

The Effectiveness of SIKS-NG as an Information System for Improving Social Welfare in Kludan Village

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ABSTRACT

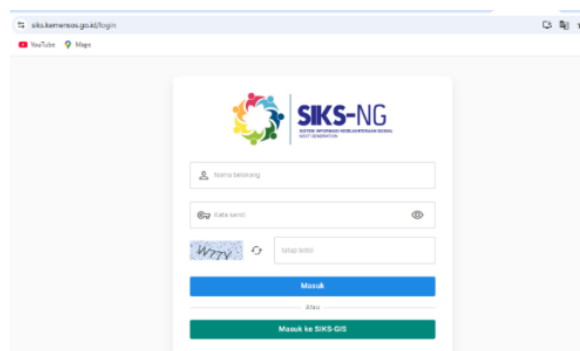
Objective: The purpose of this study is to describe and analyze the effectiveness of the SIKS-NG application in improving social welfare in Kludan Village. **Method:** The selection of informants was carried out using purposive sampling, focusing on individuals with in-depth knowledge of the implementation of SIKS-NG, including the village-level application operators. Data collection techniques consisted of observation, in-depth interviews, and documentation for primary data, as well as literature studies for secondary data, while data analysis techniques included data reduction, descriptive data presentation, and drawing conclusions with careful attention to the validity and reliability of the findings. **Result:** The results of the study indicate that, in terms of goal achievement, the SIKS-NG application facilitates accurate and transparent data collection and distribution of social assistance, although challenges remain regarding data validity due to feature limitations and the need for manual verification, and in terms of integration, SIKS-NG connects various relevant stakeholders such as the village government and the Social Service Office, but it still lacks direct communication features and sufficient community outreach, while in terms of adaptation, the system is responsive to regulatory changes and is supported by operator training, yet further development is needed for feedback features and technical support. **Novelty:** This study highlights the unique contribution of SIKS-NG in combining transparency, integration, and adaptability in the delivery of social welfare services at the village level, while also revealing the necessity of continuous feature improvement and capacity building to optimize its impact.

INTRODUCTION

Technological and internet advancements have significantly impacted human life. Information technology has rapidly developed in the era of globalization. The implementation of a digital-based government system (SPBE) cannot be separated from the existence of digital governance (e-government). This includes the provision of information systems that support data management and storage, as well as facilitating access to accurate information [1]. Through Presidential Regulation (Perpres) No. 95 of 2018 concerning the Electronic-Based Government System (SPBE), the objective is to realize governance that is clean, effective, transparent, and accountable, as well as to provide high-quality and reliable public services through the utilization of information and communication technology [2]. E-Government utilizes information technology to enhance government efficiency, transparency, and accountability, while also transforming the way it interacts with citizens through WAN, the internet, and mobile platforms [3]. The implementation of government policies requires a communication system to ensure effective and meaningful communication that can guide the achievement of development goals [4]. Through the utilization of E-Government, the government is able to improve efficiency and effectiveness in delivering public services, as well as strengthen collaboration between government agencies, the business sector, and society [5].

Each village contributes to the management of nationally integrated data to address poverty issues. Accurate poverty data management is crucial to support poverty reduction programs. Accurate information helps the government formulate appropriate and efficient policies, as well as distribute resources carefully to achieve poverty reduction targets in the best possible way. High-quality poverty data can be utilized to evaluate government policies related to this issue, analyze poverty comparisons over time and across regions, and set targets for communities living in poverty with the hope of improving their living conditions [1]. Based on 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 Integrated Data Collection for the Handling of the Poor in 2017, all regency and city governments in Indonesia are obliged to conduct periodic reviews and validate the data at least once a year [6]. According to the latest data from Statistics Indonesia (BPS) in 2024, the percentage of Indonesians living in poverty in March was recorded at 9.03%. This figure represents a decrease of 0.33% compared to March 2023, and a decline of 0.54% compared to September 2022.

The Government of the Republic of Indonesia has established policies to alleviate poverty through the use of technology, one of which is the introduction of the SIKS-NG application. Based on Minister of Social Affairs Regulation Number 3 of 2021 concerning the Management of the Integrated Social Welfare Data, it serves as an information system that supports the management process of the Integrated Social Welfare Data [7]. The SIKS-NG application, or the Social Welfare Information System Next Generation, is a management system used to regulate the process of updating and proposing new data, including a special module that supports the revision and submission of data for Non-PKH Food Assistance (BSP) [8]. The SIKS-NG application provides various features, including displaying the Integrated Social Welfare Data (DTKS) at the village level, along with information regarding the assistance programs that have been received. In addition, the application also offers a feature for submitting social assistance requests, which covers the Family Hope Program (PKH), Non-Cash Food Assistance (BPNT), National Health Insurance Contribution Subsidy (PBI-JKN), as well as various other forms of social assistance [9]. The following is the interface of the SIKS-NG application.



Source: Kludan Village Government, 2025

Figure 1. Main Interface of the SIKS-NG Website.

Figure 1 shows the main interface of the SIKS-NG application when accessed by the operator. Based on the Regulation of the Minister of Social Affairs Number 3 of 2021

concerning the General Guidelines for Verification and Validation of Integrated Data in Handling the Poor and Underprivileged, clause 1 paragraph (3) states that the data verification process aims to examine and assess the accuracy of the information collected [10]. This application provides forms for BDT and PKS data in each village, which are then verified and validated. The purpose of BDT verification and validation is to identify eligible households, while PKS verification aims to increase participation in food assistance programs (KKS/RASTRA/BPNT). Specifically, the verification for KKS is intended for non-PKH KKS. The results of the verification process are submitted to the Ministry of Social Affairs through the Social Service Office. The Ministry of Social Affairs of the Republic of Indonesia utilizes the Social Welfare Information System Next Generation (SIKS-NG) to ensure that social assistance is accurately targeted. SIKS-NG plays a role in managing the Integrated Social Welfare Data (DTKS) and is administered by the village service affairs officer. The implementation of SIKS-NG greatly assists operators in recording community data for social welfare purposes. Accurate poverty information is essential for designing effective programs to address poverty, serving as the foundation for verifying and validating data in order to reduce poverty rates. In carrying out the process of data verification and validation, the active participation of village and sub-district governments plays a crucial role, as it is a key factor in ensuring the accuracy of social assistance distribution within various poverty alleviation programs.

One of the villages implementing SIKS-NG to reduce poverty is Kludan Village. The SIKS-NG application in Kludan Village plays an important role in improving social welfare by providing effective and efficient digital solutions. Through its key features, this application simplifies data collection and monitors residents in need of social assistance, ensuring that aid distribution is carried out in a targeted and transparent manner. The village government uses the SIKS-NG application to record residents' data in collaboration with neighborhood and community leaders (RT/RW) to ensure the data reflects actual conditions in the field. This allows social assistance to reach those who truly need it, while also enhancing accountability and public trust in social assistance programs. The following is the list of new proposals for the period of June–July 2024.

Table 1. Number of New Proposals and Terminated Proposals for June–July 2024.

No	Type of Assistance	Number of New Proposals	Number of Terminated Proposals
1.	BPNT	1	-
2.	PKH	1	6

Source: Kludan Village Government, 2025

Based on the table above, the data shows two types of social assistance programs in June–July 2024, namely Non-Cash Food Assistance (BPNT) and the Family Hope Program (PKH). During this period, BPNT recorded one new proposal without any termination. Meanwhile, PKH also recorded one new proposal but included a termination of an existing proposal. This indicates that although there were new beneficiaries added – particularly in PKH – the number of recipients whose assistance was terminated was considered more appropriate than the number of new proposals

submitted. This data illustrates the dynamics of assistance inclusion and termination, which may be influenced by various factors such as administrative processes, data verification, and the economic conditions of beneficiary families. The proposal process for the Integrated Social Welfare Data (DTKS) involves several administrative stages. The process begins with proposals submitted by the village or sub-district through community deliberations. Subsequently, the proposed data undergoes a verification and validation process at the regional level for a duration of 1–2 months, although it may take longer if data revisions are required or if there is a lack of follow-up by the officers. Once the data has been verified and officially recorded in the Integrated Social Welfare Data (DTKS), prospective beneficiaries must still wait for the disbursement schedule, which is determined in accordance with the policies of the Ministry of Social Affairs.

Based on the implementation of the SIKS-NG application in Kludan Village, several challenges have been identified. One of the main issues is the inconsistency between the data recorded in the application and the actual conditions in the field. This discrepancy causes the available data to be not always accurate, leading to difficulties in the verification and validation processes required to ensure the validity of the information. In addition, there are still impoverished communities who are not registered in the DTKS system, thus excluding them from receiving social assistance. This condition poses an obstacle in the process of data collection and aid distribution, as it has the potential to reduce the effectiveness and accuracy of the government's programs. Therefore, this issue needs to be addressed promptly to ensure that data collection and aid distribution can be carried out optimally.

Based on the issues that occurred in Kludan Village, similar problems related to SIKS-NG had also been identified in previous research. The first study, entitled "Implementation of E-Government Through the Social Welfare Information System Next Generation (SIKS-NG) for DTKS Submission," found that human resources, particularly operators, were already effective in operating the application. However, facilities and infrastructure had not been given sufficient attention. Assistance was distributed in accordance with the registered beneficiaries, although its effectiveness was hindered by the absence of direct field verification. Socialization efforts were carried out by the village government involving hamlet heads, RW, and RT, yet public knowledge about the functions of SIKS-NG remained limited and needed improvement [11]. The second study, conducted by Denny Maulana Pratama with the title "Policy Analysis of Social Protection Programs Based on a Value-Based Approach in Brebes Regency," found discrepancies between the data contained in the SIKS-NG application and the actual data in the field. This inconsistency occurred because the application for proposing prospective beneficiaries had not yet achieved optimal synchronization [12]. The third study, conducted by Ni Made Satya Harthamia, Ni Putu Anik Prabawati, and I Dewa Ayu Putri Wirantari, entitled "Implementation of the Social Welfare Information System-Next Generation (SIKS-NG) Policy: A Case Study in Pemecutan Kaja Village, North Denpasar District," found that the lack of technological knowledge among staff and the insufficient socialization to the community caused the process of submitting and verifying DTKS data to be not fully effective and optimal [13]. The fourth study, conducted by Mayumi Getzemani, Ratna Indriasari, and Definitif Endrina Kartini Mendrofa, entitled "The Effectiveness of the Implementation of the Family Hope Program (PKH) Social

Assistance in Improving Community Welfare in Cibeureum Village, Cisarua District, Bogor Regency, West Java Province,” also found that the implementation of the social assistance program in improving community welfare had not been effective and that many beneficiaries were not well-targeted, resulting in outcomes that were not yet optimal [14]. The subsequent study by Retno Agustin Ningrum and Isnaini Rodiyah, entitled “Implementation of the Family Hope Program (PKH) in Bligo Village, Candi District, Sidoarjo Regency,” found several obstacles, such as the absence of field verification and the lack of marking on households that had already become PKH beneficiaries [15]. Based on the problems described, this study aims to analyze and describe the effectiveness of the SIKS-NG application in Kludan Village. Therefore, the research problem can be formulated as follows: how effective is the SIKS-NG application as an information system in improving social welfare in Kludan Village.

RESEARCH METHOD

This study employs a qualitative approach with a descriptive method, aiming to integrate and explain information and data in depth. Qualitative research is a type of scientific study that seeks to understand social phenomena naturally through intensive and in-depth interaction between the researcher and the object of study [7]. The research was conducted in Kludan Village, Tanggulangin District, Sidoarjo Regency. It applies Richard M. Steers’ theory of effectiveness, which includes three indicators: goal achievement, integration, and adaptation. Informants were selected using purposive sampling to identify individuals with in-depth knowledge related to the issue under study. The main informants were Nadziful Ulum, as the SIKS-NG application operator, and Maharani Sukma Kuntari, representing the Social Service Office of Sidoarjo Regency. The sources of data consisted of both primary and secondary data. Primary data were obtained through data collection techniques such as observation, interviews, and documentation, while secondary data were derived from journal literature, scientific articles, and mass media. Data analysis was conducted through three stages: data reduction, data presentation, and conclusion drawing. Data reduction is the process of selecting, simplifying, and summarizing data to facilitate the research process. This stage continues throughout the research, particularly during the collection of data related to the implementation of SIKS-NG in the village. Data presentation aims to facilitate analysis by organizing the information in a detailed, concise, and comprehensive manner. The results of the reduction are presented in descriptive narrative form. In the final stage, conclusions are drawn by considering internal validity (accuracy), external validity (applicability), and reliability (objectivity and consistency) to clearly and concisely explain the research findings [16].

RESULTS AND DISCUSSION

In analyzing and describing various issues related to the effectiveness of the implementation of the Social Welfare Information System Next Generation (SIKS-NG) application, the researcher uses three indicators proposed by Richard M. Steers to assess the level of effectiveness, namely goal attainment, integration, and adaptation.

1. Goal Attainment

According to Richard M. Steers, goal attainment should be viewed as a continuous process. Therefore, achieving the final objective requires a gradual approach, both in terms of interpretation and understanding of each stage. Various factors influence goal attainment, such as time allocation and the establishment of clear targets. The success level of a study in achieving its objectives can be evaluated through performance indicators and the outcomes of the services provided [1]. In the context of this research, the success of goal attainment can be assessed by examining the extent to which the targets have been achieved and how efficiently social assistance from the Ministry of Social Affairs of the Republic of Indonesia has been distributed through the use of the application in Kludan Village.

Based on the results of an interview with the SIKS-NG operator in Kludan Village, the following information was obtained:

"The SIKS-NG application makes it easier for me (as the operator) to collect data on the residents of Kludan Village. However, sometimes there are discrepancies in the residents' data, such as incorrect names – for example, the name is supposed to be 'Muhammad,' but in the system it is written as 'Mochammad.' As a result, I have to verify the correct data by checking directly in the field."

The Social Welfare Information System Next Generation (SIKS-NG) application provides benefits in terms of making it easier to submit and update data on social assistance recipients online. Residents can be directly registered by the village operator as prospective recipients of social assistance. If there are any errors in identity data – such as name, national identification number (NIK), or residency status – the system will automatically synchronize with the population data from the Department of Population and Civil Registration (Dukcapil). This is made possible because the SIKS-NG system is managed by the Ministry of Social Affairs (Kemensos), which works directly in collaboration with the Department of Population and Civil Registration (Dukcapil) to verify and update data in real-time. To provide a clearer overview of the social assistance data collection process, the following is a recap of social assistance recipients in Kludan Village.

Table 2. Recap of Social Assistance Recipients in Kludan Village (2023–2024).

No	Name of Social Assistance	Year	Number in the Application	Actual Number of Recipients
1.	BPNT	2023	140	125
		2024	155	138
2.	PKH	2023	110	98
		2024	113	100

Source: SIKS-NG Operator Department of Social Affairs Sidoarjo Regency, 2025

Based on the image above, the data illustrates the number of recipients of the Non-Cash Food Assistance (BPNT) program and the Family Hope Program (PKH) over the past two years. In the case of BPNT in 2023, the application recorded 140 recipients, while the actual number of recipients was only 125. In 2024, there was an increase, with 155 recipients recorded in the application, and 138 individuals actually receiving the

assistance. Meanwhile, for the PKH program in 2023, there were 110 recipients listed in the application, but the actual number of recipients was 98. In 2024, the number of recipients in the application slightly increased to 113, with the actual realization being 100 recipients. This data indicates a discrepancy between the number of recipients listed in the application and the actual number of recipients for both the BPNT and PKH programs, as well as an increase in the number of recipients from 2023 to 2024.

A crucial aspect of the social assistance application process through the SIKS-NG system is the consistency of the applicant's data with the records in the Dukcapil (Department of Population and Civil Registration) system. Any discrepancies – such as mismatched national identification numbers (NIK) or incorrect addresses – will cause the system to reject the application process until the data is corrected. Thus, data validity becomes a key factor influencing the smoothness of the social assistance application process. The alignment and integration of data not only strengthen the system's accountability but also help prevent potential misuse of assistance. Interview findings indicate that the implementation of this application in Kludan Village has made the distribution process more transparent and accountable. Residents are able to independently access information through the official website of the Ministry of Social Affairs, cekbansos.kemensos.go.id, to verify whether their names are registered as recipients of social assistance.

The achievement indicators show that this application has facilitated the Kludan village government, particularly the SIKS-NG operators, to play an active role in addressing discrepancies in social assistance recipient data and adapting to changes in the application system. Nevertheless, the implementation of these achievement indicators has not yet run optimally, as there are still obstacles in the form of differences between the recipient data in the system and the actual conditions in the field. Therefore, operators need to carry out re-verification to ensure the accuracy of social assistance recipient data. This finding aligns with previous studies, which revealed that operators faced challenges in accessing residents' application data due to the limited features of the system, thereby leading to discrepancies between the application data and the manual records maintained by the village [16].

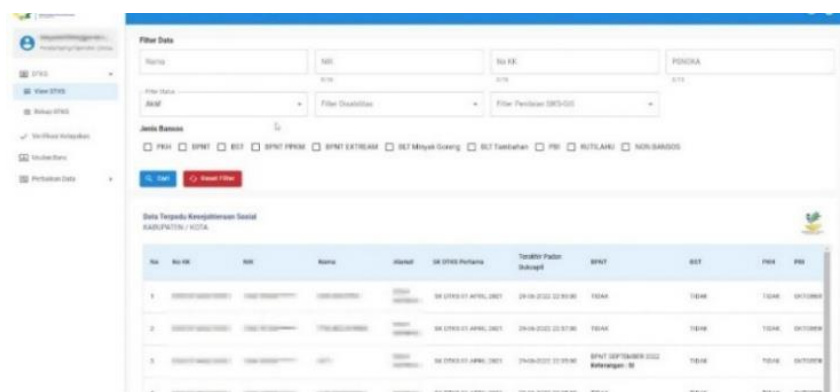
2. Integration

According to Richard M. Steers, integration is defined as the process of unifying diverse elements, processes, or systems into a coherent whole that is both harmonious and interconnected [17]. In terms of effectiveness, integration encompasses efforts to organize and unify various elements or components within an organization or program in order to achieve objectives more effectively and efficiently. Proper integration enables all parts of the organization to operate synergistically, optimize the use of resources, and strengthen collaboration. A solid integration also contributes to the establishment of a unified vision and goals, facilitates communication, and enhances coordination toward the attainment of desired outcomes [16].

Based on interviews with the operators of the Social Welfare Information System Next Generation (SIKS-NG) in Kludan Village, it was revealed that *"this application is also connected to the Social Affairs Office. For instance, if a community member who previously received social assistance changes their domicile, they can reapply through the village operator. The operator can assist in updating the data so that the individual remains eligible to receive social assistance from the government."*

The operators stated that they first identify the causes of data discrepancies that prevent some community members from being registered as social assistance recipients.

Once the causes are determined, the operators then assist the affected individuals in correcting their data to match the records in the system, thereby ensuring their eligibility to receive the intended social assistance. The coordination process between the village authorities, the Social Affairs Office (Dinsos), and other relevant institutions has also been functioning effectively. In this regard, the operators explained that collaboration between the village authorities and the relevant institutions has been running smoothly, particularly when the village encounters difficulties in data collection. They are able to interact easily and resolve issues that arise during the processes of data collection and verification. Furthermore, the operators noted that, overall, the implementation of the system has proceeded well without significant obstacles. Nevertheless, discrepancies in the data are still found, requiring manual checks by the operators, and certain system limitations necessitate additional manual verification. The following is the display of the DTKS view feature in the SIKS-NG application.



Source: Kludan Village Government, 2025

Figure 2. DTKS view feature in the SIKS-NG Application.

The figure above illustrates the DTKS view feature. This interface provides a search bar and data filters to facilitate users in locating the required information. It also displays a table containing demographic data such as family card numbers, names, addresses, and other information related to the DTKS. This feature enables village authorities to manage, review, and validate community data in a more structured and transparent manner. Moreover, it integrates with the community data maintained by the Social Affairs Office. This integration serves as an essential foundation for ensuring the accuracy and validity of social assistance recipient data. This finding is consistent with previous studies, which state that collaboration between the Ministry of Social Affairs (Kemensos) and the Civil Registry Office (Dukcapil) through an electronic system can enhance administrative efficiency and minimize the occurrence of duplicate or invalid data in the distribution process of social assistance. The system not only simplifies administrative procedures but also accelerates the processes of verification and decision-making by the relevant institutions.

The results of this study are consistent with previous findings, which indicate that the effectiveness of social welfare information systems depends on the quality of data integration among the relevant institutions. Earlier studies have shown that collaboration between village governments and related agencies has been fairly effective in ensuring the accurate targeting of social assistance [16]. Accordingly, the present findings on the success of data integration and inter-agency coordination further support the achievement of the system's objective in delivering social assistance to the intended beneficiaries.

3. Adaptation

According to Richard M. Steers, adaptation refers to an organization's ability to adjust to its environment, particularly in the implementation of programs that are relevant to actual conditions. Several indicators are used to assess this capability, including staff readiness and the availability of supporting facilities and infrastructure. Adaptation can also be understood as the process by which individuals adjust to environmental changes, encompassing the development of skills as well as adaptation to advances in available facilities [4]. Based on these factors, the effectiveness of SIKS-NG implementation in poverty-related data management can be measured and analyzed.

Based on interviews with village operators in Kludan Village, it was revealed that *"prior to using the SIKS-NG application, the operators first received technical guidance (bimtek) from the Social Affairs Office. However, such training sessions are not held regularly, only when new features are introduced. For example, there is currently a feature update in the SIKS-NG application due to the transition from DTKS to DTSEN, which has temporarily hindered the data collection and information updating processes. The infrastructure available in Kludan Village is already adequate to support data collection using the SIKS-NG application. In addition, the Social Affairs Office also provides socialization sessions on the use of SIKS-NG, which the operators find very helpful."*

Based on the interview findings, the system update involved the transition of data from the Integrated Social Welfare Data (DTKS), which has long served as the primary reference for the distribution of social assistance, to the National Socio-Economic Integrated Data (DTSEN). During this transition period, the SIKS-NG application was inaccessible to village operators, resulting in delays in the processes of data collection and the updating of social welfare information at the local level. The SIKS-NG application itself is designed to be dynamic and adaptive to regulatory changes issued by the central government, particularly by the Ministry of Social Affairs (Kemensos).

In practice, policies and technical guidelines updated by the Ministry of Social Affairs (Kemensos) are first communicated to the Social Affairs Offices (Dinsos) at the district or municipal level, before being disseminated to village governments for implementation. This mechanism allows village authorities to align program implementation with regulations in a structured and coordinated manner. Nevertheless, from a technical perspective, certain limitations have been identified within the application system, particularly the absence of a direct feedback feature in the SIKS-NG application. In cases of system errors or when village operators encounter difficulties in operating certain features of the application, they are unable to submit reports or inquiries directly through the system. Instead, village operators must contact the district-level Social Affairs Office (Dinsos) operators to obtain further assistance or guidance. This indicates that the SIKS-NG system still requires further development in terms of providing responsive and efficient technical support. The following presents the hardware data used by SIKS-NG operators in utilizing the application.

Table 3. Hardware Used for the SIKS-NG Application.

No	Hardware Type
1.	Personal Computer
2.	Keyboard
3.	Monitor
4.	Mouse
5.	Printer

Source: Kludan Village Government, 2025

The table above illustrates the infrastructure utilized by the operators. From the perspective of technological infrastructure, the interview findings indicate that there are no significant obstacles in the implementation of the SIKS-NG application in Kludan Village. Supporting facilities such as computer equipment and internet connectivity are considered adequate and capable of ensuring the optimal operation of the application. Thus, technical and infrastructural aspects are not the primary barriers in the implementation of the program in the village. In addition, from an institutional perspective, SIKS-NG application operators at the village level are generally placed under the Division of Public Welfare (Kesra). However, this structure does not fully apply in Kludan Village. In practice, the application is managed by personnel who are not formally part of the Kesra division but have been specifically appointed to serve as system operators. Nevertheless, the appointed operators expressed their readiness and capability to operate the application in accordance with existing regulations. To strengthen operator competencies, the Social Affairs Office has also organized technical training sessions, which have been considered effective in enhancing operators' understanding and skills in managing the social welfare information system. This finding is consistent with previous research, which noted that the SIKS-NG application is considered effective in carrying out the process of social welfare data collection, thereby enabling the provision of fast and efficient social data to support welfare programs [16].

CONCLUSION

Fundamental Finding : Based on the study of SIKS-NG implementation in Kludan Village, it can be concluded that, in terms of goal achievement indicators, SIKS-NG has facilitated the village government in the processes of validation and distribution of social assistance, although manual verification is still required to ensure data accuracy, and regarding integration indicators, coordination between the village government, the Social Affairs Office (Dinsos), and the Civil Registry Office (Dukcapil) has been well established; however, communication with the community still needs to be strengthened, while in terms of adaptation indicators, village operators have been able to adjust to system updates due to the availability of adequate infrastructure and training, so overall SIKS-NG has made a positive contribution, yet improvements in technical aspects are necessary to achieve more optimal outcomes. **Implication :** Nevertheless, challenges remain in its operation, including discrepancies between the system and actual field conditions, limited communication with the community, and the absence of a feedback feature, therefore layered verification and stronger integration with population data are required, along with the addition of communication features, broader digital education for beneficiaries, and the development of real-time complaint and technical support features. **Limitation :** Nonetheless, this study has several limitations because it was conducted within a specific period, whereas the SIKS-NG application is dynamic and continuously updated, thus the findings may differ if the study were carried out at another time. **Future Research :** Future research is recommended to focus on aspects such as data security, technological sustainability, and the potential integration of SIKS-NG with other digital systems, so that the application can truly serve as a transparent, accountable, and adaptive tool for social data management in line with evolving times.

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