

## Benefits of Using Technology through the Use of Applications in Integrated Referral Services in Social Welfare Centers (Puskesmas)

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**Abstract**— Integrated social services organized through the SLRT (Integrated Referral Service System) by the Puskesmas (Social Welfare Center) were a step forward in answering today's increasingly complex social problems. On the other hand, the development of technology and information provided opportunities and challenges to unite the two technologies and integrate social services into a single unit to strengthen further efforts to solve social problems. The involvement of technology through applications was a step forward and quite visionary to take advantage of technological developments, especially the closer technology and information to today's society. Based on these conditions, the purpose of this study was to examine deeply the benefits of using technology in integrated referral services carried out by Puskesmas. In line with these objectives, the method used was qualitative with descriptive type. Data collection techniques include documentation studies, observations, in-depth interviews, and focus group discussions. Furthermore, the sampling technique in this study was purposive sampling, and the number of informants in this study amounted to 70, spread over two locations, namely Sleman Regency and Bandung Regency. The results show four benefits that were quite dominant in the use of technology in integrated social services: effectiveness, efficiency, accountability, and public trust. Realizing this benefit, it is hoped that other supporting programs will be involved in the form of socialization related to the use of technology through the use of applications in these services.

**Keywords**— Integrated social services; technology; social problems.

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### I. INTRODUCTION

The implementation of social services in tackling poverty faced various challenges, such as the inaccuracy of program targets due to inappropriate data, fragmented services, weak coordination between stakeholders, and the inadequacy of existing programs in responding to community needs [1], [2]. Also, it has been revealed that the current social service system is not ready to face disruption due to various problems that cause poverty. Furthermore, one of the fundamental problems in implementing the program was the database, which is still an assignment for the government. Data that was not updated and the level of data accuracy is low, causing the implementation of the social protection program to face various challenges. Based on this, a new approach was needed to provide effective and efficient services in handling stunting through an integrated social service approach.

Integrated social services mean a coherent set of methods and models in funding, administration, organization, and service delivery designed to create connectivity,

harmonization, and collaboration between different sectors [3]. Social services emerge from two perspectives: the need to fill service gaps by implementing new services and providing existing services more efficiently [4]. Another view is that integrated social services usually include "a variety of approaches or methods to achieve greater coordination and effectiveness between different services to achieve better results for service users"[5].

Furthermore, another research concluded that integrated social services can efficiently solve the problem of value dilemmas, different goals, different funding mechanisms, and different programs from various social service institutions, especially those related to health programs [6]. This was also in line with Grosse [7], which stated that this integrated social service is an opportunity to provide effective and efficient services. This showed that there were advantages to the development of integrated social services. Efforts to see integrated social services used the point of view of Munday, who looked into integrated social services horizontally and vertically [5]. Vertical integration at the macro level refers to

measures that aim to achieve more effective coordination of policies and services at various levels of government, such as national, regional, and local levels. Vertical integration brought services closer to the community. Multidisciplinary health care is increasingly needed when people need health services from various settings [8].

Horizontal integration is defined as bringing together various main public services that were previously separated for purposes such as social services that can be integrated at various levels, namely health, education, employment, housing and so on. For services to be effective, all service providers must know what other services their clients may receive (and when they do so) to prevent duplication of interventions and allow for complementarity in service delivery. This study also elaborated on increasing the effectiveness of integrated social services by looking at the theory of Frank et al. [9], covering collocation, collaboration, and cooperation. Each defines a different level of integration intensity.

Nowadays, technological development seems to be an inseparable part of humans, especially the younger generation. The acceleration of development in all fields was inseparable from the involvement of technology and information. In addition, it was also added that technology and information, which were currently experiencing significant developments, had a clear opportunity to contribute to solving the problem of poverty [10]. This effort was indeed significant, especially in efforts to accelerate development, especially in accelerating the national development lag compared to other countries. Nowadays, technology and information seem so attached to people's lives. People's daily lives seemed inseparable from technology, especially with the COVID-19 pandemic that demanded much direct interaction, causing the position of technology and information to be so strategic amid social life. It was further explained that the industrial era 4.0, which was currently being undertaken by the world community, requires all parties to compete with each other to take accelerated actions, where information technology was one of the tools to support the acceleration efforts. The increasing attachment and dependence of humans on technology and information provided reasons for many parties to continue to update the technology and information used today to implement more effective and efficient activities to achieve the expected goals. This condition of the use of technology and information certainly impacted the increasingly rapid development of technology and information.

The development of technology and information was so massive that it affected all aspects of human life. Economic, social, cultural, and political aspects of life seemed inseparable from the development of technology and information. All aspects of human life competed to take advantage of technological developments and information to become an inseparable part of aspects of human life. The same condition also occurred with aspects of social entrepreneurship. Social entrepreneurship consists of two words, namely entrepreneurship and social. Entrepreneurship is a developed soul related to efforts to connect science and expertise or skills in market domination [11]. On the other hand, the definition of social generally has meaning as all things that explain social life.

Furthermore, through its paradigm, society assumed that every community's behavior was an essential stage in the form of facts, whereas this can then be understood through efforts. Hence, it can be connected to relevant and applicable theories within the scope of science [12]. Through a general definition, it can be seen that social entrepreneurship is a collaboration of two things, namely commercial and, of course, social value, where, if elaborated, social entrepreneurship is an individual's ability to continue developing by focusing on exploiting opportunities and potential to solve problems that exist in society.

In essence, technology in social services, especially integrated social services, was a concrete step to answer the challenges or problems that exist in providing social services because of conditions that prevent the situation from achieving maximum results from these services [13]. Several research results revealed that technology contributed positively to social services in the following ways. The use of technology and information has been proven to provide significant benefits in providing social services [14]. Furthermore, in the provision of social services, especially for the elderly. It was proven that technology also can significantly contribute to suppressing or reducing feelings of loneliness in the elderly [15]. Technology and humans actually cannot be separated, especially with the increasingly complex and high demands or expectations of various parties in solving a problem. This was because technology should be one of the products that humans created to increase the effectiveness and efficiency of human work [16].

In the field context, the government carried out integrated social services through the Integrated Referral and Service System (SLRT) program. The Integrated Referral and Service System (SLRT), which provided services, especially for the poor, with a one-stop service system, was located at the district level under the coordination of the Head of Social Service. The implementation was assisted by the Social Welfare Center (Puskesmas). Puskesmas, as the long arm of the implementation of SLRT at the village level, had an important role in responding to all complaints and community conditions, which would later be coordinated with higher levels of government. This system also responded to service needs in poverty alleviation at the community level. Based on the background, integration efforts, especially in providing services to beneficiaries, tend to involve several parties, both individually and professionally, to work together to achieve the goals set together [17].

## II. MATERIALS AND METHODS

This study aimed to conduct a deeper study of the benefits of using technology in implementing integrated social services to overcome poverty problems through a case study of the Integrated Referral Service System (SLRT) program. The material and research methods used in this study were as follows.

### A. Study Area

This research was conducted at Bandung Regency and Sleman Regency. Bandung Regency was one of 18 West Java Province regencies with an area of 1,762.40 km<sup>2</sup> or 4.74% of the area of West Java and 1.37% of the area of Java Island [18]. Bandung Regency was the district with the second

highest population among other districts in West Java Province after Bogor Regency [18]. In 2017, the population of Bandung Regency was around 3,657,601 people, with a density of 20.75 people/km<sup>2</sup> [18]. One indicator showed community welfare can be seen in the poverty level in Bandung Regency by considering several things, namely the number of poor people, the proportion of poor people, and the mud depth index.



Fig. 1 Total Poor Population and Poverty Rate in Bandung Regency

Based on Fig. 1, the number of poor people in Bandung Regency in 2018 was 246,130 people. This showed a better number when compared to the previous year, which was 268,020 people in 2017. those with disabilities (disabilities), neglected elderly, abandoned children, domestic violence, and so on [18]. It was a reality that poverty was at least an accumulation of a minimum level of education and a low degree of health, which results in social dysfunction in a person, group and/or society. Social dysfunction occurs in a person, group and/or society; it is fatal. Based on this empirical reality, the Bandung Regency government was trying to find a solution through one-track coordination so that there were no differences in databases and social services. Based on these considerations, in 2016, the Bandung Regency, through the Ministry of Social Affairs organized an SLRT named the Sabilulungan SLRT.

Meanwhile, Sleman Regency was one of the regencies in the Special Region of Yogyakarta (DIY) [19]. The total area of Sleman Regency was 7574.82 km<sup>2</sup>, or 18% of the total area of DIY. The population of Sleman Regency in 2020 was recorded at 1,136,474 people, with a male population of 564,378 and a female population of 572,096 [19], [20]. Sleman Regency was a district that had the highest total Gross Domestic Product (GRDP) in the Yogyakarta Province region [19].

Based on data from BPS, an illustration was obtained that the total GRDP of Sleman district reaches Rp. 45.83 trillion [20]. Based on Table I, information was obtained that one of the most significant contributions to the economy of Sleman Regency was household consumption expenditure, which increases every year. Even in 2020, it reached 67.48% [19]. Poverty was a classic problem faced by various regions in Indonesia, including the Sleman Regency. In 2016, the number of low-income families in Sleman Regency reached 41,023 families [21]. Social services in Sleman Regency are not effective yet and have reached the wider community. In 2017, the Social Service had a public service called the Sembada Integrated Service and Referral System (SLRT Sembada) [21].

TABLE I  
GROSS REGIONAL DOMESTIC PRODUCT (GRDP) DISTRIBUTION OF SLEMAN  
REGENCY IN 2018 - 2020

No	GRDP by Aspect	Implementation Year		
		2018	2019	2020
1	Household Consumption Expenditures	65.88	64.74	67.48
2	LNPRT consumption expenditure	2.04	2.14	2.14
3	Government Consumption Expenditures	14.58	14.14	14.92
4	Gross Fixed Capital Formation	40.05	40.56	37.60
5	Inventory Changes	1.51	1.45	1.63
6	Net Exports of Goods and Services	-24.06	-23.04	-23.76
<b>Gross Regional Domestic Product</b>		<b>100.00</b>	<b>100.00</b>	<b>100.00</b>

Furthermore, the Integrated Service and Referral System aims to improve the accessibility of social services to make them more accessible to low-income people. The output of this service directly answers social problems the community faces to produce an outcome by reducing the poverty rate [21].

### B. Conceptual Framework

1) *Technology in Service*: Technology was defined as a system created by humans using science and organization to develop objects and techniques to solve a specific problem [22]. Furthermore, technology was considered one of the containers to simplify and speed up problem-solving. The increasingly complex conditions of social problems certainly require effective and efficient problem-solving. This encouraged the involvement of technology in the solution.

2) *Integrated Social Services*: Social services refer to all services which include two main parts, namely:

- about a major aspect of importance to the community about the whole and the location;
- personal interaction between service providers and
- service users have a crucial role [5].

In addition, in terms of social service activity itself is a form of activity that aims to help individuals, groups, or community units so that they can meet their needs, which, in the end, they were expected to solve existing problems through cooperative actions or through utilization resources in the community to improve their living conditions. Social services were a set of programs aimed at helping individuals or groups who experience obstacles in fulfilling their lives [2]. With regard to acts of domestic violence against women, the target of the social service program were women as victims of violence, and women were vulnerable to becoming victims of domestic violence.

Furthermore, Spicker argued, "Social services do not always enforce moral norms directly, but they tend to reinforce existing rules. Moral rules lead to some people's rejection as deviant, and social services may exacerbate this by labeling people or treating people as responsible for their condition". Integrated service delivery could be achieved through efforts to implement various forms, such as case management and multidisciplinary science, as part of a

professional team from various sectors [23]. Integration could be interpreted in many ways; in social services, integration could refer to the model approach, service stages, types of services to clients and communities, efficacy and efficiency, and types of administration [24].

In addition, integration efforts, especially in providing services to beneficiaries, tend to involve several parties, both individually and professionally, to work together to achieve the goals set together [17]. The emergence of the concept of integrated social services was driven by the complexity of the reasons for problem conditions faced by the community. Nowadays, people needing social services often face barriers from service providers to get help in various program areas [8].

Each organization often has its own goals, rules, bureaucracies, funding mechanisms, and service delivery processes, which pose problems for those seeking services to overcome the many obstacles to becoming self-reliant [25]. One organization may provide job training or job assistance, another may offer assistance in resolving credit issues, and some agencies may be needed to help increase income and support social services such as physical or mental health services, transportation or housing assistance, or care of dependents.

These discrete programs often serve the same population with little direct interaction, information sharing, or service delivery coordination. Research supported service integration as a strategy to overcome the challenges of this biased approach. Efforts to resolve the biased and fragmented program through program integration or coordination of service delivery. Research supported service integration as a strategy to overcome the challenges of this biased approach. Efforts to resolve the biased and fragmented program through program integration or coordination of service delivery. Research supported service integration as a strategy to overcome the challenges of this biased approach. Efforts to resolve the biased and fragmented program through program integration.

3) *The Challenge of Integrated Social Services*: One step in integrating services is to break down barriers so that service recipients can access services in various program areas [25]. While breaking down barriers might be necessary for service recipients to receive services in various program areas, it may not be enough. Service recipients might also need guidance in identifying needs and seeking services in various program areas. Integration could be ensured by an organization that offers service recipients a standard and integrated set of services, called organization-driven integration. However, standardization in organization-driven integration might not meet the unique needs of all service recipients. Alternatively, the literature examining integrated social service processes generally defines the approach of coordinating the services offered to beneficiaries.

The following are some definitions related to integrated social services, namely:

- Efforts to improve coordination of operations in human and social service systems. The overall goal is to increase client efficiency and outcomes [26].

- Collaboration is a partnership or network in which various services, usually autonomous organizations, work together for a particular community [7].
- Several providers work together to serve the same client (interdependence) consistently and continuously [27].
- Simplified client access to benefits and services that bridge traditional program domains [9].

The differences in these definitions were arguably overshadowed by their general focus on overcoming the barriers that service recipients faced in accessing services in various program areas. There was an explicit assumption that increasing access to services in various program areas would help service recipients overcome various obstacles to achieve economic independence. Another view can be seen from Ragan's opinion, who argued that the one-stop service strategy was a way to improve the problem-solving goals of clients/people with wider social problems (integrated services are tools to achieve this larger goal).

#### 4) *Framework of Theory*



Fig. 2 Framework of Theory

#### C. *Data Analysis Method*

This study aimed to conduct a deeper study of the benefits of using technology in implementing integrated social services to overcome poverty problems through a case study of the Integrated Referral Service System (SLRT) program. Therefore, in line with this, the research approach is qualitative. Qualitative research is a way to explore and understand the meaning that a number of individuals or groups of people ascribe to social or humanitarian problems [28].

The qualitative method was used to gather in-depth information on the implementation of integrated social services through SLRT [29]. We conducted a series of in-depth interviews with experts and stakeholders to gather information about the history of the SLRT, the obstacles and benefits in using technology of applications to support SLRT, the specific role played in the organization, and the potential problems they experienced in their specific setting. Information was gathered from local public figures, Puskesmas manager, Puskesmas facilitator, Puskesmas administrative staff, social care unit staff, SLRT manager, SLRT facilitator, the front and back-office staff of SLRT, as well as beneficiaries of the integrated social services.

The research process using a qualitative approach involves several efforts, such as asking questions and procedures, collecting specific data from sources, and the last is to analyze the data inductively and interpret it. The process of qualitative

data analysis consists of data reduction, data display, and conclusion drawing and verification (Fig. 3) [30]. The research method used in this study is the descriptive method.

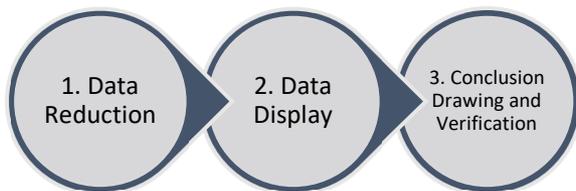


Fig. 3 The Qualitative Data Analysis Process

Based on the purpose of the descriptive method concept, this study aimed to study one-stop integrated services systematically. An overview of services in poverty alleviation includes processes, outcomes, and the factors that influence them. Informants in this study were selected through a sampling technique in the form of purposive sampling. This technique was chosen because it suits the needs of the research, where the researcher will determine the informant under the criteria or conditions that the researcher had previously set to support the achievement of the objectives of this study [29].

### III. RESULTS AND DISCUSSION

Based on the results of data collection conducted by the research team in two different locations, namely Bandung Regency and Sleman Regency, the researchers obtained the following results.

#### A. The Study Results in Bandung Regency

The integrated social services in Bandung Regency comprised SLRT, a center located in the district, and Puskesmas, sub-centers distributed in different villages. Nevertheless, each sub-center (and center) handled various social services in a one-roof system. The government strategically built each center to make them accessible to the people. The cycle of the system would involve the following sequences: 1) Beneficiaries visited Puskesmas to get a referral in related to the social problems they were experiencing; 2) the back office of Puskesmas determined the relevant institution in which the problems of the beneficiaries may be assisted.

The back office was part of the organization to support the system without facing beneficiaries. One back-office function included dealing with technology systems (IT services). This current study indicated that the back office would also consist of the Office of Demography, the Education Department, and the Health Department. Common problems reported to them by beneficiaries were about Social Health Insurance (BPJS) and Education Financial Assistance (KIP); 3) the staff in the back office then input the data through an online application, which also can be assessed by the SLRT in the district.

All the data gathered in SLRT constituted an Integrated Database (BDT), which was updated monthly. Through the connected system, each manager in a different tier was able to monitor the progress of reports posted by beneficiaries.

The Integrated Referrals and Services System (SLRT) Sistem Layanan dan Rujukan Terpadu) was a combined system that identified needy people's needs and connected them to social protection programs and poverty alleviation implemented by different administrative tiers of government (Fig. 4). Further, SLRT also identified reports made by beneficiaries, followed up reports by making referrals, and monitored reports' handling. This system was mainly designed to optimize social welfare sources located in the smallest administrative area unit. Sabilulungan SLRT was a part of the program implemented by the Social Department of the Bandung Regency. The Head of the District of Bandung 66/2016 stipulated that local governments' fragmented social services inspired the program.

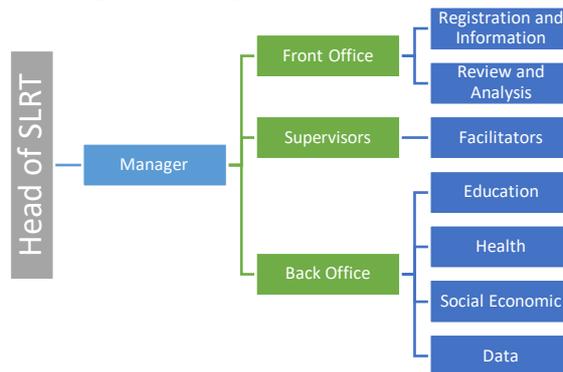


Fig. 4 The Organizational Structure of SLRT

At the district level, SLRT was supported by the Social Welfare Centre (Puskesmas), which is located in villages. Puskesmas focused on education, health, population, and other basic social services needed by the people. SLRT was integrated with Puskesmas, which made them both a Single Window Services aimed to provide fast, easy, and cheap services for the unfortunate residents. The organizational structure of SLRT consists of the Head of SLRT (Head of Social Department of Bandung Regency) and two supporting offices: the front and back offices. The front office consists of the Information and Registration Section and the Analysis and Review Section. In comparison, the back office consists of four sections: education, health, social economy, and data management. These two offices were managed by a manager, who also assisted by supervisors and facilitators.

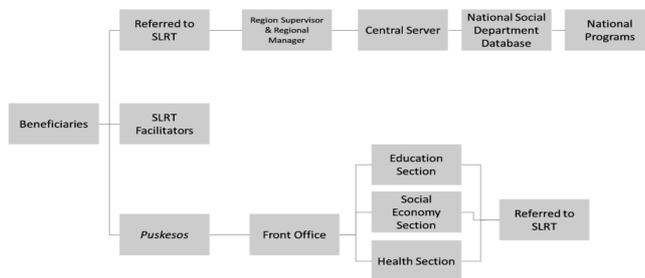


Fig. 5 SLRT Flow of Work

SLRT covered all 280 villages located in Bandung Regency. Each village had 1 facilitator and 1 Puskesmas. The main target of SLRT is the poor and near-poor households. According to the Integrated Social Welfare Database, poor were people below the national poverty line, while near-poor

in the bottom 40% of income. These categories also covered people with disability, abandoned children/women, elderly, and remote indigenous community. Fig. 5 depicts the procedure of SLRT in handling reports given by beneficiaries.

There are three ways for beneficiaries to access SLRT services: 1) by coming directly to SLRT in the District of Bandung; 2) by coming to nearby Puskesmas; 3) by local facilitators visiting beneficiaries. In a hierarchical style, if the needs of beneficiaries cannot be met by programs available in the villages, the reports are then forwarded to the sub-district supervisor to be reviewed. These reports are then forwarded to SLRT in Bandung District to be addressed by relevant departments in the district.

After going through the primary data collection process in the form of in-depth interviews and FGDs, information was obtained that one of the implementations of integrated referral services was using applications. This was in line with statements from informants such as the following. Like Puskesmas in general, the community-made submissions. Based on the information obtained from the statements of the informants above, it can be seen that various services will have a regulatory impact on cross-institutional coordination, which through this will provide an opportunity for every community to be able to submit their inputs and on the government side will provide opportunities for the government in order to know the types of programs in each institution and their benefits to the community. The various forms of service can also be started from reports such as statements from the following informants:

*"Well, for cases like that, when there is a complaint, we go directly by phone. Because P2TP2 has an online complaint system, they usually respond immediately when there is a complaint from us. After communicating where the victim is, we ask for identities such as ID cards and family cards to be photographed and then sent to P2TP2 for further follow-up." (Interview, 23<sup>Jun.</sup> 2022)*

Based on the information from the statement above, information was obtained that the use of data applications was one of the topics that could provide opportunities for Puskesmas to be able to build communication with the government on several occasions as stated in the statement above, it was found that Puskesmas had a strategic role in seeking availability of accurate data.

### *B. The Study Results in Sleman Regency*

The data collection results showed that one form of implementing integrated vertical referral services could be carried out through data applications. Data were one of the elements that were quite crucial in every service delivery in any form for the beneficiaries; therefore, data were one of the indicators of the success of every program. Puskesmas itself was one of the integrated referral services; provider programs had access to view data and, at the same time, synchronize it with beneficiary data. Using data applications provided opportunities for Puskesmas officers to communicate with the government at the regional, provincial, and even national levels. As one interviewee commented:

*"We serve data pairing of thousands related to NIK who will receive social assistance. We have been running for quite a long time. The problem is that at this time, we can only cut off data until January 2022 because of policies from the center. However,*

*we have helped facilitate direct access to SIAK (Population Administration Information System) data, where we have started to apply for the PKS process and have dropped the username and password account so that the Social Service can access directly to the SIAK system without going through us. That is one solution to validate population data or NIK directly with the SIAK system. It is only a classic problem in the community when the data is missed; it turns out that it is not followed up on by updating the document. Well, that means we are working." (Interview, 16<sup>Jul.</sup> 2022)*

Based on the information from the statement above, information was obtained that the use of data applications was one of the topics that could provide opportunities for Puskesmas in order to build communication with the government on several occasions as stated in the statement above, it was found that Puskesmas had a very strategic role in seeking availability of accurate data.

Furthermore, information obtained that one form or activity of implementing referral services in the use of applications was quite exciting and can be seen from the following informant statements:

*"In Sleman, data collection has been carried out through two systems, the first through deliberation and the second through MPM (Independent updating mechanism). We might do this once a year, but every time there is a complaint about community problems, our friends will verify and validate data, which will then be entered into the data controller." (Interview, 16<sup>Jul.</sup> 2022)*

Based on the information obtained from the statements of the informants above, it can be seen that self-verification is one of the newest forms of activity that provides opportunities for people to verify themselves independently in the application. This form was certainly the result of efforts to build trust. Through this activity, the community will be able to open up opportunities to build communication with the Social Welfare Center (Puskesmas) and build trust in the Health Center, and were expected to be more responsible for what was inputted and obtained from the service.

Other things related to the use of the application were in line with statements from informants, such as the following: Like Puskesmas in general, the community-made submissions. Incidentally, the ones with many problems were social assistance, PKH, and BPNT, which usually got them, and then they did not get it. When the disbursement was safe, it was safe; when it was not disbursed, complain to the Health Center. From the Puskesmas side, there was now a DiBedaskeun application, so the problem was included in the application like that. The service flow went to the front office, back office, sub-district, and Social Service. Based on the information obtained from the statements of the informants above, it could be seen that an informative and communicative application, especially for data monitoring, relied heavily on the participation of the community.

### *C. Discussion of the Benefits of Using Technology through the Use of Applications in SLRT*

Based on the results of data collection, which were then followed by analysis based on the results of the literature review, a picture of the situation was obtained from the objectives of this study, including four things, namely effectiveness, efficiency, increased accountability, and public trust with the following explanation below.

### 1) *Effectiveness*

The use of technology through application involvement in integrated services carried out at the Social Health Center provided good benefits in reaching the right and worthy parties to receive assistance. Talking about this, this would be relevant to effectiveness, where to be able to support the achievement of the effectiveness of a service process, the main thing that must be considered is how to optimize all aspects that currently exist to support the service process [31]. In addition, further effectiveness was closely related to the input aspects of a production process, which were the main factors of production [32].

This was also supported by the supervision of the general public and independently through applications that provide a real picture of the data at any time. Even further, using technology through the application allows anyone to correct whether the receiving party deserves to receive it or not. The use of technology that was carried out in the integrated social service process would also provide a reasonably high contribution to officers concerning increasing skills of social effectiveness, which, in practice, strengthens aspects of social effectiveness, namely habits and skills based on repetitive stages [33]. Service effectiveness would certainly significantly affect the achievement of the service target itself.

### 2) *Efficiency*

The development of technology through applications in integrated social services might, at the beginning of its development, face challenges in the form of the use of large enough funds, but over time, this would increasingly provide opportunities for integrated social services in increasing the opportunity to reduce costs in the future because of the process shorter than the data collection process. Generally speaking about efficiency, this would be closely related to quantity-based models [24]. Efficiency is a significant thing that must be properly understood in the social service process, especially for integrated social services, because efficiency should be closely related to the process of a system [38].

The focus of a process, of course, was in line with the primary function of the technology itself to further simplify a service process, where several things that could be done through technology development were data that was no longer relevant, then be automatically removed and then for validation purposes it was enough to do a field visit based on a sampling technique, where the data visited would be adjusted to the provisions of the applicable regulations. In addition, from the service perspective, efficiency was also defined as a step that was closely related to the cost or economic aspect [4], [34].

In addition, from the service perspective, efficiency was also defined as a step that was closely related to the cost or economic aspect [35]. This fact proves that the use of proven technology in the medium term will also provide a saving effect in terms of budget, where things that could be done through technology development were data that was no longer relevant would automatically be removed, and then for validation purposes, it was enough to do a field visit based on a sampling technique, where the data visited will be adjusted to the provisions of the applicable regulations. This fact proved that the use of proven technology in the medium term would also provide a saving effect in terms of budget.

### 3) *Accountability*

Through a reasonably complex process assisted by supervision from the community and related parties, indeed, using technology through applications in integrated social services would have an effect in the form of good accountability for integrated social service providers, in this case, Puskesmas (Social Welfare Center). Accountability is closely related to a service's performance, to provide excellent service to the community or the benefits of the service that take place continuously [36].

This was certainly caused by several things, one of which was the suitability of the data with the provisions of applicable regulations and the data validation process that was open and transparent to the public. The technology used in integrated social services would increase the service provider's internal or external accountability from the service provider organization. This was because increasing the accountability service defined that it would provide concrete efforts in facilitating the development of social and physical systems and infrastructure and, of course, the benefits for the organization itself [37]. Furthermore, accountability was important in improving the quality of services because it involved four crucial pillars: authority, rules, legitimacy, and responsibility [38].

### 4) *Community Trust*

Trust is generally defined as reliability, dependence on integrity, obligation or responsibility, trust or placement of authority, left in the care of others, trust reliability, certainty, confidence, ability to take consequences, and expectations imposed on someone or something [39]. Based on the facts from this definition, it would be clear that there was a need to create a good relationship, and for that, we needed a platform, and technology could be the right place. The involvement of technology in services has been proven to provide a large enough opportunity to create large and broad communication opportunities between service providers and the community. This, of course, would have an impact on the trust of the community itself. Trust should be an accumulation of habits or actions given by a person or group of people, which could make the other party willing to take a risk vulnerable to a decision [24].

Public trust in implementing public policies where integrated or integrated social services were part of one of them was an essential key for the sustainability of a program and of course for efforts to solve social problems in the community. Public trust also indicated the community's convenience in accessing the program so that the program could contribute to and accelerate the resolution of social problems in the community. Public trust also indicated the community's convenience in accessing the program so that the program could contribute to and accelerate the resolution of social problems in the community.

### *D. Further Improvements*

In general, using applications to deliver integrated social services SLRT has improved the quality of services. Previously, before the establishment of the system, staff were using a paper based. Moreover, filling out forms has been taking a lot of time compared to using applications currently. Another benefit of using the application was the possibility of

covering remote areas. Staff could use some application features without the Internet. Several improvements were needed to optimize the program to increase the underprivileged people's benefits further. The integrated social services implemented through SLRT aimed to bring all social problems reported by beneficiaries under one roof. Establishing applications used in SLRT, like SIKS-NG has been assisting this development. Four areas of development needed to be addressed to bring SLRT to the next level (Fig. 6).

First, regular training needed to be improved to develop the competency of social workers. Various training needed to be added, and so did the frequency. Second, software and hardware upgrading was of utmost importance in avoiding further delays in services due to glitches and errors in the system. Electronic data management (EDM) services, electronic medical records (EMR), and electronic health records (HER) were good examples of software application platforms that social workers might use to manage clients' data. Third, social welfare services are now limited to social-economic, education, and health. Additional services might be added to the characteristics of local people where Puskesmas was located. Fourth, given the possible upgrading of software, hardware, and additional staff, extending the services' coverage by adding more villages or even replicating SLRT in other districts was possible. The nexus between social work practice and application was the resources of people and technology. The human capacity to be resilient and resistant could optimize the usage of applications to achieve social welfare.



Fig. 6 Area of Improvement for the application-based SLRT

#### IV. CONCLUSION

The integrated social services SLRT solved the government's fragmented social services. As mentioned, vertical and horizontal integration was essential to measure the integration among different parties and services. The study's result regarding horizontal and vertical integration showed that most beneficiaries found that SLRT had assisted them in dealing with their social problems. The social department considered that most of their institution's objectives had been achieved via implementing SLRT.

On the other hand, using technology through applications has also improved the quality of SLRT. Not only does it assist the integration of many social programs delivered, but it has also widened the area of beneficiaries covered by the system.

Specifically, it also helps decrease the potential of data duplication and breaches. The involvement of technology through applications was a step forward and quite visionary to take advantage of technological developments, especially the closer technology and information to today's society. In practice, the use of technology through applications for integrated social services significantly contributes to achieving targets or objectives for implementing social services, especially in the Social Welfare Center (Puskesmas). Some of the benefits obtained are effectiveness, efficiency, accountability, and community trust.

Implementing integrated social services involving technology through the use of applications was certainly not without challenges or shortcomings. Based on the data collection and analysis results, several things should be considered by all parties who had an essential role in realizing the maximum use of this technology. Things such as the need for socialization evenly and involving various levels of society to recognize, understand, and obtain a clear picture of the use of technology and information for integrated social services by utilizing applications at the Social Welfare Center (Puskesmas). Nevertheless, further improvement in staff capacity, hardware upgrading, social services providers, and coverage area should benefit the system's sustainability, specifically for the beneficiaries.

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