

Effectiveness of the Next Generation Social Welfare Information System (SIKS-NG) Program in Handling Poverty in Sumorame Village

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DOI: <https://doi.org/10.61796/icossh.v2i2.357>



Sections Info

Article history:

Submitted: September 10, 2025
Final Revised: September 25, 2025
Accepted: October 02, 2025
Published: October 10, 2025

Keywords:

SIKS-NG
Effectiveness
Indrajit's Theory
Social Welfare
Information System

ABSTRACT

Objective: This study aims to analyze the effectiveness of the Next Generation Social Welfare Information System (SIKS-NG) program in poverty alleviation efforts at the village level, especially in Sumorame Village, Indonesia. **Method:** The method used is descriptive qualitative with data collection techniques through interviews, observations, and documentation. The informants involved in this study consisted of village heads, SIKS-NG operators, and village officials who were directly involved in the implementation of the program. **Results:** First, human resource readiness is relatively good but is still limited to verification authority and time management. Second, technological infrastructure is adequate and supports system operations. Third, system management runs procedurally but lacks coordination because village authority is limited. Fourth, data accuracy is constrained by long validation and uncertain results. Fifth, the impact of the system on organizations and communities is not optimal because it still relies on old data and limited quotas. **Novelty:** The novelty of this study lies in the application of effectiveness theory as a whole in the village context and the disclosure of real implementation obstacles in the field. This study provides an important contribution to policy formulation in optimizing e-government services in social welfare programs in rural areas.

INTRODUCTION

The development of information systems and information technology has now become an important resource for organizations, both in the government and private sectors [1]. Technology And system information now no only serves as additional support, but has become part of the main operation that is very potential. This technology also has a significant strategic role in supporting effectiveness, efficiency, and productivity in organizations [2]. The advancement of information technology has brought about major changes in the world, making various activities easier with the support of computer technology. This is evident in the increased effectiveness of long and repetitive work processes, where computers play an important role in facilitating activities within an agency. The use of database Systems has so far provided significant support for the performance of many agencies. Information plays an important role for organizations in the decision-making process, and this information can be obtained through information systems (Information Systems). The government continues to innovate and compete in improving services to the community in a more modern and effective way [3]. This effort is also carried out by the Ministry of Social Affairs, which is committed to

improving public services through the application of the Social Welfare Information System Next Generation (SIKS-NG) [4]. Public is key stakeholders in e- government implementation. However, in e-government research, the focus on society is still under-

explored, because most e-government projects only focus on transforming traditional services and information into technology-based ones. Existing e-government maturity assessment models generally only assess technological capabilities in e-government [5], [6].

In accordance with the implementation of the SIKS-NG program, it includes several important regulations. First, Law Number 13 of 2011 concerning Handling the Poor, which regulates the government's strategies and steps in eradicating poverty in Indonesia, including the management of social assistance. Second, Law Number 25 of 2009 concerning Public Services, which requires the government to provide social services based on valid and accurate data so that services are more targeted. Third, Regulation of the Minister of Social Affairs of the Republic of Indonesia Number 1 of 2018 concerning Guidelines for the Implementation of the Social Welfare Information System, which is the operational and management reference for SIKS-NG, ensuring that this system can be used effectively throughout Indonesia [7], [8], [9]. These three legal bases create a strong foundation for the implementation of SIKS-NG in dealing with poverty. SIKS-NG is a data management system developed by the Ministry of Social Affairs' Pusdatin. Its development began in mid-2017, and this application was first introduced to local governments through the social service through national-scale technical guidance (bimtek) held in Jakarta in October 2017. Application This available in two platforms: SIKS-NG offline version 1.0 and SIKS-NG online, complete with its logo. SIKS-NG offline can be used by district governments up to the village level, while SIKS-NG online can only be accessed by officer service social in level district/city. Since launched, This application has undergone various developments to perfect the features and improve lack or bug based on input from users. Moment this, the latest version of SIKS-NG offline used is version 2.4.1. On year 2019, Ministry Social introduce SIKS-NG based on Android, known as SIKS - droid. This platform makes it easier for data collection officers to do verification and validation data moment visit House ladder using smartphone or tablet, without requires a pre-print on paper. SIKS- droid also has a feature to document the condition of the house, including the roof, floor, walls, identity of the head of the household, and record the coordinates of the house location. ladder Which visited. In year Which The same, SIKS-NG succeed achieved ISO 27001:2013 certification in the information security management category [10], [11], [12].

Next Generation Social Welfare Information System Program (SIKS-NG) which is designed to increase the effectiveness of poverty management through the use of information technology in managing social welfare data. SIKS-NG aims to provide more accurate and real-time data related to poor families who are entitled to receive social assistance. By utilizing a digital-based system, this program accelerates the process of verification, identification, and monitoring of social assistance recipients, which in turn increases transparency and accountability in the distribution of assistance. In addition, SIKS-NG also allows for better coordination between government agencies at the central and regional levels, and reduces the potential for errors in the distribution of social

assistance, so that assistance is right on target. Support from the central and regional governments is crucial in the smooth implementation of the SIKS-NG program in Sumorame Village. The central government provides training and technical guidance for village officials in using the SIKS-NG application, as well as optimizing technological infrastructure, such as a better internet network, to support system operations. Local governments, especially at the sub-district level, also provide support in terms of monitoring and evaluating program implementation, as well as providing the facilities and infrastructure needed for smooth data access [13], [14].

In Sumorame Village, the SIKS-NG program was introduced in 2021 through socialization carried out by sub-district assistants from the Social Service. Each village appoints one person as an operator who is responsible for managing this application. The task of the village operator is to input data on people who are classified as poor and underprivileged into the SIKS-NG application. The data that has been entered is then submitted to the Sidoarjo Regency Social Service, which is authorized to verify and validate the data. In the SIKSNG application, there are several menu features such as view DTKS, DTKS recap, list of canceled proposals, village/sub-district DTKS proposals, approval of village/sub-district proposals, proposals for terminating villages/sub-districts, and data correction. The function of the feature is the View DTKS (Integrated Social Welfare Data) feature allows users to view and verify data on registered social assistance recipients, ensuring that the recipient data is in accordance with the applicable poverty criteria. The DTKS Recap feature allows the village to recapitulate data on aid recipients, which is useful for further evaluation and planning. The Canceled Proposal List displays a list of canceled proposals, such as proposals to add or delete data on aid recipients that do not meet the criteria [15], [16]. The Village/Sub-District DTKS Proposal is used to submit or update data on social assistance recipients at the village level, as was done in Sumorame Village, so that data on families or individuals eligible for assistance can be updated appropriately. The Approval of Village/Sub-District Proposal allows for approval of proposals submitted by the village, which are then processed by the authorities. The Village/Sub-District Termination Proposal is used to propose termination of assistance for recipients who no longer meet the requirements or have died. Finally, the Data Correction feature allows for correction or updating of data on social assistance recipients, such as changes in address or family status, so that the recorded data is always accurate and on target. With the implementation of the SIKS-NG application, it is hoped that the distribution of social assistance can be more targeted and play a role in reducing poverty in Sumorame Village. However, the poverty rate in this area is still high. In Sumorame Village, the implementation of SIKS-NG has had a significant impact on increasing the accuracy of data on social assistance recipients. Previously, recipient data management was often done manually, which gave rise to the potential for errors and inaccuracies in aid distribution. However, with SIKS-NG, the data verification process is now carried out more efficiently and precisely through a digital-based system, which accelerates the identification of recipients who really need

assistance. Village officials involved in this process receive training on the use of the SIKS- NG application, so that they can carry out their duties better. The community also feels more confident that the assistance received is in accordance with their needs, because the selection and verification process is carried out more transparently and systematically. The positive impact of the implementation of SIKS-NG in Sumorame Village is very pronounced. This program has a direct impact in the form of increased transparency in the management of social assistance, reducing errors in recording recipient data, and ensuring that social assistance can be distributed to the right targets. The program's focus on ensuring that assistance reaches families who really need it makes poverty alleviation efforts more effective and efficient. In addition, SIKS-NG also accelerates the aid distribution process which previously took quite a long time, so that people in need can immediately receive assistance. By using more accurate data, SIKS-NG plays a role in realizing better governance and accelerating the restoration of social welfare at the village level [17], [18].

Table 1. Aid Recipients in Sumorame Village in SIKS- NG

No	Year	Amount Individual	Amount KK
1	2021	1.110	463
2	2022	1.111	499
3	2023	1.128	506
4	2024	1.128	506

Source : Processed from government Village Sumorame (2025)

The data table above shows the number of Sumorame Village residents who received benefits from the Next Generation Social Welfare Information System (SIKS-NG) program, there is a slight increase in the number of individuals and heads of families registered as recipients of social assistance each year. In 2021, there were 1,110 individuals registered in SIKS-NG with 463 heads of families (KK). In the following year, 2022, the number of registered individuals increased slightly to 1,111 with 499 KK. Then in 2023 and 2024, the number of registered individuals remained stable at 1,128, with the number of heads of families also remaining at 506. This data shows that the SIKS-NG program has succeeded in covering almost all residents who have the potential to receive social assistance, although there are fluctuations in the number of individuals and families recorded each year.

Previous studies that are used as references for this study include research conducted by Purnomo which examines the effect of information system quality on public service performance, with a focus on technology-based applications in managing social assistance in villages. This study shows that high-quality information systems can increase the effectiveness of public services, including in the distribution of social assistance [19]. Setiawan also examined the implementation of SIKS-NG in several villages and identified various obstacles faced in managing the application. Setiawan's findings indicate that the lack of training and understanding of technology causes the

implementation of SIKS-NG to be suboptimal [20]. Another study, namely Rahmawati, evaluated the effectiveness of SIKS-NG in improving the accuracy of social assistance recipient data and its impact on poverty management [21]. Rahmawati's research results also highlight the challenges faced in managing data appropriately, including dependence on trained human resources and adequate infrastructure.

Based on field observations, there are several problems in the Effectiveness of the Next Generation Social Welfare Information System (SIKS-NG) Program in Sumorame Village. Among them, first, the lack of staff trained in using the SIKS-NG application. This has an impact on the slow handling of applications from people who need help. Second, frequent network problems are also a significant obstacle. SIKS-NG operators in the village often have difficulty uploading data because the application runs slowly or even errors when data is uploaded continuously.

Next Generation Social Welfare Information System (SIKS-NG) program in Sumorame Village using the effectiveness theory developed by Indrajit. The theory put forward by Indrajit emphasizes that the success of an information system is highly dependent on several main factors, such as the readiness of human resources, the quality of technological infrastructure, the effectiveness of system management, the accuracy of data and information, and the impact on the organization and users [22]. Thus, based on Indrajit's theory, 1) This theory emphasizes the importance of staff quality and competence in the success of a system. 2) The main indicator in this theory is staff competence, which includes technical training, understanding of applications, and the ability to overcome problems that arise during operations. 3) The quality of technological infrastructure is also a crucial factor in the success of an information system. Inadequate infrastructure can hinder the operational process and program effectiveness. 4) The effectiveness of system management plays a role in ensuring that the information system can function properly. 5) The impact on the organization and users must also be considered, because an information system that does not run smoothly will slow down the process of providing social assistance to people in need.

RESEARCH METHOD

This study uses a qualitative descriptive research method with a primary focus on the effectiveness of the Welfare Information System (SIKS-NG) program in dealing with poverty in Sumorame Village. The qualitative descriptive method aims to provide a description and explanation of the phenomena that occur based on facts in the field, with researchers as the main instrument in data collection. According to Sugiyono, the descriptive method is used to analyze data by describing or describing the data that has been collected as it is without generalizing. This approach is applied to analyze the effectiveness of the SIKS-NG program in Sumorame Village [22]. The location of the study is in Sumorame Village, Candi District, Sidoarjo Regency, which was chosen because there were indications of problems in the implementation of this program.

programs implemented by government agencies or organizations. This readiness includes training, understanding of the system, and responsibility in managing and operating the system optimally [21]. The following is information from an interview with Mr. Mujib Ridwan as the Head of the Welfare Section who is responsible for holding the SIKS-NG account in Sumorame Village, Candi District, Sidoarjo Regency. Based on the results of the interview with the Head of the Sumorame Village Welfare Section regarding the Readiness of Natural Resources to apply the SIKSNG system:

"There are obstacles that I face in becoming a SIKSNG system operator, generally, namely the submission of data so that every citizen or community submits to the DTKS data, we cannot reject it because it is part of the service. While the status of the community is not necessarily, there are those who are able, some are really unable. The problem for the operator is that they cannot verify it, so we refuse to be included, yes, it is wrong because they do not serve the number. Then, in SIKSNG, there are several types of assistance including PPI, KIS, KIP, and others, the proposals for each assistance are limited or determined by the date and time to propose each month. It's just that sometimes the operator is busy with the determination of the time because the service classifies various types of assistance, but from the operator and residents who submit applications on that date, sometimes there are events so that the application submission must be in the following month because it has passed the date ". (Interview February 25, 2025). From the statement of the Head of Welfare Section, the readiness of resources for operating the SIKSNG application system is very good, but the problem lies in the upload which sometimes coincides with other agendas.

The above facts, when associated with Indrajit's theory regarding the effectiveness of information system implementation in government environments, show that the success of the system is not only determined by the availability of technology, but also by the readiness of human resources, clear work procedures, and institutional support. Based on the results of interviews with SIKS-NG operators in Sumorame Village, it was revealed that there were still obstacles in the process of verifying community data that had applied to be included in the DTKS. Operators found it difficult because they did not have full authority to filter data based on the real conditions of residents, while services to the community must still be carried out.

Then the social assistance proposal system that is limited by a certain date and time makes it difficult for operators when there is a conflict with other activities, which results in residents' submissions having to be postponed to the following month. This shows that rigid procedures and limitations in time management are obstacles to the effectiveness of system implementation. In accordance with Indrajit's theory, an information system will be effective if supported by competent HR elements, flexible and adaptive processes, and a supportive environment. An imbalance in one of these elements can hinder the achievement of the objectives of the system that has been designed.

Quality of Technology Infrastructure

Assessing the effectiveness of information system implementation such as SIKS-NG. According to Indrajit, the quality of technological infrastructure includes the completeness and readiness of hardware, software, and data communication networks that support system operations. In Sumorame Village, Candi District, Sidoarjo Regency, the quality of technological infrastructure is one of the challenges in maximizing SIKS-NG utilization. Based on an interview with Mr. Mujib Ridwan, Head of Welfare Section of SIKSNG application operators in Sumorame Village, Candi District, Sidoarjo Regency.

" Yes, the technological infrastructure is adequate, both the online system from the internet and devices such as laptops, etc. are adequate from the village. It has supported everything to run the operational process of the SIKSNG application". (February 25, 2025).

From the interview above, if related to Indrajit's theory regarding the effectiveness of the SIKSNG system in Sumorame Village, it shows that one of the important factors in the success of the information system is the availability of adequate technological infrastructure. Based on the results of interviews with SIKS-NG operators in Sumorame Village, it is known that supporting infrastructure such as internet networks and technological devices, such as laptops and other equipment, are already well available and support the operation of the SIKS-NG application.

" I have provided facilities to facilitate the operation of the SIKSNG application so that operators do not have difficulty when uploading data submissions from community requests". (interview March 10) Statement from Mr. Rochman as the head of Sumorame Village, Candi District, Sidoarjo Regency.

This condition reflects that in terms of technology, the village is quite ready to run an information system. In accordance with Indrajit's theory, the availability of technological infrastructure is an important component in supporting the effectiveness of an information system, but it still needs to be supported by the readiness of human resources, efficient work processes, and institutional commitment so that the system can run optimally. Without support from these other aspects, the existence of adequate technology does not necessarily guarantee the success of the program's implementation as a whole.

System Management Effectiveness

The success of implementing information systems such as SIKS-NG at the village level. The effectiveness of system management includes planning, organizing, implementing, and supervising the entire operational process of the information system. Good management will ensure that the system can run according to the objectives that have been set and is able to provide maximum benefits for users and the community. In this context, system management must be able to manage available resources, both human, technology, and work procedures, in a structured and sustainable manner.



Figure 1. SIKSNG Application Capture Image

Source : Processed from government Village Sumorame (2025)

Based on an interview with Mr. Rochman as the head of Sumorame village, Candi sub-district, Sidoarjo district, he stated.

" Yes , I want to process the data according to the proposal, yes, usually, for example, for assistance, residents submit their own application by filling out a form from the service according to their needs. And we as operators only upload the proposed data , for the rest, verification of whether it is accepted or not comes from the Social Service itself" (February 25, 2025)

From the statement above, if it is related to Indrajit's theory (2006) regarding the effectiveness of information systems in government environments, it shows that a structured and clear work process is one of the important components in the success of system implementation. Based on the results of interviews with SIKS-NG operators in Sumorame Village, it is known that the data processing mechanism is carried out based on direct submissions from residents who fill out forms according to their needs, such as for social assistance. The village operator is then only tasked with uploading data into the system, while the verification process and determining whether or not the submission is accepted is entirely the authority of the Social Service. This reflects that although the workflow has been determined, there are still limitations in the role of the village as a technical implementer in the field. In accordance with Indrajit's theory, the effectiveness of the information system will be achieved if there is a balance between technology, human resources, work processes, and institutional support. When one aspect, such as coordination between levels of government or verification authority, is not optimal, the effectiveness of the program can also be hampered even though the system is running procedurally.

Accuracy of Data and Information

Accurate, complete, and timely data and information greatly determine the quality of decision making and the effectiveness of public services. In the context of a social welfare information system, data accuracy includes the validity of information inputted

into the system, conformity to real conditions in the field, and periodic data updates. Inaccurate or outdated data can cause errors in the distribution of social assistance, data collection of beneficiaries, and future program planning. Based on an interview with the Head of Welfare as the SIKSNG application operator in Sumorame Village, Candi District, Sisoarjo Regency.

"SIKSNG system information from the service, so from us who receive the SIKSNG proposal, we also want to convey the validation and verification time in the social service, which is at least 3 to 6 months. So the operator informs the applicant the time needed to find out whether the proposed data is included or not in the DTKS or SIKSNG application, which is 3 to 6 months, sometimes some applications are not included". (March 10, 2025)

Table 2. DTKS Proposal Process

Stages	Explanation	Estimated Time
1. Data Submission	Submissions are made by villages/sub-districts through community deliberations to determine potential recipients.	1-3 Business Days
2. Verification and Validation by Local Government	The local government checks and ensures the suitability of the data according to real conditions in the field.	3-7 Business Days
3. Submission to the Ministry of Social Affairs	The verification results data is submitted to the Ministry of Social Affairs via the SIKS-NG application.	1-2 Business Days
4. Processing by Pusdatin Kesos	Data is processed in the Social Welfare Information System (SIKS) by the Ministry of Social Affairs' Data and Information Center.	2-3 Business Days
5. Determination and Login to DTKS	Data that passes will be designated as recipients of social assistance and entered into the official DTKS.	-
6. Waiting for the Social Assistance Disbursement Schedule	After entering the DTKS, disbursement follows the policies of each program (PKH, BPNT, BST, etc.).	As per program schedule
Additional Notes	If there are any corrections or revisions to the data, the entire process may take longer than the initial estimate.	Time is uncertain

Source : Processed from government Village Sumorame (2025)

The statement above is related to Indrajit's theory (2006) regarding the effectiveness of information system implementation in government environments, showing that the success of an information system does not only depend on technology, but also on the clarity of information flow, coordination between institutions, and the expectations of system users. Based on the results of interviews with SIKS-NG operators in Sumorame Village, it is known that the data validation and verification process by the Social Service takes between three to six months from the time the application is submitted. This information is then conveyed by the operator to residents who submit applications, but in practice, not all applications can be accepted or included in the DTKS. This shows limitations in time control and uncertainty in the results of the application process which can cause confusion or dissatisfaction among the community. In accordance with Indrajit's theory, the effectiveness of an information system can only be achieved if every element—be it technology, human resources, procedures, or institutions—can function in an integrated manner. When the bureaucratic process takes too long without adequate transparency, there will be obstacles in achieving program goals and reduce the level of public trust in the system being run.

Impact on Organizations and Users

An effective information system should have a significant positive impact, both for the organizing organization and for the end user, in this case the community. The impact on the organization can be seen from the increased work efficiency, ease in data management, and faster and more accurate service quality. Meanwhile, for users, an effective system will facilitate access to services, increase transparency, and strengthen public trust in program organizers. The information system should also be able to answer the needs and expectations of users through user-friendly features and a straightforward process. Based on an interview with the Head of Welfare of the SIKSNG application operator in Sumorame Village, Candi District, Sisoarjo Regency.

"Actually, there's no impact on e se solae before there was the SIKSNG application, this is the data base that has been used by the Social Service, so the old data is about to be entered later, but the SIKSNG application is indeed an old data base, maybe this new SIN has the benefit of e. For example, Seng Seng submits 50 per year, not all of the 50 is included, maybe it's 20 or 30, because from the Social Ministry it is also limited by each provincial quota, then it goes down to the quota. district. So yes, there are still benefits from e but they are not too specific and are not affected " (March 10, 2025)

The above facts, when associated with Indrajit's theory (2006), show that the effectiveness of an information system is not only determined by technology, but also data updates and information relevance. Based on interviews with SIKS-NG operators in Sumorame Village, it is known that the data in the application mostly comes from the old Social Service database. Submission of new data is also limited by quotas from the central government, so not all proposals are accepted. This means that the benefits of the system have not been fully felt. According to Indrajit's theory, the system will be effective if the available data is relevant, up-to-date, and supports the right decisions.

Discussion

The implementation of the SIKS-NG program in Sumorame Village demonstrates a moderate level of effectiveness when evaluated through Indrajit's five indicators of information system success. Human resource readiness is relatively strong in terms of operational understanding and commitment, yet limited authority and procedural rigidity have restricted local operators from making timely decisions. This finding confirms that technical competence alone is insufficient without adequate institutional autonomy. The availability of sufficient technological infrastructure, including laptops and internet connectivity, has provided a foundation for digital operations. However, the dependency on stable network access and top-down data approval from higher administrative levels remains a bottleneck that hinders responsiveness and real-time data processing.

From a managerial perspective, system management effectiveness in Sumorame Village still faces coordination challenges between the village government and the district social office. Although data entry and submission processes follow standard procedures, the limited authority of village operators in data validation leads to bureaucratic delays. These findings align with previous studies, such as those by Haromin and Mursyidah & Arydianti, which noted similar coordination barriers in other regions using SIKS-NG. The accuracy of data also emerges as a critical concern, as long validation periods—ranging from three to six months—reduce the timeliness and reliability of welfare data updates. This delay undermines the very purpose of the system, which aims to ensure targeted and equitable social assistance distribution [18].

Furthermore, the impact of the SIKS-NG program on organizational efficiency and community welfare has not yet reached its optimal potential. Although transparency in data management has improved, the reliance on outdated databases and limited quotas from higher authorities weakens the system's capacity to deliver inclusive outcomes. This situation aligns with findings by Andriani et al, emphasizing that data renewal and user participation are central to ensuring effective e-government practices [1]. Therefore, while SIKS-NG has strengthened administrative control and enhanced awareness of digital governance at the village level, its long-term effectiveness requires stronger inter-agency coordination, continuous operator training, and periodic database updates. In the broader context, optimizing the SIKS-NG program represents an important step toward realizing data-driven social welfare management that is transparent, responsive, and sustainable.

CONCLUSION

Fundamental Finding : The SIKS-NG program in Sumorame Village shows moderate effectiveness based on Indrajit's five indicators. Human resources are capable but limited in authority; infrastructure is adequate; system management lacks coordination; data accuracy is hindered by long validation; and the impact on users remains minimal due to outdated data and quota limits. **Implication :** These findings highlight the need to enhance village-level authority, streamline coordination, and improve data validation processes. Strengthening all five indicators is essential to optimize digital welfare services. **Limitation :** This study focuses only on one village and

uses qualitative data, limiting generalizability and lacking quantitative impact analysis. **Future Research :** Further studies should compare multiple regions, quantify indicator outcomes, and explore ways to improve user experience, training, and local autonomy in system implementation.

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