# MEMPERBAIKI PERENCANAAN PROGRAM BANTUAN SOSIAL MELALUI APLIKASI SIKS-NG DI KANTOR DINAS SOSIAL KABUPATEN JENEPONTO

## OPTIMIZING SOCIAL ASSISTANCE PROGRAM PLANNING THROUGH THE SIKS-NG APPLICATION AT THE JENEPONTO REGENCY SOCIAL SERVICES OFFICE

**Andi Sumarli***

Faculty of Economics, Patompo University, Email : sumarlin.manajemen@gmail.com

*email koresponden: sumarlin.manajemen@gmail.com

### Abstract

*This study aims to analyze strategies for optimizing social assistance program planning in Jeneponto Regency using the Next Generation Social Welfare Information System (SIKS-NG). Accurate and efficient planning is key to ensuring accurate targeting of social assistance beneficiaries, ensuring the program achieves its objectives and delivers optimal impact. Using SIKS-NG is expected to improve the accuracy of recipient data, accelerate the verification process, and facilitate social service field workers in proposing beneficiary families. This eliminates the need for in-person visits to the Social Service office. The research method used was a qualitative approach, analyzing responses from three informants: the Head of Service, Village Facilitator, SIKS-NG Operator, and Beneficiary Families. The results indicate that implementing the SIKS-NG application improves the accuracy of recipient data, accelerates the verification process, and facilitates monitoring of aid distribution. Furthermore, the application is easily accessible through https://siks.kemensos.go.id, thus supporting the overall program effectiveness.*

**Keywords:** *Optimizing Planning, SIKS-NG Application, Beneficiary Families.*

### Abstrak

Penelitian ini bertujuan untuk menganalisis strategi optimalisasi perencanaan program bantuan sosial di Kabupaten Jeneponto menggunakan Sistem Informasi Kesejahteraan Sosial Generasi Baru (SIKS-NG). Perencanaan yang akurat dan efisien merupakan kunci untuk memastikan penargetan yang tepat terhadap penerima manfaat bantuan sosial, memastikan program mencapai tujuannya, dan memberikan dampak optimal. Penggunaan SIKS-NG diharapkan dapat meningkatkan akurasi data penerima, mempercepat proses verifikasi, dan memudahkan pekerja lapangan layanan sosial dalam mengusulkan keluarga penerima manfaat. Hal ini menghilangkan kebutuhan untuk kunjungan langsung ke kantor Layanan Sosial. Metode penelitian yang digunakan adalah pendekatan kualitatif, menganalisis tanggapan dari tiga informan: Kepala Layanan, Fasilitator Desa, Operator SIKS-NG, dan Keluarga Penerima Manfaat. Hasil penelitian menunjukkan bahwa implementasi aplikasi SIKS-NG meningkatkan akurasi data penerima manfaat, mempercepat proses verifikasi, dan memudahkan pemantauan distribusi bantuan. Selain itu, aplikasi ini dapat diakses dengan mudah melalui https://siks.kemensos.go.id, sehingga mendukung efektivitas program secara keseluruhan.

**Kata kunci:** Optimasi Perencanaan, Aplikasi SIKS-NG, Keluarga Penerima Manfaat

## 1. INTRODUCTION

Across numerous research, market size is consistently found to be a significant factor in determining FDI inflows. According to research conducted on Western Balkan nations between 2007 and 2015, FDI inflows were significantly positively impacted by market size,

population size, and market growth (Petrović-Ranđelović et al., 2017). The potential advantages of regionalization for developing nations were also highlighted by a study conducted on Pakistan using data from 1984 to 2008, which found that market size was the most significant factor influencing FDI inflows (Mughal & Akram, 2011). Evidence for horizontal FDI in both founding and more recent OECD member nations was provided by an analysis of OECD countries from 2010 to 2021, which further confirmed the beneficial impact of market size on outward FDI (Negem, 2022).

In both developed and developing nations, market size is regularly found to be a significant driver of foreign direct investment. Market size is cited by Shah and Khan (2016), Shan et al. (2018), and Canh et al. (2020) as a factor of foreign direct investment. Growth rate of per capita, telephone main lines and degree of openness have positive sign and are statistically significant to FDI, inflation rate and tax rate present negative sign and are statistically significant (Demirhan and Masca, 2008). Exports, investment, and human capital have a statistically positive impact on FDI inflows, while credit barriers and taxes have a negative effect, also, market size and resources foster FDI, whereas inflation and environmental emissions lower foreign investment levels (Cerdeira and Fortuna, 2025).

Theoretically, household spending decisions about food intake are influenced by time restrictions, income, and price (Fan et al., 2007). However, geography affects costs (Ahmed, 2023). For example, customers in the same region are assumed to experience the same market pricing, while different locations may capture differences in food product prices (Binkley, 2006; Ma et al., 2006; Liu et al., 2015; Fan et al., 2007). However, price and income changes may alter consumer behavior due to the impact of substitution and income on individual demand (Ahmed, 2023). Price rises cause the substitution effect, but changes in income cause the income effect, which alters customer demand for a good (Perloff, 2018). Furthermore, price elasticity quantifies how much demand there is for a given good when prices of related goods change, income elasticity calculates how much demand there is for a given good when income changes, and cross-price elasticity determines how much demand there is for a particular good when the prices of related goods change (Perloff, 2018; Varian, 2014). Therefore, the consumption of one thing has an impact on the price, income, and pricing of related products (Binkley, 2006; Ma et al., 2006; Liu et al., 2015; Fan et al., 2007). Engel's law illustrates how income and the quantity needed of a given good are related, demonstrating that as income rises, the share of food expenditures falls (Perloff, 2018). But as people's incomes rise, so does the demand for food, both in terms of quantity and quality (Gale and Huang, 2007).

Based on the explanation above, the researcher will conduct in relation to foreign direct investment which focuses on determinants of it.

Kalimantan, Indonesia's second-largest island, is rich in natural resources but also faces various economic challenges. One of the provinces on this island is South Kalimantan, which covers an area of approximately 38,744.23 km2 and comprises 11 regencies, including Jeneponto Regency. With a population of approximately 263,420, Jeneponto Regency faces serious poverty issues. Based on the Integrated Social Welfare Data (DTKS), approximately 6,307 people are classified as migrants. Information regarding people in need of social assistance and social welfare services is contained in the Integrated Social Welfare Data (DTKS), which serves as a reference source for social welfare implementation (Manoppo & Laoh, 2022). The information contained in the Integrated Social Welfare Data (DTKS), formerly known as the Integrated Database (BDT), captures the socioeconomic and demographic status of forty percent of Indonesia's population, with the lowest welfare status as the starting point for calculations. Initially, the national Poverty Reduction Data (DTKS) was managed by the Team for the Acceleration of Poverty Reduction (TNP2K) under the Vice Presidential Secretariat. However, in 2017,

its management was transferred to the Center for Social Welfare Data and Information Technology (PUSDATIN-KESOS), part of the Ministry of Social Affairs (Lathifah, 2021).

The high poverty rate in Jeneponto Regency is caused by various factors, including economic inequality. Some residents living in rural areas can survive by relying on gardens and livestock, while those living in cities lack access to these facilities and cannot farm. Furthermore, many children and adolescents still decide to marry at a young age, despite their economic instability. This further increases the poverty rate, especially when they begin having children. Early marriage also leads to social problems such as divorce, poor family stability, gender discrimination, and poor parenting (Tamara et al., 2023).

Another factor influencing poverty is education level. Some individuals only complete junior high school, making it difficult to find employment and improve their opportunities. High unemployment due to this low level of education also contributes to rising poverty rates. Poverty is essentially one of the barriers preventing a region or country from developing. The quality of human resources deteriorates because poverty prevents people from being able to afford healthcare, education, or a healthy diet, thus reducing productivity. First, high poverty rates make it difficult for people to obtain loans and finance their children's education; second, wealthy individuals who fall into poverty generally do not save or invest; third, low income levels and living standards negatively impact health, nutrition, and productivity; fourth, increasing the income of the poor supports the development of local products to meet daily needs; and fifth, poverty alleviation can encourage healthy economic growth (Agus Triono & Sangaji, 2023).

In this regard, data plays a crucial role in various initiatives aimed at reducing poverty. Undoubtedly, social problems such as poverty will arise due to population growth. For many countries around the world, poverty is a serious problem, especially in developing countries. A person is considered poor if they cannot afford basic necessities such as food, clothing, housing, and medicine. Governments in many regions are consistently aware of this issue. Poverty sometimes escalates to a significant economic problem, which serves as a benchmark for a country's performance (Lismana et al., 2023). Accurate and integrated data is key to targeting social assistance recipients, ensuring targeted and effective assistance. The Jeneponto Regency Social Service strives to address this issue by maximizing social assistance planning and involving village officials and facilitators to ensure community involvement in data input. Village officials collaborate with the Village Head to formulate policies and coordinate efforts handled by the Village Secretariat. Technical implementers and regional elements also support the Village Head's responsibilities in implementing policies (Amijaya et al., 2023). The Facilitator's duties include providing assistance, facilities, and social assistance to residents (Mutmainnah, 2023). In an effort to overcome the problem of poverty, the Jeneponto Regency Social Service has implemented various assistance programs, such as: Food assistance Non-Cash Assistance (BPNT), the Family Hope Program (PKH), Regional Food Rice (Rasda), and assistance for vulnerable groups such as neglected elderly people, people with severe disabilities, those with uninhabitable homes, and those with mental illness. Currently, the application process for these assistance programs is still carried out manually using forms, which can lead to inaccuracies and delays in aid distribution.

Since 2022, the Jeneponto Regency Social Services Office has begun using the Next Generation Social Welfare Information System (SIKS-NG) application. The Next Generation Social Welfare Information System (SIKS-NG) is a management program used for the development and submission of new data for the Integrated Database. Furthermore, the program also includes a module for enhancing and submitting data for Social Assistance (Gobel et al., 2022). This application aims to optimize the application process by providing access to facilitators through a username and password provided by the SIKS-NG operator.

Facilitators access the official website at https://kemensos.go.id to report proposals, terminations of assistance, and replacements of assistance administrators.

By optimizing social assistance planning with SIKS-NG, the total number of residents receiving assistance can be accurately monitored. This study aims to analyze the effectiveness of the SIKS-NG application in improving data accuracy and validation, as well as the effectiveness of social assistance recipients in Jeneponto Regency. The research problem is the role of the SIKS-NG application in ensuring social assistance in Jeneponto Regency and the obstacles faced by facilitators in implementing the SIKS-NG application in the assistance proposal process.

## 2. RESEACRH METHOD

This study used a qualitative approach, selecting Padangin Village, Tanta District, Jeneponto Regency. The method used was in-depth interviews with three key informants: local village officials, village facilitators, and SIKS-NG operators. Interviews were also conducted with beneficiary families (KPM) to determine the criteria used by facilitators to nominate residents for the SIKS-NG application. Communication between two or more parties, which can occur face-to-face, with one party acting as the interviewer and the other acting as the recipient of the interview for a specific reason, is called an interview (Fadhallah, 2021). Another definition, according to Anggraini (2020), is that interviews are a field data collection technique. Interviews are conducted to gather information about the effectiveness of the SIKS-NG application in supporting the validation of aid recipient data in Jeneponto Regency.

Population and Sample

a. Population

The population is a fundamental element in research, determining the direction of data collection and analysis. A good understanding of the population and its types helps researchers produce valid, relevant, and generalizable findings. By carefully considering the population, research can make a significant contribution to the development of science and the resolution of problems in the community. The number of aid recipients in Padangin Village, Tanta District, is 471 people.

b. Sample

A sample is a portion of the population used to represent the entire population in a study. Selecting the appropriate method and sample size is crucial to ensure that research results can be accurately generalized. By selecting a representative sample, research can provide relevant and useful findings for the development of science and practical decision-making. The sample taken from this population was 100 people, with the following details:

**Table 1. Sample Size**

| | | |
|---|---|---|
| Village Head | : | 1 people |
| Operator | : | 1 people |
| Facilitator | : | 1 people |
| PKH Recipient | : | 33 people |
| BPNT Recipient | : | 42 people |
| Rasda Recipient | : | 22 people |
| Total Sample Size | : | 100 people |

## 3. RESULT AND DISCUSSION

The following are the results of interviews with each informant:

This interview was conducted with Mr. Hudari, a local village official, on October

23, 2024:

The SIKS-NG application is very helpful in the process of proposing assistance for residents registered as poor families who have never received assistance. Village officials can propose these residents through an Absolute Accountability Letter (SPTJM), which is then submitted to the facilitator.

Based on this interview, it can be concluded that the SIKS-NG application makes it easier for village officials to propose assistance effectively. This application allows village officials to submit assistance more systematically and quickly, thereby expediting the verification process and minimizing data errors. Furthermore, this application also helps ensure that residents in need are recorded more accurately and transparently.

The following interview was conducted with Maulida Sari, a village facilitator, on October 25, 2024.

As the facilitator, I entered data into the SIKS-NG application, starting with Family Card and Population Identification Number (NIK) verification. Once the data is validated, the user enters individual information such as name, place and date of birth, gender, mother's name, occupation, marital status, neighborhood unit (RT/RW), address, family relationships, and last education. After completing the individual information, the user completes a criteria survey, which inquires about housing conditions and sources of lighting. The user then proposes an assistance program, namely Non-Cash Food Assistance (BPNT), and uploads supporting documents such as (KTP photo, front of house photo, inside house photo, and coordinate adjustments).

In my opinion, the SIKS-NG application simplifies work because it can be used via mobile phone, computer, or laptop, eliminating the need to fill out paper forms that must be delivered to the Social Services Office. However, sometimes problems arise due to the application's slowness and glitches. This can sometimes slow down the data submission process.

Based on the interview results above, it can be concluded that the role of the facilitator is crucial in managing the SIKS-NG application. Facilitators need to be directly involved in the field to document the condition of potential beneficiaries' homes.

The following interview was conducted with Febriyanti Mutiara, the SIKS-NG Operator, on October 26, 2024.

After the facilitator submits the proposed data for the aid recipient, I will verify the validity of the submitted data, including verifying supporting documents such as ID card photos, house photos, and other supporting documents. If the proposal meets the requirements, I, as the operator, will approve the proposal and send the data to the central office.

Based on the interview above, the operator plays a crucial role in ensuring the accuracy and validity of the data proposed by the facilitator before it is approved and sent to the central office. This detailed verification process helps maintain data quality and ensures that only eligible proposals can proceed to the next stage, ensuring more targeted aid distribution.

Next, the author visited several beneficiary families to inquire about whether the assistance they received met the criteria proposed through the SIKS-NG application. The following are the results of interviews with several beneficiary families regarding the suitability of the assistance received to the application criteria through the SIKS-NG application:

1. Mrs. Nurlina (PKH recipient)

    The PKH assistance I received was very helpful in meeting the educational needs of my child, who is still in elementary school. The application process through the

SIKS-NG application was quite fast and clear. This assistance aligns with our family's needs, and I hope this program can continue.

Mrs. Nurlina stated that the PKH assistance she received was very beneficial in meeting the educational needs of her child, who is still in elementary school. The application process through the SIKS-NG application was fast and clear. The assistance was very much in line with her family's needs, and she hopes this program can continue.

2. Mr. Ahmad Effendi (BPNT recipient)

As a daily laborer earning Rp. 1,300,000 per month, I feel the assistance I currently receive is helpful, especially in meeting my family's food needs. This BPNT assistance has helped reduce monthly expenses. The application process through the SIKS-NG application has been quite successful and on target. I would like to thank the facilitator who recommended us for this assistance program.

Mr. Ahmad Effendi stated that the Non-Cash Food Assistance (BPNT) program is very helpful in meeting family food needs, especially for those with limited income as daily laborers. This assistance reduces monthly family expenses. The application process is through the SIKS application -NG is running well and on target. Mr. Ahmad Effendi also expressed his gratitude to the facilitators who nominated their families for this assistance.

3. Mr. Abdul Syukur (RASDA Assistance Recipient)

I receive this assistance regularly every month and collect it at the Padangin Village Office, Tanta District. The data verification process through SIKS-NG is very effective because the assistance I receive is based on my family's circumstances as recorded in the Integrated Social Welfare Data (DTKS).

Mr. Abdul Syukur stated that the RASDA assistance he receives regularly every month is very helpful. The process of collecting the assistance at the village office went smoothly. Mr. Abdul Syukur also appreciated the data verification process through the SIKS-NG application, which is considered effective because it ensures that the assistance received aligns with the family's circumstances as recorded in the Integrated Social Welfare Data (DTKS).

4. Mr. Sakrani (ASLUT Recipient)

At 76 years old, I feel very helped by this assistance. I use this assistance for daily needs, such as purchasing groceries. The assistance I received through a proposal through the SIKS-NG application is Rp 250,000 per month, which is deposited into my Bank Kalsel account.

Mr. Sakrani, a 76-year-old ASLUT recipient, stated that he feels greatly helped. The Rp 250,000 per month is used for daily needs, such as purchasing groceries. The application process through the SIKS-NG application went smoothly, with the funds directly deposited into his Bank Kalsel account.

Based on interviews with village officials, facilitators, operators, and beneficiary families, it can be concluded that the SIKS-NG application has had a positive impact on the proposal and verification process for social assistance recipients in Jeneponto Regency. All parties involved—village officials, facilitators, operators, and beneficiaries—play a supportive role in ensuring that the assistance is distributed appropriately.

Village officials use this application to propose residents registered as poor families who have not yet received assistance. The SIKS-NG application enables faster and more systematic proposal processing. Facilitators, who are responsible for data input, find the application simplifies their work, although they sometimes encounter technical issues such as slow application performance. SIKS-NG operators play a crucial role in verifying the validity of the data received, ensuring that the data

submitted by facilitators is valid and accurate before being approved and sent to the central government.

Beneficiaries feel the assistance they receive is tailored to their needs and significantly helps address welfare issues, such as food, education, and health. The fast and clear proposal process through the SIKS-NG application makes it easier for beneficiaries to receive the assistance they require.

Overall, despite some technical issues related to application delays, the SIKS-NG application has had a positive impact on the management of social assistance, accelerating the process and increasing the transparency and accuracy of beneficiary data. Further attention is needed to address technical issues to ensure the proposal and aid distribution process runs more smoothly and efficiently. The implementation of the Next Generation Social Welfare Information System (SIKS-NG) application in Jeneponto Regency is an innovative step that has brought positive changes to the governance of social assistance programs. Through this application, the process of proposing, verifying, and validating recipient data has become more efficient, accurate, and transparent. However, to optimize its benefits, continuous improvement efforts are needed, particularly in terms of technological infrastructure and increasing the capacity of the human resources involved.

High hopes are placed on all parties, including the local government, village officials, and the community, to continue collaborating to refine the implementation of SIKS-NG. With strong commitment and effective synergy, it is hoped that social assistance programs in Jeneponto Regency will be more targeted, provide maximum benefits to the community, and support the achievement of equitable social welfare. This research is expected to serve as a reference for developing better systems in the future.

## 4. CONCLUSION

This study shows that the implementation of the Next Generation Social Welfare Information System (SIKS-NG) application in Jeneponto Regency has significantly contributed to improving the social assistance program planning system. This application has successfully increased the accuracy of beneficiary data, accelerated the proposal and verification process, and increased the efficiency of village officials, facilitators, and operators in coordinating. Furthermore, the use of this application also promotes data transparency, thereby reducing the potential for errors or misuse of beneficiary data. However, this study also found technical obstacles such as slow application access and unstable internet connectivity that can affect the effectiveness of its implementation in the field. These obstacles are the main challenges that need to be resolved so that the application can operate optimally and its benefits are widely felt by the community, particularly in supporting the implementation of more targeted social assistance programs.

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