



ANALYSIS OF DATA COLLECTION AND INVENTORY MANAGEMENT OF BENEFICIARIES IN IMPROVING THE ACCOUNTABILITY OF CHILD SOCIAL PROTECTION SERVICES AT UPT PPSAA SITUBONDO

Mulyadin¹, Zainal Fatah², Amirul Mustofa³

¹ University Dr. Soetomo, Indonesia

² University Dr. Soetomo, Indonesia

³ University Dr. Soetomo, Indonesia

Email : mulyadin013@gmail.com

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Abstract :

Management of data collection and beneficiary inventory plays a critical role in strengthening public accountability within child social protection services. This study aims to analyze the management of beneficiary data collection and inventory in enhancing accountability at the Technical Implementation Unit for Child Care Protection and Social Services (UPT PPSAA) Situbondo. The research adopts a qualitative approach with a descriptive-evaluative design. Data were collected through in-depth interviews with institutional officials, administrative staff, and social workers, as well as observation and documentation analysis of beneficiary databases and operational guidelines. The findings reveal that the implementation of data collection and inventory management at UPT PPSAA Situbondo has significantly improved administrative transparency and target accuracy. Key dimensions of administrative capacity including data collection standardization, verification mechanisms, digital inventory recording, and periodic audits directly contribute to financial and managerial accountability. However, challenges persist, such as limitations in real-time digital infrastructure, constraints in human resource technical training, and dynamic field-level demographic changes. This study concludes that structured, transparent, and technology-driven beneficiary inventory management is essential for optimizing child social protection services. Strengthening technical capacity and integrating cross-sectoral database networks are recommended to maintain long-term administrative accountability.

Keywords: Data Management, Beneficiary Inventory, Service Accountability, Child Social Protection, UPT PPSAA Situbondo

INTRODUCTION

Child social protection services are one of the main pillars in realizing community welfare and guaranteeing the basic rights of neglected and vulnerable children.(Nastia et al., 2022)Within the hierarchy of regional government administration, the Situbondo Child Protection and Social Services Technical Implementation Unit (UPT PPSAA) plays a strategic role as the vanguard in facilitating the care, protection, and fulfillment of basic needs for child beneficiaries. The increasingly dynamic social and economic environment demands that the social service bureaucracy not only perform routine administrative functions but also maintain precise, transparent, and effective data governance.(Wulandari & Mesra, 2026).



In modern public administration, data collection and beneficiary inventory are the primary foundation for determining the effectiveness, efficiency, and fairness of social service distribution. The quality of public services in the child protection sector is highly dependent on the accuracy of the databases held by service providers.(Suganda et al., 2025). The phenomenon of inaccurate targeting (exclusion and inclusion errors), duplication of aid recipient data, and unclear aid track records often arise from weak evidence-based data collection and inventory systems (evidence-based management). Demands for transparency and accountability in public service bureaucratic institutions have shifted significantly. Rigid bureaucracy, based on fragmented manual recording, and minimal periodic verification have proven vulnerable to public dissatisfaction and potential budget misappropriation. The UPT PPSAA Situbondo, as part of the regional apparatus managing child social services, faces complex operational tasks that require certainty about the legal status, socio-economic conditions, and medical and educational records of each child beneficiary.(Putri et al., 2025).

Normatively, the implementation of child social protection services at the UPT PPSAA Situbondo is governed by technical regulations that govern the procedures for accepting, caring for and disbursing beneficiaries.(Dewi et al., 2024)This regulation is a crucial instrument that defines administrative boundaries, program intervention mechanisms, and benchmarks for institutional performance accountability. However, in its implementation, clashes between formal standard operating guidelines (SOPs) and field dynamics often create gaps.(Luvita et al., 2026). The problem of human resource (HR) capacity for data management, limited information technology facilities, and cross-sectoral coordination with the Social Services Department in the regions where beneficiaries originate are real challenges.(Imran et al., 2026)From a public accountability perspective, a child social service is not only assessed based on how much budget allocation is absorbed or the number of children accommodated, but also on the extent to which each stage of service provision, from initial registration, inventory of needs, distribution of logistics, to termination of the program, can be accounted for financially, legally, and socially.(Widanti, 2022)Therefore, an in-depth analysis is needed regarding how beneficiary data collection and inventory management are managed to support the creation of sustainable service accountability.(Ikhwan et al., 2025).

Studies on child social protection services have focused primarily on the effectiveness of psychosocial care methods or the impact of program interventions on child development. Meanwhile, studies specifically linking data management capacity and technical inventory to increased accountability of bureaucratic services at the Situbondo PPSAA Technical Implementation Unit (UPT PPSAA) are still relatively limited.(Astyandini et al., 2026)This journal aims to fill this research gap by focusing on how strengthening the beneficiary data collection and inventory system can transform from a mere bureaucratic administrative routine into a responsive public accountability instrument.(March, 2024)Based on these problems, this study aims to analyze

and evaluate the management of data collection and beneficiary inventory in improving the accountability of child social protection services at the UPT PPSAA Situbondo. This study analyzes data flow governance, verification of beneficiary criteria, transparency of social logistics inventory, and identifies supporting and inhibiting factors for service accountability. The results of this study are expected to provide theoretical contributions to the development of public administration studies, particularly social service management, as well as provide practical suggestions for improving governance at the UPT PPSAA Situbondo.(Maksin et al., 2024).

RESEARCH METHOD

This study uses a qualitative approach with a descriptive-evaluative design to analyze the management of data collection and beneficiary inventory in improving the accountability of child social protection services at the UPT PPSAA Situbondo. The qualitative approach was chosen because it provides an in-depth understanding of internal administrative dynamics, data verification processes, technical operational constraints, and inter-staff working relationships in managing foster child data.(Nurrisa et al., 2025)The object of this research is the Situbondo Child Protection and Social Services Technical Implementation Unit (UPT PPSAA). The research focuses on the data collection process for beneficiaries, recording inventory of children's needs and logistics, periodic verification validation mechanisms, and the impact of data governance on the institution's financial and managerial accountability.(Safrudin et al., 2023).

The research data consists of primary and secondary data. Primary data were obtained through in-depth interviews with key informants selected using purposive sampling. The informants included the Head of the Situbondo PPSAA Technical Implementation Unit (UPT PPSAA), the Head of the Administration Sub-Division, expert social workers, data and inventory management staff, and representatives of the beneficiary community.(Rivaldi et al., 2023)Primary data collection aims to gather direct information regarding data collection practices, data updating constraints, and service transparency. Secondary data is obtained through a documentary study of Internal Regulations, SOPs for Foster Child Data Collection, Beneficiary Inventory Books, Government Agency Performance Reports (LKjIP), the SIM-SOP database, and social service evaluation documents. Document analysis is conducted to test the conformity between formal regulations and the implementation of administrative records.(Zahroh et al., 2025).

Data collection techniques included documentation, semi-structured interviews, and direct observation at the research site. Observations were made of the registration process for new foster children, periodic verification, and the mechanism for inputting beneficiary logistics data into the recording system. Data analysis used the interactive model of Miles, Huberman, and Saldaña (2019), which includes three stages: data condensation, data display, and conclusion drawing and verification. Data validity was ensured through source triangulation (comparing information between informants) and technical

triangulation (comparing the results of interviews, observations, and written documents).(Rofi'ah, 2022).

FINDINGS AND DISCUSSION

1. Implementation of Data Collection and Inventory Management of Beneficiaries

Research at the Situbondo PPSAA Technical Implementation Unit (UPT PPSAA) shows that beneficiary data collection and inventory management has been implemented through systematic stages, encompassing initial recruitment, needs assessment, facility inventory recording, and periodic data updates. Based on an analysis of internal regulations and social service standard operating procedures (SOPs), beneficiary data governance is divided into four main operational dimensions.

The administrative requirements verification stage is carried out when a prospective beneficiary child is referred by the District, City, or Community Social Services Office. Administrative staff, along with social workers, conduct identity verification, population documents (parent/guardian's ID card/family card, certificate of poverty), and family background information. This verification process is crucial to ensuring that the prospective beneficiary meets the criteria for neglected or legally and socially vulnerable children.

Table 1. Evaluation Dimensions of Data Collection and Inventory Management at UPT PPSAA Situbondoresearch that has been conducted.

NO	DIMENSIONS OF EVALUATION	KEY INDICATORS	REAL CONDITIONS AND FINDINGS IN THE FIELD
1	Data Standardization	Completeness of administrative files and clarity of initial criteria	A thorough check of the completeness of prospective foster children's documents, such as their Family Card (KK), Birth Certificate, and SKTM (Certificate of Employment). Officers record and verify their identities according to the beneficiary criteria established by the social services department.
2	Verification Mechanism	Accuracy selection And layered validation	The validation process for prospective beneficiary data is carried out directly by Mulyadin through document cross-checks, in-depth interviews, and field condition reviews if necessary, to ensure that prospective foster children

			truly meet the requirements.
3	Digital Inventory Recording	Traceability of logistics and foster care facilities	The receipt and expenditure of daily supplies, clothing, and educational materials for foster children are routinely recorded in an inventory book linked to a digital file summary. This facilitates the control of the dormitory's logistics inventory.
4	Audit & Periodic Updates	Flexibility of data updates and monitoring	Data on children leaving, entering, and terminating are routinely updated monthly. Daily attendance and child development data are periodically summarized for monthly performance reporting to the UPT leadership.

Source: (Analysis of primary and secondary data by researchers at UPT PPSAA Situbondo, 2026)

Based on Table 1, the beneficiary inventory process focuses not only on the number of foster children but also includes an inventory of the goods and facilities distributed to each child. The distribution of school supplies, clothing, nutrition, and educational assistance is recorded on individual inventory control sheets. This demonstrates a systematic effort to measurably link the budget for goods and beneficiaries.

2. Improving Accountability of Child Social Protection Services

The implementation of structured data management has had a direct impact on improving service accountability at the UPT PPSAA Situbondo. Accountability extends beyond financial reporting to managerial accountability and public satisfaction.

Table 2. Impact of Data Management on Public Service Accountability

NO	ACCOUNTABILITY ASPECTS	SERVICE PERFORMANCE INDICATORS	MANIFESTATION BASED ON RESULTS FIELD ANALYSIS

1	Financial Accountability	Budget traceability and duplication prevention	The distribution of logistical assistance and foster children's needs is precisely targeted because it is based on accurate child count data. No duplicate data was found, ensuring transparent and measurable monitoring of operational budgets and daily consumption.
2	Procedural Accountability	Compliance to Standard Operating Procedures (SOP)	The service flow starting from initial registration, daily guidance, school supervision, to the return/ termination of foster children is carried out in an orderly manner in accordance with applicable technical instructions and service SOPs.
3	Substantive Accountability	Fulfillment of children's basic rights and public satisfaction	Foster children's rights, such as daily nutritional needs, access to school education, tutoring, and personal protection, are regularly met. Their physical and academic development is monitored through monthly reports.

(Source: Analysis of the results of the evaluation of the accountability of services at the UPT PPSAA Situbondo, 2026)

Table 2 shows that database accuracy is key to achieving financial and procedural accountability. Transparency in recording allows every rupiah of regional budget expenditures to be traced to the final recipient (traceability). Valid data also facilitates audits by internal and external supervisory bodies.

However, this study identified several inhibiting factors in optimizing data management, including:

- (1) Limited number of technical staff who have special qualifications in the field of digital data management
- (2) The UPT PPSAA Situbondo database system has not been fully integrated automatically with the population database (Dukcapil) and the central integrated social welfare data.
- (3) The dynamics of changes in data on beneficiary families in the area of origin are slow to be updated.

CONCLUSION

This study concludes that Beneficiary Data Collection and Inventory Management plays a vital role in improving the accountability of child social protection services at the UPT PPSAA Situbondo. Data management, which includes file verification, individual needs assessment, periodic updates, and logistics recording, has been proven to prevent inaccurate targeting and misuse of budget allocations. The implementation of structured data administration contributes positively to three dimensions of public accountability: financial accountability (preventing duplication or manipulation of spending data), procedural accountability (ensuring compliance with SOPs), and substantive accountability (ensuring that the basic rights of foster children are fulfilled precisely). However, the effectiveness of data collection is still faced with constraints such as the capacity of human resources for data management, limitations in real-time integrated information technology infrastructure, and obstacles to data coordination across population agencies.

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