

IMPLEMENTATION OF THE REGULATION OF THE MINISTER OF SOCIAL AFFAIRS OF THE REPUBLIC OF INDONESIA NUMBER 3 OF 2021 ON THE MANAGEMENT OF THE INTEGRATED SOCIAL WELFARE DATA IN PADANGSIDIMPUAN CITY

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Abstract

This study analyzes the implementation of the Next Generation Social Welfare Information System (SIKS-NG) as stipulated in Regulation of the Minister of Social Affairs of the Republic of Indonesia Number 3 of 2021 concerning the Management of the Integrated Social Welfare Data (DTKS). SIKS-NG was developed to support accurate social welfare data management as a basis for the distribution of social assistance programs. This study aims to examine the implementation of the SIKS-NG application in managing DTKS and to identify the benefits and challenges encountered in the delivery of social welfare services in Padangsidempuan City. The findings indicate that the implementation of SIKS-NG by the Social Affairs Office has facilitated the processes of data collection, updating, and validation of poor households. However, its implementation still faces several challenges, particularly data discrepancies between DTKS and field conditions due to duplicate National Identification Numbers (NIK) and limitations in data accuracy. These challenges affect the determination of beneficiaries and the disbursement of social assistance. Overall, SIKS-NG has been implemented relatively optimally; however, it has not yet fully reached all poor communities in Padangsidempuan City.

Key words: Implementation; System; Integrated Data; Social Welfare; Padangsidempuan

INTRODUCTION

The government bears a primary responsibility for improving social welfare, including poverty alleviation, as mandated in the Preamble of the 1945 Constitution of the Republic of Indonesia (Wirata, 2022). Poverty constitutes a multidimensional problem whose resolution requires integrated, systematic, and data-driven policy interventions (Solissa et al., 2025).

Accordingly, both central and local governments implement various social protection and assistance programs, the targeting of which is determined based on the Integrated Social Welfare Data (*Data Terpadu Kesejahteraan Sosial-DTKS*) (Kurniawan et al., 2020).

To enhance the quality of data governance, the Ministry of Social Affairs of the Republic of Indonesia issued Regulation Number 3 of 2021 on the Management of DTKS as a refinement of previous regulations. This regulation emphasizes the importance of accountable data management through structured processes of data proposal, verification, validation, determination, and utilization to ensure the accurate targeting of social assistance programs, such as the Family Hope Program (*Program Keluarga Harapan-PKH*) and Non-Cash Food Assistance (*Bantuan Pangan Non-Tunai-BPNT*).

In support of DTKS management, the government developed the Social Welfare Information System Next Generation (*SIKS-NG*), an online-based application designed for updating and correcting data on low-income households. In Padangsidempuan City, the implementation of SIKS-NG aims to produce valid and up-to-date data as the basis for social assistance distribution. Nevertheless, its implementation continues to face several challenges, including inconsistencies in population data, the occurrence of duplicate National Identification Numbers (NIK), limited supporting facilities, and the persistence of poor households that remain unregistered in the DTKS.

Based on these conditions, this study focuses on analyzing the implementation of the SIKS-NG application in DTKS management in Padangsidempuan City, as well as identifying the supporting and inhibiting factors affecting the verification and validation processes of social welfare data.

METHODS

This study employed a qualitative approach with a descriptive design, aiming to achieve an in-depth understanding of social phenomena within their natural settings. Qualitative research positions the researcher as the primary instrument in data collection and analysis, emphasizing the exploration of meanings and social processes rather than numerical measurement. Data were collected in the form of words through interviews, documentation, and field notes. The descriptive qualitative approach was applied to systematically and factually describe and analyze events or processes as they occurred in the field, thereby providing a comprehensive understanding of the research subject. (Puansah, 2017, 2024, 2025, 2025; Puansah et al., 2022, 2025; Puansah, Parapat, et al., n.d., 2023; Puansah, Pulungan, et al., n.d., 2023b, 2023a, 2024; Puansah, Sukmana, et al., n.d., 2024; Puansah & Parapat, n.d.; Puansah & Ritonga, 2020; Puansya et al., 2024; Robinson et al., 2025).

RESULTS AND DISCUSSION

Implementation is essentially understood as the act of executing or putting into practice a policy, method, or program in order to achieve predetermined objectives. In the context of public policy, implementation refers to a series of actions undertaken by individuals or groups aimed at translating policy targets into tangible outcomes within society (Suaib et al., 2022).

An information system is an integrated system that combines human resources, procedures, data, and technology to collect, process, store, and present information to support organizational operations and decision-making. Within governmental settings, information systems function as instruments to ensure that data management is conducted in a structured, reliable, and service-oriented manner, thereby enhancing the effectiveness of public service delivery (Soufitri, 2023).

Social welfare is defined as a condition in which citizens' material, spiritual, and social needs are adequately fulfilled, enabling them to live decent lives and perform their social functions. The provision of social welfare is carried out through directed and sustainable efforts, including social rehabilitation, social security, empowerment, and social protection. Social assistance represents one of the state's key instruments for reducing vulnerability and addressing poverty (Setiawan, 2017).

The Social Welfare Information System Next Generation (*SIKS-NG*) is an online-based application designed to support the management of poverty and social welfare data, particularly in the submission and updating of social assistance beneficiary data. The system is intended to generate more accurate and integrated data to improve the targeting of social assistance distribution (Zebua et al., 2024).

The Integrated Social Welfare Data (*DTKS*) serves as the principal database containing information on individuals requiring social welfare services, beneficiaries of social assistance and empowerment programs, as well as potential social welfare resources. DTKS functions as the primary reference for determining the beneficiaries of social protection and assistance programs. Its management encompasses processes of data proposal, verification, validation, determination, and quality control, operationally involving village/urban ward governments, local governments, and final determination by the central government. Historically, the development of DTKS originated from socio-economic data collection initiatives in 2005, was subsequently refined into an integrated database in 2015, and has since been strengthened through application-based updating via *SIKS-NG* with the involvement of local governments. Fieldwork conducted at the Social Affairs Office of Padangsidempuan City and the Simirik Village Office examined the implementation of *SIKS-NG* as a support system for DTKS management. Data were collected through interviews with key informants, including officials responsible for poverty alleviation, *SIKS-NG* operators, village officials, and community members.

Interview findings indicate that *SIKS-NG* has been utilized by the Social Affairs Office since 2018 and is perceived as instrumental in improving the accuracy of social assistance targeting through detailed recording of household socio-economic conditions, such as housing characteristics, employment, income, and other eligibility indicators. The application accommodates various types of social assistance programs and enables adjustments to beneficiary status, including mechanisms for declaring beneficiaries ineligible when they no longer meet established criteria. Implementation has been found to be more effective when supported by the active involvement of village and urban ward governments in the verification

and validation processes.

In principle, registration for social assistance requires prospective beneficiaries to be listed in the DTKS. Data submission is conducted by completing individual information, which is subsequently matched with population administration records (*Dukcapil*) until all variables are verified as consistent, prior to proceeding to the assistance program proposal stage. Nevertheless, implementation faces several challenges, particularly data discrepancies arising from duplicate National Identification Numbers (NIK), anomalous data, inconsistencies between systems (Ministry of Social Affairs and banking institutions), as well as administrative issues such as changes in Family Cards, which may affect account balances or the continuity of assistance disbursement.

In Simirik Village, the use of SIKS-NG has been in place only since 2022 and has facilitated the management of social assistance proposals through village operators. However, a portion of the community remains unaware of the application's existence and function, with some individuals continuing to register directly at the Social Affairs Office. Field observations further reveal that the determination of assistance eligibility (e.g., under the PKH program) is closely linked to household dependency ratios and housing condition assessments, underscoring the importance of factual verification to ensure accurate targeting. Moreover, application modules-such as proposal submission, DTKS recap, beneficiary status checking, and proposal finalization-constitute the core technical stages in the management of social assistance recipient data.

CONCLUSION

This study concludes that the implementation of the Social Welfare Information System Next Generation (*SIKS-NG*) at the Social Affairs Office of Padangsidempuan City plays a significant role in supporting the registration of low-income households as the basis for the distribution of social assistance and social security programs. Through socialization efforts and the involvement of village and urban ward governments, SIKS-NG has contributed to improved administrative orderliness and more accurate targeting of poverty alleviation programs.

Nevertheless, the implementation of SIKS-NG continues to encounter several challenges, particularly data discrepancies between the Integrated Social Welfare Data (*DTKS*) and actual field conditions due to duplicate National Identification Numbers (NIK), anomalous data, and inconsistencies across institutional databases, all of which affect the disbursement of social assistance. In addition, system limitations in recognizing certain beneficiary components (such as toddlers under the PKH scheme), changes in population administration data, and mechanisms for changing household administrators also influence the continuity of assistance receipt. These challenges indicate the need to strengthen data integration, enhance the quality of field verification, and optimize coordination among relevant stakeholders.

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