E-Governance: The Implication of Next Social Generation Welfare Information System

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E-GOVERNANCE: THE IMPLICATION OF NEXT SOCIAL GENERATION WELFARE INFORMATION SYSTEM

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ABSTRACT

Accelerating bureaucracy can be performed by e-governance present in order to improve the quality of government administration in the world. E-governance draft is closely related to the development of information and communication technology (ICT) globally. One form of embodiment of e-governance is the implementation of a smart city. smart cities are expected to be able to become a liaison between the demands of the community in appropriate, effective, and efficient services from the city government, by utilizing ICT. There are various related definitions of smart city in this world. One of them is as explained by Nam and Pardo (2011) who state "A smart city is a city that can identify various city problems ranging from social infrastructure to disasters. The results of the study that implementation E-Governance in the social welfare information system next generations The implementation is optimal and supportive if seen from the program, it is very good and in accordance with the vision and mission. However, there are still many obstacles related to unstable networks or server downtimes when proposing data as Integrated Social Welfare Data. Efforts must be made to integrate more with application users when proposing and verifying data so that it is valid and structured.

Keywords: E-Governance; Smart City; Next Generation Social Welfare Information System

INTRODUCTION

One of the programs to accelerate bureaucratic reform carried out by the Regional Government is related to the development of e-governance present in order to improve the quality of government administration in the world. Drafte-governanceclosely related to the development of information and communication technology (ICT) in the world. One form of embodimente-governanceis the implementationsmart city.smart cityis expected to be able to become a liaison between the demands of the community in obtaining appropriate, effective and efficient services from the city government, by utilizing ICT (Ahmad, AW et all., 2021), There are various related definitions smart city in this world. One of them is as explained by Nam and Pardo (2011) which states "smart cityas a city that can identify various city problems ranging from social problems, infrastructure to disasters.

E-Governance or Electronic Governance is a form of application for the implementation of tasks and administration in both central and regional government using information and communication technology according to Indrajit (Brahmantya, et all S., 2023) Apart from that, the government also takes advantage e-Governance to support good governance as a public need for the provision of information services to be able to advance good governance. Especially currently, the development of information technology is becoming more rapid because it is considered more important for the resources of both government and private organizations.

E-Governance is an initial step in carrying out technological and information developments, especially in the field of government and the need for regulations, because it concerns services to the public through electronic media or web.Thus, to achieve this, especially in carrying out this program via the internet or web site So it has many benefits, one of which is establishing partners or partners with other parties, then improving the quality of public services. This very rapid development allows resources to contribute and play an important role in organizations. (Rahadian, A. . 2019). If a government organization runs well and improves, access through the community will become easier.

If there is involvement in developing information technology, public services are really needed because its implementation affects many actors. According to (Ahmad, AW et al., 2021) in his journal entitled Identification of Data-Based Public Administration Governance Strategies: Opportunities and Challenges (Identification of Strategic Data-Based Public Administration Governance: Opportunities and Challenges) that "The development of correspondence, the development of web-based media businesses, connects with citizens to play a proactive role in government". (Maryam, NS , 2016). Where the correlation of success for the program depends on the right and easily accessible data. Data can only be processed in an application system if it is integrated and able to follow dynamics to determine targets in order to empower the government. Especially in agencies that develop Information System applications by recording the needs of the poor and unable to get proper assistance.

Policy Implementation smart city was born from the mandate of Law Number 25 of 2004 concerning the National Development Planning System, to plan regions with intelligent planning. One of the implementations of smart city policies and concepts which is considered by many parties to be one of the successful implementations in Indonesia is the implementation of smart cities in the city of Bandung. Through verbal instructions from the Mayor of Bandung, Mr. Ridwan Kamil, the Bandung City Government also made smart plans for the City of Bandung. Implementation policy smart city in the City of Bandung implemented through the Decree of the

Mayor of Bandung Number: 130/Kep.860-Bappeda/2014 concerning the Smart City Bandung Development Council (smart city).

One grand design smart city is smart government, as the center of implementation smart city in Bandung City, Smart Government is one of the dimensions of Smart City as stated by Cohen (2015) which states 6 (six) dimensions in measuring smart city, that is smart environment, smart mobility, smart government, smart economy, smart people, and smart living.Applicationsmart city (especially smart government) in the city of Bandung did not take place without problems.

Next Generation Social Welfare Information System which can provide services in reviewing complaints from poor people so that this program can be implemented well to reduce poverty (Habibi et all., 2018) The Social Welfare Information System Next Generation is an application where the system and functions are managed under the Ministry of Social Affairs through the Social Welfare Center (Puskesos) to be able to propose various integrated data on the poor and underprivileged. The purpose of this application is to be able to produce and display various recapitulation data with improvements made by the operator so that it can be processed further, then provide data on various complaints from the poor so that it is accurate and integrated in a comprehensive manner.up to date.

Social Welfare Information System Next Generation is designed to manage data in an appropriate and integrated manner so that it can follow the dynamics of changes in existing data in the field. This system can be used installed (online) and non-install (offline), the process for filling in data is carried out by operators or facilitators in districts or cities, down to sub-districts or villages through application-based applications offline. So it can help in making decisions at the regional and central levels to identify the right target beneficiaries because the data is updated by collecting data to disseminating data and proposing social assistance data. This will certainly help ensure that poverty alleviation assistance programs are effective, efficient, integrated and well monitored.

Rules or guidelines in Law Number 13 of 2011 concerning Handling the Poor where the Information System is applied for poor citizens. Regional Regulation No. 4 of 2020 concerning Poverty Alleviation which refers to the poor to meet their proper needs in order to be able to integrate systematically. Regulation of the Minister of Social Affairs Number 3 of 2021 (Ariyanti et al., 2021) concerning the Integrated Management of Social Welfare Data which is used as a reference material as a basis for implementing social welfare in a sustainable, accountable manner with good management.

Reporting from Kominfo Jakarta regarding SIKS-NG, the Ministry of Social Affairs prepares data through various programs by completing variables for reporting the data. These include the Family Hope Program (PKH), Non-Cash Food Assistance Program (BPNT), Healthy Indonesia Card (KIS), Smart Indonesia Card (KIP) and others. According to the Secretary General of the Ministry of Social Affairs, Hartono Laras revealed that in order to be able to obtain data, up to date it is necessary to carry out verification and validation according to the program and type. This application is equipped with a form, namely the Integrated Database (BDT), so that the government can produce this data on target. The main targets of this program are the poorest communities, including family members, people with disabilities, people who live in remote areas, and others.

The establishment of this Social Welfare Information System began in 2017, but it was re-established in 2019 by introducing it to the Regional Government Social Services through technical guidance by recording all poor and disadvantaged people through the social health center

in various urban villages. Including SIKS-NG operators who are able to assist residents when there are problems in obtaining social assistance in the field such as Health, PKH, and Education so that they complete the data by completing files and then those who cannot afford to submit it first to the RT and RW for coordination.

There were several problems encountered by the author when conducting pre-research at the Bandung City Government. The main problem is the handling of social problems in the social service as well as the poverty rate which is integrated with the population service and then data display or validation verification which has not been able to be optimized. This shows the lack of commitment of Regional Apparatus Organizations in implementing itsmart government in the next generation social welfare information system as an effort to overcome social welfare problems in the city of Bandung which include those related to poverty, family hope and others. Several other problems related to the implementation of smart cities, especially in the smart government dimension, are suspected to occur a lot in implementation.

METHODS

Researchers describe and describe the implementation E-Governance on the social welfare information system next generations (SIKS- NG). So in achieving this research the researcher used a descriptive method with a qualitative approach. The qualitative approach is a phenomenon that describes the correlation process in in-depth communication between the author and the facts to be studied (Moleong, 2008). This qualitative approach provides information for the development of science so that it can be implemented in various problems in a useful way.
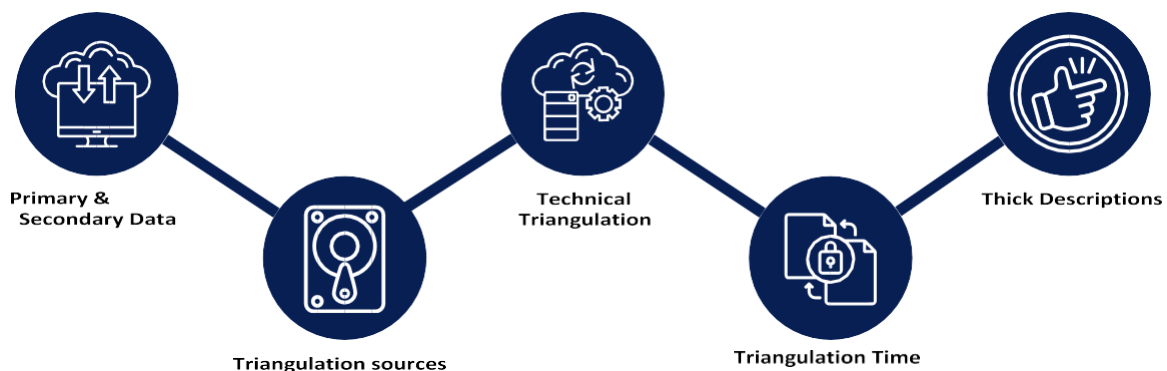

Figure 1. Research Methods

The descriptive method describes that the objects and subjects to be studied are appropriate to the situation in the field. An in-depth study was chosen on the basis of consideration of obtaining accurate data on the extent of implementation E-Governance can be explored based on the facts produced in the form of images and others on the social welfare information system next generations at the Bandung City Social Service.

In the interview technique used, the determination of informants uses techniquespurposive samplingand continue the technique snowball sampling. Use of informant determination techniques withpurposive sampling carried out in determining the key person with consideration

of selecting informants who are considered to be able to provide initial information about what the author expects so that it can facilitate researchers in conducting an analysis of e-governance in the next generation social welfare information system program as a form of optimizing smart government in order to make it happen smart city in Bandung City.

RESULTS AND DISCUSSION

Data from observations and interviews conducted at the Bandung City Social Service regarding implementation E-Governance on the Social Welfare Information System – Next Generation (SIKS-NG) obtained according to the research focus, where the questions included so that they can be optimal and run well. The implementation of governance at SIKS-NG has taken place from 2018 until now, of course, there has been an increase in poor and underprivileged communities. It is the main target developed by the Ministry of Social Affairs (Kemensos) as the center for providing social assistance benefits by preparing data through various programs by completing variables for the data to be reported back. So the social welfare information system next generations It is important for the government to manage data on the success or failure of a program based on complaints from the poor and underprivileged.

This can be seen from the various Community Satisfaction Indexes (IKM) set out in the 2019-2023 Strategic Plan which obtained a value of 86.37 in 2020 with a planned target of 85, the achievement achieved was 101.61%. Therefore, the Bandung City Social Service was ableto achieve results and Community Satisfaction Index values that exceeded the targets that hadbeen set and became even better. So that the targets that have been carried out are able to improve various kinds of technology and information-based services that are fulfilled.

Implementation of e-governance on the Social Welfare System Next Generation in its current development has provided an important factor to be able to improve services in the public sector, especially in terms of technology and information. The existence of the role of information technology must be supported based on application-based services to the public asa means be able to access them safely and easily. To be able to obtain this information system, technology must run efficiently and effectively in its use. Including SIKS-NG operators who are able assist residents when there are problems getting social assistance in the field by completing data.

The presence of governance or E-Governance able to provide convenience for employee operators in government agencies and users at the sub-district level because the SIKS-NG application aims to display various recapitulation data with improvements made by operators so that they can be processed further, then provide data on various complaints from poor communities to be accurate and integrated up to date. Based on the results of the research that has been carried out by the researcher, the researcher will present the results related to the implementation E-Governance on the Social Welfare Information System Next Generation at the Bandung City Social Service based on Minister of Social Affairs Regulation Number 3 of 2021 (Ariyanti et al., 2021) concerning the Management of Integrated Social Welfare Data which is used as a reference material as a basis for implementing social welfare in a sustainable, accountable manner with good management. Researchers conducted interviews with the Head of Data and Information, IT Staff in the data and information sector, and SIKS-NG Users

1. Support

Support (Support) is development E-Governance important by the government as a good implementation. As stated by Indrajit (2006), there is no policy that supports or political will soe-governance it won't run smoothly. Because this program must start from government as good governance and also from the highest level to the lowest level.

Support for this policy is more precisely not just talk, but the public government is actually implementing the concept E-Governance by providing support. Approval of the framework E-Governance to achieve the vision and mission of a country and pay attention to various high priorities to agree on them as one of the approved keys to success. Allocation of human resources towards time, energy, finance and other information in good governance is a concept from a cross-sectoral perspective that involves more than two institutions. Therefore, the success of an information system requires input related to adequate support or support to create one E-Governance structured.

Implementation e-governance towards the application of social welfare information systems –next generationsit can be said well because of various supports from several parties so that the government provides facilities in the form of technical guidance or technical guidance with training that can support operator service performance. To allocate human resources, of course, cannot be separated from the time used, the energy provided, and the information in proposing and verifying data correctly.

Through SIKS-NG, the government utilizes a system network that can access all public services, so that an arrangement is made related to technology and information systems through the developmente-governanceto optimize smart government and create a smart city in the city of Bandung. If linked to the SIKS-NG application, a vision and mission for the Social Welfare Information System program -Next Generation(SIKS-NG) is certainly right on target because seen from the DTKS, there are recipients of social assistance to poor and disadvantaged people, seen from the large amount of data. If you look at the function of government programs, of course they talk about handling poverty, one of which is providing social assistance, which cannot be seen manually. The SIKS-NG application also depends on the power of the network server to be sufficient, especially when applied internallyon line.Apart from that, there is a lot of support such as technical guidance as well as implementing adequate finances and facilities to support operators.

The SIKS-NG application has good support for people who want to propose data, because the purpose of the application is to be able to generate and display various recapitulation data with improvements made by operators so that they can be processed further, then provide data on various complaints from the poor so that accurate and integratedup to date.

2. Capacity

Capacity is a success factor in this factor as well as obtaining an element of ability in empowering the government to manifest E-Governance to be real. Therefore the government must have a factor in addressing the readiness of infrastructure with various kinds of technology and information as adequate infrastructure facilities because 50% is the key to success in implementing E-Governance.

As for realizing a E-Governance This means that financial resources are very influential in carrying out a budget that has been determined by allocating funds for development E-Governance.

Human resources also greatly influence the way E-Governance in order to have the skills to be competent in the fields of technology and information.

Implementation E-Governance on the Social Welfare System - Next Generation in its current development, it has provided an important factor for improving services in the public sector, especially in terms of technology and information. The role of information technology must be supported based on application-based services to the community as a means of accessing it safely and easily. To be able to obtain the information system, technology must run efficiently and effectively in its use. The role of capacity in integrating an application in SIKS-NG has data that will previously be proposed.

The success factor in this element is obtaining an element of ability in empowering the government to manifest E-Governance to make it real. Therefore the government must have the following factors, namely the readiness of infrastructure in responding to various technologies and information as adequate infrastructure facilities because 50% is the key to success in implementing E-Governance, Availability of financial resources as an initiative to realize E-Governance in carrying out a predetermined budget by allocating funds towards development E-Governance, and Having expertise in competent human resources to match what is expected as a benefit in implementing E-Governance as well as accessing various information technologies so that they can apply them as desired.

It can be said that operators and users of SIKS-NG have prepared software and hardware facilities available for the data to be captured. By filling in the integrated database (BDT), capable communities have been listed in the Integrated Social Welfare Data (DTKS) which contains aid recipients or KPM (Beneficiary Families), PMKS and PSKS data. Because of that, the management has a span of time as stated by SIKS users in the Maleber sub-district, saying that:

"The time span when verifying data does not take a long time, unless there are obstacles when poor and underprivileged people want to propose to DTKS then it takes a relatively long time."

3. Value

Value is the third factor in success E-Governance which has provided aspects seen from the community's perspective. Because the first and second elements are the government that provides services to the community. In this case, there is implementation of the concept E-Governance it will not work if there are not several parties who benefit. Apart from that, there is E-Governance. This is what determines whether or not the benefits will be obtained not only by the government, but by interested parties and the community. Relevantly the government must make several types of applications E-Governance with development priorities can provide benefits and be felt by the community as the right user.

If what the community needs is wrong, it will get a boomerang for the government if they make it difficult to implement E-Governance. Therefore, forming the most important combination of the three elements above is the main key in supporting success. In general, the factors that are the key to success E-Governance provide relevant benefits to the community, without the community, governance will not work properly if it is not associated with several parties. So that the role of the leader is very important in implementing several programs, especially services to the community, the private sector and related institutions. Apart from that, the implementation of

E-Governance through its application with two-way communication, namely the government to the community, the process can be carried out online.

The benefits and objectives provided in the SIKS-NG application program have been felt by the poor and are unable to accurately and target, besides that in social assistance programs the community should find it easier to obtain information through the application. the existence of benefits and solutions regarding the SIK-NG application program within its reach can improve data properly, especially for the poor and disadvantaged who are included in the Integrated Social Welfare Data (DTKS). Therefore, the role of SIKS-NG is inseparable from governance as the right target beneficiary, especially with the social assistance checking program in the application, the community plays an active role in managing social assistance.

The opinion above can be concluded that in determining success, according to Indrajit (2006: 15), it is related to support from several agencies or institutions, especially the community, which can improve human resources. Apart from that, technology and information must be linked to several regulations and regulatory policies so that when governance is implemented, it can run if the regulations are clear. So that it can manifest a government with the capacity to be competent in human resources in accordance with what is expected as a benefit in implementing E-Governance.

The following is an Implementation statement E-Governance to the public regarding the implementation of SIKS-NG in conveying several forms of policy by IT Staff in the field of data and information as SIKS-NG program operators that:

> "Very good, SIKS-NG can improve the validity of the data little by little. Because the data for 2017-2021 was the beginning since there was Covid assistance, it was quite new to see that the data was not well structured. "With the current existence of SIKS-NG, rationally there is uniformity in processing data, apart from the rules that must be known about the application."

The benefits of SIKS-NG are already significant, but during the Covid-19 situation, social assistance services became unstructured due to invalid data and the large number of people who were poor and unable to complain because they did not receive social assistance. If we look at SIKS-NG users in Maleber sub-district who are involved directly with the community, they say that the benefits they get are as follows:

> "The benefit is related to people who want to improve data, we are immediately controlled by social services. For example, there is a change in data, NIK and KK which were previously given what kind of name. "We immediately send it to the social service, where we ask for DTKS data so it can be seen immediately on the siks-online link automatically."

The coordination carried out by SIKS-NG users, especially in the Maleber sub-district, is closely related to the community because if there are complaints, they can monitor what needs to be improved. Because previously it was still SIKS-NG offline so it can't be sent directly. Therefore, the role of SIKS-NG is inseparable from governance as the right target beneficiary.

Benefits on E-Governance will produce a decision or policy regarding the social assistance program by distributing data to make it easier, of course the Ministry of Social Affairs by developing and evaluating several computers so that it continues to develop and continue. The policy covers several aspects consisting of the right decisions, the policy refers to expectations for

behavior that has the ability to achieve the final results. Policies must also have the right targets and objectives to be achieved, policies are closely related to an organization which is able to stand alone and is easy to understand in an activity to do something. The following are the results of an interview with the head of data and information regarding this policy:

> "In the policy of verifying and validating data, operators use data from the center as a form of implementation that is in accordance with DTKS. For example, the objection feature policy where the data is appropriate or not, but the number of independent proposals allows the region to propose first. Is he listed to be proposed for eligibility for social assistance."

This SIKS-NG policy certainly has directives with appropriate implementation because there are several features of disclaimer when poor and incapable citizens propose as Family Hope Programs (PKH) or Contribution Assistance Recipients (PBI) with appropriate policy forms or registered as DTKS. In this regard, the IT staff in the field of data and information as the operator of the SIKS-NG application, said that:

> "The policy is the basis for the operator's DTKS SK to make notifications of use and verification as a user. For example, verification of refutation, elements of refutation, the Ministry of Social Affairs has an application, namely "check social assistance", which is open to the public but you have to create an account by filling in the KK and NIK number to check again and search bye names. Apart from that, people can propose independently, under operator regulations which will be checked again whether they are suitable or not. "As for the objection proposal menu, for example proposing to be PKH to get social assistance but it can be refuted by other people."

This disclaimer feature is the root of the problem when poor people are entitled to assistance but do not receive it, while those who are not entitled to it receive social assistance. With the social assistance check, the community plays an active role in managing social assistance. Check that social assistance uses the community as facilities and infrastructure so that it is right on target, accompanied by a letter of validation so that it can be processed further in the SK.

Barriers affecting implementation e-governance social welfare information system next generations (SIKS-NG) at the Bandung City Social Service there are several obstacles. Looking at theorye-governancestated by Indrajit (2006:15) then application e-governance on the Social Welfare Information System application – Next Generation experienced obstacles regarding factorscapacityor Capacity, which is an indicator of the availability of human resources as experts in the field of application itself.

On dimensions capacity in the aspect of availability of human resources or technology and information experts in implementation E-Governance of course it will be fulfilled in supporting the existence of a good application program. As an important instrument, the existence of technology, one of which is not just an electronic device, but the government is able to carry out different programs with better and easier service to the system. Barriers that influence implementation E-Governance social welfare information system next generations in the city of Bandung, which is a program from the Ministry of Social Affairs support a process where the management of the system and function can propose various integrated data on poor and disadvantaged communities, especially Integrated Social Welfare Data, then provide data on various complaints from for the poor to be accurate and integrated in an integrated manner up to

date. However, in its implementation there is still an unstable network or the server is down when data is being repaired, apart from that, proposing data and verifying the SIKS-NG application does take time all the time so it requires a relatively long time. This problem was stated further by the Head of Data and Information for the Bandung City Social Service:

> "In this application, in fact, when orders are often given in the field, especially in the electronic era, they are ready to be understood but not followed up with implementation instructions. For example SOPs, which in the end each region must have initiative and awareness, experience in finally managing itself and the number of which is not uniform. However, because each region is different, the basics of data management will be easily resolved well. "But it is proven that each region is late so it is different because it meets the quota given by Pusdatin."

The obstacles above can be said to mean that in managing data you must be aware that the SOPs used by each region are certainly different so that the amount is not uniform. Therefore, to propose data for social assistance, the network server must be adequate. It can also be said by IT staff in the field of data and information regarding the inhibiting factors that occur in managing the SIKS-NG application.

CONCLUSION

Overall application of information technology in the use of the SIKS-NG application or social welfare information system - next generations the implementation is optimal if seen from the program which is very good and in accordance with the vision and mission, so that the existence of factors that support the implementation of SIKS-NG certainly provides a statement that the system is accessed via web online as well as computers which are one of the important factors. Therefore, the Bandung City Social Service was able to achieve results and Community Satisfaction Index values that exceeded the targets that had been set and became even better. As well as providing support such as technical guidance and implementing adequate finance and facilities to support operators so that they do not experience problems in the field, so that the benefits felt by the community in proposing various data and verifying the data are right on target.

Factors that hinder implementation E-Governance social welfare information system next generations (SIKS-NG), that is, there are still problems when accessing DTKS into the SIKS-NG application, the network is unstable or the server is down when data is being repaired. In addition, proposing data and verifying the SIKS-NG application takes time at any time, so it takes time. relatively long. There are many systems error causing the SIKS-NG application to depend on server power so that it cannot be accessed properly. In addition, there are many errors in importing data from the center, for example, currently there is a lot of data, it turns out that the data has previously been verified and validated beforehand. Only the names are different when naming them and there are many errors, while the SIKS-NG feature is not given to each service.

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