

# The Right to Access Information and Data Collection on Social Assistance in Sidoarjo Regency

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**Abstract:** The right to access information and data collection on social assistance is a means of information that is always needed by the community. The right to access information and data collection aims to find out the latest condition of beneficiary family members who receive social assistance such as PKH, BLT and BPNT. With the updating of this data it serves as basic data for social protection programs, in this case the data collection is used for verification, distribution and termination of social assistance. As time went on, many problems emerged both in the region and in the district, in collecting data there were still many who did not collect data directly from KPM households, but only made observations so that the elements of like and dislike still existed and to find out the problems that existed in Candipari Village regarding information and data collection on social assistance. So the purpose of our research is to determine the effectiveness of policies in terms of information and data collection on social assistance in Candipari Village, Sidoarjo Regency. The method used in this research is empirical juridical. In conducting research, the authors obtained information by making observations about the process of distributing aid, interviews with the Candipari sub-district community starting with village officials, aid operators, and beneficiary and non-assistance communities which in the future were used to answer several existing legal issues. The results of the findings in this study are that the implementation of the information process and data collection on social assistance in the village of Candipari, Sidoarjo Regency has been running quite effectively.

**Keywords:** Right to access information and data collection, Social assistance, Sidoarjo.

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## Introduction

Poverty is a condition where every individual has an inability to meet basic needs such as food, shelter, clothing, health and education. Poverty itself can occur because it is caused by a scarcity of tools to meet basic needs or access to education and health. In addition to carrying out policies in the health sector, the government also makes various policy programs that can directly help the community.<sup>1</sup> A variety of assistance is provided in various forms such as cash, groceries, and so on. The assistance was distributed in the hope that it would be sufficient for daily activities. The purpose

of this assistance is to ensure the availability of basic needs and social protection, especially for the underprivileged or poor. The problem of poverty is inseparable from the national strategy aimed at realizing social and economic welfare for the community. Cash food assistance (BLT) or non-cash (BPNT) aims to reduce expenses and provide more nutrition to beneficiary families in a timely and targeted manner. In order to improve the effectiveness and accuracy of targeting the distribution of social assistance, the President of the Republic of Indonesia gave directives that social assistance and subsidies be distributed in non-cash form, using the banking system. Listed in Presidential Regulation Number 63 of 2007 concerning Distribution of Non-Cash Social Assistance. With the existence of various forms of social assistance in the Sidoarjo Regency Social

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<sup>1</sup> Aldiana Novian Pratama, Trisiani Dewi Hendrawati, and Nila Natalia, "Rancang Bangun Sistem Informasi Pendataan Dan Penyaluran Bantuan Pangan Non Tunai (BPNT) Kepada Masyarakat Di Kecamatan Jampangtengah," *SEMNAS TERATA (Seminar Nasional Teknologi Dan Riset Terapan)* 2 (2020): 106–11.

Service, it is hoped that it can help the people of Sidoarjo Regency who are in a disadvantaged condition and residents who live in a less decent environment. However, in the process of applying for social assistance, they experienced difficulties when residents had to come repeatedly to the service to find out whether the submission of the required documents was incomplete, so residents had to complete the requirements file first and submit the file again by coming to the office. In addition, due to the large number of residents who applied for social assistance, there was a buildup of files at the service office which made the service experience difficulties in finding files for submitting social assistance to be verified.<sup>2</sup>

Over time, beneficiary communities have felt the effects of this assistance.<sup>3</sup> However, the data owned by both the center and the regions which are used as target data for social assistance recipients can potentially be off target, because the data collection process is taken from DTKS data (Integrated Social Welfare Data) which, based on information from village operators, this data has never been done. verification and validation because validation and verification so far have only focused on BSP (Food Social Assistance). According to the results of village operator interviews, the data contained in the DTKS (Integrated Social Welfare Data) is no longer suitable for people who need help at this time or are already obsolete. In this case there are still residents who are able but still get assistance.

### Materials and Methods

This research was conducted in Sidoarjo Regency. The method used in this research is empirical juridical. In conducting the research, the authors

<sup>2</sup> Sonia Shekha Anggriani, Wiwit Agus Triyanto, and Diana Laily Fithri, "Sistem Informasi Pemberian Bantuan Sosial Di Dinas Sosial, Pemberdayaan Perempuan, Perlindungan Anak, Pengendalian Penduduk Dan Keluarga Berencana (P3Ap2Kb) Kabupaten Kudus Berbasis Web Menggunakan Notifikasi Sms," *Indonesian Journal of Technology, Informatics and Science (IJTIS)* 2, no. 1 (2020): 22–26, <https://doi.org/10.24176/ijtis.v2i1.5645>.

<sup>3</sup> Nisa'ul Mufidah, "No EFEKTIVITAS BANTUAN SOSIAL TUNAI DI KELURAHAN PURWOSARI KECAMATAN PURWOSARI KABUPATEN PASURUAN," *Jurnal Sosial Dan Sains (SOSAINS)*, n.d.

obtained information by observing the process of distributing aid, interviewing the people of Candipari sub-district starting from village officials, aid implementers, and beneficiaries and non-aid recipients which were later used to answer some of the existing legal issues. The findings in this study are that the implementation of the information process and data collection for social assistance in Sidoarjo Regency has been running quite effectively. The following is a documentation of interviews with beneficiary residents who were assisted by the Inklususi Village Forum (FDI) Team of Candipari Village, Sidoarjo Regency.



### Results and Discussion

Advances in the field of technology have an important role in every activity in both village and government agencies. One of them is the Government Agency, namely the Sidoarjo Regency Social Service which is engaged in services, especially in the social and humanitarian fields which play a very important role in the distribution of aid in the Sidoarjo area. In this case our research focuses on the field of social assistance in the form of BLT, PKH, and BPNT. Direct cash assistance is adopted from English: cash transfer, known as the acronym BLT. BLT is a government assistance program in the form of giving cash or various other assistance, both conditional and unconditional, specifically given to the poor. The amount of BLT funds and the distribution mechanism depended on the policies of each

implementing country.<sup>4</sup> PKH is a program created as an effort to accelerate poverty alleviation. PKH opens access for poor families, especially pregnant women and children, to take advantage of various health service facilities (faskes) and education service facilities (fasdik) available around their homes. Meanwhile, BPNT or Non-Cash Food Assistance is a government program in providing social assistance to the poor to help their welfare, especially in the form of staple foods.

The distribution of social assistance is nothing new for the central government and regional governments. However, in its distribution there are always problems in the distribution of cash and non-cash social assistance. This is where it is necessary to convey complete and clear information to the whole community about the types and criteria of social assistance so that misunderstandings do not occur which result in delays in the distribution of social assistance. Of the three forms of social assistance, the problem that is currently occurring is the right to access information and data processing, which is currently still occurring, namely the long time needed to start from data collection from the sub-district operator until the data is entered by the admin, because the data collection process is still manual, which requires operators to go back and forth to the social service office to submit data to the admin because it is done semi-manually. This was also felt by the Dinas, in this case the Dinas had difficulty checking whether the data on residents who had received social assistance and those who had not.

### **Right to Access Information on Social Assistance**

The rapid development of technology makes human life easier. The impact of technology has spread to various sectors of life such as trade, information management, data collection and so on. One of the technological developments that is easy to find is information systems. Basic Concepts of the System According to Davis (1985) which defines the system as interrelated parts that operate together to achieve some goals or intended. Meanwhile, Lucas (1989) defines a system as a

component or variable that is organized, interacts with each other, is interdependent and integrated. Basic Concepts of Information According to Gordon.B.Davis (1985) defines information as data that has been processed into a form that is more meaningful and useful for the recipient to make current and future decisions. Information has characteristics of true or false, new, additional and collective. According to Prabowo et al. (2017).<sup>5</sup> Information System is a system within an organization that meets the needs of daily transaction processing, supports managerial operations and strategic activities of an organization and provides certain external parties with the necessary reports. In the field of government or organizations also apply information systems, as is now spread in the media that social assistance is for the community. According to Permendagri No. 32 of 2011 Article 1 that Social Assistance (Bansos) is a form of assistance provided by local governments to community groups. The form of assistance can be in the form of money or goods, not sustainable and selective with the aim of protection from all possibilities that can pose social risks. (Kantohe et al., 2018).

Information related to the social assistance program is highly dependent on program assistants in the village, sub-district and/or district. However, beneficiaries tend to access information from community leaders other than companions because locus and psychology are closer. So that the existence of an application that provides information is very useful for community leaders as a source of information. As information centers, community leaders should have the ability to access information contained in the social assistance application for distribution to beneficiaries. The lack of information affects the ability of vulnerable groups to make decisions. Information is still limited, info on disbursement is not comprehensive. The search for information by vulnerable groups relies on figures, namely RT, RW, hamlet heads, community/cadres and assistants (PKH program). Meanwhile, the BPNT program was informed by TKSK and PSM.

<sup>4</sup> Tunai Blt et al., "Pelaksanaan Bantuan Langsung," *Indonesian Journal of Law and Islamic Law (IJLIL)* 2 (2020): 271–93.

<sup>5</sup> Sri Ati et al., "Pengantar Konsep Informasi, Data, Dan Pengetahuan," *Modul Pembelajaran*, no. 1 (2018): 11–18.

### The Right to Social Assistance Data Collection

Data collection according to Herlambang (2005), is a process of recording true and real information about something, both humans, objects, the environment, and certain events. Social assistance data collection is a recording activity that is intended as a documentation or archive that can be used for a future need. The main requirement that is usually the initiator of a data collection is the preparation of reports. Making a report is intended as a basis or consideration for making a decision. The right to data collection on social assistance is given with the aim of providing future protection for families and groups of poor people, both from an economic, social and community welfare perspective. Distribution of social assistance funds from the central government in collaboration with the Social Service in each region.<sup>6</sup> The social service also works closely with the local government because the role of the local government is very much needed in collecting community data. Social assistance handled by the Sidoarjo Regency Social Service includes the Family Hope Program (PKH), Cash Transfer Assistance (BLT), and Non-Cash Food Assistance (BPNT). The distribution of social assistance from the government is carried out in two ways, namely non-cash and cash. The non-cash method is provided by transfer to the beneficiary's bank account, while the cash method will be delivered directly by officers to the homes of social assistance recipients, collectively through village officials, or picked up directly at the nearest office. Every village in Sidoarjo Regency faces difficulties in recording social assistance recipients. Data collection is still carried out conventionally so that it is possible for errors to occur in the data input process, complete identity, stacking of files, sometimes files are easily lost and difficult to find.<sup>7</sup>

Events in the field show that the distribution of social assistance at the Sidoarjo Regency Social Service has inaccurately targeted beneficiaries.

Based on the results of interviews with the Head of the Family Hope Program Assistant, he said that:

"Some of the assistance was not distributed to people in need due to lack of data control. In addition, there are still people who volunteer to be registered with underprivileged groups of people in order to get assistance even though they are very well off. On the other hand, many people whose categories are truly underprivileged come to the Social Service Office to complain because their names are not listed as underprivileged."

Based on the data above, several problems in the distribution of social assistance at the Sidoarjo Regency Social Service were not channeled right on target, there were still people who did not understand the criteria and procedures for social assistance, and there were some people who did not understand their economic conditions. The existence of these problems causes the government's goals to be not achieved in overcoming the impact of the decline in the community's economy. Therefore, data collection officers such as local governments need to carry out cross-checks by better understanding the criteria for beneficiaries and the procedures for distributing social assistance, both cash and non-cash.

### Conclusions

The development of information systems and data collection on social assistance in Sidoarjo district has been quite effective. With the SIKS-NG application for Social Assistance Data Collection it really helps the data collection process. Although the capacity of human resources in various village operators needs to be strengthened with technical guidance which is carried out periodically by the District Government. The obligation to provide guidance to village operators is part of the mandate of the Minister of Social Affairs number 15 of 2018. The results of this research can be used for the process of distributing social assistance data in the community, besides that it can also be used to mark the coordinates of community reporting locations. Preferably with a comprehensive information system that can be accessed by the

<sup>6</sup> Anna Zahrotul Wahidah et al., "Prosedur Penyaluran Bantuan Sosial Di Era Pandemi Covid -19 Pada Dinas Sosial Kabupaten Blitar," *Competence : Journal of Management Studies* 16, no. 1 (2022): 51–63, <https://doi.org/10.21107/kompetensi.v16i1.14429>.

<sup>7</sup> Pratama, Hendrawati, and Natalia, "Rancang Bangun Sistem Informasi Pendataan Dan Penyaluran Bantuan Pangan Non Tunai (BPNT) Kepada Masyarakat Di Kecamatan Jampangtengah."

provincial government to RT. Meanwhile, government stakeholders are expected to use DTKS data as data to develop work programs so that the treatment of poverty is carried out in all sectors. Regarding the social assistance data collection system, it should be improved, why is that because, data applications in villages have data error notification features, double data or different data so that operators can immediately communicate with the data owner. The PKH Facilitator hopes that the e-PKH application will be reactivated to update data so that it can provide services more quickly. Because with the current system, PKH assistants must follow lengthy procedures.

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