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Implementation of The Covid-19 Assistance Program by Utilizing Integrated Data on Social Welfare in Medan

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Abstract

Integrated Social Welfare Data (*Data Kesejahteraan Sosial Terpadu/DTKS*) is the main data used by the government to determine the social assistance beneficiaries. However, in terms of the use of DTKS in implementing the Covid-19 assistance program, it is still not optimal. This is because the data on poor people who are targeted by social assistance programs are invalid. There are still beneficiary aids that are not on target, resulting in duplicate data. Besides that, the problem of 4 aspects of utilization, namely knowing, understanding, owning, and utilizing, is still only 1 OPD that did all of those things. Based on this, through Regulation of the Minister of Social Affairs (*Peraturan Menteri Sosial/Permensos*) No. 3 of 2021 concerning Integrated Social Welfare Data Management, the Ministry of Social Affairs has built, managed, and utilized DTKS. The purpose of this research is to see how the process of using DTKS by the Office of Social Affairs in implementing social assistance programs uses qualitative research methods with a descriptive approach. Using data collection techniques from interviews, observation, and documentation studies. The results of this study indicate that the utilization of DTKS has not been maximized. This can be seen from the determination of the community that does not comply with the technical guidelines, and the targets and realization are not balanced.

Keywords

Utilization, Integrated Data, Poverty, Covid-19, Assistance Program

1. Introduction

The government, as the highest authority in Indonesia, is responsible for the welfare of its people. This has also been stated in the fourth paragraph of the 1945 Constitution, which is social welfare for all Indonesian people. In this way, it is the government's responsibility to eradicate poverty. Poverty is a complex problem, so poverty alleviation actions must be implemented comprehensively, seen from various aspects of life, discussed in detail down to the smallest line and carried out systematically (Papilaya, 2020). The central government and regional governments must work together to eradicate poverty. One way to eradicate poverty is for the government to provide assistance programs for the poor in Indonesia. Especially when the COVID-19 pandemic struck, the government's attention to the communities affected by it became a priority in the last 2 years.

The impact of the Covid-19 pandemic is mainly on the social and economic fields, which is detrimental to the level of welfare of society, especially for the lower middle class. This is due to restrictions on economic activities. Restrictions on economic activities, or what is usually called Implementation of Community Activity Restrictions (*Pemberlakuan Pembatasan Kegiatan Masyarakat/PPKM*), are based on Minister of Health Regulation Number 9 of 2020. This Minister of Health Regulation refers to Law Number 24 of 2007 concerning Disaster Management. Based on Minister of Health Regulation no. 9 of 2020, PPKM is defined as limiting certain activities of residents in an area suspected of being infected with Corona Virus Disease 2019 (COVID-19) in such a way as to prevent the possibility of the spread of COVID-19 (Mawar et al., 2021).

The central government's policy of implementing PPKM clearly has a big impact on aspects of people's lives. Weak coordination between stakeholders, especially between the central government and regional governments. This lack of coordination resulted in the control of the coronavirus being neglected (Ilyas, 2021; Mawar et al., 2021). The impact of holding PPKM is a decline in economic growth, which causes many people to lose their jobs and automatically increases the number of poor people in Indonesia. Restrictions on social and economic activities mean that many of our people cannot carry out economic activities. The activities they carry out under normal conditions are more difficult to carry out due to activity restrictions during the COVID-19 pandemic.

The impact of the implementation of PPKM as a result of the Covid-19 pandemic felt by the Indonesian people is the increasing number of layoffs (*Pemutusan Hubungan Kerja/PHK*), causing higher unemployment rates, difficulties and economic pressure, which will trigger social problems in society, including security problems due to increasing crime (Mawar et al., 2021). The people of North Sumatra, especially in the city of Medan, also experienced layoffs, as reported by the online news site Tagar.id, that as a result of the Covid-19 pandemic at least 14 thousand workers in North Sumatra were laid off. Tourism and hospitality sector workers are most affected. This is because this sector cannot operate due to the implementation of restrictions on social economic activities in the community. The impact that will arise as a result of these layoffs is an increase in the number of unemployed (Classen & Dunn, 2012).

Therefore, the assistance provided by the government, such as Cash Social Assistance (*Bantuan Sosial Tunai/BST*) and cash assistance in the form of basic necessities as assistance for the poor and vulnerable who have the impact of the PPKM due to the Covid-19 pandemic, is expected to help lighten the burden on society. The government runs the social assistance program through the Regency/City Social Service as an extension of the Indonesian Ministry of Social Affairs. The role of the Regency/City Social Service is very large in this social assistance program. As explained in previous research, the role of the government,

especially the Medan City Social Service, in handling social assistance is really needed by the community in facing the Covid-19 pandemic. In the future, the criteria for receiving social assistance benefits should be more effective so that social jealousy does not occur. Support from all communities in facing the Covid-19 pandemic so that it ends is very necessary, such as maintaining a healthy lifestyle wearing masks, maintaining distance, washing hands, reducing mobility, and avoiding crowds (Hasibuan et al., 2022).

However, in the implementation of social assistance programs there are still problems such as those that occurred in Banda Aceh City. Based on previous research, several problems are still found in the Banda Aceh City Social Service, starting from data that is not in sync with existing data at the Population and Civil Registration Service, such as ID number, names and addresses of beneficiaries, so that the distribution of social assistance is still not on target (Wati, 2022). Problems related to data on potential recipients of assistance also occurred in Carawali Village, Sidrap Regency, namely the existence of invalid data, such as data on residents who had died but were still registered to receive social assistance. Apart from that, there are residents who have moved house but their ID number still uses their old address. Therefore, the Ministry of Social Affairs is still using old data so it is not targeted at residents affected by the Covid-19 pandemic (Yunita & Agustang, 2022).

Based on the results of these interviews, it can be concluded that there is still a lack of valid data on people who deserve to receive social assistance in Medan City. As a result, newly vulnerable communities are unable to receive social assistance from the government, whereas new vulnerable communities should also be entitled to receive such assistance. Data that is not verified according to the condition of the beneficiaries results in aid programs intended for the poor being off-target and not matching the target and the realization of the provision of social assistance by the government. This is as recorded by the North Sumatra Province Central Statistics Agency regarding the number of Beneficiary Families (*Keluarga Penerima Manfaat/KPM*) and the food social assistance budget in 2020. On this page, it is recorded that for Medan City there are 88,539 planned KPM numbers, but in reality, there are only 79,742 KPM numbers. Likewise, the planned budget amount was 17,707,800,000, but in reality, it was only 15,948,400,000.

Apart from that, the existence of social assistance programs from the government has also been misused in some cases, such as the large number of people in the well-to-do category who have registered and as a result, many of the programs are not on target. This is what makes the aid program less effective in its distribution. Then also, based on the results of observations in the field, it was found that the Medan City Social Service was still experiencing problems in carrying out supervision of the implementation of providing assistance. The first problem can be seen in terms of determining implementation standards, namely the ability of the Medan City Social Service to implement and enforce policies and ensure that this assistance service can be well received by the community. However, the reality is that for people who do not receive assistance, these services are not well received by the community. Many people are disappointed because they did not receive assistance. It is not uncommon for people to only receive assistance in the first months, but in the following months they no longer receive it because their names have been deleted in the system.

The next problem, based on the results of observations in the field, is still visible in terms of the ability of the Medan City Social Service to develop a decision-making process in determining which people can be recommended to the Indonesian Ministry of Social Affairs for assistance. This recommendation is a problem because there are people who register themselves at the Medan City Social Service Office, Medan Post Office, District Office or Village Office where they live, which can cause duplicate data. The problems described previously can then be summarized and

referred to as obstacles in the implementation of the distribution of social assistance. These obstacles include: (1) Incomplete data on aid recipients, this can occur due to invalid data such as errors in the ID number, causing people not to be registered as recipients of social assistance; (2) Data on social assistance recipients is not updated, meaning that people who have died should take care of returning it to the DTKS so that the data can also be detected and people who have moved domicile can also report to the local sub-district to receive social assistance from the government; (3) Lack of public awareness, survey results show that there is a lack of awareness among the public regarding receiving social assistance, causing many injustices to occur where the distribution of social assistance is not evenly distributed, so that there are people who are able to become recipients of social assistance; (4) There is duplication with social assistance from the Indonesian Ministry of Social Affairs, meaning duplication of data sourced from Non-Cash Food Assistance (*Bantuan Pangan Non Tunai*/BPNT), which is a policy implemented by the Ministry of Social Affairs. If there is community data recorded as recipients of social assistance from the Ministry of Social Affairs and Social Services at the same time, then in this case the data is invalid because the community has already received assistance from the Ministry of Social Affairs; And (5) There is an acceleration of limited facilities and infrastructure in distribution, which causes delays in the distribution of social assistance to local communities.

From the problems above, it can be seen that there is low supervision by the Medan City Social Service as the agency that oversees the implementation of providing social assistance to the community. As stated by Harahap (2001) means that supervision includes efforts to check whether everything happens in accordance with established plans, orders issued, and principles adhered to, and is intended to identify weaknesses and mistakes so that similar mistakes can be avoided in the future. Meanwhile, policy implementation is the implementation of basic decisions, usually in the form of laws, but can also take the form of important executive orders or decisions or decisions of judicial bodies. Typically, the decision identifies the problem to be addressed, states explicitly the goals or objectives to be achieved and various ways to structure or organize the implementation process (Agustino, 2020).

Policy implementation is the implementation of a policy decision in the form of a law, regional regulation, ministerial regulation or other thing made by the government. Where the implementation of the policy can solve the problem for which the policy was created. So the implementation must be on target and the aim reaches the community. In this case, this means that the program policy of providing social assistance during the Covid-19 period to the community, namely Cash Social Assistance or Non-Cash Food Assistance, is a policy from the government to ease the burden on the affected communities. Based on this, the policy must be right on target so that the problems of people affected by Covid-19 can be resolved. However, apart from that, there are also positive things, of course, such as this assistance program can help people meet their daily needs, especially for people who have lost their jobs or income since the Covid-19 pandemic. Another benefit is that it can revive the purchasing power of people whose areas receive financial injections from this government assistance program (Maknolia & Hidayat, 2020). However, despite the good aid programs provided by the government to the community, on the other hand, this can make people lulled or dependent on the government. This can result in the emergence of new social problems. Based on the social worker's point of view, people who receive assistance from the government become socially dysfunctional or unable to carry out their social functions. Social functioning in this case is the condition when people are able to carry out their social roles well so that they can solve their problems and fulfill their own needs (Maknolia & Hidayat, 2020).

Based on previous research, in reality there are people who abuse this assistance program. This assistance program is used by a handful of people to meet needs that

they feel are less important. Like pedicab drivers who use aid money to buy cigarettes, and some also use it to buy clothes or shoes. In essence, the aid money is used for needs that are not very important to them (Maknolia & Hidayat, 2020). Based on previous research, researchers were able to analyze that a handful of people who were given assistance did not fully use the aid money for their important needs. This can also happen because people feel enticed by this assistance program. People feel that they will continue to receive assistance, so that the money they receive can be used according to their wishes without thinking carefully about what they should buy with the assistance money. If people think carefully and well, they will think carefully and use the aid money for more important things, such as buying basic necessities so they can resell them, so that the money can increase.

Apart from the aid function being misused, the validity of community data is also in doubt, which has an impact on the provision of aid funds. There is still falsified data, duplicate data, and inaccurate targets in providing aid. Because of this problem, the solution given by the government is to create integrated data which is expected to facilitate the process of collecting data on disadvantaged communities, as well as solving problems related to inappropriate community data. The government, through the Indonesian Ministry of Social Affairs, created integrated data called Integrated Social Welfare Data (*Data Kesejahteraan Sosial Terpadu/DTKS*) to make it easier to collect data on the community. The DTKS is based on Minister of Social Affairs Regulation Number 3 of 2021 concerning Integrated Social Welfare Data Management (Kneipp et al., 2011). Data verification and validation in DTKS is carried out twice a year to update community data so that it remains up to date. This data verification and validation process is carried out to ensure that the data proposal process has been carried out in accordance with established procedures and to ensure that the data that has been collected or corrected is in accordance with field facts, as well as a data validation process by ensuring and correcting the data so that the data is valid.

The Central Statistics Agency (*Badan Pusat Statistik/BPS*) as the institution that collects data on the community also takes part in collecting data on the community in the DTKS. In 2011, through Social Protection Program Data Collection (*Pendataan Program Perlindungan Sosial/PPLS*) activities, BPS collected an Integrated Data Base (*Basis Data Terpadu/BDT*). The BDT contains the names and addresses (by name by address) of around 40% of the population with the lowest welfare status in Indonesia. Apart from containing names and addresses, BDT also contains social, economic and demographic information. The data in the current DTKS is the result of updates to the integrated database (*Pemutakhiran Basis Data Terpadu/PBDT*) carried out by BPS in 2015 and updates by the Indonesian Ministry of Social Affairs (*Kementerian Sosial Republik Indonesia/Kemensos*) periodically every 6 months. Therefore, it is very natural that the data used in social assistance programs is DTKS.

If so, updating the DTKS every 6 months means that there will be fewer errors among aid recipients. However, in fact, based on field observations, in the distribution of social assistance, especially BST, many people who should have the right to be recipients of assistance do not receive this assistance. Inaccuracy of data is always a classic problem in every social assistance. Therefore, the target group in the BST program is not only the poor who were previously recorded before Covid-19 struck, but it is important to remember that PPKM has given rise to new vulnerable groups of people who were previously not included in the database of social assistance recipients. People in this group ultimately do not receive social assistance. Another contributing factor is the overlapping social assistance programs launched by the government during the Covid-19 pandemic. The use of data on aid recipients is based on observations by the Medan City Social Service using data

managed by BPS, namely BDT/DTKS. This explains that the data updating process should be carried out by the Indonesian Ministry of Social Affairs.

The urgency of this research is to provide information regarding the use of DTKS which may still be unknown in implementing social assistance programs, so that this information can be input for the Medan City government in making decisions regarding updating data on the poor as the target group for social assistance programs. According to Minister of Social Affairs Regulation Number 3 of 2021 concerning Management of Integrated Social Welfare Data, DTKS is master data which contains data on the need for social welfare services, recipients of social assistance and empowerment, as well as potential and sources of social welfare (Kneipp et al., 2011). Meanwhile, the word utilization comes from the basic word benefit. According to the Big Indonesian Dictionary, benefit is a noun which means: (a) use or benefit, (b) profit; profit. Utilization implies the process, method and act of utilizing (Purnomo, 2022). Thus, utilization of DTKS means the act of utilizing DTKS which refers to the process, method and action. The process of utilizing the DTKS in question includes 4 stages, starting from: (a) getting to know, (b) understanding, (c) owning, and (d) using.

2. Methods

The research method in this study uses a qualitative descriptive approach (Atmowardoyo, 2018). Hamidi (2005), qualitative descriptive research, namely explaining phenomena in depth through data collection. Research that uses a qualitative approach carries out activities to obtain knowledge, some information, or detailed stories about the research subject and the background to the research questions. Sugiyono (2015) explains that qualitative research is a research method based on the philosophy of positivism, used to examine the condition of natural objects, where research is the key instrument, sampling of data sources is carried out purposively and snowballing, combining techniques with triangulation. This research uses a purposive sampling technique to determine informants, namely the researcher chooses informants by looking at criteria such as expertise and knowing the details of what the researcher wants to know. The data collection technique used in this research uses several sources of evidence (triangulation), meaning that researchers use different data collection techniques to obtain data from the same source. In this case what is used is observation, interviews and documentation (Natow, 2020). Then the data analysis technique used is a qualitative data analysis technique, which is carried out by presenting data starting with reviewing all the data collected, compiling it individually, then categorizing it at the next stage, and checking the validity of the data. data and analysis of its interpretation according to power capabilities. the researcher's reasons for making research conclusions (Moleong, 2007).

3. Results

Utilization of Integrated Social Welfare Data (*Data Kesejahteraan Sosial Terpadu*/DTKS) through 4 aspects, namely knowing, understanding, owning and utilizing. What is done to determine the use of DTKS is to measure the extent to which the utilization process has been achieved, how many local OPDs are familiar with, understand, own and utilize DTKS. Following are the results of the measurements that have been carried out. Knowing is the first step in the process of utilizing something. If someone is expected to use something, the person concerned first needs to know the product they are expected to use. Likewise, in terms of utilizing DTKS, it is difficult for an agency or OPD to use DTKS if the OPD in question does not yet know what is meant by DTKS. This research shows, to find out whether an informant from one OPD is familiar with DTKS or not, it is necessary

to ask questions, namely (1) whether the informant has ever heard of DTKS, (2) explain what information is contained in DTKS, and (3) have you ever attended a DTKS socialization activity in the Regency/City and stated who the organizer was.

Based on several OPDs who were used as informants in this research, it can be seen that: (1) The Medan City Social Service is aware of the existence of this DTKS. This is proven by the existence of Minister of Social Affairs Regulation no. 3 of 2021 concerning Integrated Social Welfare Data Management. The regulation explains that the management of DTKS or its integration can be carried out independently by the Social Service as in article 6 paragraph 3 explains that verification and validation is delivered via the SIKS-NG application by the district/city Social Service (Kneipp et al., 2011). However, in an interview with the Medan City Social Service, they said that the authority to verify and validate the latest data related to adding or deleting data on aid recipients is carried out by the Ministry of Social Affairs. (2) The Medan City Central Statistics Agency, which is represented directly by the Medan City BPS Statistics Function Coordinator, is familiar with DTKS. This is proven by interviews conducted by researchers that in 2015 BPS carried out PBDT (Integrated Database Update) which then resulted in the data being used for DTKS purposes.

PBDT is used to improve the quality of targeting of social protection programs. An integrated database helps program planning, improving the use of social protection program budgets and resources. By using an integrated database, the number and targets of program beneficiaries can be analyzed from the start of program planning. This will help reduce errors in targeting social protection programs (Norniati et al., 2020). PBDT 2015 is information about the socio-economic and demographic status of 40% of the population in Indonesia which is calculated starting from the lowest welfare status. DTKS was initially managed nationally by the National Team for the Acceleration of Poverty Reduction (*Tim Nasional Percepatan Pengentasan Kemiskinan/TNP2K*) at the Vice President's Secretariat Office. TNP2K is an institution formed as a forum for cross-sector and cross-stakeholder coordination at the central level to accelerate poverty reduction (Syafari & Amberi, 2022). TNP2K was formed based on Indonesian Presidential Regulation No. 15 of 2010 concerning the Acceleration of Poverty Reduction (Modjo, 2017). However, in 2017, management was directed to the Center for Social Welfare Data and Information Technology (*Pusat Data dan Teknologi Informasi Kesejahteraan Sosial/PUSDATIN – KESOS*). On November 11 2020 BPS and the Ministry of Social Affairs signed a cooperation agreement with the aim of updating DTKS data. Based on the results of interviews with BPS Medan City, it was stated that the PBDT prepared by BPS was directly given to TNP2K which was directly supervised by the vice president. Then, from TNP2K it is distributed to ministries related to the data, such as the Ministry of Social Affairs which needs data on the poor. The DTKS data is then updated by the Ministry of Social Affairs through the Social Service. However, updating this data has now been carried out by the Social Service itself without involving BPS. Thus, Medan City BPS is no longer involved in updating the DTKS carried out by the Social Service and the Ministry of Social Affairs.

Conceptually, the second step before someone uses something is to understand it. According to Sardiman (2019), Understanding is mastering something with the mind. Understanding the meaning and grasping the meaning is the ultimate goal of someone learning. Understanding is not just about knowing, but also requires that the learning subject be able to utilize the materials that are understood. Meanwhile according to Laureiro-Martínez et al. (2015), Understanding is the ability to connect or associate learned information into a complete "picture" in our brain. It could also be said that understanding is the ability to connect or associate other information that has previously been stored in a data base in our brain. This means that if someone is expected to use a product, then first the person concerned needs to

understand the product in question by connecting or associating existing information (Brown & Dacin, 1997).

Basically, understanding is a form of learning outcome. This understanding is formed as a result of the learning process, because the process of understanding knowledge needs to be followed by learning and thinking. This is also similar to understanding DTKS. If an OPD is expected to use data, the OPD first needs to understand the DTKS in question. Understanding DTKS means that OPD must learn the purpose and meaning of DTKS. In line with the previous point and explanation, namely regarding the introduction of DTKS by the Social Service and BPS, then there was disagreement in carrying out verification and validation according to regulations which made a lot of data from the community as a target group not yet valid. The existence of DTKS which is managed by the Ministry of Social Affairs and Social Services is equally understood as Integrated Social Welfare Data which is integrated twice a year.

So, the Medan City Social Service and the Medan City Central Statistics Agency understand the purpose of DTKS, namely as data that can be used to see and determine potential recipients of social assistance from the government such as Cash Social Assistance (*Bantuan Sosial Tunai/BST*) or cash assistance in the form of basic necessities. Social assistance provided by the government is related to community welfare. The obligation for the government to realize social welfare is also explained in statutory regulations, namely Law no. 11 of 2009 concerning Social Welfare. The law explains the objectives of implementing social welfare, including: (1) increasing the level of welfare, quality and continuity of life; (2) restoring social functions in order to achieve independence; (3) increasing community social resilience in preventing and dealing with social welfare problems; (4) increasing the ability, awareness and social responsibility of the business world in implementing social welfare in an institutional and sustainable manner; (5) improving the quality of management of social welfare implementation (Astuti, 2021).

Plans for fulfilling the social welfare of the community are also included in a specific strategic plan called the Medium-Term Development Plan (RPJM). Social welfare is mentioned in the 2015–2019 RPJM with a focus on several things, namely increasing awareness and people's ability to live a better life in order to fulfill basic needs and provide access to basic services. Thus, the importance of OPD in understanding DTKS is because DTKS is data that is used to see and determine potential recipients of social assistance from the government such as Cash Social Assistance (*Bantuan Sosial Tunai/BST*) or cash assistance in the form of basic necessities, and also the social assistance provided by the government is related to welfare of Indonesian society.

In line with the previous points, namely introduction and then understanding, the next step that must be taken before utilizing it is to own it. The steps described previously are interrelated. This means that to reach the utilization stage, the stages of recognition, understanding and ownership are required. This research shows that the OPD that has DTKS is the Medan City Social Service. The Medan City Social Service has DTKS because this agency is directly related to managing this data. As is known, the Social Service is an extension agency of the Indonesian Ministry of Social Affairs in terms of distributing social assistance, such as Cash Social Assistance (*Bantuan Sosial Tunai/BST*) or cash assistance in the form of basic necessities. According to Ministry of Social Affairs (2011), Social assistance is temporary assistance given to poor people, with the aim of improving their lives in a reasonable manner (Kneipp et al., 2011).

Meanwhile, the social assistance program is one component of the social security program which is a form of realization of the responsibility of the central government or regional governments which really care about the conditions of poor and neglected communities at the lower levels. This program is an implementation of the

1945 Constitution Article 34 Paragraph 1 which states that the poor and neglected children are cared for by the state. Apart from that, Article 34 Paragraph 2 of the 1945 Constitution states that the state develops a social security system for all people and empowers weak and incapable people in accordance with human dignity. According to Pramanik, the purpose of the plan to provide this assistance program is to maintain people's purchasing power during the Covid-19 pandemic. This assistance will be distributed throughout Indonesia, and will target residents directly and indirectly affected (Pramanik, 2020).

The Social Service as an extension of the Ministry must have this DTKS. It's just that in this extension, the Medan City Social Service is still in the adjustment stage in using the SIKS-NG application, even though the Medan City Social Service is involved in integrating community data. data on people who received Cash Social Assistance (*Bantuan Sosial Tunai/BST*) or cash assistance in the form of basic necessities given or issued by the Ministry of Social Affairs to be forwarded by the Social Service. So, the Social Service considers that their role is not as big as that of the Ministry of Social Affairs in determining the target group. In fact, the role of the Social Service is very large in determining valid community data to enter the SIKS-NG application. Therefore, at this stage, the Social Service only continues what has been determined by the Ministry of Social Affairs without being deeply involved in the management of DTKS. Meanwhile, other OPDs, namely BPS, do not have DTKS because based on interviews conducted, updating data on potential aid recipients is not the domain of BPS but directly by the Medan City Social Service.

Utilization is the final point of the points explained previously. This research shows that the OPD that uses DTKS is the Medan City Social Service. Social Services uses DTKS as data to determine target communities for various aid programs. One of the assistances that uses DTKS is Covid-19 assistance, namely Cash Social Assistance (*Bantuan Sosial Tunai/BST*) or cash assistance in the form of basic necessities. Based on information provided by the Social Service through field interviews, the Social Service confirmed that both forms of assistance used DTKS as a determinant of the target group. Through the implementation of this aid, many people still complain about the inaccuracy of targeting aid recipients. People who should receive it do not receive it, and it is not uncommon for people who have died a long time ago to still be listed as recipients of aid. In this way, the amount of aid that has been prepared by the government will not be balanced between the government's initial target and the realization of aid provision that occurs in the field.

Table 1. Realization and Target of BST Recipients in Medan City

Year	Step	Target	Realization
2020	1	63.155	55.586
	2	63.155	54.769
	3	63.155	54.446
	4	63.155	54.135
	5	63.155	54.135
	6	63.155	53.775
	7	63.155	53.775
	8	63.155	47.163
	9	63.155	53.605
	10	63.155	44.999
2021	11	63.155	44.993
	12	35.439	35.439
	13	35.439	35.439
	14	42.973	42.973

Apart from these problems, other problems that also arise as a result of providing social assistance are: (1) The policy of providing assistance is not an effective and

efficient policy for resolving poverty in Indonesia, this is because this policy is unable to increase the degree and level of welfare of the poor; (2) The effectiveness and efficiency of the use of aid funds cannot be measured and monitored due to the weak government oversight function regarding these policies; (3) The policy of providing aid has a tendency to trigger social conflict in society; (4) The validity of data on poor communities is in doubt, which will impact the accuracy of providing aid funds to eligible communities; and (5) The active role of the community is lacking/minimal, so that optimizing program performance is difficult to realize (Maknolia & Hidayat, 2020).

Apart from that, under Covid-19 conditions, many vulnerable communities have just emerged as a result of mass layoffs and limited space for movement. This is of course a new problem that must also be considered. If the DTKS used is integrated with data verification and validation activities properly, the vulnerable communities that have just emerged should also be among the recipients of this assistance. However, the fact is that many people who have also been in the poor category have not been updated in the SIKS-NG application for a long time, let alone vulnerable communities that have just emerged. Meanwhile, other OPDs, namely BPS and in line with the explanation in the previous point, do not have them, so they also do not utilize DTKS. Looking at the description of the introduction, understanding and ownership of DTKS as previously explained, it is not surprising that the use of DTKS is still very limited. Until now, DTKS has only been used by the Social Service in terms of implementing the Covid-19 assistance program, especially Cash Social Assistance (*Bantuan Sosial Tunai/BST*) or cash assistance in the form of basic necessities in Medan City. The determination of beneficiaries which is still based on the DTKS results of PBDT by BPS in 2015, is considered no longer valid because it is too far away and has not been updated again.

4. Conclusion

The use of Integrated Social Welfare Data (*Pemanfaatan Data Kesejahteraan Sosial Terpadu/DTKS*) by the Medan City Government is still very limited. Until now, the use of DTKS has only been carried out by the Medan City Social Service as an extension agent of the Ministry of Social Affairs of the Republic of Indonesia in distributing Cash Social Assistance (*Bantuan Sosial Tunai/BST*) or cash assistance in the form of basic necessities. The Medan City Social Service uses DTKS to view and determine potential recipients of social assistance. In line with this conclusion, to increase the use of DTKS, extensive and even socialization is needed to all Regional Apparatus Organizations (*Organisasi Perangkat Daerah/OPD*). Apart from that, the DTKS must also be updated at least once every 3-6 months so that community data remains up to date, this will minimize problems that have occurred so far. Efforts to increase the use of DTKS need to be accompanied by training for OPD staff to understand how to use this data in their activities. The use of DTKS can be extended to various social welfare programs, such as economic recovery, education and public health programs. In this way, the government can be more effective in targeting assistance to those who need it. In addition, the use of more sophisticated information and communication technology can help improve data management and accessibility, making it easier for OPD to access and update information regularly. With these steps, the use of DTKS can be increased significantly to improve community welfare.

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