

ABSTRAK

Tia Rahmadina, 1208010215 (2025) : Model *e-government* dalam Pendataan Pemerlu Pelayanan Kesejahteraan Sosial (PPKS) di Dinas Sosial Kota Bandung

Pendataan Pemerlu Pelayanan Kesejahteraan Sosial (PPKS) merupakan elemen penting dalam penyelenggaraan pelayanan kesejahteraan sosial karena menjadi dasar perencanaan kebijakan dan penyaluran bantuan sosial yang tepat sasaran. Dinas Sosial Kota Bandung telah menerapkan model *e-government* melalui platform digital YES!JITU sebagai upaya meningkatkan efisiensi, transparansi, dan akurasi pendataan PPKS. Penelitian ini bertujuan untuk menganalisis penerapan model *e-government* dalam pendataan PPKS di Dinas Sosial Kota Bandung berdasarkan tahapan model Layne dan Lee (2001), yaitu *catalogue*, *transaction*, *vertical integration*, dan *horizontal integration*.

Penelitian ini menggunakan pendekatan kualitatif dengan teknik pengumpulan data melalui observasi, wawancara mendalam, dan dokumentasi. Informan ditentukan secara *purposive sampling* yang melibatkan unsur pengelola kebijakan, petugas pendataan, pengelola sistem teknologi informasi, serta masyarakat. Analisis data dilakukan melalui reduksi data, penyajian data, dan penarikan kesimpulan dengan uji keabsahan data menggunakan triangulasi.

Hasil penelitian menunjukkan bahwa tahap *catalogue* dan *transaction* telah diterapkan melalui penyediaan informasi dan layanan pendataan PPKS secara digital, namun pemanfaatannya belum optimal. Sementara itu, tahap *vertical integration* dan *horizontal integration* masih menghadapi kendala, terutama dalam integrasi data antarlevel pemerintahan dan koordinasi lintas instansi. Dengan demikian, penerapan model *e-government* dalam pendataan PPKS di Dinas Sosial Kota Bandung belum sepenuhnya optimal dan masih memerlukan penguatan integrasi sistem, peningkatan kapasitas sumber daya manusia, serta perbaikan tata kelola data.

Kata kunci: Model *e-government*, pendataan PPKS, pelayanan kesejahteraan sosial, YES!JITU

ABSTRACT

Tia Rahmadina, 1208010215 (2025): *E-government model in the Data Collection of Social Welfare Service Needs (PPKS) at the Bandung City Social Service*

The data collection of Social Welfare Service Beneficiaries (Pemerlu Pelayanan Kesejahteraan Sosial/PPKS) is an essential element in the implementation of social welfare services, as it serves as the basis for policy planning and the accurate distribution of social assistance. The Social Affairs Office of Bandung City has implemented an e-government model through the YES!JITU digital platform as an effort to improve the efficiency, transparency, and accuracy of PPKS data collection. This study aims to analyze the implementation of the e-government model in PPKS data collection at the Social Affairs Office of Bandung City based on the stages proposed by Layne and Lee (2001), namely catalogue, transaction, vertical integration, and horizontal integration.

This research employs a qualitative approach using observation, in-depth interviews, and documentation as data collection techniques. Informants were selected through purposive sampling and involved policy makers, data collection officers, information technology system administrators, and community members. Data analysis was conducted through data reduction, data display, and conclusion drawing, with data validity ensured through triangulation.

The results indicate that the catalogue and transaction stages have been implemented through the provision of digital information and PPKS data collection services; however, their utilization has not yet been optimal. Meanwhile, the vertical integration and horizontal integration stages still face constraints, particularly in data integration across government levels and inter-agency coordination. Therefore, the implementation of the e-government model in PPKS data collection at the Social Affairs Office of Bandung City has not been fully optimized and requires strengthened system integration, improved human resource capacity, and better data governance.

Keywords: *e-government model, PPKS data collection, social welfare services, YES!JITU*