

RINGKASAN

Muh Rizki Maulana, 2026. **Efektivitas Pengelolaan (DTSEN) Melalui Sistem Informasi Kesejahteraan Sosial *Next Generation* (SIKS-NG) Dalam Meningkatkan Pelayanan Sosial (Studi Pada Dinas Sosial Kabupaten Probolinggo).** Dr. Supriyanto, S.Sos., M.Si, Mastina Maksin, S.AP., M.AP,

Penelitian ini membahas efektivitas pengelolaan Data Tunggal Sosial Ekonomi Nasional (DTSEN) melalui Sistem Informasi Kesejahteraan Sosial *Next Generation* (SIKS-NG) dalam meningkatkan pelayanan sosial di Dinas Sosial Kabupaten Probolinggo. Penelitian ini dilakukan karena pentingnya data sosial yang akurat dalam mendukung penyaluran bantuan sosial agar tepat sasaran. SIKS-NG digunakan sebagai sistem berbasis digital untuk mengelola data kesejahteraan sosial masyarakat.

Penelitian menggunakan metode kualitatif dengan teknik pengumpulan data berupa observasi, wawancara, dan dokumentasi. Data diperoleh dari informan yang terlibat langsung dalam pelaksanaan DTSEN melalui SIKS-NG. Analisis data menggunakan model Miles dan Huberman yang meliputi reduksi data, penyajian data, dan penarikan kesimpulan.

Hasil penelitian menunjukkan bahwa pelaksanaan DTSEN melalui SIKS-NG telah berjalan cukup efektif. Penggunaan SIKS-NG membantu mempercepat pelayanan sosial dan mempermudah pengelolaan data penerima bantuan sosial. Koordinasi antara Dinas Sosial, operator desa/kelurahan, dan pendamping sosial juga berjalan cukup baik dalam proses pemutakhiran data masyarakat. Selain itu, petugas pelaksana telah mampu menyesuaikan diri dengan penggunaan sistem berbasis digital meskipun masih terdapat beberapa kendala teknis.

Penelitian ini menemukan faktor pendukung dan penghambat pelaksanaan DTSEN melalui SIKS-NG. Faktor pendukung meliputi peran aktif petugas, integritas penginputan data, dan pelayanan digital yang memudahkan pengaduan serta pembaruan data. Faktor penghambat meliputi ketidaksesuaian data di lapangan, kurangnya objektivitas pemutakhiran data, dan perbedaan kemampuan teknologi petugas. Efektivitas DTSEN melalui SIKS-NG dipengaruhi oleh kualitas sistem dan sumber daya manusia, sehingga pemutakhiran data perlu dioptimalkan agar pelayanan sosial lebih tepat sasaran.

Kata Kunci : Efektivitas, SIKS-NG, Pelayanan, Dinas Sosial Kabupaten Probolinggo

SUMMARY

Muh Rizki Maulana, 2026. **Effectiveness of Management (DTSEN) Through the Next Generation Social Welfare Information System (SIKS-NG) in Improving Social Services (Study at the Social Services Office of Probolinggo Regency)**. Dr. Supriyanto, S.Sos., M.Si, Mastina Maksin, S.AP., M.AP,

This study examines the effectiveness of managing the National Socioeconomic Single Data (DTSEN) through the Next Generation Social Welfare Information System (SIKS-NG) in improving social services at the Probolinggo Regency Social Services Office. This research was conducted because of the importance of accurate social data in supporting the distribution of social assistance to ensure it reaches the right targets. SIKS-NG is used as a digital-based system to manage community social welfare data.

The research employed qualitative methods with data collection techniques including observation, interviews, and documentation. Data were obtained from informants directly involved in the implementation of DTSEN through SIKS-NG. Data analysis employed the Miles and Huberman model, which includes data reduction, data presentation, and conclusion drawing.

The research results indicate that the implementation of DTSEN through SIKS-NG has been quite effective. The use of SIKS-NG has helped expedite social services and streamline the management of social assistance recipient data. Coordination between the Social Services Office, village/sub-district operators, and social workers has also been quite effective in updating community data. Furthermore, implementing officers have been able to adapt to the use of the digital-based system, although some technical challenges remain.

This study found supporting and inhibiting factors for the implementation of DTSEN through SIKS-NG. Supporting factors include the active role of officers, data entry integrity, and digital services that make complaints and data updates easier. Inhibiting factors include discrepancies in field data, lack of objectivity in data updates, and differences in officers' tech skills. The effectiveness of DTSEN through SIKS-NG is influenced by the quality of the system and human resources, so data updating needs to be optimized to make social services more targeted.

Keywords: Effectiveness, SIKS-NG, Service, Social Service Office of Probolinggo Regency