

The Effectiveness of the Next Generation Social Welfare Information System (SIKS-NG) Application in Managing Poverty Data in Simoangin-Angin

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ABSTRACT

Objective: This study aims to examine the effectiveness of the implementation of the SIKS-NG application in managing poverty data in Simoangin-angin Village, Wonoayu Sub-district, Sidoarjo Regency, using Richard M. Steers' effectiveness theory with indicators covering goal attainment, integration, and adaptation. **Method:** This research employs a qualitative descriptive approach with data collection techniques consisting of interviews, observation, and documentation. Data analysis was carried out using the framework of Miles and Huberman, which includes data collection, data reduction, data presentation, and conclusion drawing. **Results:** The findings indicate that user adaptation to the application has improved over time; however, training for operators is still lacking. In terms of goal attainment, the results are not yet fully optimal because some beneficiary data remain unverified by the village, particularly those originating from independent proposals. Regarding integration, the community's proposal process has been in accordance with field procedures, yet socialization efforts to the community are still limited. **Novelty:** The novelty of this study lies in examining the effectiveness of the SIKS-NG application at the village level, specifically in Simoangin-angin Village, where no in-depth study has previously been conducted.

INTRODUCTION

Poverty is one of the crucial issues faced by many countries around the world, including Indonesia [1]. In general, poverty can be understood as a condition in which an individual or a group of people is unable to meet their basic needs adequately [2]. This problem is triggered by various factors, including the increasing unemployment rate each year without being balanced by sufficient job opportunities, low wages that do not correspond to the cost of living, and the poor quality of life among communities [3]. These conditions place certain groups of society in a vulnerable situation, making it difficult for them to escape the cycle of poverty without policy interventions from the government.

In Indonesia, poverty has been a long-standing issue that continues to affect society [4]. According to data from Statistics Indonesia (BPS) in March 2024, the number of poor people reached 25.22 million, or about 9.03% of the total population. This figure indicates the need for a more comprehensive approach to poverty alleviation. Therefore, the following presents the trend of poverty levels in Indonesia over the past five years.

Table 1. Data on Poor Population in Indonesia.

Year	Total
2020	27, 55 million
2021	26,50 million
2022	26,36 million
2023	25,90 million

2024

24,06 million

Source: Statistics Indonesia (BPS), Number of Poor Population in Indonesia (2024)

Table 1 shows that the number of poor people in Indonesia has experienced a downward trend over the past five years, decreasing from 27.55 million in 2020 to 24.06 million in 2024. This decline reflects improvements in the socio-economic conditions of the population. However, despite the reduction, the figure still indicates that millions of Indonesians continue to live in deprivation, making poverty alleviation an urgent agenda. Addressing this issue is crucial because poverty in Indonesia remains a fundamental problem that can affect the country's development. Therefore, poverty alleviation must be prioritized and addressed through a serious and comprehensive approach. In line with this, the Government of Indonesia, through Law No. 11 of 2009 on Social Welfare, is obliged to regulate the fulfillment of basic needs for citizens so that they can develop and live decently, particularly in resolving the issue of poverty [5].

One of the measures taken by the government to address poverty is through the provision of social assistance, as stipulated in Law No. 13 of 2011 concerning the handling of the poor [6]. This regulation serves as the basis for implementing various social assistance programs, which rely heavily on the availability of accurate data on poor households [7]. In practice, however, the Indonesian government has not been fully successful in reducing the poverty rate due to frequent mistargeting, as many program beneficiary data are invalid. Therefore, poverty data plays a crucial role, as it determines the accuracy of social assistance targeting and ensures the effectiveness of the programs.

Considering the importance of accurate data in poverty alleviation as well as its role as the basis for implementing social assistance programs, a system capable of managing data effectively is required. To address this need, the government, through the Ministry of Social Affairs (Kemensos), introduced an innovative policy for poverty alleviation by utilizing E-Government through the launch of the Next Generation Social Welfare Information System (SIKS-NG) application as part of the digital transformation in poverty data governance [8]. The SIKS-NG application was developed by the Ministry of Social Affairs of the Republic of Indonesia in 2017 with the aim of supporting the verification and validation of a larger number of social assistance beneficiaries and contributing to poverty reduction [9]. In addition, the SIKS-NG application functions as a platform for submitting new data and updating the Integrated Social Welfare Data (DTKS). DTKS is a database used to identify prospective beneficiaries of social protection and poverty alleviation programs, providing accurate information on the social welfare conditions of communities, and serving as the basis for proposing various forms of social assistance [10]. Furthermore, the regulation regarding the implementation of the SIKS-NG application is stipulated in the Regulation of the Minister of Social Affairs of the Republic of Indonesia Number 3 of 2021 concerning the Management of Integrated Social Welfare Data, which serves as a revision of the Regulation of the Minister of Social Affairs Number 5 of 2019 [11].

The social assistance programs that refer to the DTKS include the Contribution Assistance Beneficiaries (PBI), the Family Hope Program (PKH), and the Basic Food Program, which was previously known as the Non-Cash Food Assistance (BPNT) [12]. In

the process of applying for such assistance, verification and validation of data are carried out to ensure compliance with the Regulation of the Minister of Social Affairs No. 3 of 2021, with the aim of making social assistance more targeted and effective [13]. The following is a display of the SIKS-NG application page:



Figure 1. Display of the SIKS-NG Application Page.
Source: Simoangin-Angin Village Government (2025)

Based on Figure 1, the display shows the main interface of the SIKS-NG application, which can be accessed through the website <https://siks.kemensos.go.id/login>. By using this application, users can access various features that support the effective management of social welfare data. Some of the available features include generating data summaries in the form of data recapitulations, monitoring the results of data updates, submitting new data, and managing social assistance beneficiary data. The SIKS-NG application also provides various services related to social programs of the Ministry of Social Affairs of the Republic of Indonesia. All of these functions are accessed and operated by village government officials who act as application operators responsible for managing and updating social welfare data at the village level. With this application, administrative processes and reporting related to social assistance are expected to be carried out more efficiently, transparently, and accurately, thereby accelerating the achievement of social welfare program objectives in Indonesia. In addition, the SIKS-NG application enables villages to collect, update, and manage community socio-economic data in an integrated and real-time manner. With accurate and up-to-date information, villages can easily identify individuals or families eligible for social assistance, ensuring that programs launched by the Ministry of Social Affairs can be implemented in a more targeted and effective manner [14].

In Sidoarjo Regency, all villages have managed the Integrated Social Welfare Data (DTKS) through the SIKS-NG application. Simoangin-Angin Village is one of the villages that has implemented the SIKS-NG application as the main tool in the DTKS management process since 2021 by appointing the head of welfare affairs as the operator responsible for running the application. Based on field observations, the use of the SIKS-NG application in Simoangin-Angin Village, Wonoayu Sub-district, Sidoarjo Regency, has helped the village accelerate and simplify the process of collecting and verifying integrated social welfare data. In addition, the implementation of the SIKS-NG application in Simoangin-Angin Village is supported by competent human resources as well as adequate facilities and infrastructure, which have further facilitated its use in the

village. Nevertheless, the implementation of the SIKS-NG application still faces obstacles, particularly in the process of proposing social assistance. These challenges include, first, the limited training or technical guidance (bimtek) received by village operators, which affects their ability to adapt. The lack of sufficient training has made it difficult for operators to fully understand the application's features, resulting in less optimal processes of data entry and updates for poor households. Furthermore, problems have also been identified in the form of data discrepancies, such as cases where residents who are economically capable are still recorded as beneficiaries. This issue generally occurs because residents register independently through the online system without undergoing verification or validation by the village authorities. Such inaccuracies not only create inequality in the distribution of assistance but also have the potential to undermine the overall integrity of poverty data. In terms of outreach, the SIKS-NG application has not yet been fully socialized to the community, resulting in many residents being unaware of and unfamiliar with the functions of the SIKS-NG application.

To measure the effectiveness of the implementation of the SIKS-NG application in Simoangin-Angin Village, this study applies the theory of organizational effectiveness proposed by Richard M. Steers. According to Richard M. Steers, effectiveness is defined as the ability to achieve goals in a relatively appropriate manner and within a certain period of time. In Steers' concept of effectiveness, several indicators are included: goal achievement, integration, and adaptation. Goal Achievement: In this context, effectiveness encompasses all efforts made to achieve objectives, which can be viewed as a process. To ensure the achievement of final goals, gradual steps are required, both in terms of reaching smaller parts and within a certain timeframe. Goal achievement also involves various factors such as timelines and targets to be attained. Integration: Effectiveness is also related to the ability of an organization to integrate with other organizations. This includes processes of socialization, consensus-building, and effective communication with various stakeholders.

Adaptation: An organization's ability to adapt to its environment is another aspect of effectiveness. This can be measured by the extent to which the organization can adjust to changes in its external environment, including aspects such as recruitment and placement of human resources [15].

Several previous studies have discussed the effectiveness of the SIKS-NG application. The first is a study conducted by Sekar Arum Puspita Ramadhani and Isna Fitria Agustina, entitled "The Effectiveness of the Social Welfare Information System Next Generation (SIKS-NG) as an Application for Managing Village Poverty Data". This study employed a qualitative approach with a descriptive method and referred to Richard M. Steers' (1985) theory of organizational effectiveness, which includes three indicators: goal attainment, integration, and adaptation. The findings indicate that the implementation of the SIKS-NG application in Permisan Village, Jabon District, Sidoarjo Regency has generally been running well, as the application has helped to organize the distribution of social assistance in a more systematic manner. Nevertheless, the study also identified obstacles, particularly the absence of technical guidance (Bimtek) from the application developers for the operators, which affects the optimal use of the application [16].

The second study was conducted by Lailul Mursyidah and Fadila Putri Arydianti, entitled “The Effectiveness of the Implementation of the Social Welfare Information System – Next Generation (SIKS-NG) Application in Proposing Social Assistance”. This study used Richard M. Steers’ theory as a reference. The findings indicate that, in terms of the adaptation indicator, challenges such as limited training, technical difficulties, and system update issues were still present. Regarding the goal attainment indicator, discrepancies were found between the social assistance beneficiary data proposed by the village and the data from the central government. As for the integration indicator, insufficient socialization of the application resulted in low community participation in proposing beneficiaries [17].

The third study was conducted by Verikah Dwi Windari and Isnaini Rodiyah, entitled “Transforming the Social Welfare System: Insights from the Next Generation Information System (SIKS-NG)”. This study assessed the effectiveness of the SIKS-NG application in managing poverty data using the indicators of goal attainment, integration, and adaptation based on Richard M. Steers’ theory of effectiveness. The findings indicate that goal attainment has begun to be achieved gradually, integration among stakeholders has started to form, and the infrastructure facilities are adequate to meet the needs, even though the application is still in the development stage [18].

The fourth study was conducted by Haromin and Dhika Andriyansyah, entitled “The Effectiveness of E-Government Implementation through the Social Welfare Information System Next Generation (SIKS-NG) as an Application for Managing Poverty Data in Lamajang Village, Pangalengan District”. This study applied Richard M. Steers’ theory with three indicators: adaptation, goal attainment, and integration. The findings indicate that, regarding adaptation, the SIKS-NG application is generally easy to adapt and adjust to the community, particularly the lower-middle-income population, as the program focuses on the distribution of social assistance. In terms of human resources, the operators are sufficiently competent in operating the SIKS-NG application. However, the infrastructure and facilities are still not optimal due to limited attention from the village authorities. Regarding goal attainment, the distribution of social assistance is aligned with existing data that include underprivileged communities, ensuring that assistance reaches those who truly need it. Nevertheless, goal attainment is considered less effective because data collection does not involve direct field verification.

For the integration indicator, the village government has involved neighborhood leaders, including Hamlet Head, Community Association (RW), and Neighborhood Association (RT). in the socialization process. This approach aims to ensure comprehensive and sustainable socialization. However, it has been observed that the community’s understanding of the SIKS-NG functions remains limited, highlighting the need for the village government to improve the intensity and quality of socialization efforts [19].

The fifth study was conducted by Zebua et al., entitled “The Effectiveness of the Implementation of the Social Welfare Information System Next Generation (SIKS-NG) Application for Managing Poverty Data in Balohili Botomuzoi Village”. This study used Richard M. Steers’ theory and indicated that the use of the SIKS-NG application in Balohili Botomuzoi Village is still less effective. This is due to the limited availability of

facilities, which does not fully support operational activities. Furthermore, the utilization of the SIKS-NG application remains low, as the application can only be used during certain periods. In addition, the socialization conducted by the village government or SIKS-NG operators in Balohili Botomuzoi Village has not been carried out effectively. Another common issue reported by application operators is that the application frequently experiences disruptions due to unstable network connectivity [20].

Based on these issues, the author is interested in conducting a study entitled “The Effectiveness of the SIKS-NG Application in Managing Poverty Data in Simoangin-Angin Village”. To measure the effectiveness of the SIKS-NG application in Simoangin-Angin Village, the author applies the theory of effectiveness proposed by Richard M. Steers, which includes three indicators: goal attainment, integration, and adaptation. The objective of this study is to determine the extent to which the Next Generation Social Welfare Information System (SIKS-NG) is effective as an application for managing poverty data at the village level.

RESEARCH METHOD

This study employs a qualitative research design with a descriptive approach. According to Bogdan and Taylor, as cited by Moleong (2014:4), qualitative research is a research procedure that focuses on collecting descriptive data, either in the form of spoken or written words, as well as observable actions of individuals [21]. The research location is in Simoangin-Angin Village, Wonoayu Sub-district, Sidoarjo Regency. The main focus of this study is the effectiveness of the implementation of the Next Generation Social Welfare Information System (SIKS-NG) in Simoangin-Angin Village. This study utilizes both primary and secondary data sources. Primary data were obtained through data collection techniques such as observation, interviews, and documentation. Secondary data were gathered from various references, including journals, scientific articles, documents, and mass media. To select informants, the researcher employed purposive sampling to choose individuals with in-depth knowledge and understanding of the issue being studied, as well as those willing to provide accurate and accountable data and information regarding the problem. The informants involved in this study included the Head of Welfare Affairs and community members who are recipients of social assistance. Furthermore, this study applies the analysis model proposed by Miles and Huberman, which consists of data collection, data reduction, data display, and drawing conclusions [22].

RESULTS AND DISCUSSION

Results

1. Goal Attainment

In the implementation of the SIKS-NG application in Simoangin-angin Village, the achievement of objectives can be assessed by examining the extent to which the application facilitates the process of identifying low-income households and ensures the efficiency of social assistance distribution in accordance with its intended targets. This is consistent with the statement of Mr. Sururi, the SIKS-NG application operator in Simoangin-angin Village, who explained that:

"For data proposals in the SIKS-NG application, we prioritize poor and eligible residents. For the proposals themselves, we base them on actual data submitted by the village through RT/RW as well as the DTKS data already recorded in the SIKS-NG application." (Interview with SIKS-NG operator, July 2, 2025).

Furthermore, in the process of verification and proposing potential beneficiaries, the village government has adjusted to the new policies from the Ministry of Social Affairs, specifically classifications based on welfare deciles. As stated by Mr. Sururi, Head of Welfare Affairs in Simoangin-Angin Village:

"Now the data is classified into deciles, from 1 to 10. Among these deciles, those eligible to receive assistance are deciles 1–4. Currently, there are also additional criteria regarding electricity. Moreover, if any family member earns above the regional minimum wage, they will be deemed ineligible by the Ministry of Social Affairs." (Interview, July 2, 2025).

On the other hand, in the social assistance proposals, discrepancies were found in the beneficiary data within the DTKSEN system in the SIKS-NG application. Some residents' data appeared in the system even though they were never proposed by the village. As explained by Mr. Sururi, Head of Welfare Affairs in Simoangin-Angin Village:

"Many residents from certain housing areas appear in the system even though the village never proposed them. This makes verification difficult because the data comes directly from the central system. If names appear that we did not propose, we usually report them to the facilitator or directly clarify with the Social Services Office." (Interview with SIKS-NG operator, July 2, 2025).

2. Integration

In the implementation of the SIKS-NG application in Simoangin-Angin Village, integration is measured by the extent to which its implementation follows established procedures, as well as the organization's effectiveness in socializing the SIKS-NG application to the community. As stated by Mr. Sururi, Head of Welfare Affairs in Simoangin-Angin Village, regarding the proposal procedure:

"For the procedure of collecting social assistance data in the village, we usually hold deliberations with the Village Consultative Body (BPD) and Neighborhood (RT) and Community Units (RW). Then, the finalized data will be submitted through the SIKS-NG application." (Interview with SIKS-NG operator, July 2, 2025).

Meanwhile, regarding socialization, Mr. Sururi explained:

"The socialization of SIKS-NG is usually conveyed to Neighborhood (RT) and Community Units (RW) through deliberations. We typically conduct this socialization three times. During these forums, we inform Neighborhood (RT) and Community Units (RW) that if there are residents who are truly eligible, they may be proposed to the village. We do not conduct direct socialization to the community because if all residents were involved, everyone would expect to receive assistance." (Interview with SIKS-NG operator, July 2, 2025).

Furthermore, according to Mr. Suyitno, a social assistance recipient:

"As far as I know, there has never been direct socialization from the village regarding the SIKS-NG application. If there is information about assistance, we are usually informed by the RT only, not directly by the village officials. Regarding assistance, we usually submit requests to the Neighborhood (RT). However, sometimes we approach the village

directly to request assistance." (Interview with social assistance recipient, July 2, 2025).

3. Adaptation

In terms of adaptation, the SIKS-NG application can be considered effective if the resources, in this case the SIKS-NG application operators, are able to understand and operate the application according to the established procedures. As stated by Mr. Ahmad Sururi, the SIKS-NG application operator in Simoangin-Angin Village:

"I was appointed as the Head of Welfare Affairs in Simoangin-Angin Village in 2022. At that time, I was not familiar with the SIKS-NG application. I believe the first technical guidance (Bimtek) related to SIKS-NG was in November, which was the first time I attended it. Initially, I did not understand it because there were many menu options. Since I did not know, I learned from my colleagues, especially other welfare heads who were familiar with the SIKS-NG application. I only began to understand it around 2023. In 2025, there were feature changes, from DTKS to DTKSEN, and also a kind of user manual was provided. Everything from login to menu options was explained. So when I did not understand the features, I could learn from this manual how to operate the SIKS-NG application. Sometimes I also accessed YouTube to better understand how to use the application." (Interview with SIKS-NG operator, July 2, 2025).

Nevertheless, challenges in the adaptation process still exist. Since the transition from DTKS to DTKSEN, the application operator has not received official technical guidance (Bimtek) from the Social Services Office or the Sub-district. As stated by Mr. Sururi:

"Since the beginning of 2025, there has been no technical guidance at all, neither from the Social Services Office nor from the Sub-district." (Interview with SIKS-NG operator, July 2, 2025).

Moreover, the effectiveness of the application can also be measured through the availability of infrastructure and facilities such as software and internet network. As explained by Mr. Sururi:

"Regarding infrastructure and facilities in this village, I believe they are sufficient. The village has provided computers and internet networks, and all of these facilities are in good condition." (Interview with SIKS-NG operator, July 2, 2025).

Discussion

The implementation of the SIKS-NG application is one example of E-Government in the field of social welfare in Indonesia. This application is used by villages to propose social assistance based on the Integrated Social Welfare Data (DTKS) as an effort to improve community welfare. Simoangin-Angin Village, located in Wonoayu Sub-district, Sidoarjo Regency, is one of the villages that utilizes the Next Generation Social Welfare Information System (SIKS-NG) as a supporting tool to enhance the effectiveness and efficiency of poverty data management at the village level. The presence of this application facilitates the village government, particularly in the input and updating of social data carried out by the Head of Welfare Affairs as the application operator.

qualify, and the proposal of new names, can be carried out directly and integrated with the Regency Social Services Office. In this regard, the application is considered to function as a technical and administrative tool that accelerates the achievement of social welfare data management objectives.

Furthermore, to improve targeting accuracy, the village government has also adjusted the verification mechanism in accordance with the latest policies from the Ministry of Social Affairs. The policy update involves the implementation of classification based on welfare deciles, which divides the population into ten groups, with assistance recipients focused on deciles 1 to 4. With this system, recipient data is based not only on subjective observation but also on measurable indicators such as expenditure levels, electricity ownership, and occupation. However, field findings indicate that even though the proposal and verification procedures have been carried out, discrepancies still exist between the allocated amounts and the actual recipients of social assistance. Some residents who do not meet the eligibility criteria are recorded in the system as recipients. This situation presents a particular challenge as it highlights a gap between administrative data and the reality on the ground. This aligns with the study conducted by Lailul Mursyidah & Fadila Putri Arydianti, which reported a similar issue: discrepancies between the data of assistance recipients proposed by the village and the data received from the central government.

To provide a clearer picture of this condition, the following presents a comparison between the allocated amounts and the realized social assistance recipients in Simoangin-Angin Village as recorded in the SIKS-NG application.

Table 2. Social Assistance Recipients in Simoangin-Angin Village.

No	Type of Social Assistance	Allocated Recipients in the Application	Actual Recipients
1.	Family Hope Program (PKH)	57 KPM	37 KPM
2.	Non-Cash Food Assistance (BPNT)	120 KPM	105 KPM
3.	Health Insurance Contribution Assistance Recipients (PBI)	300 KPM	297 KPM

Source: Simoangin-Angin Village Government, (2025)

Table 2 shows that in the distribution of social assistance recipients in Simoangin-Angin Village, discrepancies were found between the number of allocated recipients recorded in the SIKS-NG application and the actual recipients in the field. These differences are partly caused by changes in the data, such as residents being assessed as no longer eligible, deceased, or independent proposals submitted through the Ministry of Social Affairs without going through the village. This situation impacts the optimal performance of the SIKS-NG application and has the potential to cause conflicts between the community and village application operators regarding the clarity of assistance recipient status.

From the explanation above, it can be concluded that the goal achievement indicator of the SIKS-NG application in Simoangin-Angin Village demonstrates effectiveness in supporting the realization of poverty data management targets. This is shown through a more structured and digitalized verification and proposal process, as well as the use of measurable desil classification. However, despite these improvements, discrepancies still exist between the field data and the system. This is primarily due to independent proposals submitted by residents without going through the village.

2. Integration

According to Richard M. Steers, integration is the organization's ability to establish harmonious internal and external collaboration in order to achieve predetermined goals. Integration is closely related to socialization activities conducted in the field to ensure smooth coordination and program effectiveness [24]. The success of integration can be measured by the extent to which its implementation follows established procedures and the organization's effectiveness in socializing the SIKS-NG application to the community. The better the socialization process, the higher the community's understanding of the social assistance proposal mechanism, thereby improving transparency and accuracy in aid distribution. Furthermore, integration in this context consists of several key factors: (1) clear and systematic procedures, and (2) effective and sustainable socialization processes.

Based on field research, in Desa Simoangin-Angin, the proposal of residents eligible for social assistance is conducted through deliberation first. In this deliberation, the village government involves the Village Consultative Body (BPD) and the Neighborhood Association (RT) and Community Unit (RW). as representatives of the community. In this process, the Neighborhood Association (RT) and Community Unit (RW). play a role in collecting data on residents deemed eligible for assistance. The the Neighborhood Association (RT) is asked to propose residents who meet the social assistance criteria. The data resulting from this deliberation is then submitted by the village through the SIKS-NG application.

On the other hand, the socialization process regarding the SIKS-NG application is not delivered directly to the wider community. Instead, information is only conveyed through deliberation meetings with RT-RW. From these forums, the RT-RW is expected to inform their residents if there are potential beneficiaries who are deemed ineligible or underprivileged to then be proposed to the village. Meanwhile, regarding the socialization of the SIKS-NG application, the village government only conveys it through the Neighborhood Association (RT) and Community Association (RW) forums, which are held three times in one period. The operator explained that socialization was not conducted directly with the wider community due to concerns that it might raise expectations, as every resident attending the meeting could potentially expect to receive assistance. This condition is in line with the statement of aid recipients, who revealed that the community had never received direct socialization about the SIKS-NG application from the village government. Information received by the community generally only came from the the Neighborhood Association (RT).

To support the understanding of the socialization process of the SIKS-NG application in Simoangin-Angin Village, the following visual documentation is

presented, showing the socialization activities carried out by the village officials. This documentation provides an overview of the process of conveying information related to the SIKS-NG application to community representatives, namely the Neighborhood Association (RT) and Community Association (RW).



Figure 3. Socialization of the SIKS-NG Application.

Source: SIKS-NG Application Operator, Simoangin-Angin Village (2025)

Based on Figure 3, it can be seen that the socialization process of the SIKS-NG application in Simoangin-Angin Village is only directed to RT-RW representatives, without involving the general public directly. This condition has the potential to cause information regarding social assistance to be unevenly distributed or poorly documented at the community level. This issue aligns with the research conducted by Zebua et al., entitled *"Effectiveness of the Implementation of the Social Welfare Information System Next Generation (SIKS-NG) Application for Poverty Data Management in Balohili Botomuzoi Village,"* which showed that the socialization carried out by the village government or SIKS-NG operators was still not optimal, causing gaps in public understanding.

Based on the discussion above, it can be concluded that the integration in the use of the SIKS-NG application in Simoangin-Angin Village has been carried out in accordance with established procedures, particularly in terms of proposing data for social assistance recipients. However, challenges remain in the aspect of socialization, as it has not been conducted directly with the wider community. The socialization process is limited to the Neighborhood Association (RT) and Community Association (RW) forums held three times per period, with the consideration of avoiding excessive expectations from residents. This condition has resulted in an uneven level of community understanding regarding the mechanism of the SIKS-NG application, thereby indicating that the effectiveness of integration still needs to be improved through more inclusive and tiered socialization approaches.

3. Adaptation

According to Richard M. Steers, adaptation is the ability of an organization to adjust to changes in its surrounding environment. In the adaptation indicator, an organization

can be considered effective if it is able to adjust to environmental changes and ensure the continuity of its operations in response to those changes.

In this study, the adaptation indicator is used to assess the extent to which village officials, particularly the SIKS-NG application operators in Desa Simoangin-Angin, are able to respond to system changes, overcome technical obstacles, and enhance their capacity in managing digital-based poverty data. The research findings show that initially, the operators faced difficulties in understanding the application menus due to the lack of technical guidance at the beginning of implementation. The absence of formal training when they first assumed their duties meant that the adaptation process was carried out independently. Operators learned on their own through informal discussions with other village officials, especially from villages that had previously implemented the application. This indicates that the adaptation process was largely reactive and based on individual initiative, rather than through a formal training system provided by the authorized institution.

Along with the system upgrade from DTKS to DTKSEN implemented by the central government at the beginning of 2025, the adaptation process began to show progress. Concurrently, the Ministry of Social Affairs provided an official user manual detailing the login steps, menu functions, and operational procedures within the application. This manual greatly assisted the operators in understanding the new system and served as an important form of formal support to enhance technical capacity at the village level. These changes are also reflected in the following figure, which illustrates the differences in the social assistance menu features in the SIKS-NG application as a result of the implemented system update.

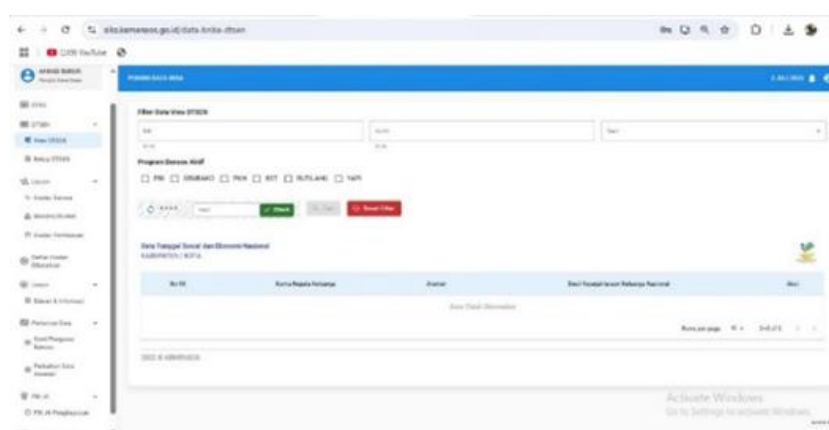


Figure 4. Changes in the SIKS-NG Application Interface.
Source: Simoangin-Angin Village Government, (2025)

Figure 4 illustrates the changes in the social assistance menu of the Next Generation Social Welfare Information System (SIKS-NG) in Simoangin-Angin Village. These changes were prompted by adjustments to the types of social assistance programs as well as several modifications to the application's interface. However, despite these changes, by mid-2025, the operators in Simoangin-Angin Village had not yet received formal technical training or direct guidance from the Social Services Office or the sub-district (Kecamatan). The absence of such training posed a significant obstacle in the adaptation process, as substantial system changes ideally require systematic guidance to ensure

optimal implementation. Nevertheless, informal learning combined with the availability of the official manual in 2025 provided an important solution for understanding the DTKSEN system, which replaced the previous DTKS, thereby facilitating a smoother adaptation process.

This issue aligns with the research conducted by Sekar Arum Puspita Ramadhani & Isna Fitria Agustina entitled *"Effectiveness of the Next Generation Social Welfare Information System (SIKS-NG) as a Village Poverty Data Management Application,"* which found a similar problem: the lack of technical guidance (Bimtek) or training for the application operators. Additionally, the study highlighted that changes in the features of the SIKS-NG application occur frequently, often varying from year to year, which complicates the operators' ability to manage the system effectively.

Meanwhile, in terms of facilities and infrastructure, Desa Simoangin-Angin is considered sufficiently prepared to support adaptation to digital technology use. The village government has provided computers and internet networks for data input purposes. These facilities are deemed adequate for running the application. Such technical support helps operators carry out verification and data management tasks digitally while also reflecting the village government's commitment to facilitating the adaptation process to a digital system. This condition contrasts with the study conducted by Haromin and Andriyansyah entitled *"Effectiveness of E-Government Implementation through the Next Generation Social Welfare Information System (SIKS-NG) as a Poverty Data Management Application in Desa Lumajang, Kecamatan Pangalengan, Kabupaten Bandung,"* which found that the facilities provided by the village were still insufficient, thereby hindering the data uploading process in the application.

Based on the research findings, it can be concluded that the adaptation process of village officials, particularly the SIKS-NG application operators in Desa Simoangin-Angin, demonstrates a fairly good level of effectiveness, despite several existing challenges. Adaptation to the new system was carried out independently and informally due to the limited technical guidance and lack of official training from the relevant authorities. Nevertheless, the presence of an official user manual from the Ministry of Social Affairs following the system upgrade to DTKSEN has provided significant support in enhancing the technical understanding of village operators. In terms of infrastructure, the village has provided adequate basic facilities to support digitalization. This reflects the village government's commitment to facilitating the adaptation process to technology. Overall, the adaptation capability of village officials is fairly effective in responding to system changes; however, it still requires more structured institutional support, such as regular technical training and direct assistance, to ensure that adaptation can proceed more optimally and sustainably.

CONCLUSION

Fundamental Finding : Based on the analysis of the effectiveness of the Next Generation Social Welfare Information System (SIKS-NG) application in Desa Simoangin-Angin, it was found that each indicator exhibits varied conditions. In terms of the goal achievement indicator, the SIKS-NG application facilitates the operators' work in recording data of poor and needy community members. Nevertheless, field findings

reveal challenges, such as discrepancies between the allocation data in the application and the actual conditions of aid recipients, caused by independent submissions made by residents without going through the village administration. Regarding the integration aspect, the social assistance submission procedures have been carried out according to established protocols, namely through deliberations involving the Village Consultative Body (BPD) and the Neighborhood Association (RT) and Community Unit (RW). However, socialization to the broader community remains limited. On the adaptation aspect, human resources at the village level, particularly the application operators, are capable of adjusting to changes in the application. Although initially the operators faced difficulties, over time they were able to understand the application procedures through self-directed learning, guidance from colleagues, and assistance from the user manual. Furthermore, the availability of adequate facilities and infrastructure, such as computers and stable internet networks, also supports the effectiveness of this adaptation. Nevertheless, challenges remain, particularly regarding the lack of official technical guidance from relevant authorities following the system update from DTKS to DTKSEN in 2025. **Implication** : Based on these findings, it is crucial to regularly update the data, provide more intensive training for application operators, and actively involve the community in socialization efforts. These measures are expected to enhance the effectiveness of social assistance management, ultimately contributing to improved community welfare in a more targeted and efficient manner. **Limitation** : This study is limited in scope, focusing only on a single village, and therefore may not represent broader conditions. **Future Research** : Future studies are recommended to adopt a mixed-methods approach to explore both quantitative and qualitative aspects more comprehensively. Research can also focus on the community as recipients of aid to assess the extent to which the application's effectiveness is directly experienced by beneficiaries. Additionally, it is suggested to apply other organizational effectiveness theories to broaden analytical perspectives, with a focus on community participation as a key indicator of the effectiveness of digital social systems such as SIKS-NG.

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