
- [10] R. M. Steers., "Efektivitas organisasi," Jakarta: Erlangga, 1985.
- [11] V. D. Windari and I. Rodiyah, "Efektivitas sistem informasi kesejahteraan sosial next generation (siks-ng) (studi di desa permisan kecamatan jabon kabupaten sidoarjo)," *Respository Univ. Muhammadiyah Sidoarjo*, pp. 1–11, 2023.
- [12] A. P. Ginandjar, E. T. Anomsari, and ..., "Efektivitas program layanan digital pengaduan melalui LAPOR! di dinas perhubungan kota Bandung," ... *Ilmu Adm.*, pp. 232–237, 2023.
- [13] E. H. Purwanti, "Penerapan E-government pada aplikasi SIKS-NG di desa Sihiong kecamatan Bonatua Lunasi kabupaten Toba," *PARAPOLITIKA J. Polit. Democr. Stud.*, vol. 4, no. 1, pp. 91–103, 2023.
- [14] Y. Andriani, S. Suwitri, and T. Yuniningsih, "Penerapan E-goverment melalui Sistem Informasi Kesejahteraan Sosial Next Generation (SIKS-NG) sebagai aplikasi pengolah data kemiskinan di kabupaten Bengkulu Selatan," *J. Agreg. Aksi Reformasi Gov. dalam Demokr.*, vol. 11, no. 2, pp. 129–147, 2023.
- [15] Hasbullah, R. Aristin, S. Syaiful, S. Anam, and R. Kasanova, "Efektivitas organisasi dalam perspektif model Richard M Steers di Desa Gunung Maddah Kecamatan Sampang Kabupaten Sampang," *Kabilah J. Soc. Community*, vol. 7, no. 14, pp. 63–72, 2019.
- [16] Sugiyono, *Metode Penelitian Kuantitatif dan kualitatif dan R&D*. Bandung: ALFABETA, 2019.
- [17] E. Barlian, "Metode Penelian Kualitatif & Kuantitatif (2 ed.).," Padang: Sukabina Press., 2018.
- [18] I. F. A. Sekar Arum Puspita Ramadhani, "Dinamika Governance," vol. 13, no. 02, pp. 43–54, 2023.
- [19] H. F. Pohan and F. N. S. Salisah, "Usability Analysis of Social Welfare Information System Next Generation Using McCall Method in Langkat District Social Service," *Int. J. Innov. Sci. Res. Technol.*, vol. 6, no. 8, 2021.
- [20] A. Mulyana *et al.*, "Innovative governance: studi pengelolaan dtks melalui siks-ng dalam

- pemenuhan kesejahteraan sosial di kabupaten Bogor innovative governance: a study on dtks management through siks-ng in fulfilling social welfare in Bogor," vol. 7, pp. 117-129, 2024.
- [21] M. Juan, A. Rorong, and N. Palar, "Peran pemerintah desa dalam meningkatkan kesejahteraan masyarakat di desa Mawea kecamatan Tobelo Timur Kabupaten Halmahera Utara Mario," *Jap*, vol. VIII, no. 113, pp. 12-20, 2022.
- [22] M. T. Hata Wibowo and S. Setiawan, "Analisis efektivitas organisasi pada desa Raharja kecamatan Tanjungsari kabupaten Sumedang," *Neo Politea*, vol. 3, no. 1, pp. 21-35, 2022.
- [23] F. F. Hamdani, S. J. Azizah, M. N. A. H. Jamil, and R. A. S. Lestari, "Pendampingan pendataan dan pemberian bantuan sosial pemerintah untuk masyarakat terdampak pandemi covid-19 di RW 3 desa Puncaksari," *Proc. Uin Sunan Gunung Djati Bandung*, vol. 1, no. 62, pp. 141-150, 2021.
- [24] C. N. Sari, M. Heriyanto, and Z. Rusli, "Efektivitas pelaksanaan program pemberdayaan masyarakat berbasis rukun warga," *JIANA J. Ilmu Adm. Negara*, vol. 15, no. 1, pp. 135-141, 2018.
- [25] Y. Aprilia, Luluk Latifah, and Iskandar Ritonga, "Systematic literature review: kebijakan pemerintah terhadap penyaluran dana bantuan sosial bagi pelaku UMKM di Indonesia," *J. Kebijak. Pembang.*, vol. 17, no. 1, pp. 59-74, 2022.
- [26] A. L. ; N. Mahfudz, "Efektivitas penyelenggaraan sistem layanan," no. 10, pp. 46-62, 2022.
- [27] A. Hutagalung, E. Mailsari, N. Rahmanti, and L. Nugraha, "Penerapan aplikasi SIKS-NG dalam Penerimaan Bantuan Pangan Non-Tunai (BPNT) di kelurahan Majasari kecamatan Prabumulih Selatan," vol. 17, no. 1, pp. 83-87, 2024.

Muhammad Aqil Akhsanur Rizqi

Muhammadiyah University of Sidoarjo, Indonesia

Email: aqil23925@gmail.com

*** Lailul Murysidah (Corresponding Author)**

Muhammadiyah University of Sidoarjo, Indonesia

Email: lailulmursyidah@umsida.ac.id
