

The Effectiveness of the SIKS-NG Application in Poverty Data Management

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ABSTRACT

Objective: The goal of this study is to evaluate how well the Next Generation Social Welfare Information System (SIKS-NG) is working in managing poverty data in Sumput Village, Sidoarjo District. The research used a qualitative descriptive approach, involving observations, interviews, and document analysis at the study location. This method was based on the theory of program effectiveness as outlined by Budiani (2007).

Results: The results of the study indicate that the implementation of SIKS-NG in Sumput Village has not been fully optimized, based on indicators of target accuracy, socialization, monitoring, and program goal achievement. The main challenges include insufficient field verification, low community understanding, and inadequate infrastructure. The uniqueness of this study lies in its focus on analyzing the effectiveness of the social data management information system at the village level in a specific and comprehensive manner, as well as comparing the findings in Sumput Village with previous studies in other areas. **Novelty:** This research provides an important contribution to the development of strategies to improve the implementation of digital-based social information systems at the village level to support improved data accuracy and the effectiveness of social assistance distribution.

INTRODUCTION

The development of information technology has brought significant changes in the world, making it simpler thanks to the support of computer technology. In fact, work mechanisms that have been long and repetitive have become more effective, where computers play an important role in supporting the smooth implementation of tasks within an agency. Data organization is done through a Database System that has supported the performance of various agencies. Information is a very crucial element for a company in the decision-making process, where this information can be obtained through an information system [1].

Electronic government refers to the use of digital technology by the government to enhance the public service system, which can be broken down into four stages: preparation, maturity, stability, and usage. Implementing an E-Government system leads to a more transparent, effective, and efficient government. E-Government can generally be defined as the application of digital technology to change how government operations are conducted with the goal of improving performance and delivering better services [2]. According to Abidin, e-government is an internet-based information management system and public services. The goal is to record and track public information, as well as provide access to public services by government agencies. A concrete example of this definition is that people can pay electricity bills or take care of business licenses

independently, with the help of an open, easy, and fast management information system [3].

Based on Presidential Decree No. 20 from 2006, the National Information and Communication Technology Council characterizes e-government as the application of Information and Communication Technology in governmental functions to enhance productivity, efficacy, openness, and responsibility in governmental operations. The incorporation of Information and Communication Technology within business operations indicates that entities continually strive to blend technology in a cohesive and unified manner. [4]

The implementation of e-government in the era of public information disclosure is of course inseparable from the role of PR or public relations of an institution. In government agencies, PR is responsible for processing information to the public, as well as building an image and strengthening the credibility of the institution. This can be done by managing the institution's local media, making press releases in the mass media, organizing special events, and publishing the institution's programs and activities through the official website (e-government). The current era of public information disclosure also provides greater freedom to the mass media in accessing information about government performance as a public body. The function of the mass media as social control in the relationship between society and government requires easy and quick access to information. However, prior to UU KIP, public relations tended to restrict access to certain information. Law No. 14/2008 regulates the limits and categories of public information that may and may not be disclosed to the public.

Indonesia is a country that has a large population and is developing in various fields of life. However, along with this progress, the country also faces various complex challenges that require special attention, including the issue of poverty. Poverty is a situation where a person or group struggles to get the essentials they need to live a healthy and normal life, such as enough food, proper clothing, a safe place to live, and access to learning opportunities. This condition is often the cause of various other social problems, thus affecting the quality of life and progress of the nation.

The problem of poverty in Indonesia has been going on for a long time and is still a common burden that is difficult to overcome completely. The government has made efforts through various policies and programs to address the issue, such as social assistance programs, economic empowerment, increased access to education, and infrastructure improvements. Despite some successful achievements, the reality is that the number of poor people in Indonesia is still quite high, which shows that the root of this problem is very complex and requires more effective solutions and cooperation from various parties. Lack of equal employment opportunities, low levels of education, and unequal access to health services are factors that hamper efforts to overcome poverty in Indonesia [5]. This can be seen from the considerable difference in the number of poor people in various provinces in Indonesia, as recorded in the data on the number of poor people as of March 2024 in the following table.

Table 1. Poverty Data on the Number of Poor People in Several Provinces in Indonesia (March 2024)

No.	Province	Number of Poor People (Population)
1	East Java	3,980,000
2	West Java	3,850,000
3	Central Java	3,700,000
4	North Sumatra	1,230,000
5	East Nusa Tenggara (NTT)	1,120,000
6	South Sumatra	984,240

Source: Badan Pusat Statistik (BPS), 2024

In the table above, the Central Statistics Agency (BPS) noted that the poverty rate in Indonesia declined again in March 2024. According to data released by BPS, the poverty rate stood at 9.03% with 25.22 million people living in poverty. This figure is lower than the same period last year, when the poverty rate reached 9.36% and the number of poor people was 25.90 million. The poverty rate in March 2024 was calculated using the poverty line standard based on per capita monthly expenditure of Rp 582,932. This poverty line figure increased by 5.90% compared to March 2023, which was previously at Rp 550,458. When viewed by province, the largest number of poor people is in East Java, with 3.98 million people and a poverty rate of 9.79% of the total population. Although the poverty rate in East Java is the highest, the number of poor people there has actually decreased compared to March of the previous year, which was 4.19 million people with a poverty rate of 10.35%. Next, the province that has the second highest population of impoverished individuals is West Java, home to 3.70 million people and experiencing a poverty rate of 7.46%. This figure shows a decline from March 2023, when there were 3.85 million individuals living in poverty and a rate of 7.62%. Following West Java, Central Java ranks as the third province with the most impoverished people, having 3.70 million residents in poverty and a rate of 10.83%. The number of impoverished individuals in Central Java has also seen a drop compared to March of the previous year, which reported 3.79 million individuals with a poverty rate of 10.77%.

To aid in reducing poverty and to assist in gathering welfare information, the Ministry of Social Affairs (Kemensos) launched a new application in 2019 named the New Generation Social Welfare Information System (SIKS-NG). This platform is available online for social service organizations at both provincial and district/city levels across Indonesia. The SIKS-NG application serves as a national resource for individuals who receive various forms of government support. It hosts consolidated information on social welfare regulations referred to as DTKS. A key purpose of the Social Welfare Information System (SIKS) application is to offer precise and dependable poverty statistics, particularly across different areas in Indonesia. This tool, SIKS-NG, is utilized by the Ministry of Social Affairs of the Republic of Indonesia to transmit new information and enhance the comprehensive database for impoverished communities. The Ministry

employs this system, identified as SIKS-NG, to allocate social assistance to eligible recipients and welfare organizations (LKS), thus ensuring aid reaches those in greatest need. SIKS-NG functions as a management system that oversees the Integrated Social Welfare Data (DTKS). Precise data is vital for poverty reduction initiatives, as it aids in identifying individuals who should receive help from these programs. Without reliable data, these initiatives may not operate as effectively as intended. In accordance with Law No. 13 of 2011 regarding Poverty Alleviation and Ministerial Regulation No. 57/HUK/2017 concerning Poverty Data Management, it is mandatory for all districts and cities in Indonesia to authenticate and validate data. To facilitate this process, the Ministry of Social Affairs introduced the SIKS-NG application, which is utilized for refreshing the Integrated Database (BDT). With SIKS-NG, the government can amend this data more swiftly and efficiently. The aim of the SIKS-NG initiative is to enhance public service accessibility and rectify problems arising from inaccurate data submissions [6].

The SIKS-NG (New Generation Social Welfare Information System) application was introduced in East Java as a strategic measure to manage and verify poverty data at the village and district levels. This step was taken because the poverty rate in East Java is very high and ranks first in the province.

One example is in Sidoarjo Regency, where this application is used to update poverty data with the aim of providing accurate and up-to-date information to support effective and targeted poverty eradication policies and programs. According to data from the Central Statistics Agency (BPS) in Sidoarjo Regency, the poverty rate in March 2024 was 4.53%, which is a drop of 0.47 percentage points from the rate in March 2023, which was 5.00%. The number of poor residents, defined as those with per capita monthly expenditures below the poverty line, reached 109,390 thousand people in March 2024. This figure decreased by 9,760 thousand people compared to March 2023, which was 119,150 thousand people. The purpose of using this application is to ensure that the data collection of social assistance recipients aligns with the criteria and valid data, thereby making the distribution of social assistance more targeted and effective in addressing poverty issues in Sidoarjo Regency. Additionally, the use of SIKS-NG supports the government's efforts to reduce extreme poverty rates, which have seen a significant decline in East Java over the past few years, including in Sidoarjo Regency. This reduction is supported by various integrated social and empowerment programs, with the data managed through this application serving as the basis for decision-making. Sumput Village is located within the Sidoarjo District of Sidoarjo Regency, and it utilizes the SIKS-NG information system. Each village is crucial and holds responsibilities for managing the national integrated data system aimed at fighting poverty. The SIKS-NG application is designed to provide precise and consolidated data on poverty. It manages enhancements in field data, which aids in planning, decision-making, and ensuring that social assistance and subsidies reach the appropriate individuals.

Figure 1. Summary of Poverty Data by Decile for Sumput Village for the Years 2023-2024

#	KELURAHAN	KELUARGA	ANGGOTA KELUARGA	DESIL 1		DESIL 2		DESIL 3		DESIL 4	
				Keluarga	Anggota	Keluarga	Anggota	Keluarga	Anggota	Keluarga	Anggota
				1	Sumput	2,934	9,215	59	175	82	251
	Total	2,934	9,215	59	175	82	251	164	480	187	543

Source: Poverty Data from Sumput Village

Based on the poverty data summary for Sumput Village for the 2023-2024 period, the total number of households recorded was 2,934 households with a total of 9,215 individuals. When broken down by decile, Decile 1 had 59 households with 175 members. In Decile 2, there are 82 families comprising 251 individuals, while Decile 3 has 164 families with 480 individuals. For Decile 4, there are 187 families with 543 individuals, while Decile 5 has 297 families with 934 members. The group of families in Deciles 6 to 10 is the largest, with 1,780 families comprising 5,915 individuals. Additionally, there are 365 families comprising 915 individuals who have not yet been ranked, as they have not yet begun the ranking or categorization process based on socioeconomic criteria within the system. The data also includes 2 individuals with inactive status, although no inactive families are recorded. This data illustrates the distribution of family and individual participation based on welfare levels in Sumput Village, along with their ranking status.

The SIKS-NG application in Sumput Village helps accelerate and facilitate the process of collecting and verifying integrated social welfare data. In addition, the presence of competent human resources and adequate internet networks also contributes to the smooth use of the application in this village. However, the implementation of SIKS-NG still faces several challenges, such as incomplete application features, the application feeling slow and prone to errors when data is entered intensively. Despite adequate human resources and internet connectivity, improvements to features and further application development are still necessary to ensure the optimal use of SIKS-NG [7].

Based on initial observations in Sumput Village, there are several issues with poverty data processing through the Next Generation Social Welfare Information System (SIKS-NG) in Sumput Village, including the fact that village officials do not conduct field checks to see the actual conditions of the beneficiaries. In addition, socialization has not been maximized because it does not involve residents, only village officials. This has led to a lack of understanding among the community about the SIKS-NG application and the benefits it can provide. As a result, the community's understanding of the application's

role as an integrated data management system for social welfare, which simplifies the process of recording aid recipients, remains limited.

This is also consistent with earlier studies, such as the research by Haromin et al. in 2022, titled "The Effectiveness of e-Government Implementation through the Next Generation Social Welfare Information System (Siks-Ng) as a poverty data processing application in Lamajang Village, Pangalengan District, Bandung Regency." The findings of this study highlighted issues like poor infrastructure, insufficient data verification, and limited community awareness of the program's benefits. The similarity between this study and previous ones is the lack of community understanding about the program's advantages. However, the difference lies in the location of the research. The earlier study took place in Lamajang Village, Pangalengan District, Bandung Regency, while this current study was carried out in Sumput Village, Sidoarjo District, Sidoarjo Regency [8].

Second, research conducted by Eka Henny Purwanti in 2023 with the title "Implementation of E-Government in the SIKS-NG Application in Sihiong Village, Bonatua Lunasi District, Toba Regency" based on the results of this study found that the SIKS-NG application in Sihiong Village has problems in data verification and validation, especially related to invalid NIK. The similarities found in previous researchers are researching the SIKS-NG application. The difference between previous research and current research is that previous research was entitled implementation, while current research uses effectiveness theory [9].

Third, research carried out by Aresman Zebua and others in 2024, titled "The Effectiveness of Implementing the Next Generation Social Welfare Information System Application for Poverty Data Processing in Balohili Botomuzoi Village," revealed that applying the SIKS-NG application in this village had challenges like power cuts, unreliable internet connections, and limited public awareness about the available support. Similar to earlier studies, this research also used qualitative methods. However, it differs from previous work in that the earlier study was based in Botomuzoi, while this one took place in Sumput [10].

The author took the initiative to solve the problems that occurred in Sumput Village, namely the lack of direct visits from officers to the field, which caused the process of delivering information to be ineffective. In addition, the implementation of socialization related to the Village Financial Information System (SIKS NG) is still inadequate, so the level of community understanding of the system is still low. This situation suggests that more intensive efforts are needed to increase the frequency of field visits and improve the way information is delivered so that it is more targeted. Thus, the community can better understand how to use SIKS NG thoroughly. This effort is very important to improve the quality of village financial management and increase community participation in the program. In analyzing these problems, the author uses the theory according to Budiani (2007) which states that there are four important factors in evaluating the effectiveness of a program, namely, 1) Accuracy of Program Targets, 2) Program Socialization, 3) Program Objectives, 4) Program Monitoring which is believed

to be able to provide a complete framework for evaluating and improving the effectiveness of the socialization [11].

RESEARCH METHOD

The investigation presented in this paper is qualitative and descriptive in nature. Its aim is to examine how well the SIKS-NG application handles challenges linked to poverty data administration in Sidoarjo District. The study was conducted at the village hall of Sumput, situated in Sidoarjo Regency. The primary concern of this research is to evaluate the efficiency of the SIKS-NG app in organizing poverty data within Sumput Village, Sidoarjo Regency. To determine the program's effectiveness, the researchers relied on four main components established by Budiani (2007): 1) the precision of the program's target, 2) dissemination of the program, 3) goals of the program, and 4) oversight of the program. The researchers selected this framework as it aligns well with their findings and proves to be the most relevant and appropriate for their investigation. Data collection was conducted through methods such as observations, interviews, and documentation. Primary data came from direct interviews with the research subjects. Meanwhile, secondary data was sourced from journals, academic papers, previous studies, books, and various documents. The criteria for choosing informants involved purposive sampling, which included selecting sources of information that were considered to possess significant insights, such as village officials who were engaged in the management of the SIKS-NG application.

RESULTS AND DISCUSSION

Results

Based on the research results and findings collected during the fieldwork, which align with the research's focus on assessing the effectiveness of the SIKS-NG application in managing poverty data in Sumput Sub-district, Sidoarjo Regency. The data will be presented in a descriptive manner. Effectiveness refers to how well the process compares with the goals and objectives that were planned. A program is considered effective if the steps taken match the expected outcomes. Effectiveness is used as a way to compare the implemented plans and processes with the actual results they produced. The following section provides a data analysis of the research findings related to each research focus, based on the theory introduced by Budiani (2007), which identifies four key factors: 1) the accuracy of the program's target, 2) the socialization of the program, 3) the program's objectives, and 4) the program monitoring.

Discussion

1. The Accuracy of The Program Target

In Budiani's (2007) idea of program targeting precision, it pertains to how accurately program participants align with the established targets. The precision of the program's goals indicates how effectively participants meet the defined objectives. A program is designed with specific aims and objectives to accomplish [12].

SIKS-NG aims to propose residents to the DTKS who receive government assistance. For information, filling in the data must be in accordance with the conditions in the field so that the distribution of assistance programs from the Ministry of Social Affairs is right on target. The programs launched must be right on target and in accordance with the needs and characteristics of the program users. This means that the program must be addressed to groups or individuals who really need and can benefit from the program. In this research, it is emphasized that who is the target of the SIKS-NG program, this is the program's target community consisting of underprivileged people in Sumput village, Sidoarjo sub-district, Sidoarjo district.

Based on the results of an interview with Mr. Nashor as the SIKS NG operator at the village office in Sumput Village, the following information was obtained:

"In the SIKS-NG data input process, we can work only from the village level without the need to verify directly in the field, because there are no official guidelines for conducting direct checks. As operators, we cannot determine whether a person is categorized as well-off or not, because we only receive proposals and documents in the form of photos of houses, KTPs and KKs. Furthermore, we only wait for reports from RT and RW regarding who will be entered into SIKS-NG" (interview 11 March 2025).

Meanwhile, an interview with Mr. Gufron as the village secretary obtained the following information:

"There are criteria in the form of photos of houses that can be used as a reference, but this does not necessarily represent the actual socioeconomic conditions. This is because the condition of the house does not always reflect the ability of the residents, because many houses look inadequate but the residents are actually economically capable" (interview 21 July 2025).

Based on the above description, it can be concluded that the program implemented by the Sumput Village Government apparatus still has weaknesses in the process of verifying beneficiary data. This is because village officials have not conducted thorough and careful checks on the actual conditions in the field. As a result, there have been inaccuracies in determining the targets of assistance. This problem is mainly caused by a lack of direct observation by village officials, so that the information obtained is only based on assumptions or secondary data that has not been directly verified. To address this issue, the Village Government needs to improve its data collection methods by conducting direct observations and surveys in the field. This approach is expected to strengthen interaction between village officials and the community, resulting in more accurate, valid, and realistic data. As a result, the distribution of assistance can be more targeted and have a maximum positive impact on the community of Sumput Village.

2. Program Socialization

In Budiani's (2007) idea, program socialization refers to the ability of those organizing a program to spread information about how the program is carried out, so that both the general public and the people involved in the program can become informed about it.

Program socialization is the ability to convey information about program implementation to the intended participants [13]. In the SIKS-NG application, program socialization indicators are still not optimally utilized by village officials in Sumput Village, Sidoarjo. In the implementation of an electronic-based government system, supportive program socialization is very important because without adequate socialization, policies in the implementation of the e-government system cannot be considered optimal. The success of a program depends heavily on how well the program is known and understood by the target audience.

Program socialization ensures that target participants fully understand the objectives and benefits of the program being implemented. The lack of socialization or information dissemination by the Sumput Village apparatus regarding the SIKS-NG application has resulted in the community being unaware of this application, which is used to apply for social assistance from the Indonesian Ministry of Social Affairs for underprivileged residents of Sumput Village. Program socialization is a very important first step in determining the success of a program.

Thus, the implementation of socialization for the program needs to be conducted systematically by making use of the resources at hand within the organization to effectively meet the program's goals. By engaging the appropriate stakeholders, everyone in Sumput Village can come to a consensus and grasp the aims and significance of the SIKS-NG initiative.

Based on an interview with Mr. Nashor, the SIKS NG operator at the Sumput Village office, the following information was obtained:

"Socialization was only carried out once when the application was released or implemented in Sumput Village. To ensure that all village officials understand the SIKS-NG program thoroughly, a socialization session was conducted involving village heads, RW chairmen, and RT chairmen. The purpose of this socialization was to ensure that all parties involved had a comprehensive understanding of the program. However, the community was not involved in this socialization activity because the SIKS-NG program is exclusively intended for village officials." (Interview on March 11, 2025).

Based on interviews with SIKS NG operators, the socialization of this program was only conducted once, when the application was first released. The socialization was targeted at village officials such as village heads, RW chairpersons, and RT chairpersons, without directly involving residents. Further information was conveyed to residents through RT chairpersons, so residents did not receive direct socialization. Due to the lack of direct socialization with residents, many people are unaware of the SIKS-NG program and the benefits it offers. This could potentially lead to a lack of understanding and participation among the community in using SIKS-NG optimally.

Meanwhile, an interview with one of the residents of Sumput Village, Mrs. Anis, revealed the following information:

"I don't fully understand SIKS-NG. What I know is that there is assistance provided to residents who are less fortunate. Usually, those who are unable to afford it go to the RT chairman to receive assistance, but there are also those who are able to

register even though their houses are in poor condition, even though they are still capable." (Interview on July 18, 2025).

From the description of the program in Sumput Village, it is clear that the community's understanding of the SIKS-NG program is still very limited. This is due to a lack of comprehensive socialization and active participation from the community. As a result, many residents only have a general understanding that assistance is available for underprivileged residents, but do not clearly understand the mechanism and registration criteria required.

3. Program Objectives

Budiani (2007) explains that program objectives are connected to how well the outcomes of the program match the goals that were planned at the start [14]. Evaluating these objectives helps measure how successful the program was in reaching its intended results. This evaluation shows how effectively the goals were met and gives valuable information for making future program efforts better, so the goals can be achieved as much as possible.

Based on an interview with Mr. Nashor, the SIKS NG operator at the Sumput Village office, the following information was obtained:

"With SIKS-NG, everything is more organized and effective because it facilitates and improves data accuracy. Previously, the data was rather disorganized, as the neighborhood association usually only proposed families close to them. Now, with SIKS-NG, everything is more organized because there is a clear and systematic process." (Interview on March 11, 2025).

Meanwhile, based on the interview with Mr. Gufron, the village secretary at the village office of Sumput Village, the following information was obtained: "The SIKS-NG program aims to improve the accuracy and effectiveness of collecting data on underprivileged villagers, but we don't know whether those people are truly underprivileged or not, because the village does not conduct field visits." (Interview on July 21, 2025).

Based on talks with two people who know about the situation, it seems that the SIKS-NG program at the Sumput Village office isn't working well enough to handle resident information, particularly for those who are less fortunate. This program has succeeded in improving the accuracy and effectiveness of data collection, making the data collection process more organized, systematic, and transparent. However, the village authorities did not visit poor households or underprivileged residents who were included in the data update program through SIKS-NG. This resulted in village officials not fully understanding the actual conditions of residents, which ultimately affected the smooth distribution of social assistance and reduced the effectiveness of the program.

4. Program Monitoring

According to Budiani (2007), program monitoring refers to the process that takes place after a program has been implemented, and it involves paying attention to the participants in the program. This means that the application supervisors from the social services agency have been monitoring the SIKS-NG application. When setting up an

electronic government system, it's important to include support for program monitoring. Without it, the policies behind running an electronic government system may not work properly. Program monitoring is an ongoing activity that checks and evaluates how well the program is being carried out. This is very important to make sure the program follows the original plan and to spot any areas where improvements might be needed [15].

Based on an interview with Mr. Nashor, the SIKS-NG operator at the Sumput Village office, the following information was obtained:

"There is monitoring by the social services agency, which goes directly to the field to check and evaluate the SIKS-NG program. This evaluation is carried out so that the program runs well and meets the needs of the underprivileged. However, this visit is only conducted once, after which the data report is submitted online" (interview on July 11, 2025).

Meanwhile, based on the interview with Mr. Gufron, the village secretary at the village office of Sumput Village, the following information was obtained:

"Coordination between the village office and the social services department is quite smooth. We frequently communicate online, via phone, and email to update data on underprivileged residents participating in the program. When there are special activities or evaluations, the social services department usually informs us in advance so we can prepare the necessary data and administrative documents" (interview on July 21, 2025).

Based on interviews with both sources of information, it can be concluded that the program monitoring process between the Sumput Village office and the social services agency is running quite well. The social services agency conducts direct monitoring in the field once per evaluation period to ensure that the SIKS-NG program is running in accordance with the targets and needs of the underprivileged community. After monitoring is conducted, data reporting is done online. On the other hand, coordination between the village office and the social services department runs smoothly via telephone, email, and other online communication media, enabling data updates to be scheduled regularly. Information regarding activities or evaluations is also provided in advance, allowing the village office to prepare the necessary data and documents.

CONCLUSION

Fundamental Finding : Research findings on how the SIKS-NG application is used for managing poverty data in Sumput Village, which is part of Sidoarjo District in Sidoarjo Regency. Based on the information provided, it can be concluded that the effectiveness of the SIKS-NG application in Sumput Village is not yet fully optimal in managing poverty data, as reflected in several indicators: In indicator 1) Program Target Accuracy, the process of selecting beneficiaries in the SIKS-NG program in Sumput Village is still not optimal. Due to the lack of direct verification on-site and adequate observation, data on aid recipients often fails to target the intended recipients. The proposal method, which relies solely on documents and reports from the RT/RW level without direct on-site supervision, still allows for errors in determining the target. 2)

Program Socialization: The socialization of the SIKS-NG program in Sumput Village is still ineffective, as seen from the lack of communication and socialization between village officials and the beneficiaries. 3) Program Objectives: The SIKS-NG program's objective to improve the effectiveness and accuracy of resident data management has not been fully achieved. This system has successfully improved data collection and management processes, but there are still weaknesses in validating the actual conditions of poor residents, which can reduce the effectiveness of aid distribution. 4) Program Monitoring, Monitoring by the social services agency is carried out using direct field evaluation methods, although only once per period, while the rest is done online. Coordination between the social services department and the sub-district office runs fairly smoothly, but the intensity of direct monitoring is still insufficient to ensure that the program can run optimally according to the needs of the residents. **Implication** : The implications of this study emphasize the importance of strengthening the field data verification process and increasing community participation in socialization and system use so that the benefits of SIKS-NG can be optimally realized. Additionally, this system needs to be supported by adequate infrastructure and ongoing training to improve the competence of users in the field. **Limitation** : The limitations of this study include its geographical focus solely on Sumput Village, making it difficult to generalize findings to other areas. Furthermore, the qualitative methodology is more influenced by informants' perceptions and experiences, lacking quantitative aspects that could assess effectiveness more objectively. **Future Research** : Recommendations for further research include conducting comparative studies between different villages to obtain a more holistic picture of the factors that influence the successful implementation of SIKS-NG. In addition, it is necessary to develop quantitative methodologies that can measure the effectiveness of the system more comprehensively and deeply, as well as examine the impact of technology on community participation and the sustainability of digital-based social program.

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