

Problems of Information Technology-Based Zoning PPDB Implementation at SMAN 3 Banjarmasin

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ABSTRACT

New Student Admission (PPDB) is a school activity that is carried out every year. The current system for junior high schools, vocational schools, and high schools uses a zoning system. The purpose of this study is to find out the implementation of school policies, human resource development, infrastructure, and technical support related to the implementation of IT-based PPDB at SMAN 3 Banjarmasin. This research involved 1 principal, 3 members of the PPDB committee, 3 teachers, parents of students, and 4 students at SMAN 3 Banjarmasin. The object of the research is the problem of implementing PPDB zoning based on information technology, namely regarding policies, infrastructure, human resource development and supporting factors in PPDB. Data collection is carried out by means of observation, interviews, and documentation. After the data is collected, the data is processed and analyzed in a qualitative descriptive manner. The results of this study show that in the implementation of IT-based zoning PPDB there are several problems faced by the PPDB involved in SMAN 3 Banjarmasin such as student quota restrictions, data manipulation, lack of understanding of prospective students and parents of the PPDB zoning system, network problems, teacher strategies in adjusting learning to the student zoning path, and errors on websites and networks. Based on the findings, it is hoped that the PPDB committee will prepare carefully related to the technical implementation of this PPDB and simulate registration before the official period begins to help users understand the stages.

Keywords: *problematic, implementation, IT-based PPDB zoning system.*

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INTRODUCTION

Education is an important foundation for the progress and development of a nation. Through education, people acquire the knowledge, skills, and values necessary to participate effectively in society and the world of work.¹ Producing quality and competitive human resources in the era of globalization. One of the significant policies is the implementation of the zoning system in PPDB.² Although many efforts have been made to improve access and quality of education, there are still many problems that require special attention and solutions.³

New Student Admission (PPDB) is a crucial process in the Indonesian education system that determines the distribution of new students to various school levels, ranging from primary to secondary education. PPDB not only functions as a selection mechanism for school admissions, but also as an effort to achieve equal access and quality of education in all regions.⁴

The New Student Admission System (PPDB) has undergone various changes to achieve this goal. One of the significant policies is the implementation of the zoning system in PPDB. The system is implemented with the main goal of reducing educational disparities and ensuring that every child has equitable access to quality education. The system groups admissions by zone or area of residence to reduce the distance students have to travel to school so that students can learn more effectively and reduce transportation costs.⁵ The PPDB zoning system is also expected to prevent the accumulation of outstanding students in one particular school and ensure that each school has students from various backgrounds.

The current evolution of information technology (IT) has had a major impact on various fields, including education. The implementation of PPDB IT is an innovative solution that is widely adopted by educational institutions to increase the efficiency and effectiveness of the student selection process. The implementation of IT in PPDB is a strategic step to overcome the problems that exist in the traditional registration system. By using IT, the PPDB process becomes more efficient, transparent and accessible, which in turn improves the quality of educational services for the community. Therefore, the use of information technology in PPDB must continue to be developed and improved to create a better education system.⁶ The

¹ Ranbir Singh Malik, "Educational Challenges in 21st Century and Sustainable Development," *Journal of Sustainable Development Education and Research* 2, no. 1 (May 30, 2018): 9, <https://doi.org/10.17509/jsder.v2i1.12266>.

² Arnoldus Pawe and Rizky Karo Karo, "Telaah Kebijakan Jalur Zonasi Masuk Sekolah Terhadap Hak Mendapatkan Pendidikan Formal," *Jurnal Lemhannas RI* 10, no. 2 (August 25, 2022): 15–24, <https://doi.org/10.55960/jlri.v10i2.274>.

³ Marzuki, *United States Islamic Character Education* (Jakarta: AMZAH, 2015).

⁴ Sunandar and Ade Fakhri K., "Problems in the Implementation of New Student Admissions (PPDB) Zoning System in Schools Ending the State of Rangkas Bitung Lebak Banten," *Indonesian Journal of Education: Theory, Research and Innovation* 2, no. 5 (2022): p. 37-45.

⁵ Lilyani Asri U., Ahmad Ishaq, and Nurul Maulidiyah, "Analysis of the Influence of PPDB Website Quality on User Satisfaction," *Sync* 3, no. 1 (2018): 31–36.

⁶ Arie Afriyanto and Erene Gernaria S., "Analysis of the Influence of PPDB Online Web Quality on User Satisfaction at SMAN 2 Tambun Utara" 13, no. 2 (2019): 59–64.

advantages of the online PPDB system are as follows: 1) IT-based PPDB is designed to make the process of admitting new students in cities or districts easier, faster, more transparent, and accountable; 2) The system allows students to apply anywhere, according to the school level, and allows them to view the selection results directly on the internet via computer or mobile phone; 3) The position of student admissions through the internet describes the real situation in the field; 4) It is easier for parents of students to monitor the progress of their students' admission status in a school; and 5) All information is provided in full, including quota, capacity, lowest value, and other information.⁷

Research from Saputra, et al. shows that the development of a website-based information system for new student admissions (PPDB) for the Jambi Provincial Education Office has succeeded in increasing accessibility, transparency, and efficiency in the process of accepting new students.⁸ Another study from Fakhriza, et al. stated that SMP Pelita Bogor Regency has challenges in terms of efficient and transparent PPDB management because the PPDB process is still manual, so to improve efficiency and fairness in the process of admitting new students, an information system is needed that will help overcome most of these problems and improve the experience of prospective students, parents, and schools in PPDB.⁹ This is also supported by research from Natasya R. and Arismunandar revealing that a more sophisticated and easy-to-use IT-based PPDB can help reduce errors, speed up the verification process, and make the process more transparent. In addition, checking data with agencies such as Disdukcapil can help verify the addresses and data of prospective students directly, thereby minimizing the risk of data manipulation.¹⁰

However, the implementation of PPDB zoning based on information technology also still presents various problems that need serious attention, including inequality in the quality of infrastructure and teaching staff in various regions, manipulation of address data by some parents, and rejection from people who still have a preference for certain schools. This can be illustrated in a study conducted by Devi Mariatul Q. and Sophian Djaka P. which states that parents are dissatisfied because their children are not accepted into the school they want because of the long distance from their home to the expected school. Therefore, students who live more than three kilometers away should choose a private school or a school closer to home.¹¹ This is supported by the research of Zelmi Kaffa, et al. who stated that the concept of favorite and non-favorite schools is not lost in society, as evidenced by the many cases of

⁷ Ardiyansah Ardiyansah et al., "Utilization of Information Technology Applications in the Admission of New Students (PPDB) at SMA Entrepreneurship Bi'ru'ul Ulum Serang," *WINDRADI: Journal of Community Service* 2, no. 1 (June 5, 2024): 6–13, <https://doi.org/10.61332/windradi.v2i1.168>.

⁸ Hendra Saputra et al., "Design and Build a New Student Admission Information System (PPDB) at the Jambi Provincial Education Office" 11, no. 3 (2024).

⁹ Fakhriza Ardafie Raihan and Yuyun Yuningsih, "Designing a New Student Admission Information System (PPDB) at PELITA Junior High School, Bogor Regency," *Journal of Information Systems and Technology Engineering* 1, no. 3 (February 1, 2024): 57–69, <https://doi.org/10.59407/jrsit.v1i3.352>.

¹⁰ Natasya Rahira, "Implementation of the Independent Curriculum in Biology Learning, Case Study of SMA Negeri 8 Bulukumba," *Journal of Thought and Learning Development* 6, no. 3 (2024): 557–61.

¹¹ Devi Mariatul Q. and Sophian Djaka P., "Analysis of the Satisfaction Level of Guardians with the School Zoning System," *Scientific Journal of Education* 11, no. 2 (2021): p. 251-256.

changes and manipulation of KK (family cards) by immoral guardians so that their children can attend their favorite schools.¹² Mulyani and Muryati in their juridical analysis found that the zoning system has positive implications such as equal distribution of education, but also negative implications such as lack of appreciation for outstanding students.¹³

Based on research conducted at SMAN 3 Banjarmasin, which implements a PPDB information technology-based zoning system with four registration paths, namely the achievement path, zoning system, statement of inability and relocation of parents' residence. However, some prospective students and parents complained about this PPDB policy, including several times uploading files to the application experienced interruptions, then entering the application experienced long loading because many other prospective students entered. Based on this, it is a challenge for schools to overcome problems or obstacles in it so that the purpose of it is to know the implementation of school policies, human resource development, infrastructure, and technical support related to the implementation of IT-based PPDB at SMAN 3 Banjarmasin.

METHOD

This research method is a field research with a qualitative approach using direct information data collection in the form of descriptions of informants or respondents regarding the PPDB information technology-based zoning system at SMAN 3 Banjarmasin. The research refers to the theory of 4 domains consisting of policy, human resource development, infrastructure, and technical support so that it becomes a reference for researchers to collect data, analyze data, and reveal it into new findings. The number of informants involved in this study involved 12 people who will be used as respondents consisting of the Principal, 3 members of the PPDB Team, 3 teachers, 2 parents of students, and 4 students based on their role and involvement in the process. Each group has a unique strategic role and viewpoint in the process.

The data collection techniques used in this study are divided into 3, namely: 1) observation, which is visual observation directly from the research location that allows researchers to collect more precise data regarding the implementation of PPDB zoning at SMAN 3 Banjarmasin. 2) interviews, namely speaking directly orally and face-to-face with respondents and asking questions related to PPDB, especially at SMAN 3 Banjarmasin and asking for responses to every question asked. 3) documentation, namely collecting supporting materials such as field notes to support information collected in the form of documents or files during the research such as when completing interviews with the principal, PPDB team, teachers, parents and students.¹⁴ The use of observation, interviews, and documentation in

¹² Zelmi Kaffa, Sentot Setia B., and N. Gistituati, "Policy for the Implementation of the Zoning System," *Tambusai Education Journal* 5, no. 1 (2021): p. 1870-1877.

¹³ Tri Mulyani and Dewi Tuti M., "Juridical Analysis of the Zoning System in the Admission of New Students," *Jurnal USM Law Review* 3, no. 1 (2020): 34-58.

¹⁴ Endah Marendah R., *Quantitative Research Methodology* (Muhammad Zaini Publisher Foundation, Ikapi Member, 2021).

a combination can provide more complete data. Observations provide a real picture of the field, interviews dig into in-depth information from the respondent's perspective, and documentation provides objective evidence to validate the findings.

Qualitative research needs to reveal objective truth. Therefore, the validity of the data in qualitative research is very important. The validity of this data will determine the credibility of qualitative research.¹⁵ In this study, the researcher used the following data validity and validity techniques: 1) Credibility, which is the correspondence between what is reported by the researcher and what actually happens to the research object consisting of a) expansion of observation, which is carried out to ensure the correctness of the data that has been obtained. If after field verification the data is proven to be correct and credible, then the researcher can end the extended observation period in the study of the implementation of PPDB that has problems at SMAN 3 Banjarmasin; b) increasing perseverance, namely reviewing the correctness of the data found through continuous observation, as well as studying various references, research results, and related documentation, which will expand and sharpen insights into the implementation of PPDB at SMAN 3 Banjarmasin; and 3) data triangulation, where the researcher involves something outside the research data for verification purposes or as a comparison with the research data found. 2) Transferability, which shows how consistent the data collection process is with the results of the study. The researcher will provide a comprehensive, in-depth, and systematic overview of all research conducted on the implementation of problematic PPDB at SMAN 3 Banjarmasin to make the research context clear and in accordance with the researcher's ability. 3) Dependence, which is a criterion used to assess how consistent the results of qualitative research are when conducted by different researchers at different times using the same methodology and interviews. Research data on the problems of PPDB implementation at SMAN 3 Banjarmasin was collected and arranged as well as possible to meet the dependency criteria. In addition, a thorough review of the data was carried out with the help of the thesis supervisor. In this process, the complete transcript of the interview and the theme grid that has been prepared by the researcher is submitted to the thesis supervisor for discussion and correction. 4) Confirmation, which is the willingness of the researcher to openly disclose the process and elements of his research to enable other researchers to assess his findings by confirming the results of the research, then reflecting on related journals, consulting with the supervisor, and confirming the data by presenting the results of his research to get advice. If the results of the study have been agreed upon by many parties, then the confirmation criteria have been met. After the researcher conducted research at SMAN 3 Banjarmasin and the data was obtained, then consulted with the supervisor and then agreed on the results.¹⁶

¹⁵ Ardiansyah, Risnita, and M. Syahrani J., "Data Collection Techniques and Educational Scientific Research Instruments on Qualitative and Quantitative Approaches," *Courtesy: Journal of Islamic Education* 1, no. 2 (2023): p. 1-9.

¹⁶ Dedi Susanto, Risnita, and Muhammad Syahrani J., "Techniques for Checking the Validity of Data in Scientific Research," *Journal of Education, Social & Humanities* 1, no. 1 (2023): 53–61.

DISCUSSION

Result

The findings of this study highlight several issues in the implementation of the IT-based zoning system for New Student Admissions (PPDB) at SMAN 3 Banjarmasin. The key findings include:

Table 1. The key findings of research

Category	Findings
1 Challenges in School Policy	<ul style="list-style-type: none"> • The zoning system, which limits the number of applicants based on quotas, often causes dissatisfaction among parents. • Data manipulation, such as falsification of residential addresses, is a recurrent issue in the admission process. • Prospective students and parents often lack an adequate understanding of the IT-based zoning system.
2 Human Resource Development	Regular training sessions conducted by the South Kalimantan Provincial Education Office have facilitated the PPDB team's comprehension of procedures, although annual changes in team composition present ongoing challenges.
3 Infrastructure	Internet connectivity issues and insufficient availability of computers negatively impact the smooth operation of the online registration process.
4 Technical Support	The PPDB application frequently encounters disruptions due to high user traffic, which hampers its functionality during the registration period.

Based on Table 1 above, the zoning system, designed to ensure equitable access to education, often leads to dissatisfaction among parents due to limited quotas that prevent many students from being admitted. Additionally, data manipulation—such as falsified family registration cards to alter residential addresses—compromises the integrity of the system. This issue is exacerbated by a lack of understanding among prospective students and their parents regarding the technical and procedural aspects of the zoning system. While regular training programs organized by the South Kalimantan Provincial Education Office enhance the PPDB team's procedural knowledge, annual changes in team membership pose challenges to knowledge retention and continuity. This highlights the need for systematic knowledge management and transfer strategies.

Infrastructure limitations, particularly the insufficient number of computers and frequent internet connectivity problems, hinder the efficiency of the online registration process. These issues necessitate additional investments in technological resources to ensure smooth operation. High user traffic during the registration period leads to frequent disruptions in the PPDB application, impairing its performance and usability. Addressing these challenges requires improvements in system capacity and traffic management to minimize downtime and enhance the user experience.

Discussion

The results of the presentation of data on the problems of implementing IT-based zoning PPDB at SMAN 3 Banjarmasin can be seen in the following figure 1:

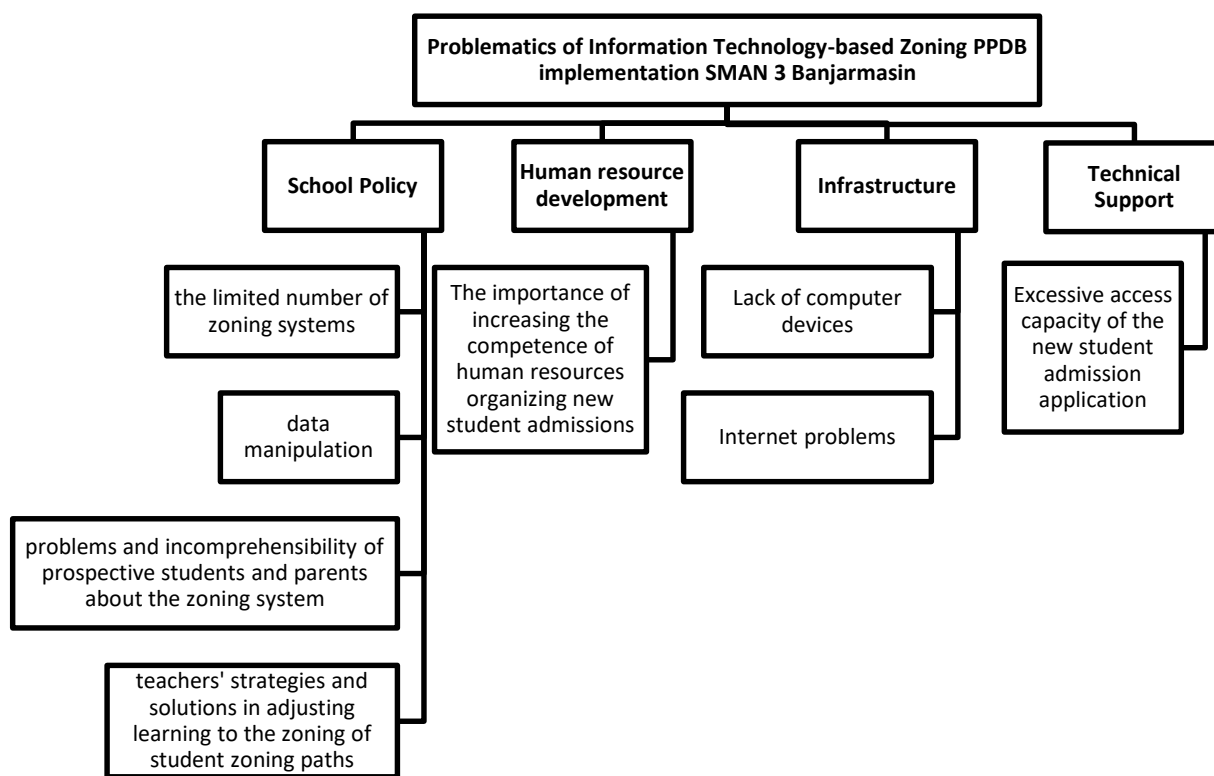


Figure 1. Problems in the implementation of IT-Based Zoning PPDB at SMAN 3 Banjarmasin

Figure 1 illustrates the key problems encountered during the implementation of the IT-based zoning system for New Student Admissions (PPDB) at SMAN 3 Banjarmasin. These challenges are categorized into four main domains:

1. School Policy

The figure highlights issues such as quota limitations within the zoning system, which restrict the number of students admitted, leading to dissatisfaction among parents and students. Additionally, data manipulation—particularly the falsification of residential addresses—further complicates the process. Limited understanding of the zoning system among prospective students and their parents also contributes to operational inefficiencies.

2. Human Resource Development

Despite routine training sessions provided by the Provincial Education Office, inconsistencies in team composition each year present difficulties in ensuring uniform understanding and preparedness among PPDB team members.

3. Infrastructure

The figure underscores the inadequate provision of computers and unstable internet connectivity, which obstruct the efficiency of the online registration process. These

infrastructural deficits force reliance on makeshift solutions, such as the use of personal laptops and shared resources.

4. Technical Support

Frequent technical disruptions in the PPDB application due to excessive user traffic are prominently depicted. These interruptions undermine the functionality and accessibility of the system, necessitating improvements in application stability and user management.

Problems of School Policy Implementation in IT-Based Zoning PPDB at SMAN 3 Banjarmasin

Based on the results of observations, interviews, and documentation described on Table 1, the researcher obtained how the implementation of the problematic PPDB information technology-based zoning system will be presented in a descriptive manner. There are several things that researchers found related to school policy constraints in the implementation of information technology-based zoning PPDB at SMAN 3 Banjarmasin which are divided into 5 parts, namely 1) the limited number of zoning systems, 2) data manipulation, 3) problems and incomprehensibility of prospective students and parents about the zoning system, and 4) teachers' strategies and solutions in adjusting learning to the zoning of student zoning paths.

First, the limited number zoning system is one of several problems in the implementation of IT-based zoning PPDB because schools limit the quota of zoning registrants, while the number of candidates who want to enter exceeds the predetermined capacity. As a result, many parents of students protested because their children were not accepted or did not graduate from SMA Negeri 3 Banjarmasin. Based on an interview with the principal of SMAN 3 Banjarmasin, he stated:

"What determines whether or not prospective students pass in this zoning path is not the school, but the distance from home to school and the application itself determines whether or not to enter".¹⁷

In the zoning system, it is not the school itself that determines whether prospective students graduate. Instead, this determination depends on the distance from the candidate's home to the school and the application used, which is supported by research from Elsa Nida Pangaribun and Nunuk Hariyati, leading to many mistakes in choosing schools outside the zone, resulting in a limited quota that allows students to be admitted to the chosen school with little chance of being accepted.¹⁸ Another study by I Kadek D. J stated that the quota restrictions set by schools are not proportional to the number of prospective students. Zoning based on address and distance is an obstacle in creating equal access to education.¹⁹

The zoning system was created to ensure equal access to education by prioritizing students who live near schools. However, this policy often disappoints parents who expect their children to be admitted to school based on geographical proximity. For parents, this

¹⁷ "W/Kepsek/SMAN3Banjarmasin," February 21, 2024.

¹⁸ Elsa Nida P. and Nunuk Hariyati, "Implementation of the Zoning System Policy for Admission of New Junior High School Students in Gresik Regency," *Educational Management Inspiration* 7, no. 1 (2019): p. 1-12.

¹⁹ I Kadek D. J., I Made M., and I Made Y., "Evaluation of Zoning System Policy in Accepting New Students (PPDB) at State Junior High School (SMPN) 1 Abiansemal," *Journal of Public Administration* 6, no. 2 (2021): p. 107-115.

policy can feel unfair, especially when they believe their children have enough achievement for the school of their choice. On the other hand, the automated PPDB system aims to eliminate bias and ensure fair selection based on established criteria, which may not always focus on academic achievement. Mulyani and Muryati in their juridical analysis found that the zoning system has positive implications such as equal distribution of education, but also negative implications such as lack of appreciation for outstanding students.²⁰ This is in line with the situation described, where parents feel that their outstanding children are not getting the recognition they deserve in the zoning system.

Second, regarding data manipulation, based on interviews with the principal and chief executive of the PPBD team of SMAN 3 Banjarmasin, it was revealed that the population administration must anticipate data manipulation problems. Setting a deadline for family cards is one of the steps taken to address this issue. The amount of time allowed for the issuance of a family card is one year. This means that once the family card is issued, it is valid for only one year. After that time has passed, the family card must be updated to ensure that the data listed on it is accurate and up-to-date. Schools cannot accept new family cards that are less than one year old. However, if there is a clear explanation or attachment from the participant, such as a change in marital status or the birth of a new family member, the school may consider accepting the file.

Some parents cheat the system so that their children can attend the school they want, thus undermining the integrity of the PPDB process and equal access to education. This is as conveyed by the principal of SMAN 3 Banjarmasin:

*"There are problems that occur such as data manipulation. To anticipate this data manipulation, there is a time limit for the issuance of the family card. A family card is one of the requirements for registering in ppdb. The maximum time for issuing a family card is 1 year. If the family card is less than 1 year old, the school cannot accept the file, unless there is a clear description or attachment from the new student."*²¹

Efforts that can be made to overcome this problem require wider socialization from schools and the government regarding PPDB rules, as well as strict law enforcement against document forgery. Document verification systems also need to be strengthened to avoid fraud and ensure that all prospective students have the same opportunity to obtain a quality education. Research conducted by M. Darwis stated that the zoning system implemented in PPDB causes various problems in the community, especially when many parents deliberately change their children's residence to be closer to the school they want.²² Hardiono, et al. who found a fake domicile certificate obtained from RT. RW and Kelurahan, fake sports achievement certificates issued by KONI, the approach of party elements, and the closeness of parents with policy makers so that the implementation of PPDB is still found to be in

²⁰ Mulyani and Tuti M., "Juridical Analysis of the Zoning System in the Admission of New Students."

²¹ "W/Kepsek/SMAN3Banjarmasin."

²² Muhammad Darwis, "Social Problems of the Zoning System," *Sipatokkong Journal of BPSDM South Sulawesi* 1, no. 3 (2020): p. 294-297.

violation of policies and there is still no discipline from both parents and the education office.²³

Third, related to the problems and incomprehension of prospective students and parents about the zoning system, in the context of zoning-based New Student Admissions (PPDB), there are several problems that need to be considered. Some of them are that the implementation of the PPDB zoning system is often not in accordance with the preferences or desires of prospective students. Policies set by the government may not always take into account individual preferences, so schoolchildren may be dissatisfied with the zoning results.

Based on interviews with several students, they reported technical problems that often arise during the online New Student Admission (PPDB) process which are explained as follows:

"When we registered during PPDB, we encountered a problem where we could not upload the required files, which resulted in filling in the files several times. When we checked to register at home and experienced a problem in the application, then we immediately came to the school to ask for help directly from the PPDB committee team."²⁴

This includes difficulty uploading the required documents, often leading to repetitive form filling. Application disruptions during registration from home also indicate the need for technical improvements to the PPDB system. Some parents do not understand the online registration flow or are not familiar with technology. Limited understanding of technology can be an obstacle in the application process. Parents and prospective students complained a lot because they did not understand the PPDB registration process as stated as follows:

"The problem with the implementation of this zoning PPDB is that it is not in accordance with the will of school children because of the system that has been determined by the government. Then with this implementation, parents go down directly to register their children in school, because they do not understand the online registration flow and do not understand technology."²⁵

Dadan Sunandar and Ade Fakhri Kurniawan in their research stated that the PPDB implementation technique often causes various debates and chaos among the community or parents of prospective students due to technical obstacles related to the implementation of the PPDB zoning system, because parents and students feel that this system does not meet their wishes, considering that many outstanding children have to attend private schools that are closer to their homes.²⁶

Fourth, teachers' strategies and solutions in adjusting learning to the zoning of student paths in the context of implementing the zoning system in the Admission of New Students (PPDB), teachers of SMAN 3 Banjarmasin stated:

²³ H. Hardiono, M. A. Umar, and E. Hidayantari, "Zonation System Policy Implementation in the Admission of New Students in the City of Surabaya, East Java, Indonesia.," *The International Journal of Business & Management* 8, no. 12 (2020).

²⁴ "w/Students/SMAN3Banjarmasin," February 23, 2024.

²⁵ "W/Parents/SMAN3Banjarmasin," February 22, 2024.

²⁶ Sunandar and Fakhri K., "Problems in the Implementation of New Student Admissions (PPDB) Zoning System in Schools Ending the Country of Rangkas Bitung Lebak Banten."

*"Students who enter the zoning route do not attach importance to the learning delivered by the teacher, because they think that they can enter school just because their home is close to the school. This makes teachers extra to motivate and advise in the classroom, how important an education is, learning for their future. Because the average student who finds it difficult to accept learning from what I conveyed is entering the zoning pathway where this zoning is only the scope of that, it is very influential on the environment that makes their mindset less in learning."*²⁷

Based on the results of interviews with teachers of SMAN 3 Banjarmasin, there was a significant change in the teaching experience in the classroom, namely the difference in admission criteria. Students who enter through the zoning route have differences in learning acceptance. The mindset and personality of students also change. Some students who have difficulty receiving learning materials are those who enter through the zoning route. Teachers should try harder to motivate and advise students in class. It is important to communicate the importance of education and learning for their future. This is in accordance with research by A. Affany B. P., et al. which states that when learning, students who are accepted through the zoning system mostly do not pay attention to the explanations or materials provided by the teacher. The learning achievement of students received through the zoning system also tends to be low.²⁸ Who states that the school zoning system and school culture affect student motivation and achievement, so that it has an impact on the overall quality of education.²⁹

Students who prioritize learning less may need more support and understanding. This also happened in a study conducted by Handayani K. D. and Kewuel H. K. which stated that the class composition changed due to the implementation of the PPDB policy. In ensuring that all students, both high and low achievers can understand the material, teachers must adjust their teaching system because there are differences in how high and low achievers understand the material so teachers must try harder to adjust the needs of each student.³⁰ The same thing was found in research from Chusnul Chotimah and Ahmad Kholil who stated that various adjustments must be made, especially in the management of students who have experienced significant impacts so that they must readjust to school strategies and programs.³¹

²⁷ "W/Guru/SMAN3Banjarmasin," February 22, 2024.

²⁸ Akhmad Affany B. P., L. Ariyanto, and D. Prasetyowati, "The Effect of New Student Admission through the Zoning System on Student Learning Achievement," *Imajiner: Journal of Mathematics and Mathematics Education* 3, no. 3 (2021): p. 282-290.

²⁹ Rini Werdingsih et al., "Zonation Systems, School Culture and Education Quality: Effects On Student Motivation and Achievement," *JMA: Journal of ADMINISTRATION* 20, no. 2 (2023): p. 312-328. Mansur Mansur and Makherus Sholeh, "Implementing Character Education Based on Local Wisdom in a Public Islamic Elementary School," *Journal of Integrated Elementary Education* 4, no. 1 (June 1, 2024): 54–70, <https://doi.org/10.21580/jieed.v4i1.20238>.

³⁰ Handayani K. D. and Kewuel H. K., "Portrait of the Educational Burden of Students and Parents in Facing the Policy of Accepting New Students Zoning," *Pedagogy: Journal of Education and Learning* 3, no. 2 (2023): p. 49-59.

³¹ Chusnul Chotimah and A. Kholil, "Student Development in the Implementation of Zoning System Policy at SMAN 1 Srengat," *Journal of Research Dynamics: Religious Social Communication Media* 21, no. 2 (n.d.): p. 382-401.

Problems of the Implementation of Human Resource Development in IT-Based PPDB at SMAN 3 Banjarmasin^[c1]

Before zoning-based New Student Admissions (PPDB) begins to be implemented, human resource development must be a top priority. The goal is to ensure the smooth PPDB process and the best service quality. In this situation, based on the results of the PPDB Team's interview as follows:

"This human resource development training is routinely carried out every year which is held directly by the South Kalimantan Provincial Education Office. This aims to socialize how it will be implemented on a predetermined day. Because not all team members who are selected every year understand, because the system for selecting PPDB team members is different every year, and is randomized. With this training, it is very helpful."³²

Several strategic actions have been taken, namely schools must prepare everything needed for the implementation of PPDB, including improving human resource competence for teachers and administrative staff.³³ Cooperation with the South Kalimantan Provincial Education Office is very important in terms of advanced training. Human resource development (HR) training which is held regularly by the South Kalimantan Provincial Education Office has a strategic goal to ensure that the New Student Admission (PPDB) process runs smoothly, which includes the process of socializing PPDB team members the procedures and preparations that must be carried out before the implementation of PPDB so that team members understand their duties and responsibilities and prepare themselves well. However, the problems that occurred in the field were unexpected, which was in accordance with previous research, namely from Anggraeni, et al. stated that communication between the Ponorogo Regency Education Office committee, school supervisors, principals, and committee team operators went well during the implementation of the zoning system policy in PPDB.³⁴

Not all team members who are selected every year have the same understanding of the PPDB team member selection system. Because the system is different each year and random, training is an important tool to ensure that all team members have a consistent and in-depth understanding. This training will help team members face challenges that may arise during the implementation of PPDB. They will be more prepared and informed, so that the process of accepting new students can run well in accordance with the research of Diki Suherman and M Ichsana N. who stated that the planning process of PPDB activities is going well because of clear and technical instructions, this cannot be separated from the understanding of the new student admission committee starting from the person in charge, Chairman, Vice Chairman,

³² "W/Tim PPDB/SMAN3Banjarmasin," February 20, 2024.

³³ Makherus Sholeh, "Transformational Leadership: Principal Intellectual Stimulation In Improving Teacher Competences," *Al-Ta Lim Journal* 28, no. 2 (July 31, 2021): 167–79, <https://doi.org/10.15548/jt.v28i2.708>.

³⁴ Anggraeni et al., "Implementation of the Zoning System Policy for Admission of New Students (PPBD) at the Junior High School Level in Kecamatan Ponorogo," *Journal of Education and Counseling* 4, no. 5 (2022): p. 34-41.

Secretary of the IT team in understanding the technical instructions issued by the committee.³⁵

Problems of Infrastructure Implementation in IT-based PPDB at SMAN 3 Banjarmasin

Based on interviews with the principal and the PPDB team of SMAN 3 Banjarmasin, before carrying out the Admission of New Students (PPDB), the team and the school held a meeting to discuss infrastructure, including networking. In the context of PPDB, the application used by prospective students to register requires internet access. However, the system often becomes slow and crashes.

*"The infrastructure for PPDB is lacking, which results in us as a committee team thinking about how to provide adequate computers. With this problem, we held a meeting on how to make this computer fulfilled. After the meeting, the computers used for the PPDB infrastructure are the computer in the TU room, the computer in the teacher's room, and the laptop used by the team personally."*³⁶

The committee team faced the challenge of providing adequate information technology infrastructure for the online New Student Admission (PPDB) process, where the lack of devices such as computers could hinder the process, requiring creative and efficient solutions. An educational institution needs to manage infrastructure resources effectively to support a quality learning process, including PPDB. The use of computers in the administration room, teacher's room, and personal laptops of team members is a temporary adaptation to overcome the limitations of the existing infrastructure.

An evaluation meeting was held to understand problems that may arise related to internet access through the PPDB application. Factors that affect network performance, such as the number of users accessing the application, are often difficult to control directly. As a result, network-related infrastructure problems often arise, including cases when students come directly to the school to ask questions and ask for help because they cannot upload files that will be entered into the PPDB application. Ayu Lestari P. and Suharni S. in their research stated that one of the most significant obstacles is inadequate internet network infrastructure, lack of incentives and training provided; and lack of attention to the needs of the system.³⁷

Problems of the Implementation of Technical Support in PPDB IT at SMAN 3 Banjarmasin

The school has several important components that support the admission of new students (PPDB). Based on internal factors, some of them include the availability of computers and wifi connections. Computers in teachers' rooms and administrative offices make it easy to manage and manage student data during PPDB, while wifi connections in schools are

³⁵ Diki Suherman and M. Ichsana N., "Policy Evaluation of The Zonation System in Admission of New Students," *Journal of Administrative Sciences* 18, no. 1 (2021): p. 74-90.

³⁶ "Interview with PPDB Team SMAN 3 Banjarmasin."

³⁷ Ayu Lestari P. and Suharni S., "Analysis of the Adoption of Information Technology Innovation Using Innovation and Diffusion Theory (IDT) at PPDB Online SMKN 3 Gowa," *Indonesian Journal of Education and Technology* 1, no. 7 (2021): p. 269-274.

essential. Although there is government funding for wifi, using school wifi is still an option. However, when many new learners are using the PPDB application at the same time, there will be problems that can affect network performance as conveyed by the PPDB Team:

"In terms of PPDB, it is a policy carried out by the Provincial Education Office. Like the PPDB application, this application is directly made by the Provincial Education Office, then if there is a problem, you can report it to them. The usual problem is the occurrence of excess application access so that sometimes the application experiences disruptions."³⁸

Aqmarina in its research said that there are often network disruptions so that the data you want to send cannot be sent, the re-registration link can only be opened on the last day, making operators rush to re-register prospective students, geographical locations in villages and in different cities.³⁹

Obstacles in the PPBD registration network in the implementation of PPDB arise several problems that need to be considered. One of the problems faced is the delay in logging in to the PPDB application because of the large number of people who access it. In addition, there are also challenges in understanding the online registration process, which makes some people come directly to the school to ask for help from the PPDB committee team. It is important to note that the quick response and assistance from the PPDB committee team is very helpful in overcoming these problems. Cooperation between the school and the committee team can ensure that the PPDB registration process runs smoothly and efficiently. Caecilia Yosephine S. R. in her research stated that in the implementation of the PPDB zoning system, there are still students who cannot enter public schools with the problem of around 300 students who cannot be accommodated by the zoning system during the PPDB process. When the online registration system was opened, a big problem arose. The portal is only accessible for 15 minutes before it closes automatically and is no longer accessible.⁴⁰ Another problem was also found in the research of Nurkumala Sari and Risna Dewi who stated that the school website often experienced errors when new students registered, which made students less interested in registering. As a result, some students feel they have to contact the school administration for help if the website is not working.⁴¹

The problem of excess application system access in the implementation of IT-based PPDB in the zoning system can affect performance because the system becomes slow, frequent interruptions, and can even cause the server to crash, so that registrants cannot access the application smoothly. PPDB often has a strict registration deadline. Excess access

³⁸ "W/PPDB Team/SMAN3Banjarmasin."

³⁹ W. N. Aqmarina, *Implementation of the Zoning System for Admission of New Students for the 2020/2021 Academic Year (Case Study at SMA Negeri 5 Bone Regency)* (Thesis of the University of Muhammadiyah Makassar, 2020).

⁴⁰ Caecilia Yosephine S Riberu, *Implementation of the New Student Admission Zoning System (PPDB) Policy at the Online-Based High School Level for the 2020/2021 Academic Year in Kupang City, East Nusa Tenggara Province* (Doctoral Dissertation, Institute of Home Government, 2022).

⁴¹ Nurkumala Sari and Risna Dewi, "Implementation of Zoning System Policy in New Student Admissions (PPDB)," *Journal of Social and Policy Issues* 3, no. 2 (2023): p. 52-56.

can result in delays in the registration process for some prospective students. The solution that can be applied to overcome this is to set an access schedule for each region or group of prospective students so that there is no simultaneous access spike. For example, dividing the number of visitors in several sessions so that the performance of the system is not too heavy. The policy implemented by the Provincial Education Office is one example of external factors that affect the implementation of PPDB. However, the application used is still experiencing problems with registration. It is important for relevant parties to consider the challenges that arise. An evaluation process should be carried out to find components that are hindering the performance of the application. From there, corrective actions can be taken to ensure the smooth implementation of PPDB. Although in terms of implementation, the PPBD committee has carried out the agenda based on the procedures that have been determined, but in fact there are still many problems that must be overcome, one of which is the PPDB system itself. Quoting from the research of Lambertus P. Wardhana and Ki Supriyoko, who stated that the quality of dapodik data still needs to be improved; The data of MI graduates is not directly integrated into the system, so there must be manual input; The ability of human resources in educational units is uneven so that there are problems in several educational units.⁴²

CONCLUSION

The conclusion is written in Calibri 12pt with 1.15 spacing. It should comprehensively address the research questions and objectives by synthesizing the research **findings, implications, and limitations**. The content must include both conclusions drawn from the study and actionable recommendations for future work or implementation. Specifically, the conclusion should highlight the results obtained, discussing their strengths and weaknesses, and explore potential future developments based on the research. Additionally, it should reflect on the implications of the findings, considering their impact on the field of study or practical applications. The conclusion must also acknowledge the limitations encountered during the research, providing a balanced perspective on the study's scope and the reliability of its outcomes. Recommendations should flow naturally from the conclusions, suggesting follow-up actions or areas for further investigation without the use of bullet points or numbering. Instead, present these elements in cohesive paragraphs that demonstrate the alignment between the identified problem, the research objectives, and the results achieved. This synthesis ensures that the conclusion effectively encapsulates the essence of the research, providing a clear and concise end to the study.

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⁴² Lambertus P. Wardhana and Ki Supriyoko, "Online Management of New Student Admissions Based on Zoning, Achievement and Transfer," *Education Management Media* 2, no. 2 (2019): p. 228-235.

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