

Coordination of Integrated Social Welfare Data Management in Rokan Hulu Regency

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ABSTRACT

Accurate social welfare data is key to ensuring the accuracy of the government's social assistance targets. This article aims to analyze the coordination of Integrated Social Welfare Data (*DTKS, Data Terpadu Kesejahteraan Sosial*) management in Rokan Hulu Regency. The research method uses a qualitative approach with data collection through in-depth interviews with local social service actors, actors at the sub-district and village/sub-district levels in Rokan Hulu Regency. Observations and documentation studies were also conducted. The results show that institutional coordination of DTKS management utilizes the Next Generation Social Welfare Information System, which connects data proposal activities, verification, and determination involving government actors at various levels. Aligning perceptions and understanding of DTKS management actors is key to coordinating the implementation of DTKS management in Rokan Hulu Regency, despite limitations such as the limited capacity of some of the involved human resources, internalization of the vision, limited equipment, and network connectivity issues.

INTRODUCTION

The accuracy and up-to-dateness of data used as the basis for distributing social assistance significantly impact the effectiveness of government social assistance. The *Data Terpadu Kesejahteraan Sosial* (DTKS, Integrated Social Welfare Data) will continue to play a crucial role until the end of 2024, as it relates to the lives of many people (Helmizar et al., 2021). The Integrated Social Welfare Data is the master database containing data on those needing social welfare services, recipients of social assistance and empowerment, and potential and sources of social welfare (Ministry of Social Affairs/ Kementerian Sosial, 2021). Although this database is currently being used as transitional data for the use of the National Socioeconomic Single Data (DT-SEN), which was introduced to replace it through *Intruksi presiden* (Presidential Instruction) Number 4 of 2025, the DTKS has become a milestone in innovative data management that is crucial for minimizing inaccurate targeting of social assistance through the use of technology (Mulyana et al., 2024).

This aligns with the mandate of *Undang-Undang* (Law) Number 13 of 2011, which mandates integrated data management with verification and validation (*verivali*) of poor data collection, requiring the use of technology. The use of the *Sistem Informasi Kesejahteraan Sosial Next Generation* (SIKS-NG, Next Generation Social Welfare Information System) application has been a visible manifestation of ICT use in DTKS management since 2019. A study by Sulistyarini (2021) found that the DTKS has been effectively utilized in poverty alleviation efforts in Ponorogo Regency. A study by Sembiring & Nababan (2024) also found that social assistance has a significant relationship with the DTKS database in efforts to improve community economic welfare. According to Andriani et al (2023), SIK-NG is an electronic government model Government to Government (G2G) that emphasizes accountability and synergy between government agencies, both vertically and horizontally, involved in updating the DTKS to facilitate effective coordination and accurate data integration. An accurate, up-to-date, and complete DTKS guarantees targeted social assistance distribution (Andika, 2023).

Regencies and cities throughout Indonesia are mandated to verify and validate data annually (Purwanti, 2023). Effective coordination is a key factor in the success of DTKS verification through the SIKS-NG application. Referring to the DTKS issue, the failure to integrate social welfare databases can be seen in the coordination function implemented. As the results of a study by Helmizar et al. (2021) found that one of the obstacles to integrated data management is the problem of coordination. The issue of suboptimal coordination in the verification and validation of the DTKS was also found in the study by Santoso et al. (2023). In light of this, coordination in the management of the DTKS at the local government level is an interesting topic to study. This is evident in the Rokan Hulu Regency government, which ranks second as the regency/city with the highest percentage of poor people in Riau Province, Indonesian at 9.62%, above the national average of 8.47% (BPS Riau, 2025). However, the issue of inaccurate poverty data in Rokan Hulu Regency has been highlighted and is suspected of resulting in the distribution of misdirected social assistance (Redaksi, 2025). This is also a national issue (Ernes, 2023, Aranditio, 2025). This condition

indicates that fundamental problems persist in efforts to ensure data accuracy. Integrated data management involving agencies both vertically and horizontally requires a commitment to the vision of building an accurate social welfare database. In light of this phenomenon, this study aims to understand how the Rokan Hulu Regency Government implements DTKS management coordination through SIKS-NG in 2022-2025.

LITERATURE REVIEW

Coordination

Coordination is an additional activity that occurs when multiple actors work toward a common goal (Malone, 1988). Coordination theoretically emerged from the management function introduced by Luther Gulick (1937). who argued that coordination is a crucial function for connecting various parts of the work. Tarumingkeng (2025) clarified the substance of the coordination function as uniting various parts of the organization to move in harmony, where coordination can prevent conflict and duplication of work. In Gulick's (1937) view, coordination can be carried out through a formal structure within the organization and unifying the ideas of the actors involved. Coordination through formal structure, namely by connecting parts of the work through assignments to parts in the authority structure so that coordination is achieved through authoritative orders, while through the dominance of an idea, namely by growing an intelligent unity of purpose in the mind and will of each group member so that each worker voluntarily adjusts his task into the overall work with high skill and motivation.

Electronic Government

According to Indrajit 2016 e-government essentially has three main characteristics that always appear in various definitions: it is a modern interaction mechanism between the government and the public and stakeholders, involves the use of information technology, especially the internet, as the main tool, and aims to improve the quality of public services so that governance becomes more effective, efficient, and responsive to the needs of citizens. The use of e-government by government institutions has been crucial and has been proven to facilitate intergovernmental relations and interactions with the communities they serve (Muliawaty & Hendryawan, 2020). In the context of this article, poverty data management using ICT has been rolled out through efforts to update the Integrated Social Welfare Data.

Integrated Social Welfare Data

The Integrated Social Welfare Data, officially called *Data Terpadu Kesejahteraan Sosial (DTKS)* in Indonesian is a national database containing information on people in need of or requiring social welfare services, recipients of social assistance and empowerment, and the potential and sources of social welfare (Kementerian Sosial RI, 2021). The DTKS serves as a reference in poverty management programs and other social welfare programs, such as the Family Hope Program, food assistance, direct cash assistance, and so on. The purpose of the DTKS

is to support the government's efforts to address poverty and social welfare issues in Indonesia by ensuring that social assistance reaches the right people through accurate data collection (Grestyana et al., 2024).

METHODOLOGY

The Methode Used qualitative approach. This approach was chosen because it allows researchers to explore the experiences, perceptions, motivations, and behaviors of subjects holistically and contextually (Moleong, 2010). Data collection techniques were conducted through in-depth interviews with informants selected through purposive sampling and snowball sampling. These included bureaucratic actors, DTKS operators, and welfare program facilitators who had direct experience with the coordination process, as well as members of the community who met the criteria. Documentation studies using official documents, regulations, policies, reports, and records related to DTKS management and the distribution of social assistance were collected as data for analysis. Field observations were also conducted to observe the coordination process in DTKS management. Data analysis was conducted interactively, with stages ranging from data collection, data reduction, data presentation, and conclusion drawing (Miles, Huberman, & Saldana 2014)

RESULTS AND DISCUSSION

Institutional Coordination of DTKS Management

As is common practice in local government, the DTKS is managed by the Social Affairs, Women's Empowerment, and Child Protection Agency (*Dinas Sosial, Pemberdayaan Perempuan dan Anak; Dinsos PPPA*) as the implementing agency with a strategic role in ensuring the validity, accuracy, and sustainability of the DTKS. In this context, coordination between the agencies involved, from village/sub-district governments, sub-districts, and the Rokan Hulu Regency *Dinsos PPPA*, plays a crucial role. Effective coordination determines the extent to which data verification, validation, and updating processes can be carried out accurately and sustainably. The Rokan Hulu Regency *Dinsos PPPA* plays a key role at the regional level in fostering and coordinating cooperation between stakeholders, including ensuring that the implementation of DTKS operator duties at the sub-district and village levels follows established procedures. On the other hand, the Rokan Hulu Regency *Dinsos PPPA*, in its official release of the 2024 *LKJIP* document (Government Agency Performance Report), also acknowledged the lack of an accurate poverty database. Accurate and valid data management is crucial because changes in data in the field can impact community social conditions and aid distribution.

Institutionally, the DTKS management is carried out through several stages: data proposal and verification, quality control/assurance, determination, and use (Kementerian Sosial RI, 2021). The author highlights the first, most crucial stage: data proposal, verification, and validation. The data proposal process from villages/sub-districts is carried out through village/sub-district meetings. Briefly, the data proposal submission process begins through village or sub-district meetings and is then submitted to the regent through the Rokan Hulu Regency Social Affairs. The *Dinsos*

PPPA is tasked with verifying and validating the proposed data, after which the results are forwarded to the Provincial Government before finally reaching the Ministry of Social Affairs. The entire data submission and submission process is carried out using the Next Generation Social Welfare Information System (SIKS-NG) application, resulting in a more structured coordination flow and data processing electronically in a much shorter time.

Table 1 Social Assistance Recipients in Rokan Hulu 2022-2023

Type of Social Assistance	Number of recipients (people)	
	2022	2023
BPNT/Rastra/Basic Food Assistance	24.017	21.959
National Health Insurance= Healthy Indonesia Card	248.893	256.529
Family Hope Program	12.630	12.117

Source: *Dinas Sosial PPPA Rokan Hulu Regency* in BPS, 2025

Table 1 shows the overall increase in the number of recipients of social assistance for the mentally ill in 2023 compared to the previous year. This is directly proportional to the number of poor people, which increased in number in 2022, 2023, and 2024, respectively, to 73.81 thousand, 74.38 thousand, and 75.89 thousand (BPS Rokan Hulu, 2025). In contrast, the percentage of poor people in Rokan Hulu has decreased due to the increasing ratio to the total population. This data is updated continuously and supported by the DTKS which is continuously refined using the SIKS-NG application.

A key point observed in the management of the DTKS is the coordination aspect at the regional level, namely that different agencies at different levels, from the village/sub-district government, the sub-district to *Dinsos PPPA* of Rokan Hulu Regency are required to be able to align perceptions regarding the data criteria that have been set by the Ministry of Social Affairs along with the guidelines that must be followed. Horizontally, the *Dinsos PPPA* also needs to coordinate with *Disdukcapil* (the Population and Civil Registration Agency of Rokan Hulu Regency) regarding population data that requires real-time verification and correction if necessary. The proposal for social assistance recipient data begins at the village or sub-district level through the Village Deliberation or Sub-district Deliberation. The data resulting from the deliberation is then inputted by the village or sub-district operator into SIKS-NG application after conducting field verification with field officers/assistants. Next, the data is re-verified and validated by the Rokan Hulu Regency Social Service through the DTKS operator so that it can be finalized.

Organizationally, to facilitate data management for the poor, the Rokan Hulu Regency Government has also implemented an Integrated Service and Referral System (*Sistem Layanan dan Rujukan Terpadu-SLRT*) for handling the poor and underprivileged since 2022. This SLRT was later strengthened by *Peraturan Bupati* (Regent's Regulations) Number 53 of 2024. Coordination of poverty data management across agencies is carried out through the establishment of an Integrated Service and Referral System involving a hierarchical structure from the district, sub-district, to

village or urban village levels. The technical secretariat at the district level is led by directors, mentors, managers, supervisors, as well as complaint recipients and service providers, who are tasked with coordinating activity plans, verifying and validating data, and following up on public complaints. At the village or urban village level, the social welfare center functions as a one-stop shop for recording complaints, verifying data, and referring them to program managers at the sub-district or district level. Meanwhile, a social welfare service communication forum at the sub-district level was established to expedite complaint resolution, update data, and compile reports on reported activities.

Coordination of DTKS Management through Aligning the Vision of the Involved Actors

Based on the *Peraturan Menteri Sosial* (Minister of Social Affairs Regulation) Number 3 of 2021, data verification is the process of examining community data to ensure that each proposed data is carried out according to procedures and that the collected or revised data reflects actual conditions on the ground. Data validation, on the other hand, is the validation process that ensures and corrects community data so that the available data is valid and can be used as a basis for distributing social assistance and other welfare programs. In the context of aligning the vision, the actors involved, especially the DTKS operators, were provided with technical guidance before carrying out their duties. This technical guidance aims to improve technical understanding and align perceptions regarding the mechanisms and Standard Operating Procedure (SOP) in DTKS management. The *Dinsos PPPA* also carried out a socialization and information dissemination process to ensure the continuity of this data collection program. The author observed that the direct coordination between *Dinsos PPPA* and DTKS operators also resulted in limited understanding among some village heads/sub-district heads regarding this matter. This is in line with the research findings of Widyarningsih et al.(2023) who found similar facts.

Facilitation of the actors involved with the availability of facilities and infrastructure, including computer devices, internet networks, and SIKS-NG accounts, which are the main tools for proposing, verifying, validating, and synchronizing data with the Ministry of Social Affairs. Although these facilities are available, obstacles remain, such as limited internet networks in rural areas, insufficient devices, and delays in application updates, which hinder smooth coordination between the district and sub-district levels. Interviews and observations indicate that work facilities in the social sector, particularly those handling the DTKS, are not yet fully adequate. Furthermore, training and capacity building for employees related to DTKS management and the use of the SIKS-NG application are still carried out sporadically, so new employees often have to learn independently or from seniors, which impacts smooth technical coordination.

- To ensure unity of action reflecting the integration of steps between departments, internal meetings are held. However, these meetings are still incidental and not routinely scheduled for urgent matters. To address misperceptions, informal communication is conducted via WhatsApp.

Understanding of existing Standard Operating Procedure is also not yet fully uniform, particularly regarding the documents required for new data proposals, data correction mechanisms, and update schedules. These differing interpretations impact the effectiveness of coordination and the quality of data management implementation. Furthermore, a formal reward system for employees has not yet been implemented, resulting in limited recognition.

CONCLUSION

In general, the coordination of DTKS (Integrated Social Welfare Data) management in Rokan Hulu Regency has been running quite well. Institutionally, DTKS management is carried out by the Next Generation Social Welfare Information System (SIKS-NG) which connects data proposal activities, verification to determination involving actors at the village/sub-district, sub-district and *Dinsos PPPA* Rokan Hulu Regency levels which acts as a bridge for the determination of beneficiaries by the Ministry of Social Affairs in various types of social assistance programs. Aligning perceptions and understanding of DTKS management actors is the key to coordinating the implementation of DTKS management in Rokan Hulu Regency even though there are still limitations such as the minimal capacity of some of the involved human resources, internalization of the vision, limited equipment and network problems in some areas.

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