

## ABSTRAK

Syahrul Rahman, 2026. *Efektivitas Sistem Informasi Kesejahteraan Sosial Next Generation (SIKS-NG) dalam Pengelolaan Data Terpadu Kesejahteraan Sosial (DTKS) di Dinas Sosial Kota Makassar* (dibimbing oleh Dr. Haerana, S.Sos., M.Pd dan Dr. Syukri, S.Sos., M.Si).

Penelitian ini bertujuan untuk menganalisis efektivitas penerapan Sistem Informasi Kesejahteraan Sosial Next Generation (SIKS-NG) dalam pengelolaan Data Terpadu Kesejahteraan Sosial (DTKS) di Dinas Sosial Kota Makassar. Penelitian menggunakan pendekatan kualitatif deskriptif dengan locus penelitian pada Dinas Sosial Kota Makassar. Data dikumpulkan melalui wawancara mendalam, observasi, dan dokumentasi terhadap aparatur dinas dan operator SIKS-NG yang ditentukan secara purposive. Analisis efektivitas dilakukan dengan menggunakan indikator efektivitas program, meliputi pemahaman program, ketepatan sasaran, ketepatan waktu, ketercapaian tujuan, dan perubahan nyata.

Hasil penelitian menunjukkan bahwa penerapan SIKS-NG dalam pengelolaan DTKS di Dinas Sosial Kota Makassar tergolong cukup efektif, terutama dalam meningkatkan ketepatan sasaran penerima bantuan melalui mekanisme verifikasi dan validasi data yang lebih sistematis. Dari aspek pemahaman program, aparatur dan operator pada umumnya telah memahami mekanisme kerja SIKS-NG, meskipun belum optimal akibat tingginya pergantian operator yang tidak selalu diikuti dengan pelatihan berkelanjutan. Dari aspek ketepatan waktu, SIKS-NG mampu mempercepat proses penginputan dan pengolahan data, namun masih dipengaruhi oleh kendala teknis dan kebijakan pembaruan sistem dari pemerintah pusat. Secara keseluruhan, penerapan SIKS-NG memberikan perubahan positif terhadap tata kelola DTKS, khususnya dalam meningkatkan transparansi, akuntabilitas, dan ketertiban administrasi, meskipun efektivitasnya belum sepenuhnya optimal.

**Kata Kunci:** Efektivitas, SIKS-NG, DTKS, Dinas Sosial, Kota Makassar.

## ABSTRACT

Syahrul Rahman, 2026. *The Effectiveness of the Next Generation Social Welfare Information System (SIKS-NG) in Managing the Integrated Social Welfare Data (DTKS) at the Social Affairs Office of Makassar City* (supervised by Dr. Haerana, S.Sos., M.Pd. and Dr. Syukri, S.Sos., M.Si.).

This study aims to analyze the effectiveness of the implementation of the Next Generation Social Welfare Information System (SIKS-NG) in managing the Integrated Social Welfare Data (DTKS) at the Social Affairs Office of Makassar City. The research employed a descriptive qualitative approach, with the locus of the study conducted at the Social Affairs Office of Makassar City. Data were collected through in-depth interviews, observation, and documentation involving government officials and SIKS-NG operators selected using purposive sampling. The analysis of effectiveness was based on program effectiveness indicators, including program understanding, targeting accuracy, timeliness, goal attainment, and tangible changes.

The findings indicate that the implementation of SIKS-NG in DTKS management at the Social Affairs Office of Makassar City can be categorized as moderately effective, particularly in improving the accuracy of beneficiary targeting through more systematic data verification and validation mechanisms. In terms of program understanding, most officials and operators generally comprehend the operational mechanisms of SIKS-NG, although this understanding has not been fully optimal due to the high turnover of operators that is not consistently accompanied by continuous training. Regarding timeliness, SIKS-NG has accelerated the processes of data entry and data processing; however, its performance remains influenced by technical constraints and system update policies determined by the central government. Overall, the implementation of SIKS-NG has brought positive changes to DTKS governance, especially in enhancing transparency, accountability, and administrative order, although its effectiveness has not yet been fully optimized.

**Keywords:** Effectiveness, SIKS-NG, DTKS, Social Affairs Office, Makassar City.