

Implementation of the National Socio-Economic Single Data Collection Policy (DTSEN) Through the SIKS-NG Application in Cimanuk Village, Pandeglang Regency

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Abstract

This study aims to analyze the implementation of the National Single Social and Economic Data (DTSEN) data collection policy through the Next Generation Social Welfare Information System (SIKS-NG) application in Cimanuk Village, Cimanuk District, Pandeglang Regency, and to identify supporting and inhibiting factors in its implementation. This study is based on the assumption that successful policy implementation is influenced by communication, resources, disposition, and bureaucratic structure, as proposed by Edward III. The method used is qualitative research with a descriptive approach. Data sources consist of primary data obtained from the Village Head, village officials, SIKS-NG operators, social assistance facilitators, and the community, as well as secondary data in the form of documents, reports, and regulations related to DTSEN. Data collection techniques were carried out through observation, interviews, and documentation. Data analysis used data reduction, data presentation, conclusion drawing, and verification. The results show that the implementation of DTSEN through the SIKS-NG application in Cimanuk Village has been quite successful in supporting social welfare data updates, but still faces obstacles such as limited internet connection, application system disruptions, and low public understanding. In conclusion, the successful implementation of the DTSEN policy requires adequate resource support, effective coordination, and increased capacity of officials and community participation.

Keywords: Policy Implementation, DTSEN, SIKS-NG, Social Welfare, Cimanuk Village

Introduction

National development essentially aims to achieve social welfare for all Indonesian people, as mandated in the Preamble to the 1945 Constitution of the Republic of Indonesia (Ujang Charda, 2017). Social welfare is not only defined as meeting people's economic needs, but also encompasses the right to education, health care, social protection, employment opportunities, and a decent standard of living. Therefore, national development must be implemented comprehensively and equitably so that all levels of society can benefit without significant disparities (Sari & Rafia, 2023).

In an effort to achieve this welfare, the government has a responsibility to meet the basic needs of the community, especially those of the poor, vulnerable groups, and those

experiencing social problems (Timon, 2021). This responsibility is realized through various social protection policies and programs aimed at improving the quality of life and reducing social inequality. The implementation of social welfare programs also serves as a concrete manifestation of the state's presence in guaranteeing citizens' rights in accordance with the principles of social justice (Mulyadi, 2016).

Despite various efforts, poverty remains a major challenge to national and regional development. The persistently high poverty rate in some regions indicates that not all communities have equal access to economic resources, education, and health services (Maharani et al., 2025). This situation is exacerbated by various factors, such as unemployment, low levels of education, limited employment opportunities, and the impact of changing economic conditions on people's purchasing power. Therefore, poverty alleviation requires a comprehensive, sustainable approach involving various stakeholders (Juliansyah et al., 2024).

This problem demands responsive, targeted public policies based on accurate and accountable data. The success of a social welfare program is largely determined by the quality of the data used as a basis for planning, targeting, implementation, and evaluation (Saputra, 2018). Without the support of valid, up-to-date, and integrated data, designed policies have the potential to be ineffective, lead to targeting errors (inclusion and exclusion errors), and reduce the benefits that should be received by those truly in need (Lubis & Zubaidah, 2020).

Law Number 11 of 2009 concerning Social Welfare emphasizes that the implementation of social welfare is a shared responsibility between the central government, regional governments, and the community (Sembiring & Nababan, 2024). In its implementation, the government has implemented various social assistance programs, such as the Family Hope Program (PKH), Non-Cash Food Assistance (BPNT), subsidy assistance, and various other forms of social protection aimed at improving the welfare of the poor and vulnerable. For all these programs to run effectively and on target, good coordination between agencies and a data collection system that accurately reflects the community's socioeconomic conditions are required (Pulungan, 2016).

In this regard, the availability of accurate, up-to-date, and integrated social welfare data is a crucial factor in supporting the effective implementation of social assistance programs. This data serves as the basis for determining potential beneficiaries, formulating policies, allocating budgets, and monitoring and evaluating program implementation (Azzahwa & Cikusin, 2025). Therefore, the government continues to strive to improve the quality of the social welfare data collection system through regular data updates, the use of information technology, and synergy between the central and regional governments. With an improved data collection system, it is hoped that social welfare programs will provide more optimal, targeted benefits, and contribute to reducing poverty and improving the welfare of the Indonesian people (Fentiani et al., 2025).

In line with advances in information technology and demands for bureaucratic reform, the government is striving to improve the governance of social welfare data. The government, through the Ministry of Social Affairs, is developing the data collection system from the Integrated Social Welfare Data (DTKS) to the National Single Social and

Economic Data (DTSEN) by 2025 (Syam et al., 2025). This transformation is part of the government's effort to create a unified and integrated national database. To support implementation at the village level, the data collection, verification, community data validation, and updating of social welfare data are carried out using the Next Generation Social Welfare Information System (SIKS-NG) application. This system is expected to create more transparent, accurate, accountable, and efficient data management for social assistance recipients (Samosir & Machdum, 2025).

Cimanuk District is one of the districts with a significant number of low-income families. Based on 2025 data, Cimanuk Village had the highest number of Beneficiary Families (KPM) compared to other villages in the district, with 391 beneficiaries. This situation was the reason Cimanuk Village was selected as the research location. Although the implementation of the DTSEN through the SIKS-NG application has been ongoing, in practice, various obstacles remain that can impact the effectiveness of policy implementation. This research is important to analyze the implementation of the National Single Social and Economic Data (DTSEN) data collection policy through the Next Generation Social Welfare Information System (SIKS-NG) application in Cimanuk Village, Cimanuk District, Pandeglang Regency. Furthermore, this research also aims to identify supporting and inhibiting factors in the implementation of the policy so that it can provide input for the government in improving the quality of social welfare data management and the accuracy of targeting social assistance programs in the future.

Method

This study uses a qualitative approach with a descriptive method to analyze the implementation of the National Single Social and Economic Data (DTSEN) data collection policy through the Next Generation Social Welfare Information System (SIKS-NG) application in Cimanuk Village, Cimanuk District, Pandeglang Regency. This approach was chosen to provide an in-depth overview of the implementation of DTSEN data collection, starting from the implementation process, coordination between implementers, to various obstacles encountered in the field (Sugiyono, 2016). The research data consists of primary data obtained through observation, interviews, and documentation, as well as secondary data sourced from laws and regulations, government documents, and literature relevant to the research. Research informants were determined using a purposive sampling technique, namely the Village Head, SIKS-NG operators, village officials, social facilitators, and the community involved or becoming the object of data collection. The collected data were analyzed descriptively through the stages of data reduction, data presentation, and conclusion drawing. To ensure the validity of the research results, source triangulation was carried out by comparing information from each informant as well as technical triangulation through comparing the results of observations, interviews and documentation so that the data obtained has a high level of credibility.

Result and Discussion

Implementation of the National Socio-Economic Single Data Collection (DTSEN) Policy Through the SIKS-NG Application in Cimanuk Village, Cimanuk District, Pandeglang Regency, Banten

1. Communication

Based on research results, the communication aspect of the implementation of the National Socio-Economic Single Data (DTSEN) policy through the Next Generation Social Welfare Information System (SIKS-NG) application in Cimanuk Village has been running well. Communication between the Pandeglang Regency Social Service and the village government took place in stages through outreach activities, technical guidance, circulars, and mentoring by social workers. These various communication channels served as a means of conveying information regarding the objectives, mechanisms, and procedures for DTSEN data collection, ensuring that village implementers had a shared understanding of the policy.

Information received from the Social Service was then disseminated to the community through the village government, SIKS-NG operators, and social workers. Information was disseminated during outreach activities in the village and during the data collection and verification process. With the involvement of these various parties, the community received information regarding the importance of updating socioeconomic data, data collection requirements, and the mechanism for submitting proposals and objections to data recorded in the DTSEN.

This research finding aligns with George C. Edward III's (1980) policy implementation theory, which states that communication is a key factor in determining the success of policy implementation. Edward III explained that effective communication must meet three indicators: transmission, clarity, and consistency of information. Regarding transmission, the research results indicate that information regarding the DTSEN policy has been communicated hierarchically from the central government and the Social Services Agency to village governments, and then forwarded to the community. This communication flow has been effective, ensuring that all implementers have access to the information needed for data collection.

Regarding clarity, informants stated that the implementation instructions, objectives, benefits, and procedures for using the SIKS-NG application have been explained in detail through outreach and technical guidance. This clarity of information facilitates village officials and operators in carrying out their duties and helps the community understand the importance of data updates as the basis for distributing social assistance programs. However, regarding consistency, several policy changes and technical adjustments were still identified during the DTSEN implementation process. These changes required the village government and SIKS-NG operators to adjust the data collection mechanism in accordance with the latest government directives.

Despite these changes in policy implementation, these conditions did not pose significant obstacles due to the support of intensive coordination and communication between the village government, SIKS-NG operators, social facilitators, and the Pandeglang Regency Social Services Office. Each policy change was immediately disseminated to implementers so that it could be implemented effectively in the field.

Therefore, based on the three communication indicators according to Edward III: information transmission, clarity, and consistency, the implementation of the DTSEN policy through the SIKS-NG application in Cimanuk Village can be considered quite successful and capable of supporting the smooth process of collecting socio-economic data on the community.

2. Resources

Based on the research results, the resource aspect in the implementation of the National Social and Economic Single Data (DTSEN) policy through the Next Generation Social Welfare Information System (SIKS-NG) application in Cimanuk Village can be categorized as quite adequate. The availability of human resources is one of the factors supporting the smooth implementation of the policy. The data collection process involves various parties, from village officials, SIKS-NG operators, social workers, to RT and RW heads, who play a role in identifying, verifying, and validating community data. The involvement of these various elements demonstrates good cooperation in supporting the implementation of DTSEN data collection at the village level.

According to George C. Edward III's policy implementation theory, successful policy implementation is influenced by the availability of resources, including human resources, facilities and infrastructure, information, and authority. Based on research results, the number of officers involved was deemed sufficient to carry out all stages of data collection. Furthermore, implementers received information and technical guidance through outreach and technical guidance activities, thus providing a sufficient understanding of the procedures for using the SIKS-NG application and the DTSEN data collection mechanism.

In terms of facilities and infrastructure, the village government has supporting facilities in the form of computers, laptops, internet access, and workspaces for data input and management. These facilities are sufficient to support data collection, enabling operators to carry out their duties more effectively. Meanwhile, in terms of authority, the village government and SIKS-NG operators are authorized to propose improvements, updates, and verify community data based on actual conditions on the ground. This authority provides the village government with the authority to ensure that the data generated aligns with the community's socio-economic conditions.

Despite this, the research also revealed persistent technical challenges in policy implementation, particularly disruptions to the SIKS-NG application server, which frequently experienced errors or slow access during data entry. This situation sometimes delayed the data collection process, requiring operators to re-enter data at specific times. However, these challenges were not related to the quality of human resources, but rather to the technical aspects of the system, which required increased capacity and application stability. Therefore, according to Edward III, the resource indicators have essentially been met, although improvements in supporting technology are still needed.

Based on the research results, the disposition, or attitude, of implementers toward the implementation of the DTSEN policy showed positive results. Village officials, SIKS-NG operators, and social workers demonstrated a high level of commitment to carrying out their duties in accordance with established regulations. According to George C.

Edward III, disposition is the attitude, commitment, honesty, and willingness of implementers to implement the policy consistently. In this study, implementers demonstrated sincerity in carrying out data collection carefully, objectively, and responsibly so that the resulting data truly reflects the true condition of the community. This commitment is evident in the implementers' efforts to conduct field verification and ensure that the data entered into the system aligns with the results of direct checks.

In addition to demonstrating commitment to carrying out their duties, implementers also have a positive attitude toward the use of the SIKS-NG application as a means of collecting DTSEN data. They believe the application has increased the effectiveness, efficiency, and accountability of the data collection process compared to the previous system because all data is stored in an integrated manner and is easier to update. The community has also responded quite well to the data collection process, understanding that accurate data will be the basis for determining recipients of various social assistance programs. Therefore, based on Edward III's disposition indicators, the implementation of the DTSEN policy in Cimanuk Village can be considered successful, supported by the commitment, integrity, and positive attitudes of the implementers, as well as positive community acceptance of the policy.

3. Bureaucratic Structure

Based on research findings, the bureaucratic structure in the implementation of the National Social and Economic Single Data (DTSEN) policy through the Next Generation Social Welfare Information System (SIKS-NG) application in Cimanuk Village has been running well. The implemented bureaucratic structure supports focused data collection, as each implementer has clear duties and responsibilities within their respective authorities. The village government, SIKS-NG operators, social workers, and neighborhood unit (RT) and community unit (RW) members work according to their assigned roles in the data collection, verification, and validation processes for community data.

The DTSEN data collection process is guided by Standard Operating Procedures (SOPs) developed by the Ministry of Social Affairs and forwarded through the Pandeglang Regency Social Services Office to the village government, as the implementer at the local level. These SOPs serve as a reference for every stage of implementation, from data collection preparation, data collection, field verification and validation, data input into the SIKS-NG application, and the submission of data to the local government. The existence of clear guidelines provides certainty for implementers so that the data collection process can be carried out uniformly and in accordance with applicable regulations.

According to George C. Edward III's policy implementation theory, an effective bureaucratic structure is determined by two main indicators: the existence of clear Standard Operating Procedures (SOPs) and the division of tasks and good coordination between implementing organizations. Based on the research results, all implementers in Cimanuk Village carried out their duties in accordance with established procedures. The division of tasks between the village government, SIKS-NG operators, social facilitators,

and regional officials was carried out effectively, allowing each stage of data collection to be carried out systematically and minimizing overlapping work.

In addition to being supported by clear SOPs, inter-agency coordination is also a crucial factor in the successful implementation of the DTSEN policy. The research results show that coordination between the village government, sub-district government, the Pandeglang Regency Social Service, social facilitators, and SIKS-NG operators was intensive through outreach activities, coordination meetings, technical consultations, and direct communication when obstacles arose in the field. This coordination facilitated the resolution of various problems, such as discrepancies in community data, changes in technical instructions, and obstacles in using the SIKS-NG application. With good communication and coordination, any obstacles can be promptly addressed, ensuring that the data collection process continues on schedule.

Based on these findings, it can be concluded that the bureaucratic structure indicators in the implementation of the DTSEN policy through the SIKS-NG application in Cimanuk Village have been implemented effectively. Clear Standard Operating Procedures (SOPs), a structured division of tasks, and effective coordination between implementers have supported the smooth implementation of the policy. Although several technical challenges remained during the data collection process, these were overcome through strong cooperation and coordination between agencies. Thus, the implemented bureaucratic structure has positively contributed to the effectiveness of the DTSEN policy implementation in Cimanuk Village.

Supporting and Inhibiting Factors in the Implementation of the National Single Socio-Economic Data Collection (DTSEN) Policy Through the SIKS-NG Application in Cimanuk Village

The implementation of the National Single Socio-Economic Data Collection (DTSEN) policy through the SIKS-NG application in Cimanuk Village was influenced by several supporting and inhibiting factors. Supporting factors in DTSEN implementation in Cimanuk Village were evident in the good communication between the Social Services Agency, the village government, SIKS-NG operators, and the community. The availability of outreach, technical instructions, and training for operators indicated that the information dissemination process was running smoothly. According to Edward III, clear and easily understood communication is a crucial factor in determining the success of policy implementation. Therefore, effective communication is a key factor in DTSEN implementation in Cimanuk Village.

Furthermore, supporting factors were evident in the resource aspect. The availability of work tools such as computers, smartphones, internet access, and the SIKS-NG application facilitated data collection and updating of community data. The availability of human resources, including village officials, SIKS-NG operators, and data collectors, also supports policy implementation. According to Edward III, adequate resources will increase the effectiveness of policy implementation, thereby achieving policy objectives.

Other supporting factors include commitment and support from the village government, as well as strong cooperation between implementers and the community.

In Edward III's theory, these conditions fall under the disposition aspect, namely the implementer's attitude and commitment to implementing the policy. A strong commitment from implementers indicates a willingness to implement the policy in accordance with its stated objectives.

Furthermore, the existence of regulations, technical guidelines, and cross-sectoral coordination indicates that the bureaucratic structure for implementing the DTSEN (National Data Entity Survey) is functioning quite well. According to Edward III, a clear bureaucratic structure can help implementers understand their duties and responsibilities, thus enabling more effective policy implementation.

In addition to supporting factors, this study also identified several factors hindering the implementation of DTSEN through the SIKS-NG application in Cimanuk Village. The first obstacle stems from communication, namely the community's lack of understanding of the purpose of data collection, leading to a lack of cooperation in providing required information. This situation indicates that information dissemination to some members of the community is not yet fully optimal. The next obstacle stems from the resource aspect. Based on research findings, unstable internet connections, limited supporting facilities, and the number of data collectors not being commensurate with the area and population are obstacles in implementing data collection. Furthermore, incomplete and frequently changing community data also causes the verification process to take longer. According to Edward III, resource limitations can hinder the achievement of policy objectives because implementers lack adequate support in carrying out their duties.

From a disposition perspective, low participation by some communities in the data collection process was observed. This can impact the quality of the resulting data, as not all communities provide complete information to data collectors. Meanwhile, from a bureaucratic structural perspective, regulations and technical instructions were found to be convoluted by some implementers. Furthermore, discrepancies between field data and the data contained in the system necessitate additional verification. These conditions indicate that policy implementation still requires improvements in coordination and implementation procedures.

Conclusion

Based on the results of research on the Implementation of the National Social and Economic Single Data Collection (DTSEN) Policy through the SIKS-NG application in Cimanuk Village, Cimanuk District, Pandeglang Regency, it can be concluded that the implementation of the DTSEN policy through the SIKS-NG application has generally gone well. This can be seen from the aspects of communication, resources, disposition, and bureaucratic structure that have supported the implementation of DTSEN data collection. In the communication aspect, information about DTSEN and the use of the SIKS-NG application has been conveyed through socialization, technical guidance, and coordination between the Social Service, village government, SIKS-NG operators, and the community so that the implementation of data collection can be understood by both implementers and the community. In the resource aspect, the implementation of data collection has been supported by the availability of work tools, the SIKS-NG application,

and human resources involved in the data collection and updating process of community data. In the disposition aspect, the implementers have demonstrated commitment and responsibility in carrying out the task of DTSEN data collection through the SIKS-NG application in accordance with applicable provisions. In terms of bureaucratic structure, the implementation of data collection has been supported by the existence of standard operating procedures (SOP), clear division of tasks, and good coordination between policy implementers so that the data collection process can run in a directed and organized manner.

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