

## **Implementation of Social Welfare (DTKS) Integrated Data Program through the Next Generation Social Welfare Information System (SIKS NG)**

Muh. Firyal Akbar<sup>1</sup>, Sakbir<sup>1</sup>, Sitrun Malipi<sup>1</sup>, Nirmala Afrianti Sahi<sup>2</sup>

Corresponding Email: [firyalakbar@umgo.ac.id](mailto:firyalakbar@umgo.ac.id)

<sup>1</sup>Public Administration Study Program, Muhammadiyah University of Gorontalo, Indonesia

<sup>2</sup>Faculty of Social and Political Sciences, University of Gorontalo, Indonesia

### **Abstract**

This study aims to describe the Implementation of the Social Welfare Integrated Data Program (DTKS) through the Next Generation Social Welfare Information System (SIKS NG) in Huntu Village, Batudaa District, Gorontalo Regency. The research method uses a qualitative approach by collecting data through observation, interviews and documentation. The results of the study show that of the four indicators, there are three indicators that are considered optimal, namely communication, disposition, and bureaucratic structure. Meanwhile, one other indicator, namely the resource indicator, is considered not optimal, which can be seen from the use of the Social Welfare System-Next Generation (SIKS-NG) application, which often experiences interruptions or errors when inputting data and the unstable network system in the Huntu rural area, especially in the Office Hunter Village.

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### **Introduction**

The contemporary advancements in information and communication technology have facilitated the implementation of technological solutions in public services, thereby enhancing their overall performance. The implementation of E-government within the realm of bureaucracy is anticipated to serve as a viable option for enhancing bureaucratic development and improving service quality. The successful implementation of E-government necessitates a firm dedication from the government to strategize and initiate novel initiatives within the realm of governance. The preparedness of human resources, facilities and infrastructure, regulations, and budgets is crucial in the implementation of E-government (Indrajit, 2005).

Hage and Power assert that a prominent feature of the contemporary period marked by technological, communication, and information progress is the widespread utilization of computer technology. E-government refers to the application of digital technology within the realm of government to enhance the provision of services to the community. This process can be delineated into four distinct stages: preparation, maturation, stabilization, and utilization. According to Mustopadidjaja (2003), the implementation of the E-government system is anticipated to enhance the efficiency, effectiveness, and transparency of the government system.

The concept of e-government encompasses the utilization of digital technology to enhance government operations with the objective of achieving improved performance (Grigalashvili,

2022). The objective of E-Government is to establish an enhanced governmental structure characterized by increased transparency and accountability.

The analysis of the concept of e-government can be conducted by examining three key factors that contribute to the success of e-government initiatives. These factors include elements of support, elements of capacity, and elements of value. According to Indrajit (2005), the element of support or assistance holds utmost significance.

The successful implementation of digitalization necessitates the endorsement and assistance of public officials, which can be manifested through the establishment of e-government development and related initiatives (Špaček et al., 2020; Stojanovska-Stefanova et al., 2020). Various forms of support can be implemented to promote the successful realization of a country's vision and mission through e-government. These include establishing an e-government framework as a crucial element, ensuring the widespread and consistent dissemination of the e-government concept, and conducting comprehensive educational campaigns targeting both public officials and the general population. The inclusion of this capacity element is essential for the advancement and implementation of e-government, ensuring that the concept can effectively operate and materialize through the allocation of necessary resources.

The successful implementation of e-government necessitates three key resources: financial resources, information technology infrastructure, and adequate technology and information infrastructure. Financial resources are essential to fund the implementation of e-government initiatives. Additionally, the availability of adequate information technology infrastructure is crucial, as it serves as an indicator of the success of e-government (Sulistiawaty et al., 2021; Mensah & Mwakapesa, 2023). The provision of proficient and sufficient human resources is crucial for the effective implementation of e-government, aligning with the principle of anticipated advantages. The value element encompasses the advantages that accrue to both the government, acting as service providers, and the community, as recipients of e-government services (Yahya, 2015),

This paper employs the concept of policy implementation to facilitate the implementation of the SIKS-NG, a forthcoming social welfare information system. The notion of policy implementation, as elucidated by numerous scholars, is a crucial tool for assessing the efficacy of policy formulation. Regardless of the quality of a policy, its effectiveness in achieving its goals and objectives is contingent upon the availability and utilization of adequate resources for its implementation. Conversely, in situations where the human resources responsible for implementation are prepared, yet the formulation of policies is inadequate, the resultant programs may also be suboptimal. Therefore, it is imperative that both policy creation and implementation are executed effectively (Usman, et al., 2021).

In a literary work titled "Implementing Public Policy" According to Edwards III (1980), the process of policy implementation is a multifaceted endeavor that is influenced by numerous factors, ultimately determining its level of success. The examination of policy implementation holds significant importance within the field of public administration and public policy. Policy implementation is a crucial phase in the policy-making process that occurs between policy formulation and the subsequent effects of policies on the individuals it affects (Jumroh & Pratama, 2021).

The utilization of service applications, such as the SIKS-NG application, plays a significant role in the implementation of E-Government within the existing government bureaucracy.

These applications facilitate the consolidation of community databases into a single digital system, thereby enhancing accessibility and efficiency. The SIKS-NG application serves as a management tool utilized by the Ministry of Social Affairs of the Republic of Indonesia. Its primary function is to facilitate the submission of new data and enhance the integrated database pertaining to individuals living in poverty. The SIKS-NG application includes a menu that allows users to suggest enhancements and propose new data for recipients of Food Social Assistance (BSP). This application is utilized for the purpose of generating summary or resume data, including recapitulation and repair data, as well as proposing new data. The task of updating and inputting data is performed by personnel in the Village or Kelurahan using an application that operates offline. The data finalization process occurs subsequent to the receipt of an endorsement letter from the local social service. Following this, the updated data files become promptly available for download on a periodic basis.

SIKS-NG is an application that operates in an offline environment and facilitates the input of verification and validation outcomes from the Unified Database (BDT), without the need for an internet connection. The SIKS-NG system is exclusively utilized for the purpose of updating offline data, thereby obviating the necessity for data synchronization or upload functionalities. The Offline-based SIKS-NG Application and the Online-based SIKS-NG Application mutually facilitate the verification and validation of UDB data. The introduction of the SIKS-NG program is anticipated to enhance the delivery of government services to the public, thereby addressing various issues in the community pertaining to the submission of inaccurate and irrelevant data (Permensos No. 28/2017).

The Social Welfare Information System (SIKS) is a comprehensive information system that encompasses various components, including the collection, processing, presentation, and storage of social welfare data. These activities are conducted in a sequential and ongoing manner. This application aims to ensure that diverse welfare social assistance programs align precisely with the Integrated Social Welfare Data (DTKS), which comprises poverty data that has been duly verified and validated by the Ministry of Social Affairs in collaboration with the Regional Government. As per the Secretary General of the Ministry of Social Affairs, the SIKS-NG application is furnished with the variables encompassed in the Unified Database form, thereby enhancing the comprehensiveness of the information pertaining to individuals living in poverty.

The SIKS-NG application incorporates various programs, including the Family Hope Program (PKH), Joint Business Group (KUBE), Social Rehabilitation for People with Social Welfare Problems (PMKS), Non-Cash Food Assistance (BPNT), Child Social Welfare Program (PKSA), Family Welfare Savings Program (PSKS), Remote Indigenous Community (KAT), and Social Welfare Information System.

The successful implementation of the Social Welfare Information System-Next Generation (SIKS-NG) application by the Indonesian Ministry of Social Affairs necessitates the effective translation and execution of government policies, particularly in the designated policy areas. The execution of a policy is influenced by multiple variables.

Policy implementation can be understood as the operationalization of activities, actions, or mechanisms within a given system. The term "mechanism" suggests that implementation is not merely a task, but rather a deliberate and conscientious endeavor guided by established norms, with the aim of accomplishing the objectives of the activity. The implementation of policies is a pivotal phase within the public policy process. Implementation is a crucial phase within the broader framework of public policy. This implies that the effectiveness of a policy in

addressing public issues is contingent upon various factors, with policy implementation being just one of them. According to Subarsono (2011), Edwar III identifies four key variables in public policy, which are communications, resources, attitudes, and bureaucratic structures.

Nevertheless, the implementation of the Social Welfare Information System-Next Generation (SIKS-NG) in the Gorontalo Regency Government, particularly in the Village Government, has been deemed inadequate. Specifically, it has failed to effectively present accurate data that aligns with the actual circumstances on the field. The issues that subsequently emerge in the utilization of the SIKS-NG application exhibit similarities to the utilization of the SIKS-NG application by the Ministry of Social Affairs. Specifically, the reported input data often contains a significant amount of invalid information, which can be attributed to errors made by operators at the village level. In addition to this, subsequent to the application's deployment, the officials encountered challenges due to numerous deficiencies within the application. These deficiencies encompassed the inability to ascertain the quantity of deceased individuals and individuals who relocated, rendering them untraceable. The individuals responsible for overseeing the SIKS-NG application within the village are required to perform manual recalculations. This issue presents a challenge as the SIKS-NG application assumes that the necessary data will be generated automatically. The application exhibits a noticeable increase in computational load during runtime, resulting in a perceived heaviness. Furthermore, when the service head inputs data in a continuous manner, the application encounters errors. Furthermore, this impedes the advancement of the UDB implementation.

According to a study conducted by Husri in 2020, prior research has been conducted on this topic. The study examines the efficacy of the Next Generation Social Welfare Data Collection Program Application in Gowa Regency. The findings of this study suggest that the implementation of the next generation social welfare data collection program in Gowa Regency has been effective in accurately targeting impoverished and neglected children. The program's data collection application has been successfully utilized and continues to be utilized. Additionally, the social service program has effectively conducted socialization efforts for the application of the social welfare data collection program among the impoverished population. To ensure the successful implementation of the social service program, a commitment has been made between the program and village and sub-district government officials, with the support of the village community empowerment service. This commitment aims to facilitate the data collection process through the SIKS-NG application at the village, village, and district levels. The monitoring conducted subsequent to the implementation of the social service program has proven to be highly effective in overseeing impoverished and neglected children. Comprehensive data collection has facilitated the provision of appropriate assistance, empowering these children to utilize government aid in a responsible and appropriate manner.

The author of this text is Fatma Wati, and the year of publication is 2022. The Efficacy of the Next Generation Social Welfare Information System in Gunung Seteleng Village Utilizing the Technology Acceptance Model Framework. Based on the collected data, it can be inferred that the research findings pertaining to each variable assessing the efficacy level of the SIKS-NG information system in Gunung Seteleng village fall within the Effective classification.

The author has enhanced the implementation of the Integrated Social Welfare Data Program (DTKS) by utilizing the Next Generation Social Welfare Information System (SIKS NG), which differs from previous studies.

The objective of this study was to examine the implementation of the Integrated Social Welfare Data Program (DTKS) using the Next Generation Social Welfare Information System (SIKS NG) in Huntu Village, Batudaa District, Gorontalo Regency.

## Methods

The researchers employed a descriptive research methodology with a qualitative approach in this study. According to Arikunto (2013), The selection of a qualitative methodology was made for this study due to its capacity to elucidate and provide a comprehensive understanding of the Implementation of the Social Welfare Integrated Data Program (DTKS) Through the Next Generation Social Welfare Information System (SIKS NG) in Huntu Village, Batudaa District, Gorontalo Regency.

According to Sugiyono (2015), According to the source, research data can be categorized into two distinct types, specifically primary and secondary. The informants involved in this study include the Head of Huntu Village, who serves as the key informant, as well as the Village Secretary, two Section Heads, the Head of BPD, the Head of LPM, one operator, and three members of the community. The overall count of informants comprises a group of nine individuals.

This study employed descriptive qualitative analysis methods for data analysis. In the study conducted by Semiawan (2010), the entire research process involved the simultaneous execution of data analysis and data collection. This process encompassed three key stages: (a) Data reduction, which involved condensing the collected data, (b) Data display, which entailed presenting the condensed data in a comprehensible manner, and (c) Conclusion or Verification, which involved drawing conclusions or verifying the findings based on the presented data..

## Results and Discussion

### Communication

According to George C. Edward III (1980), the effectiveness of public policy implementation is contingent upon successful communication. Efficient execution is achieved when decision makers possess prior knowledge of their intended course of action. Effective communication is crucial for ensuring that individuals possess the necessary understanding of their respective roles and responsibilities. This is particularly important in the context of policy decision-making and the subsequent implementation of regulations, as it necessitates the clear and timely dissemination of information to the appropriate personnel departments. Effective communication is essential to ensure that decision makers and implementers maintain a high level of consistency in the implementation of policies within society. The process of disseminating information and engaging with the community regarding the implementation of public policy is referred to as socialization. This involves creating awareness and fostering understanding among the target group, who are members of the community, about the program that is to be implemented.

The primary focus of this study is to examine the communication indicator pertaining to the socialization process of the Next Generation Social Welfare Information System (SIKS-NG) in Huntu Village, located in the Batudaa District of Gorontalo Regency.

The results of interviews with informants (SS) as the Head of Huntu Village, Batudaa District, Gorontalo Regency stated that;

*"The Next Generation Social Welfare Information System (SIKS-NG) has often been disseminated. This socialization is to introduce the SIKS-NG application to TKSK and Korcam PKH, where the application contains information about the integrated database (BDT), handling of the poor and needy people, data on non-cash food assistance (BPNT) and also data on beneficiaries. contribution (PBI) for national health insurance. (interview 15 November 2022)*

Subsequent interviews with the informant (HB) as Huntu Village Secretary stated that;

*"Socialization has been carried out by the Government, especially the Social Service through Bimtek activities. The Social Welfare System-Next Generation (SIKS-NG) application is a national application for recipients of all types of government assistance. This application contains Integrated Social Welfare Data (DTKS). The use of the Social Welfare Information System (SIKS) application is to present accurate poverty data. (interview 15 November 2022)*

Furthermore, the informant (YSP) as Chair of the Huntu Village BPD stated that;

*"The socialization of the Social Welfare System-Next Generation (SIKS-NG) has already been carried out, at that time it was carried out at the Batudaa Sub-District Office by presenting all village operators in the Batudaa Sub-District. What I know is that at that time socialization was carried out regarding data collection and updating of aid recipient community data. (interview 15 November 2022)*

Furthermore, interviews with informants (SP) as the Head of Welfare Section stated that;

*"I think the socialization related to the Social Welfare System-Next Generation (SIKS-NG) is quite optimal because apart from introducing this application, the Social Service also provides technical guidance activities, especially to village operators as the party that manages the data on beneficiaries." (interview 15 November 2022).*

Based on the entire interview above, as well as the results of the researcher's analysis, it can be concluded that the socialization of the Social Welfare System-Next Generation (SIKS-NG) is optimal. This can be seen from the frequency with which Huntu village operators are involved in outreach and technical guidance activities organized by the Government both offline and online.

## **Resource**

Resources, namely designating each policy must be supported by adequate resources. According to George C. Edward III (1980), failures that often occur in policy implementation are caused by insufficient or inadequate resources. The study focuses on the availability of supporting facilities and infrastructure for the Next Generation Social Welfare Information System (SIKS-NG) in Huntu Village, Batudaa District, Gorontalo Regency.

According to the interviews conducted with informants, specifically the Head of Huntu Village in Batudaa District, Gorontalo Regency, it was revealed that the network is an aspect that has not been fully utilized in terms of supporting facilities and infrastructure. Operators frequently express dissatisfaction when they are preparing to input data that has a significant impact on the updating of the Integrated Social Welfare Data (DTKS) information. (Interview conducted on November 18, 2022)

According to subsequent interviews conducted with the informant (referred to as HB), who holds the position of Huntu Village Secretary, it was expressed that the application within the

Next Generation Social Welfare Information System (SIKS-NG) is perceived to have limited support. This is primarily attributed to the frequent occurrence of errors during data updates performed by operators. Furthermore, the network infrastructure in Huntu Village, particularly within the Village Office, exhibits a notable lack of stability, thereby significantly impeding the operational efficiency of the staff. (Interview conducted on November 18, 2022).

Moreover, the informant, who holds the position of Head of Service, asserted that the operators possess commendable resources from the human resources perspective. These operators have acquired valuable skills and knowledge through training activities and technical guidance, specifically the Bimtek program. Consequently, they are adequately equipped to effectively implement the Next Generation Social Welfare Information System (SIKS-NG). The frequent occurrence of issues stems from the challenging accessibility or error-prone nature of the application. (Interview conducted on November 15, 2022).

Based on the comprehensive interview conducted and the subsequent analysis performed by the researcher, it can be inferred that the resources allocated to the Social Welfare System-Next Generation (SIKS-NG) are suboptimal. The aforementioned issue is evident in the utilization of the Social Welfare System-Next Generation (SIKS-NG) application, wherein frequent disruptions or errors occur during data input, and the network infrastructure in Huntu rural areas, particularly at the Huntu Village Office, is characterized by instability.

### **Disposition**

Disposition is a critical factor that yields significant implications for the successful execution of policies. If the individuals responsible for executing the policy exhibit a propensity or a favorable disposition, or if there is backing for the policy's implementation, then there is a strong likelihood that the policy will be executed in alignment with the initial decision. Conversely, in the event that the individuals responsible for carrying out the policy exhibit a pessimistic disposition or decline to execute it due to a conflict of interest, the successful implementation of said policy will encounter significant impediments.

The present study focuses on the attitude or disposition of program implementers during the implementation of the Social Welfare System-Next Generation (SIKS-NG) in Huntu Village, Batudaa District, Gorontalo Regency.

The results of interviews with informants (SS) as the Head of Huntu Village, Batudaa District, *Gorontalo Regency stated that;*

*"We as the Village Government are also responsible for implementing the Social Welfare System-Next Generation (SIKS-NG), we are trying our best to ensure data reporting is in accordance with the facts on the ground. Therefore, I often control the performance of our operators in the process of inputting data on the poor in the Social Welfare System-Next Generation (SIKS-NG). (interview 22 November 2022)*

Subsequent interviews with the informant (IZ) as Chair of the Huntu Village LPM stated that;

*"I think the attitude of the implementer, in this case the Village Government and its staff, including operators, have worked well and in accordance with existing procedures. We also continue to provide assistance to operators to improve their ability to operate the Next Generation Social Welfare Information System (SIKS-NG) and continue to supervise the discipline of operators in carrying out updates. (interview 18 November 2022)*

Furthermore, with the informant (LI) as the Head of Service who stated that;

*"Especially for the attitude of the executor, I think it is quite good. From the Regional Government, in this case the Social Service routinely conducts socialization and assistance to village operators, as well as the Huntu Village Government which continues to try to maximize the process of updating aid recipient community data through the Social Welfare Information System Next Generation (SIKS-NG)". (interview 15 November 2022)*

Based on the entire interview above, as well as the results of the researcher's analysis, it can be concluded that the disposition or attitude of the implementers in using the Social Welfare System-Next Generation (SIKS-NG) is optimal. This can be seen from the seriousness of the Huntu Village Government in ensuring that the data to be reported or to be input into the Next Generation Social Welfare Information System (SIKS-NG) application is in accordance with the factual conditions in the field.

### **Bureaucratic Structure**

Subarsono (2011) says that "Bureaucracy is an organizational structure in charge of implementing policies. Bureaucracy has a significant influence on policy implementation. To support the success of policy implementation, an implementing organizational structure is needed.

The bureaucratic structure referred to in this study is the existence of a task force in order to support and implement the Social Welfare System-Next Generation (SIKS-NG) in Huntu Village, Batudaa District, Gorontalo Regency

The results of interviews with informants (SS) as the Head of Huntu Village, Batudaa District, Gorontalo Regency stated that;

*"If the work structure for using the Next Generation Social Welfare Information System (SIKS-NG) does not exist, then everything is attached to the existing structure in the Village Government, where the Village Head is the person in charge whose job is to ensure village operators work well." (interview 22 November 2022)*

Subsequent interviews with the informant (IZ) as Chair of the Huntu Village LPM stated that;

*"There is no special work structure in the Next Generation Social Welfare Information System (SIKS-NG), what is there is coordination with related parties, for example between the Huntu Village Government and the Social Service, Facilitators and village operators". (interview 18 November 2022)*

Furthermore, the informant (YSP) as Chair of the Huntu Village BPD stated that;

*"The work structure in the Next Generation Social Welfare Information System (SIKS-NG) is already attached to the existing work structure of the Huntu Village Government." (interview 15 November 2022)*

Based on the entire interview above, as well as the results of the researcher's analysis, it can be concluded that, there is no bureaucratic structure in the use of the Social Welfare System-Next Generation (SIKS-NG). Nonetheless, the implementation of the use of the Next Generation Social Welfare Information System (SIKS-NG) is supported by good coordination between organizational lines starting from the Ministry of Social Affairs, Regional Government, Facilitators, Village Governments to village operators.



## Communication

According to Edward III (1980), communication can be defined as the act of transmitting information from the sender to the receiver. According to Winarno (2002), it is crucial to effectively communicate information related to public policy to policy actors. This enables policy actors to understand the necessary preparations and actions required to implement the policy, thereby facilitating the achievement of the policy's intended goals and objectives.

The transmission dimension of public policies necessitates the effective communication of these policies to both policy implementers and policy target groups, as well as other relevant stakeholders, either through direct or indirect means. The dimension of clarity, referred to as clarity, necessitates the clear transmission of policies to implementers, target groups, and other stakeholders. This ensures that they have a comprehensive understanding of the policy's intent, purpose, target audience, and substance, enabling them to effectively carry out their respective roles and responsibilities. The policy was carefully developed and executed in order to ensure its effectiveness and efficiency. The dimension of consistency, also known as consistency, is essential to ensure that policies are not perplexing, thereby avoiding confusion among policy implementers, target groups, and stakeholders.

The objective of this study is to examine the communication indicator related to the socialization process of the Next Generation Social Welfare Information System (SIKS-NG) in Huntu Village, Batudaa District, Gorontalo Regency.

The researchers have noted that socialization activities for the Social Welfare System-Next Generation (SIKS-NG) have frequently been implemented, based on their observations. This statement is derived from the research conducted by scholars on the presence of socialization activities and technical guidance pertaining to the Social Welfare System-Next Generation (SIKS-NG). The evidence supporting this claim is derived from the records documenting the execution of socialization activities and technical guidance, including attendance records, activity content, and documentation such as photographs capturing the socialization activities and technical assistance provided for the Social Welfare System-Next Generation (SIKS-NG) at the Batudaa Sub-District Office.

Based on the comprehensive interview conducted and the subsequent analysis performed by the researcher, it can be deduced that the socialization of the Social Welfare System-Next Generation (SIKS-NG) is deemed to be optimal. The extent of Huntu village operators' involvement in outreach and technical guidance activities, both offline and online, is evident from the frequency with which they participate in initiatives organized by the Government.

## Resources

The role of resource factors is crucial in the implementation of policies. There exist multiple categories of resources that play a significant role in shaping the implementation of policies or programs. These encompass human resources, budgetary resources, equipment resources, and authority resources.

The availability of resources plays a crucial role in the successful implementation of effective policies. Indicators are employed to assess the degree to which resources exert influence on the implementation of policies. The facility resource is a significant factor that exerts a strong influence on policy implementation. The presence of physical infrastructure plays a crucial role in the effective execution of policies. The successful implementation of a policy may be

hindered even if the implementer possesses a staff that is sufficient, capable, and competent, if there is a lack of supporting facilities and infrastructure.

The resources examined in this study pertain to the presence of supporting facilities and infrastructure for the Next Generation Social Welfare Information System (SIKS-NG) in Huntu Village, Batudaa District, Gorontalo Regency.

Based on the findings derived from the researchers' observations, it has been determined that the utilization of the SIKS-NG application, developed by the Ministry of Social Affairs, has resulted in a significant number of invalid data entries. This discrepancy has been attributed to the actions of operators working at the village level. In addition, subsequent to the deployment of the application, the officials encountered challenges due to numerous deficiencies within the system. These deficiencies encompassed the inability to ascertain the quantity of data pertaining to deceased individuals and those who had relocated, rendering them untraceable. The individuals responsible for overseeing or managing the SIKS-NG application within the village are required to perform manual recalculations. This issue presents a challenge as the SIKS-NG application assumes that the necessary data will be generated automatically. The application exhibits a noticeable increase in computational load during runtime, resulting in a perceptible decrease in performance. Furthermore, when the operator inputs data in a continuous manner, the application encounters an error. Additionally, this impedes the advancement of the UDB's implementation.

Based on the comprehensive interview conducted and the subsequent analysis performed by the researcher, it can be inferred that the resources allocated to the Social Welfare System-Next Generation (SIKS-NG) are suboptimal. The occurrence of interruptions or errors during data input and the instability of network systems in Huntu rural areas, particularly at the Huntu Village Office, is evident through the utilization of the Social Welfare System-Next Generation (SIKS-NG) application.

### **Disposition**

According to Edward III (1980), disposition can be defined as the inclination, volition, and proclivity of policy makers to earnestly execute policies, thereby facilitating the achievement of policy objectives. For policy implementation to achieve optimal outcomes in terms of effectiveness and efficiency, it is imperative that implementers possess not only the requisite knowledge and skills to execute the policy, but also the necessary motivation and commitment to carry out the policy effectively.

The present study focuses on the attitude or disposition exhibited by program implementers during the implementation of the Social Welfare System-Next Generation (SIKS-NG) in Huntu Village, Batudaa District, Gorontalo Regency.

Based on the researchers' findings, it can be observed that the implementation of the Next Generation Social Welfare Information System (SIKS-NG) has garnered endorsement from the Huntu Village Government and its personnel. The Village Government is committed to ensuring the accurate reporting and input of data into the SIKS-NG application, aligning with the actual circumstances observed in the field. Similarly, village operators exhibit a high level of diligence when it comes to reporting or inputting data on beneficiary communities into the Next Generation Social Welfare Information System (SIKS-NG) application.

Based on the comprehensive interview conducted and the subsequent analysis conducted by the researcher, it can be inferred that the implementers' disposition or attitude towards the

utilization of the Social Welfare System-Next Generation (SIKS-NG) is highly favorable. The Huntu Village Government demonstrates a strong commitment to ensuring the accuracy of data reported or inputted into the Next Generation Social Welfare Information System (SIKS-NG) application, aligning it with the actual conditions observed in the field.

### **Bureaucratic Structure**

The bureaucracy is widely regarded as the primary institution responsible for the execution of public policy, exhibiting distinct interests within its various hierarchical levels. Despite the presence of adequate resources and the knowledge, capability, and willingness of implementers to carry out a policy, Edward III (1980) argues that the effectiveness of policy implementation can still be hindered by the inefficiencies inherent in bureaucratic structures. The bureaucratic structure encompasses various elements, such as the hierarchical arrangement of authority, the allocation of responsibilities among organizational units, and the interrelationships between these units.

The influence of policies or programs is significantly shaped by the organizational structure responsible for their implementation. According to statutory regulations, the bureaucratic structure is formally defined as an organizational entity that is established to provide assistance and facilitate the effective execution of statutory regulations.

The present study examines the bureaucratic structure pertaining to the establishment of a task force aimed at facilitating the implementation and support of the Social Welfare System-Next Generation (SIKS-NG) within Huntu Village, located in the Batudaa District of Gorontalo Regency.

Based on the findings derived from the researchers' observations, it was determined that the program lacked a defined work structure and did not incorporate the utilization of the Next Generation Social Welfare Information System (SIKS-NG) application. The existing framework entails a hierarchical coordination structure, commencing from the Ministry of Social Affairs, Regional Government, Facilitators, Village Government, and extending to village operators. The responsibility for overseeing activities is vested in the leadership of each agency. For instance, within the Huntu Village Government, the individual accountable for such matters is the Village Head, who holds the highest position of authority. The primary responsibility of the individual in question is to ensure the effective performance of village operators. This is achieved through the meticulous analysis and utilization of factual data pertaining to the community, with particular emphasis on the welfare of the beneficiaries.

Based on the comprehensive interview conducted and the subsequent analysis performed by the researcher, it can be inferred that the utilization of the Social Welfare System-Next Generation (SIKS-NG) does not exhibit a bureaucratic structure. However, the successful implementation of the Next Generation Social Welfare Information System (SIKS-NG) relies on effective coordination among various organizational entities, including the Ministry of Social Affairs, Regional Government, Facilitators, Village Governments, and village operators.

### **Conclusion**

Drawing upon the findings and deliberations of prior investigations, it is evident that the implementation of the Social Welfare Integrated Data Program (DTKS) via the Next Generation Social Welfare Information System (SIKS NG) in Huntu Village, Batudaa District, Gorontalo Regency has reached an optimal state. The present study employs the theoretical framework of implementation as proposed by Edward III in Subarsono's seminal work (2011).

This framework encompasses four key indicators, namely: (1) communication, (2) resources, (3) disposition, and (4) bureaucratic structure. The findings of the investigation reveal that among the quartet of indicators under scrutiny, a triumvirate of indicators emerges as the epitome of excellence, namely communication, disposition, and bureaucratic structure. In the interim, it is worth noting that there exists an indicator, specifically the resource indicator, that is deemed suboptimal. This can be discerned from the frequent disruptions or errors encountered while inputting data into the Social Welfare System-Next Generation (SIKS-NG) application, as well as the unstable network infrastructure in the rural region of Huntu, particularly within the confines of Office Hunter Village.

Drawing upon the findings derived from the research outcomes pertaining to the Next Generation Social Welfare Information System (SIKS-NG) in Huntu Village, situated within the Batudaa District of the Gorontalo Regency, we humbly propose the following recommendations: (1) It is imperative for the Huntu Village Government to engage in continuous socialization efforts within the community regarding the implementation of the Next Social Welfare Information System Generation (SIKS-NG) in Huntu Village. This proactive approach is crucial in order to prevent any potential misperceptions or misunderstandings among the community members. (2) The Huntu Village Government must prioritize making necessary improvements to enhance the support system for the utilization of the Next Generation Social Welfare Information System (SIKS-NG) application in Huntu Village. Specifically, there is a pressing need to ensure a more robust network infrastructure to facilitate seamless access and usage of the system. This will contribute to a more efficient and effective implementation of the SIKS-NG application. (3) A well-defined work structure is essential for the successful utilization of the Next Generation Social Welfare Information System (SIKS-NG) in Huntu Village. This entails establishing clear guidelines and protocols for the various tasks and responsibilities associated with the system's usage. By implementing a structured approach, the Huntu Village Government can optimize the benefits derived from the SIKS-NG application and ensure its smooth integration into the village's administrative processes.

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