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ADMINISTRATIVE DATA AND ASSET STEWARDSHIP IN INDONESIAN RESIDENTIAL CHILD SERVICES: A DOCUMENT-BASED CASE STUDY

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Abstract

This study aims to analyze the implementation of administrative data management and regional asset stewardship at the Child Protection and Social Care Unit (UPT PPSAA) Situbondo and identify their relationship with organizational resources and the delivery of child social services. The research employed a qualitative approach with a single-case study design through document analysis of nine core documents and four administrative datasets covering the period from 2018 to 2026. The results show that the asset management tasks performed by the Data and Information Processor in 2025 achieved the established targets, including asset inventory, preparation of Room Inventory Cards, maintenance, data updating through SIMAS Jatim, reconciliation, and asset reporting. However, several governance issues were identified, particularly inconsistencies in beneficiary data classification, limited information regarding asset conditions and utilization, and insufficient evidence linking asset administration activities to service continuity and child service outcomes. The study concludes that administrative data management and regional asset stewardship constitute important components in supporting resource readiness and accountability in residential child services. Nevertheless, their contribution to service quality and public value cannot be directly established based on the analyzed documents. Therefore, standardization of administrative data, stronger asset condition monitoring, and improved traceability between service needs, asset management, and budgeting are necessary.

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INTRODUCTION

Residential child social services are organizationally intensive public services. In addition to direct care, they require reliable facilities, food systems, education support, health and psychosocial arrangements, safeguarding records, case information, budgets, inventories, maintenance, and accountability routines. Recent research on residential and alternative care emphasizes that care quality cannot be inferred from organizational output counts alone; children's safety, well-being, continuity of relationships, and transitions out of care must also be considered (Giraldi et al., 2022; Rogers et al., 2021). Indonesian evidence similarly shows that the child-welfare system is still negotiating a transition from institution-centered provision toward a broader continuum of family and community support (Luh Putu Maitra Agastya et al., 2024; Radityaputra et al., 2025; Westerlaken, 2024). These service requirements make administrative infrastructure important. Public assets are not valuable merely because

they are recorded; they matter because buildings, equipment, vehicles, utilities, furniture, and other resources support public-service mandates. Contemporary asset-management research therefore emphasizes life-cycle information, asset condition, value realization, and decision quality rather than inventory compliance alone (Dedeke, 2022; Maier et al., 2021; Radityaputra et al., 2025). Studies on asset information further show that incomplete, inconsistent, or outdated data weaken maintenance and investment decisions (Chang et al., 2022; Fang et al., 2022).

The Indonesian regional-government literature provides a more specific policy and empirical context. Regional property management has long faced issues of inventory quality, utilization, coordination, human-resource capability, and information-system effectiveness. Studies in Minahasa, Bandung, Bengkalis, Yogyakarta, South Konawe, and other local-government settings report that regulatory compliance alone does not ensure effective asset use; data quality, system capability, governance, and strategic alignment remain important (Putra et al., 2022; Tirayoh et al., 2021; Warsito, 2025). Indonesian public-sector asset optimization research likewise argues that state assets should be connected more explicitly to public-service objectives and organizational priorities (Nanang et al., 2022). A related body of public-sector data-governance research treats data quality and governance as institutional capabilities rather than purely technical matters. Public organizations need clear roles, standards, quality controls, access arrangements, and accountability for the data used to make decisions (Buttow & Weerts, 2024; Filgueiras & Lui, 2023; Shah et al., 2021).

Indonesian evidence on government data platforms also shows that data quality depends on governance arrangements and operational practices, not simply on system availability (Habibie et al., 2023). This is especially important in child services because administrative data can contain sensitive personal and family information; the pursuit of better data must therefore be balanced with privacy, minimization, and equity (Ruijer et al., 2023). Despite these literatures, two gaps remain. First, Indonesian asset-management studies focus mainly on regional finance and asset agencies rather than human-service institutions where assets support residential care. Second, child-service studies focus primarily on care models, child rights, service standards, and deinstitutionalization rather than the administrative work that makes facilities and resources visible to managers. Consequently, there is limited evidence on how asset records, room inventories, maintenance documentation, and regional-asset information systems operate inside a government residential child-service unit. This study addresses that narrower gap without assuming that asset administration itself produces child well-being or public value.

UPT Perlindungan dan Pelayanan Sosial Asuhan Anak (PPSAA) Situbondo, a technical unit of the East Java Provincial Social Service, provides a bounded case. Its mandate is defined by East Java Governor Regulation No. 85/2018 and by provincial public-service standards. The unit provides residential protection and social services for vulnerable children, including accommodation, food, clothing, schooling, health support, guidance, documentation, skills development, family tracing, and termination or reintegration. The case was selected because organizational performance, service standards, asset administration, and an employee-level performance record can be examined within the same institutional setting. The focal employee was selected not because he represents all six Data and Information Processor positions recorded in the personnel list, but because his formal 2025 performance document explicitly combines

data processing with regional-asset census, inventory, maintenance support, SIMAS Jatim input, reconciliation, and reporting.

The study asks three open questions: (RQ1) How are administrative data-processing and public-asset stewardship tasks documented within UPT PPSAA Situbondo? (RQ2) What relationships among asset information, organizational resources, and service delivery are supported—or not supported—by the available documents? (RQ3) What governance issues and propositions emerge from comparing employee-level asset routines with organizational performance, beneficiary, and budget records? The contribution is deliberately bounded. Rather than claiming a verified progression from asset records to public value, the article offers a document-based diagnosis and develops a provisional Information–Asset–Service–Value (IASV) proposition for future testing.

RESEARCH METHODS

Research Design, Case Selection, and Embedded Unit

The study uses a qualitative single-case design based on documentary analysis. The case is UPT PPSAA Situbondo; the embedded unit is the documented data-and-asset work of one Data and Information Processor. Documentary analysis is appropriate when formal records are themselves part of the organizational phenomenon being studied, but documents must be treated as situated institutional products rather than neutral mirrors of practice (Bowen, 2009; Yin, 2018). The study therefore distinguishes what documents record from what the authors infer. The first author is the focal employee whose 2025 performance record is analyzed. This relationship is disclosed because it creates both access and bias risks. The focal role was chosen purposively because its formal performance indicators directly cover asset census, room inventory cards, condition checks, maintenance support, SIMAS Jatim transactions, reconciliation, and regional-asset reporting. The other five employees with the same generic job label may have different task portfolios; no claim is made that the focal role represents all six positions. Coauthors who are not the focal employee reviewed the coding logic, interpretation, and wording of claims.

Document Corpus and Review Period

The article analyzes nine core documentary files and four supporting administrative datasets generated between 2018 and 2026. The analytical review was conducted in 2026 using files available to the authors at the time of manuscript preparation. The 2025 performance period is the principal organizational period; 2026 documents are used only for service standards, personnel context, beneficiary snapshots, and interim budgeting. Comparing different years is contextual comparison, not temporal triangulation.

Table.
Overview of Documents and Datasets Used in the Analysis

ID	Document / dataset	Date / period	Length	Analytical domain
D1	East Java Governor Regulation No. 85/2018	2018	84 pp.	Mandate and organizational structure
D2	East Java Social Service Strategic Plan 2025–2029	2025–2029	251 pp.	Strategic context and social-service priorities

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ID	Document / dataset	Date / period	Length	Analytical domain
D3	UPT PPSAA Situbondo Government Performance Report (LKjIP) 2025	2025 (issued 2026)	32 pp.	Organizational targets, reported results, risks, budget, satisfaction
D4	East Java Social Service Public Service Standards 2026	2026	178 pp. (whole decision)	Normative service pathway and service products
D5	Employee Performance Evaluation: Data and Information Processor	1 Jan–31 Dec 2025	6 pp.	Target and realization of data–asset routines
D6	UPT PPSAA 2026 budget implementation document (DPA)	2026	Administrative budget file	Resource allocation context
D7	UPT PPSAA budget-realization report to July 2026	July 2026	Spreadsheet / not paginated	Interim financial realization
D8	Personnel list	August 2026	Spreadsheet / not paginated	Workforce and job-position context
D9	Temporary-care beneficiary register	July 2026	Spreadsheet / not paginated	Aggregate beneficiary profile and data-quality review
S1–S4	Supporting provincial/UPT performance and administrative files	2025–2026	Varied	Cross-checking terminology, targets, and reporting context

Coding Procedure, Audit Trail, and Analytical Logic

A structured codebook was prepared before full coding. Four initial domains were used: (1) data integrity and standardization, (2) asset stewardship and life-cycle administration, (3) service readiness and organizational resources, and (4) accountability and evidentiary quality. These domains were informed by recent asset-management and public-sector data-governance literature (Almeida et al., 2022; Chang et al., 2022; Fang et al., 2022). The earlier manuscript's IASPV chain was not used as a conclusion-producing code. Instead, it was reduced to a provisional sensitizing idea and was revised after coding into a non-causal IASV proposition. The first author conducted primary coding in a spreadsheet; no qualitative-analysis software was used. Each entry recorded document ID, page or worksheet location, source text or numerical field, descriptive code, analytical domain, and an interpretive memo.

Deductive codes were supplemented with inductive codes where recurrent issues appeared, especially spelling inconsistency in beneficiary categories, incomplete specification of satisfaction respondents, absent measurement details for reported child improvement, and uncertainty about comparability of annual budget scopes. The two coauthors reviewed the codebook and a claim-to-source matrix. Formal intercoder agreement statistics were not calculated and are not claimed. Coding principles followed transparent first- and second-cycle qualitative coding (Saldaña, 2021). Because all documents were produced by UPT PPSAA Situbondo, the East Java

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Provincial Social Service, or the same governmental hierarchy, the analysis does not claim independent source triangulation. Cross-document comparison is used only to identify consistency, tension, and missing information. The study also avoids treating a 2025 annual performance report and a July 2026 interim budget report as comparable outcome periods.

RESULTS AND DISCUSSION

Documented Data–Asset Work: Targets and Realization

The employee performance file (D5) is the clearest evidence concerning the embedded unit. It records sixteen main asset-related performance items and provides both targets and year-end realization. The tasks include asset-placement census, room inventory cards, repair proposals, equipment maintenance, condition census using SIMAS Jatim data, maintenance of inventory and non-inventory items, maintenance reporting, capital-expenditure input, acquisition-database updating, vehicle-tax administration, asset-data reconciliation, proposed-disposal updating, regional-asset reports, and reconciliation with provincial records. The year-end evaluation records realization equal to target for the listed items and rates the employee's work as meeting expectations. Table 2 corrects the earlier manuscript by presenting realization rather than targets alone. The evidence supports a narrow conclusion: the focal employee completed the documented annual administrative outputs. It does not establish the accuracy of every inventory record, the physical condition of every asset, or downstream service effects. This distinction is consistent with asset-management research that separates process completion from maturity, decision quality, and value realization (Almeida et al., 2022; Dedeke, 2022; Maier et al., 2021).

Table 2.
Selected 2025 employee targets and realization

Administrative routine	Target	Realization	Interpretive limit
Asset placement census / inventory	240 activities	240 activities	Completion count; no independent accuracy audit reported
Room Inventory Cards (KIR)	240 documents	240 documents	Shows production of room-level records, not record quality
Equipment and machinery maintenance	12 activities	12 activities	No repair time or service-disruption data
Condition census based on SIMAS Jatim	240 activities	240 activities	Supports condition visibility; condition distribution not reported
Inventory/non-inventory maintenance	300 activities	300 activities	Activity volume does not establish asset availability
Capital-expenditure input in SIMAS	5 activities	5 activities	Links acquisitions to records; transaction accuracy not independently tested
SIMAS asset-data reconciliation	12 activities	12 activities	Evidence of recurring reconciliation
Regional Asset (BMD) reports	12 documents	12 documents	Recurring accountability output
Proposed asset-disposal database update	1 activity	1 activity	Life-cycle administration; disposal outcome not documented

Data Quality Is a Substantive Governance Issue

The beneficiary register (D9) reveals a concrete data-quality issue that was underused in the earlier manuscript. Ninety active records were aggregated for analysis. The four harmonized primary vulnerability groups used in the descriptive table—economic hardship (53), family breakdown (16), victim-related cases (10), and orphanhood categories (11)—sum to 90 because each record was assigned to one primary recorded category for aggregation. However, the source file contains spelling variants for the family-breakdown category. Harmonizing those variants was necessary before counting. This is more than an editorial detail. Variant labels can fragment counts, complicate trend analysis, and reduce confidence in program profiling if categories are not standardized. Asset-information research reaches a similar conclusion: accuracy alone is insufficient; consistency, completeness, currency, and shared definitions matter for decision-making (Chang et al., 2022). Public-sector data-governance studies likewise emphasize that standards and role clarity are institutional requirements for reliable data use (Filgueiras & Lui, 2023; Habibie et al., 2023). For UPT PPSAA, a controlled vocabulary and validation rules for beneficiary and asset categories would therefore be a practical governance improvement.

Asset Stewardship and Service Readiness: Supported Association, Not Demonstrated Continuity Effect

The service standard (D4) and organizational report (D3) show that residential child care depends on accommodation, meals, clothing, education support, health services, guidance activities, and safe facilities. The budget files also contain expenditures for food, utilities, equipment, and maintenance. These records establish that material assets are part of the service environment. They do not, however, demonstrate that a specific asset census, repair, or reconciliation prevented a service interruption. The earlier manuscript's examples of kitchens and dormitories therefore exceeded the evidence when they were presented as demonstrated service-continuity effects. The revised interpretation is propositional. Asset records can plausibly support service readiness by making location, condition, acquisition, maintenance, and disposal information visible to managers, but testing this relationship would require operational evidence such as damaged-asset counts, maintenance requests, repair turnaround times, downtime, canceled activities, or service incidents. International asset-management studies consistently connect life-cycle information and condition monitoring to operational decision-making, yet they also require explicit performance evidence rather than assuming value from record completeness (Almeida et al., 2022; Dedeke, 2022). Indonesian studies similarly report that information systems and asset registers can improve transparency and inventory quality while still facing utilization, coordination, and data-quality problems (Putra et al., 2022; Tirayoh et al., 2021; Wahyuni & Rahmani, 2025).

Reported Child-Service Performance Requires Evidentiary Qualification

The 2025 organizational report (D3) states that 130 children received services and remained in formal education, 24 completed termination or reintegration, and 12 children with trauma or behavioral problems improved following intervention. These figures are institution-reported outcomes. The corpus does not provide the assessment instrument, scoring threshold, baseline distribution, assessor identity, or inter-rater procedure for the 12 reported improvements. Accordingly, the revised article does not

present this figure as independently verified psychosocial change. The same caution applies to the reported Public Satisfaction Index of 91.91 based on 528 respondents. The LKjIP gives the respondent count but does not clearly identify, in the documentary material reviewed for this article, whether the 528 respondents were beneficiaries, family members, visitors, referral partners, service users across multiple service points, or repeated survey contacts. Because there were 130 children served in 2025, the respondent pool cannot simply be assumed to represent one response per beneficiary. The score is therefore reported as an institutional satisfaction indicator with an unresolved denominator and respondent-composition question.

These limitations are important in residential child care, where service quality should not be inferred from administrative completion alone. Recent reviews emphasize children's lived experiences, rights, well-being, family relationships, and transition outcomes, while Indonesian research highlights the continuing policy challenge of moving toward a continuum of family and community-based care (Giraldi et al., 2022; Luh Putu Maitra Agastya et al., 2024; Rogers et al., 2021). Pranawati et al. (2021) similarly demonstrate that child-care quality depends on institutional, human-resource, and service-program standards.

Table 3.
Reported service indicators and evidentiary boundaries

Indicator / dataset	Reported value	What the documents support	What remains unresolved
Children served in 2025	130	Annual institutional service coverage	Individual service intensity and independent outcome verification
Formal education continuity	130 children	Institution reports all served children remained in formal education	No external verification in corpus
Termination / reintegration	24 children	Recorded transition events	Post-reintegration outcomes not available
Trauma / behavioral improvement	12 children	Institution reports improvement	Instrument, baseline, threshold and assessor not specified
Public Satisfaction Index	91.91; 528 respondents	Institution reports a very-good satisfaction score	Respondent composition and relationship to 130 beneficiaries not specified
July 2026 beneficiary register	90 records	Current administrative snapshot; 51 female, 39 male	Not comparable with 2025 annual total as a trend without cohort-flow data

The 2025 and 2026 Budget Figures Are Not Directly Comparable

The earlier manuscript juxtaposed approximately IDR 5.359 billion reported for 2025 with a 2026 DPA amount of IDR 2.637 billion and risked implying a budget reduction of about one-half. The revised analysis does not make that inference. D3 reports 2025 expenditure categories combining social-rehabilitation services and supporting government affairs, whereas D6–D7 represent the available 2026 budget file and an interim realization snapshot. The corpus does not establish that the two amounts have identical program, account, personnel, transfer, and reporting scopes. At the July 2026 reporting point, the available budget file records IDR 2,636,897,008 with

IDR 1,352,770,887 realized (51.30%). This percentage is descriptive only; it is not treated as underperformance because the year was incomplete. The methodological lesson is that fiscal figures should be compared only after confirming the same organizational and accounting boundary. Indonesian asset-management studies similarly show that useful stewardship requires alignment among planning, budgeting, asset registers, and reporting rather than isolated financial figures (Nanang et al., 2022; Tirayoh et al., 2021).

Comparison with Prior Empirical Studies

The case converges with Indonesian regional-asset studies in three respects. First, inventory and reconciliation remain labor-intensive governance activities rather than one-time registration. Second, information-system effectiveness depends on data quality and user routines. Third, compliance-oriented asset administration can coexist with unresolved strategic questions about utilization and service value (Tirayoh et al., 2021; Wahyuni & Rahmani, 2025). The distinctive feature of UPT PPSAA is not a new asset-management principle; it is the placement of these routines inside a residential child-service organization rather than a central asset agency. The case also extends child-service research by showing a dimension that is usually treated as background. Studies of residential and alternative care rightly prioritize child rights, family separation, care quality, and well-being (Giraldi et al., 2022; Luh Putu Maitra Agastya et al., 2024; Westerlaken, 2024). The documentary evidence here suggests that the administrative quality of asset and beneficiary records may influence how clearly an institution can identify resource needs, justify maintenance, report services, and protect sensitive data. This is an organizational accountability contribution, not evidence that better asset records directly improve child outcomes. Finally, the case illustrates the importance of data governance in social services. Data-driven public service research shows that data choices can affect service quality and equity, and that responsible governance requires attention to access, purpose, quality, and accountability. This is particularly salient when administrative files concern children. Better integration should not mean broader uncontrolled access; it should mean clearer definitions, controlled permissions, minimum necessary data use, and auditable purposes.

Refining the IASV Proposition

The original manuscript introduced an Information–Asset–Service–Public Value (IASPV) framework before analysis and then rediscovered the same framework in the findings. To avoid circular reasoning, the revised manuscript treats the initial framework only as a sensitizing device and removes public value as an empirically demonstrated endpoint. The documentary evidence supports four observations: information routines are documented; asset-stewardship activities are documented; service and resource records coexist; and accountability gaps are visible. It does not support a tested causal chain from asset records to child outcomes. The refined Information–Asset–Service–Value (IASV) proposition is therefore explicitly testable rather than presented as a finding: P1, higher asset-information quality should be associated with more accurate identification of maintenance and replacement needs; P2, better alignment between asset condition and service-criticality should be associated with fewer asset-related service disruptions; P3, documented links among beneficiary needs, service standards, asset condition, and budget decisions should improve the traceability of resource-allocation decisions; and P4, these administrative

capabilities can contribute to service value only when combined with professional care quality, safeguarding, adequate staffing, and beneficiary-centered outcomes. Future mixed-method or comparative research should test these propositions using maintenance logs, incident data, staff interviews, service-continuity records, and child/family outcome measures. This revised proposition is consistent with value-oriented asset management, information-quality research, and public-service scholarship that treats value as dependent on the service user's context rather than administrative production alone (Osborne, 2020; Scupola & Mergel, 2022). It also prevents a common analytical error: treating the existence of an administrative system as proof of the societal value it is intended to support.

CONCLUSION

The three research questions can be answered within the limits of the documents. For RQ1, the focal employee's 2025 record documents a recurring set of asset census, room-inventory, maintenance-support, SIMAS Jatim, reconciliation, and reporting tasks, with target realization recorded as achieved. For RQ2, the documents establish that those routines coexist with the material and budgetary requirements of residential child services, but they do not provide direct evidence that a particular asset activity prevented disruption or improved a child outcome. For RQ3, the main governance issues are data standardization, traceability, outcome-definition quality, unclear satisfaction respondent composition, and non-comparability of some financial figures across periods. The IASV pathway is therefore retained only as a proposition for future testing, not as a demonstrated causal framework. Practical implications follow directly from these findings. UPT PPSAA and the East Java Provincial Social Service should standardize asset and beneficiary classifications, add service-criticality fields to asset monitoring, document damaged-asset and repair-time indicators, clarify satisfaction-survey respondent groups, specify instruments and assessors for child-outcome claims, and reconcile budget comparisons using consistent accounting scopes. The study is limited by its single-case, internal-document design; the first author is also the focal employee; no child, family, staff, or partner interviews were conducted; and sensitive administrative data could only be analyzed in aggregate. Future research should combine document data with independent observation, maintenance and incident logs, staff interviews, and ethically designed child/family measures before making stronger claims about service continuity or public value.

Statement on the Use of Artificial Intelligence

AI was used in the preparation of this manuscript solely to assist with language improvement, grammar checking, restructuring in response to reviewer comments, and editing for clarity and readability. The authors remain fully responsible for the accuracy, originality, integrity, citations, data interpretation, and academic content of the manuscript. All AI-assisted content was reviewed and verified by the authors before submission.

Conflicts of Interest

The authors declare no conflict of interest. The first author's employment relationship with the case institution and position as the focal employee analyzed in the study are disclosed in the Methodology as a reflexivity consideration rather than a financial conflict of interest.

Author Contributions

Conceptualization, Hariyanto and Kristyan Dwijosusilo; document collection and data preparation, Hariyanto; methodology and analytical framework, Hariyanto, Kristyan Dwijosusilo, and Sri Roekminiati; formal analysis, Hariyanto; validation and critical review, Kristyan Dwijosusilo and Sri Roekminiati; writing—original draft preparation, Hariyanto; writing—review and editing, Kristyan Dwijosusilo and Sri Roekminiati. All authors have read and approved the final version of the manuscript

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Data Availability Statement

The analysis is based on institutional documents and administrative datasets. Public regulations and published institutional reports may be accessed through the relevant government agencies. Confidential personnel and beneficiary-level administrative files are not publicly shared because they contain personal information. Only aggregate, non-identifying information is reported in this article. Access to restricted files is subject to institutional authorization and applicable data-protection and research-ethics requirements

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