

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

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ABSTRACT

Objective: This study aims to analyze how the Next Generation Social Welfare Information System (SIKS-NG) is implemented in Semambung Village, Wonoayu District. This research applies the Edward III policy implementation model which includes four aspects, namely communication, resources, disposition, and bureaucratic structure. **Methods:** The research method used is qualitative descriptive, by collecting data through direct observation, in-depth interviews with village officials and SIKS-NG operators, as well as relevant supporting documentation. Data analysis was carried out using the Miles and Huberman interactive model which consisted of four stages, namely data collection, data reduction, data presentation, and conclusion drawn. **Results:** The results of the study showed that internal communication between the operator and the Head of the Welfare Section had gone quite well, but external communication with the community was still limited due to the absence of formal socialization. In terms of resources, facilities such as computers and printers are adequate, but unstable internet connections, lack of dedicated budgets, and reliance on a single operator hinder optimal application performance. Despite not obtaining special incentives, operators show high commitment and responsibility, reflecting a positive executor disposition. In terms of bureaucratic structure, the village government does not yet have a written Standard Operating Procedure (SOP) specifically for SIKS-NG, so the technical implementation still relies on verbal direction and work experience. **Novelty:** This study highlights the implementation of SIKS-NG in Semambung Village using an analysis of Edward III indicators. It reveals the absence of specific standard operating procedures (SOPs), limited public access to information, and limited resources, including a single operator and unstable internet connections. These findings serve as an important assessment for the development of social welfare e-government policies and the challenges of digital services in the village.

INTRODUCTION

The development of information technology has changed the world, and computer technology has made it easier. It is known that a time-consuming process that is done repeatedly can work more effective. The role of computers is very important so that all activities in an institution can run smoothly [1]. The use of information technology aims to improve the quality of public services, strengthen interaction between the government and the business and industrial make sectors, empower the community through access to information, and make government management more efficient. In addition, the application of information technology by government agencies also helps reduce acts of corruption, increase transparency, facilitate affairs, increase income, and or save costs [2]. As a form of seriousness in digital transformation, the government implements Presidential Regulation Number 95 of 2018 concerning the Based Government System

Electronic. The Electronic-Based Government System or commonly called SPBE is the foundation of the government in providing services by utilizing technology or digital whose output produces information and communication technology applications [3]. Along with technological developments, the management of social welfare data is also a major concern for the government. Long and complicated systems can now be simplified and made more responsible through computer technology. The need for social welfare data must be managed properly, transparently, and sustainably as the basis for its issuance. Regulation of the Minister of Social Affairs Number 3 of 2021. concerning Integrated Social Welfare Data (DTKS) is an initiative from the Indonesian government to improve the way social assistance is distributed to be more targeted and efficient for people who really need it. The DTKS is a database system that stores information about people who receive various government-run social assistance programs [4].

Government Regulation of the Republic of Indonesia Number 39 of 2012 says that the achievement of social welfare is a condition that must be achieved for all citizens. This welfare aims to meet material, spiritual, and social needs so that people can live properly and continue to develop, so that they are able to carry out their social roles and functions well [5]. Social welfare is very intertwined with the economic condition of the community. One of the factors that affect social welfare is poverty. Poverty is a condition in which a person or family has difficulty meeting their basic needs, and the surrounding environment does not provide opportunities to improve the quality of life in a sustainable manner or to reduce the risk of hardship [6]. Implementation is a way of carrying out a plan that has been made neatly, carefully, and in detail. Implementation is only carried out if the plan is ready and mature, or has been made long in advance, so that there is certainty and sharpness in carrying out the plan. The indicator according to Edward III is to measure success in the implementation of programs that contain the variables of Communication, Resources, Disposition, and Bureaucratic Structure [7]. The Next Generation Social Welfare Information System (SIKS-NG) application program is an application used by the Ministry of Social Affairs of the Republic of Indonesia to propose new data and improve the database of underprivileged communities in an integrated manner. This application also supports the management of Integrated Social Welfare Data (DTKS). Data is very important in poverty alleviation programs because it is directly related to determining who is entitled to benefit from the Precision program. In determining the objectives of the poverty alleviation program, it is important to ensure that the program runs effectively. In accordance with the provisions of Law Number 13 of 2011 concerning the Handling of the Poor, as well as the Decree of the Minister of Social Affairs of the Republic of Indonesia Number 57/HUK/2017 concerning the Determination of Integrated Data for the Poor Handling Program in 2017, all districts and cities in Indonesia are required to check and verify data. To facilitate and monitor the process, the Data and Information Center (Pusdatin) of the Ministry of Social Affairs (Kemensos) has launched an application. Next Generation Social Welfare Information System (SIKS-NG) to improve the quality of the Integrated Database (BDT). With the

existence of SIKS-NG, the government can update welfare data more quickly and efficiently. The presence of this program is expected to facilitate government services to the community, so that it can overcome various problems in the community related to data proposals that are not appropriate and not on target [8].

Prior to the existence of the Next Generation Social Welfare Information System (SIKS-NG), data collection of social assistance in Semambung Village was carried out manually. This often leads to various obstacles such as double data, people who have died still recorded as recipients, and poor people who actually receive assistance. Since the implementation of the SIKS-NG application in 2018, the process of collecting data and managing social welfare data has become more systematic and accurate. Village operators can directly verify whether a person is still eligible to receive assistance or not through the features available in the app. The SIKS-NG application does not directly affect the disbursement of assistance, as disbursement is carried out through ATM transfers or POS partners. However, the app simplifies the process of validating recipient data, such as detecting recipients who have passed away or who are already economically capable. Village operators only need to upload a death certificate or conduct village deliberations to stop assistance for those who no longer qualify. SIKS-NG also has a variety of important features, such as View DTKS for see the data of the recipients, the replacement of the management if the head of the family dies, and submission or termination of PBI JK (BPJS for free from the State Budget). In addition, the management of assistance such as PKH and BPNPT (Non-Cash Food Assistance) is also monitored, although the distribution still depends on other parties such as the Ministry of Social Affairs or Social Services.

The initial view of the SIKS-NG (Next Generation Social Welfare Information System) application shows the login page used to access the social welfare data collection system. Only village operators or authorized parties can enter this application, using the username and password that has been given to each village. On the login page, there are several key elements, such as fields to enter usernames and passwords, captchas as a security verification step, and a "Login" button to access the system. In addition, there is also a "Log In to SIKS-GIS" option that allows users to access GIS (Geographic Information System) based systems related to spatial data on social welfare. To keep data secure, the SIKS-NG system automatically asks users to change passwords every 90 days or every three months. If the password has passed that time limit, the user must update it before they can access the in-app service.



Figure 1. SIKS-NG 2025 Home Page

In the display of the SIKS-NG (Social Welfare Information System – Next Generation) application, there are several menus that can be used to facilitate the data collection process, one of which is the DTKS (Integrated Social Welfare Data) menu. This menu serves to view and verify the data of residents who are included in the social welfare list. Officers can filter data based on name, NIK, KK number, disability status, and the type of social assistance received by residents. In this application, there are various types of social assistance (bansos) that can be chosen according to citizen data , such as PKH (Family Hope Program) which is intended for poor families with education, health, and social welfare components, PBI (Contribution Assistance Recipients) for health insurance assistance, and basic necessities or BPNT in the form of non-cash food assistance. In addition, there are also other assistance such as Orphans, PENA, Food, and Non-Social Assistance. This feature is very helpful for officers in the process of searching, grouping, and verifying data on social assistance recipients so that the distribution is more accurate and on target.

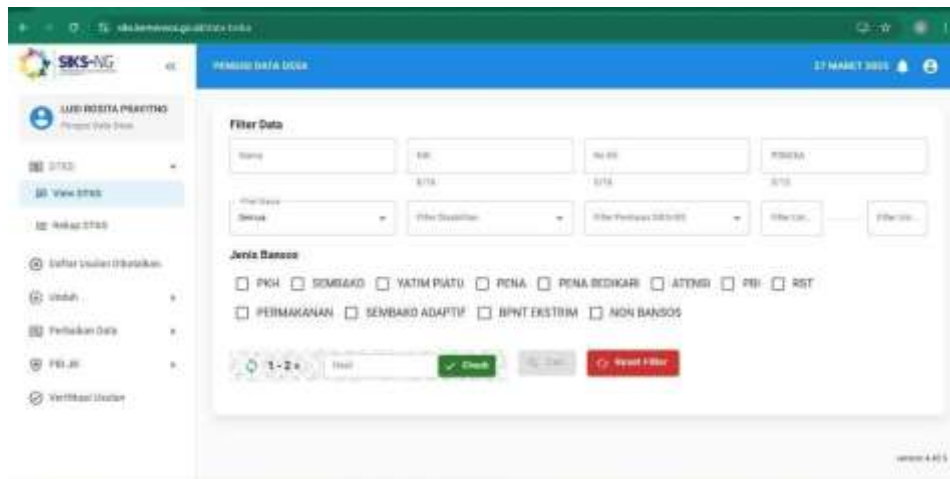


Figure 2. SIKS-NG 2025 Application

The high number of social assistance recipients recorded in the SIKS-NG application in Semambung Village reflects the socio-economic conditions of the community who are still vulnerable and highly dependent on government assistance programs. Based on data, as many as 182 Beneficiary Families (KPM) received assistance from the Family Hope Program (PKH), 298 KPM received Non-Cash Food Assistance (BPNT), and 1,417 KPM were recorded as recipients of National Health Insurance (PBI) contribution assistance. This number is relatively high because most of the residents of Semambung Village are included in the category of low-income families who meet the criteria as recipients of assistance. The breadth of the scope of this aid recipients shows that almost all levels of village society are classified as socio-economically vulnerable. This poses a challenge for village governments in improving community welfare through economic empowerment and sustainable development programs that can reduce dependence on social assistance.

Table 1. Data on Proposals and Receipts of Social Assistance in Semambung Village, Wonoayu District, Sidoarjo Regency in 2024

No	Bansos	Number of Recipients on the App
1.	PKH	182 KB
2.	BPNT	298 KM
3.	PBI (KIS)	1417 KB

Source : SIKS-NG Application Data and Interviews with Sebungng Village Operators, 2025

The main obstacle in using this application is only limited to the internet network. From a technical point of view, this application is stable and equipped with a data validation feature based on coordinate points and photo documentation of the recipient's

house. However, SIKS-NG is not a public application that can be accessed by the general public. This application can only be operated by appointed officers, such as village operators, TKSK, and Social Services. Meanwhile, the public can only access information through public platforms such as Sipraja and Plafon. Currently, the management of SIKS-NG in Semambung Village is only handled by one operator. Input tasks are carried out according to the specified schedule, such as the submission of PBI JK can only be done on the 1-10th, while the proposal and termination of data are carried out between the 20-25th of each month. For the rest, the operator only updates data such as name or address correction which can be done at any time. With the existence of SIKS-NG, it is hoped that the data collection process of social assistance recipients will be more efficient, on target, and reduce the potential for data irregularities. Although specific success indicators have not yet been determined, The existence of this system is felt to make it easier for village officials to distribute aid to people who really need it. In making this scientific article, previous research plays a fairly important role as a reference or guide in conducting research.

The previous research used as a guideline in this study was a study conducted in 2022 with the title "Implementation of the Next Generation Geographic Information System Application of the Social Welfare System in the Updating of Integrated Social Welfare Data (Study in Gedangan District, Sidoarjo Regency, East Java)" conducted by Nova Rochmatul Faiza, Radjikan, and Teguh Santoso.

Based on the results of the research, it was concluded that the implementation of the SIKS-NG application in Gedangan Regency has not been running optimally because there are still obstacles in the data update process which is influenced by the limitations of human resources in mastering the application system, as well as the lack of supporting facilities in the management of social welfare data. In addition, a 2023 study entitled "The Effectiveness of Integrated Social Welfare Data Management Based on the SIKS-NG Application at the Sampang Regency Social Service" conducted by Tajul Ulum, Muhamad Rifa'I, and Annisa Purwatiningsih found that in the management of social welfare data through the SIKS-NG application, problems related to limited internet network access in certain areas, as well as the unpreparedness of officers in operating the application to the maximum.

Based on the results of a 2023 study entitled "Implementation of E-Government Through the Next Generation Social Welfare Information System (SIKS-NG) as a Poverty Data Processing Application in South Bengkulu Regency" by Yevi Andriani, Sri Suwitri, and Tri Yuniningsih shows that the SIKS-NG application has not been fully effective in helping the poverty data processing process, due to the lack of regular data updates and the lack of socialization to village officials which have become implementers in the field. With the problems found in the previous research, the author is interested in conducting a research entitled "Implementation of the Next Generation Social Welfare Information System (SIKS- NG) in Semambung Village, Wonoayu District" as an effort to learn more about the implementation of SIKS-NG in the village area, considering that this

application is very important in supporting the implementation of accurate and valid data-based social welfare programs.

RESEARCH METHOD

In the study entitled "Implementation of the Next Generation Social Welfare Information System (SIKS-NG) in Semambung Village, Wonoayu District", the method used is a descriptive research method with a qualitative approach. This study uses a qualitative descriptive approach to understand and explain in depth how the application of SIKS-NG is implemented in the management of social welfare data at the village level. Qualitative research aims to uncover the meaning behind a phenomenon, as well as understand the actions, behaviors, and experiences of research subjects based on real conditions in the field. With this approach, the researcher seeks to find out in detail how the implementation of SIKS-NG supports effective and efficient digital-based services in Semambung Village, Wonoayu District, Sidoarjo Regency.

The location of this research was carried out in Sembong Village, because the village has utilized the SIKS-NG application in the process of managing social assistance data for its community. The technique of collecting data obtained in this study is by conducting interviews, directly observing, and recording relevant documents. The interview was conducted directly to the relevant informant, namely the operator of the SIKS-NG Application in Semmabung Village to obtain primary information related to the implementation of the application. Observations were made to directly observe the process of using applications and implementing data collection activities in the field. While documentation is used to collect secondary data. In this study, the informants were Mrs. Lusi Rosita Prayitno as the operator of the Next Generation Social Welfare Information System (SIKS-NG) application in Semambung Village as the informant, Mr. Rizal Havidhi Ismail as the head of services and the local community.

The sampling technique used in this study is to select samples based on the assessment of the required characteristics and in accordance with the purpose of this research which is called purposive sampling. The data analysis technique of the research results is carried out by following the data analysis model developed by Miles and Huberman, technical data analysis is the process of organizing, analyzing and interpreting nonnumerical data. This information or trend will then become a guideline in developing research. To analyze the data in this study, a model developed by Miles and Huberman was used, which consists of four main stages. The first stage is to collect data, which is obtained through documentation techniques, observations, and interviews during research activities. The second stage is data reduction, where the data that has been obtained is filtered, focused, and simplified to facilitate the analysis process, which begins from the time the researcher determines the scope of the research focus. The third stage is the presentation of the data, which is done sequentially and structured to provide a clear picture of the analysis process. The fourth stage is to draw conclusions, namely by interpreting the data through a comprehensive process of grouping, decomposition, and

review to obtain meaningful findings. This information or trend will then become a guideline in developing research. To analyze the data in this study, a model developed by Miles and Huberman was used, which consists of four main stages. The first stage is to collect data, which is obtained through documentation techniques, observations, and interviews during research activities. The second stage is data reduction, where the data that has been obtained is filtered, focused, and simplified to facilitate the analysis process, which begins from the time the researcher determines the scope of the research focus. The third stage is the presentation of the data, which is done sequentially and structured to provide a clear picture of the analysis process. The fourth stage is to draw conclusions, namely by interpreting the data through a comprehensive process of grouping, decomposition, and review to obtain meaningful findings.

RESULTS AND DISCUSSION

Results

This research generally aims to assess the implementation of the Next Generation Social Welfare Information System (SIKS-NG) in Semambung Village, Wonoayu District. The analysis was carried out using the Edward III (2016) indicator to evaluate the extent to which the program is running. The indicators used include communication, resources, disposition, and bureaucratic structure.

1. Communication

Communication is the process by which a person or several parties exchange information or messages with each other for a specific purpose. This process includes several stages such as creating, giving, receiving, and understanding messages. Communication can be divided into two categories, namely internal communication and external communication [9]. In the context of the implementation of the Next Generation Social Welfare Information System (SIKS-NG) application in Semambung Village, the communication process between village officials plays an important role, especially in updating data and making decisions related to the feasibility of social assistance. In internal communication, the staff of Semambung Village, Wonoayu District, have had a division of roles in the management of the SIKS-NG application. There is one operator who carries out the technical functions of the application, although his structural responsibility is under the Head of Welfare (Kasikesra). This operator is in charge of updating data, coordinating information changes, and reporting through the application system so that the input data is in accordance with real conditions in the field. This is as conveyed by Mrs. Lusi Rosita Prayitno as the organizer of the Next Generation Social Welfare Information System (SIKS-NG) application in Semambung Village as follows: *"For the management of the SIKS-NG application, I am only an operator. Actually, the one responsible is the Head of Welfare (Kasikesra). However, because Kasikesra here is old, I am the one who helps in the operation of the application. Currently, if there is a data update or information related to the application update, I convey it first to the Kasikesra, then the Kasikesra conveys it to the leadership. For example, if there is a resident who has passed away and their data needs to be*

deactivated, or if there is someone who wants to be registered in DTKS, then I must coordinate first with the Kasikesra and the leadership, whether this can be done or not. After receiving the instructions, I was the one who executed. So, I as an operator am in charge of helping the health department." (Interview, August 01, 2025).

Meanwhile, in external communication, namely communication between application managers and the public, various obstacles are still found. One of them is the limited public access to social assistance status information submitted through the SIKS-NG application. This application can only be accessed by villages, while the community does not have facilities to monitor the status of submissions or disbursements independently. The community only knows the progress of the assistance if they actively ask directly to the village office. This was conveyed by Mrs. Lusi Rosita Prayitno as the operator of the Next Generation Social Welfare Information System (SIKS-NG) application in Semambung Village as follows: *"If that person does not tell us, we don't know, because now the assistance goes directly to the ATM. We also can't check whether it has been disbursed or not." (Interview, March 20, 2025).* In addition, socialization to the public regarding the procedure for applying for assistance was not carried out formally. Information is only given directly to residents who come and ask questions to the operator, without involving RT/RW or an open forum. This risks causing miscommunication and making the public less aware of the overall application process. However, statements from the public actually show a different perception. One of the residents of Semambung Village, Vinka Najwa Faradila, said that: *"The delivery of information conveyed by the village apparatus is quite good" (Interview results, August 4, 2025).* This difference in perception shows that although from the perspective of the implementation of communication policies is considered not optimal systematically, some people consider that the information received is adequate. This can be due to differences in hands-on experience, where residents who actively ask questions may feel that they have received the information they need. However, this condition also shows that the communication that occurs tends to be passive and does not touch all levels of society equally. Therefore, a more open, structured, and involved element of society such as RT/RW is needed to ensure that all residents get the same information regarding social assistance procedures and status.

Based on the interview data above, it can be seen that communication in the implementation of the SIKS-NG application in Semambung Village has not been optimal. Internal communication between village apparatus has been carried out through the division of tasks between operators and the Head of Welfare, but it still relies on manual coordination. In external communication, public access to information is very limited due to the absence of formal socialization, so information is only given to residents who come directly. This finding is also juxtaposed with previous research by Nova Rochmatul Faiza, Radjikan, and Teguh Santoso entitled "Implementation of Next Generation Geographic Information System Implementation of Social Welfare System in Updating Integrated Social Welfare Data (Study in Gedangan District, Sidoarjo Regency, East Java)" showing that communication in the implementation of the SIGS SIKS-NG application is

still not running optimally. This is shown by the lack of comprehensive socialization of the implementation of the application and the weak coordination between the central and regional governments. In addition, the limited understanding of the e-government system apparatus is also an obstacle in the effective delivery of information, both internally between agencies and to the public [10].

2. Resources

Resources are everything that has value or ability and can be used to meet human needs or help in various activities. One type of resource that is very important is human resources (HR). Human Resources play an important role and must be possessed so that an organization or company can achieve its goals. Human resources are the most important component of an organization compared to other resources such as capital or technology, because humans manage and control all these factors. Without sufficient support from human resources, infrastructure, and supporting technology, it is difficult for a policy to be implemented optimally [11]. The success of policy implementation is greatly influenced by the quality and number of human resources involved. Lack of competent personnel or mismatch of capabilities can be a major obstacle in the policy implementation process. On the other hand, the existence of human resources who have adequate quality and capabilities will improve the implementation of policies to be better and more efficient. Therefore, Human resources are crucial in determining whether a program succeeds or fails. In the context of the implementation of the SIKS-NG application in Semambung Village, human resources are not a significant obstacle. The presence of these facilities and infrastructure is very important in helping operators carry out their duties smoothly. Although there are still some obstacles, such as an unstable internet network, in general the village has made efforts to provide the facilities needed to run the system.

The facilities and infrastructure provided by Semambung Village, Wonoayu District can be said to be good and able to support the operation of the SIKS-NG application. The facilities available include computers, laptops, printers, mobile phones, and LCDs, all of which are in good condition. In addition to physical facilities, other resources in the form of budgets are also an important part of supporting the implementation of the application. However, Semambung Village does not have a special allocation of funds for the implementation of SIKS-NG. This was conveyed by Mrs. Lusi Rosita Prayitno as the operator of the SIKS-NG application in Semambung Village, as follows: "*For facilities and infrastructure, it is for the private sector for each individual. Like me in the TU section, yes, use TU devices, so there is no allocation and in particular, one device is shared together.*" (Interview results, August 1, 2025). The statement shows that in terms of budget, the implementation of the SIKS-NG application still depends on the facilities available in each section, without financing support specifically allocated by the village. Regarding the management of social assistance, such as the distribution of basic necessities, Mrs. Lusi also explained that the amount and value of expenditure is currently still in the process of transitioning processing in the application. He said that: "*It is still in the process of transitional processing in the SIKS-NG application, so exact details have not been fully recorded in the system.*" (Interview results, August 1, 2025). This shows

that in terms of the support system, the use of the application is still not running optimally, because it has not been able to record in detail all transactions or activities for distributing social assistance. This condition can be an obstacle in terms of transparency and efficiency in the management of aid data.

Table 2. Data on the Number of Facilities and Infrastructure in Semambung Village, Wonoayu District, Sidoarjo Regency in 2025

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

Source : Data from interviews with Sebung Village Operators, 2025

The results of the study show that the resource indicators in the implementation of the SIKS-NG application in Semambung Village have not been fully met. In terms of human resources, only one staff member operates the application, while the structural officer in charge does not carry out the technical functions due to age and technology limitations. In terms of facilities and infrastructure, devices such as computers and printers are available in good condition, but the internet network is unstable so operators use private networks. In addition, there is no specific budget allocation to support the implementation of this application. Thus, limited human resources, infrastructure, and budget are obstacles in optimizing the implementation of SIKS-NG. This finding is also juxtaposed with previous research by Tajul Ulum, Muhamad Rifa'i, and Annisa Purwatiningsih entitled "The Effectiveness of Integrated Social Welfare Data Management Based on the SIKS-NG Application at the Sampang Regency Social Service" shows that the management of the SIKS-NG application at the district level has not been running optimally. Although data management has referred to the Ministry of Social Affairs Regulation Number 3 of 2021, there are still obstacles such as data synchronization with Disdukcapil, weak data updates, and data on aid recipients that are not on target [12].

3. Disposition

According to Edwards III (1980:89), disposition is an important variable related to the previous two variables. In terms of disposition, if policy implementers are more supportive of a policy, they tend to implement it according to the goals that have been set. However, if the attitude or perspective of the implementer is different from that of the policymaker, then the process of implementing the policy will be more difficult [13]. Proper placement of employees is critical to the successful implementation of policies. The commitment and motivation of the implementers play an important role in supporting the program. Without strong dedication, policy implementation will face various obstacles. Therefore, employees are needed who are not only competent, but also

have concern for the public interest. As conveyed by the operator, Mrs. Lusi Rosita Prayitno, this can be seen from the implementation of the SIKS-NG application in Semambung Village, where the implementer continues to carry out his duties despite various limitations, including the absence of special incentives. As said by Mrs. Lusi Rosita Prayitno as the operator of the Next Generation Social Welfare Infor System (SIKS-NG) application in Semambung Village: *"No, because now there is no incentive for operator holders because it is in accordance with their duties."* (Interview results, August 1, 2025). This statement reflects the dedication of the implementer in carrying out his duties without relying on the form of material award. In addition, the implementer also continues to provide understanding to the community regarding the procedures for applying for direct assistance, even though there is no formal socialization agenda from the village. This shows that there is concern and a sense of responsibility for the smooth running of public services. As conveyed by Mrs. Lusi Rosita Prayitno as the operator of the Next Generation Social Welfare Information System (SIKS-NG) application in Semambung Village: *"If there is no socialization here, but if for example someone asks, 'Mom, I want to apply for assistance A', later I will say that if, for example, you get assistance, then you have to enter DTKS data. This would be miscommunication. If anyone wants help, go straight to me."* (Interview results, August 1, 2025).

Thus, it can be concluded that the implementation disposition in the implementation of the SIKS-NG application in Semambung Village is quite good. Even though faced with limited budgets and additional facilities, the implementers still showed a cooperative attitude, had a sense of responsibility, and carried out their duties optimally for the sake of community service. The results of the study show that the disposition indicators in the implementation of the SIKS-NG application in Semambung Village have gone quite well. Even though they no longer receive special incentives, the executor still carries out his duties in accordance with his responsibilities. This shows commitment and dedication in supporting the program. In addition, the implementer also continues to provide direct information to the community regarding the procedure for applying for assistance, even though there have been no formal socialization activities from the village. Executors prefer to convey information privately to avoid misunderstandings. This attitude reflects a sense of responsibility and concern for the smooth running of public services. Thus, it can be concluded that the disposition indicators have been fulfilled through the commitment, motivation, and concern of the implementers for the successful implementation of the SIKS-NG application.

This finding is also juxtaposed with previous research by Evi Andriani, Tatik Nurhayati, and Widia Astuti entitled "Implementation of E-Government Through the Next Generation Social Welfare Information System (SIKS-NG) as a Poverty Data Processing Application in South Bengkulu Regency." shows that the implementation of the SIKS-NG application is still not running optimally. This is shown by the limitations of facilities such as inadequate laptops and low understanding of technology among the implementing staff. In addition, there are still many underprivileged people who have

not received assistance even though it has been recorded in the DTKS, thus showing that the process of data collection and distribution of assistance has not been maximized. Other problems such as double NIK and data inconsistency with conditions in the field also hamper the accuracy of the social assistance program targets [1].

4. Bureaucratic Structure

According to Edward III, in the bureaucratic structure, there are two prominent characteristics of bureaucracy, namely Fragmentation and Standard Operating Procedures (SOP). While policymakers may already know what they have to do, and they may have enough attitudes and resources to implement the policy, they may encounter obstacles in implementing the policy due to visible bureaucratic structures, such as standard operating procedures (SOPs) and division of duties [14]. Standard operating procedures (SOPs) are the main guidelines used to regulate the steps in various work activities in a company. SOPs regulate and limit how employees work. By implementing SOPs that have a clear explanation of tasks, activities can run regularly and help the company achieve its goals in accordance with its vision and mission, run in a directional, timely, and responsible manner [15]. Fragmentation is a way of distributing tasks clearly so that there is no imbalance in implementing a policy to various different institutions, so cooperation and coordination are needed in implementing the policy. Good and successful fragmentation is a type of fragmentation that is flexible, uncomplicated, and has good coordination and cooperation between teams [16].

In the standard operating procedures (SOP) in Semambung Village, there is no SOP regarding SIKS-NG and the village does not have an SOP as conveyed by Mr. Rizal Havidhi Ismail as the Head of the Semambung Village Office, Wonoayu District *"If currently in Semambung Village there is no special SOP for SIKS-NG, even the village itself does not have an SOP"* (Interview results, September 11, 2025). Based on the above statement, it can be seen that the Semambung Village Government does not have a Standard Operating Procedure (SOP) related to SIKS-NG. However, in the future, the village government plans to prepare SOPs so that the community clearly understands the procedures related to SIKS-NG. In addition to SOPs, fragmentation is also needed in the SIKS-NG implementation process. Fragmentation is the division of tasks in making policies to various different institutions, so it requires cooperation between agencies to cooperate between these institutions [17]. As conveyed by Mrs. Lusi Rosita Prayitno as the Chairperson of TU & General who said, *"Each position holder has worked in accordance with their respective main task and function (tupoksi). For the coordination mechanism, Kaur coordinates with the Village Secretary, while the Head coordinates directly with the Village Head"* (Interview results, September 4, 2025). This statement shows that the implementation of SIKS-NG in Semambung Village involves the division of tasks among several village apparatus that coordinate with each other, thus reflecting the fragmentation in the bureaucratic structure. These findings are also juxtaposed with previous research by Nova Rochmatul Faiza, Radjikan, and Teguh Santoso entitled "Implementation of the Next Generation Geographic Information System Social Welfare System Application in

Updating Integrated Social Welfare Data (Study in Gedangan District, Sidoarjo Regency, East Java)". The study confirms that the implementation of the SIGS SIKS-NG application in updating the DTKS requires the support of resources, coordination, and clear procedures for the data verification and validation process to run effectively. The field results show that there are still frequent inconsistencies between the data of the Population Identification Number (NIK) of Beneficiary Families (KPM) and the real conditions in the field, which results in data not being synergized and causing obstacles in the distribution of aid.

Discussion

The implementation of the Next Generation Social Welfare Information System (SIKS-NG) in Semambung Village reflects the government's broader efforts to enhance administrative efficiency through digital transformation at the village level. This system has streamlined the process of updating and verifying welfare data, aligning with the goals of the Integrated Social Welfare Data (DTKS) policy. However, the findings reveal that while internal communication between operators and the Head of Welfare functions adequately, external communication with the public remains limited. This gap reduces transparency and public awareness of social assistance mechanisms. The absence of formal socialization and limited community access to application information hinder inclusivity and accountability. These findings reinforce Edward III's assertion that effective communication is fundamental to policy implementation, as miscommunication between implementers and beneficiaries can compromise program outcomes.

From the resource perspective, the study identifies that although facilities such as computers and printers are available and functional, the lack of a stable internet connection and the absence of a dedicated budget have constrained operational efficiency. The presence of only one operator increases administrative workload, reducing the effectiveness of data management and system updates. Despite these limitations, the operator's dedication and adaptability in carrying out tasks without incentives demonstrate strong intrinsic motivation—a critical component of disposition in Edward III's model. This condition illustrates how human commitment can temporarily compensate for institutional constraints but cannot replace the structural need for adequate resources and technical support. The government's future strategy should therefore include structured training, resource allocation, and technological upgrades to ensure sustainability and accuracy in digital welfare governance.

In terms of bureaucratic structure, the lack of a written Standard Operating Procedure (SOP) has resulted in procedural inconsistencies and reliance on informal coordination mechanisms. Although coordination between village officials and community leaders occurs informally, the absence of codified guidelines creates ambiguity in task execution and accountability. This situation echoes findings from previous studies that emphasize the role of SOPs in ensuring uniformity and efficiency in bureaucratic operations. The existence of fragmented communication and task division demonstrates a need for stronger institutional frameworks to support the SIKS-NG

program. Therefore, future implementation should prioritize the establishment of formal SOPs, expansion of human resources, and regular performance evaluation. These improvements will not only strengthen bureaucratic effectiveness but also promote transparency, responsiveness, and sustainability in the administration of social welfare data systems at the village level.

CONCLUSION

Fundamental Finding : The implementation of the Social Welfare Information System Next Generation (SIKS-NG) in Semambung Village remains suboptimal. Internal communication between the operator and the Head of the Welfare Section functions reasonably well through task delegation and manual coordination; however, external communication with the community is limited due to the absence of formal socialization and public access to monitor aid status. While resources such as computers and printers are adequate, the internet connection is unstable, there is no dedicated budget, and only one operator manages the application. Nevertheless, the implementers demonstrate strong commitment and responsibility despite receiving no incentives, whereas the bureaucratic structure lacks written Standard Operating Procedures (SOPs), hindering data accuracy and service flexibility. **Implication :** This study contributes theoretically to e-government implementation research by highlighting how communication barriers, limited resources, and the absence of SOPs affect social welfare data management. Practically, it provides a basis for village governments to strengthen formal outreach, allocate a dedicated budget, train operators, and establish clear SOPs to enhance transparency and equitable information dissemination. **Limitation :** The research focuses solely on one village and relies on qualitative interviews conducted at a single point in time, making the findings difficult to generalize. **Future Research :** Future studies are recommended to compare multiple villages, assess system performance and user satisfaction quantitatively, and explore training models and community engagement strategies to improve and expand SIKS-NG implementation.

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