

***DECISION SUPPORT SYSTEM IN DETERMINING RECIPIENTS
OF THE FAMILY HOPE PROGRAM (PKH) BASED ON THE
MULTI ATTRIBUTE UTILITY THEORY (MAUT)
METHOD***

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Abstract

The Family Hope Program is a conditional social intervention designed to enhance the welfare of underprivileged families through targeted financial assistance. The selection process for recipients at the village level is still carried out manually, making it prone to subjective and non-transparent decisions. This is also the case in Parit Satu Api-Api Village, Bukit Batu District. In this village, there is no digital system to provide an objective assessment of an individual's or family's eligibility as a recipient. This study aims to design a Decision Support System for PKH recipient selection using the Multi-Attribute Utility Theory approach. The MAUT method is applied to calculate utility values and rank prospective recipients based on six criteria, namely household income, number of family dependents, social status, type of employment, living conditions, and number of children still in education. The system developed is a mobile application based on the Flutter framework with a waterfall development model. The evaluation results show that the DSS is can rank prospective recipients more objectively, speed up the selection process, and increase transparency, compared to the manual method.

Keywords: *Decision Support System, MAUT, PKH, Social Assistance*