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Implications of the Digitalization of PPDB Public Services in Underdeveloped Regions from the Perspective of State Administrative Law

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Abstract

The digitalization of public services through the online New Student Admission (Penerimaan Peserta Didik Baru, PPDB) system is a form of modernization of government administration in the education sector. This policy is expected to create public services that are more effective, transparent, and easily accessible to the public. In practice, however, the digitalization of PPDB in underdeveloped regions still faces various problems, such as limited internet infrastructure, low digital literacy among the public, and the suboptimal readiness of regional government administration. These conditions leave some people struggling to obtain equal access to education services. This study aims to analyze the implications of PPDB digitalization from the perspective of State Administrative Law, particularly regarding the application of the principles of good governance and the General Principles of Good Governance (Asas-Asas Umum Pemerintahan yang Baik, AUPB) in public education services. The study employs normative legal research with statute, conceptual, and case approaches. The results show that PPDB digitalization has a positive impact on the transparency and efficiency of public education services. Its implementation in underdeveloped regions, however, still gives rise to various administrative problems, such as maladministration, unequal access to education, and the risk of abuse of authority in digital public services. Moreover, the digital transformation of public services has not been fully accompanied by equitable infrastructure and social readiness among the public, which creates potential administrative injustice in education services. The government therefore needs to strengthen administrative oversight, improve the equitable distribution of technology access, and expand public education and digital literacy so that the online PPDB can be carried out fairly, effectively, and with legal certainty.

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Keywords: digitalization, PPDB, underdeveloped regions, public services, state administrative law.

INTRODUCTION

Developments in information technology have driven the Indonesian government to transform public services through digital systems, including in the education sector. The implementation of the online New Student Admission (*Penerimaan Peserta Didik Baru*, PPDB) system is one form of transformation aimed at improving the effectiveness, efficiency, transparency, and accountability of public education services (Ridwan HR, 2020). Online PPDB aims to improve the effectiveness of education services. In essence, the implementation of online PPDB aims to create more transparent and efficient education services, although in practice it still faces various administrative and technical obstacles (Tara Mitha Rizki & Mohammad Ridwan, 2023).

According to a Public Administration study by Nurjanah, digital transformation in public services is part of efforts to realize good governance by increasing the transparency and effectiveness of government bureaucracy (Loso Judijanto & Al-Amin, 2024). The digitalization of PPDB is also part of the implementation of the Electronic-Based Government System (*Sistem Pemerintahan Berbasis Elektronik*, SPBE) regulated in Presidential Regulation Number 95 of 2018 concerning the Electronic-Based Government System. Through digital systems, the government seeks to create education administration services that are more modern and easily accessible to the public (Presidential Regulation Number 95 of 2018 concerning the Electronic-Based Government System).

From the perspective of State Administrative Law, the administration of PPDB is part of the public services that must be carried out on the basis of the principles of legality, legal certainty, openness, and the General Principles of Good Governance (*Asas-Asas Umum Pemerintahan yang Baik*, AUPB). The government is obliged to ensure that all citizens obtain access to education services fairly and without discrimination (Philipus M. Hadjon, 2011).

Nevertheless, the implementation of PPDB digitalization in underdeveloped regions still faces various problems. Limited internet networks, minimal technological facilities, low digital literacy among the public, and the lack of readiness of regional government administration mean that online PPDB services have not run optimally (S.F. Marbun, 2013).

Underdeveloped regions still experience limited internet infrastructure. The digital infrastructure gap causes unequal access to public services between urban areas and underdeveloped regions, which potentially violates the principle of justice in state administrative services (Siti Marfu'ah et al., 2024).

These conditions raise a problem of state administrative law because people in underdeveloped regions may lose their right to obtain equal education services. In addition,

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electronic system disruptions, data verification errors, and service delays can be categorized as forms of maladministration in public services (Law Number 25 of 2009 concerning Public Services).

The digitalization of PPDB also raises personal data protection issues because the electronic system collects a great deal of important personal data, such as the Population Identification Number (*Nomor Induk Kependudukan*, NIK), the Family Card (*Kartu Keluarga*), home addresses, and students' academic data (Law Number 27 of 2022 concerning Personal Data Protection).

Previous research on the digitalization of public services shows that digital transformation can improve the effectiveness of government bureaucracy, but still faces problems of unequal access to technology and legal protection for the public. Previous research on the digitalization of public services has generally focused on the effectiveness of electronic-based services and the implementation of good governance in government administration. However, this study offers novelty because it specifically examines the problems of PPDB digitalization in underdeveloped regions from the perspective of State Administrative Law, particularly regarding maladministration in public services, unequal access to education, and the legal protection of the public in digital administrative services.

Based on the above description, it is important to conduct a study on the implications of the digitalization of PPDB public services in underdeveloped regions from the perspective of State Administrative Law, in order to determine the extent to which the government is able to realize the principles of good governance and the protection of public rights in digital-based education services.

Problem Formulation

1. What are the implications of PPDB digitalization for the principles of good governance in underdeveloped regions?
2. What are the legal risks in implementing digital PPDB in underdeveloped regions?
3. How is the government responsible for problems with digital PPDB in underdeveloped regions?

Research Objectives

1. To analyze the implications of PPDB digitalization for the principles of good governance.
2. To analyze the legal risks in implementing digital PPDB in underdeveloped regions.
3. To analyze the government's responsibility in digital PPDB public services.

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RESEARCH METHOD

This study is normative legal research that aims to analyze the implications of digitalizing public services through the online New Student Admission (PPDB) system from the perspective of State Administrative Law. Normative legal research is used because this study focuses on examining legal norms, legal principles, and regulations related to digital public services and government administration (Soerjono Soekanto, 2014). This study also examines the application of the principles of good governance and the General Principles of Good Governance (AUPB) in the implementation of education service digitalization in underdeveloped regions. The approaches used include the statute approach, the conceptual approach, and the case approach. The statute approach is carried out by examining various regulations related to public services, government administration, the electronic-based government system, and personal data protection (Peter Mahmud Marzuki, 2017). The conceptual approach is used to analyze the concepts of good governance, maladministration, digital public services, and government responsibility from the perspective of State Administrative Law. Meanwhile, the case approach is used to examine various problems that arise in the implementation of digital PPDB, particularly in underdeveloped regions that still experience limited infrastructure and digital literacy among the public (Johnny Ibrahim, 2013).

The legal materials used in this study are primary and secondary legal materials. The primary legal materials consist of:

1. The 1945 Constitution of the Republic of Indonesia;
2. Law Number 25 of 2009 concerning Public Services;
3. Law Number 30 of 2014 concerning Government Administration;
4. Law Number 20 of 2003 concerning the National Education System;
5. Law Number 27 of 2022 concerning Personal Data Protection;
6. Presidential Regulation Number 95 of 2018 concerning SPBE;
7. Ministerial Regulation of Education concerning PPDB.

The secondary legal materials, meanwhile, are obtained from books, scientific journals, academic articles, and research results related to the digitalization of public services and State Administrative Law.

THEORETICAL FRAMEWORK

Theory of the Rule of Law (Rechtsstaat)

The concept of the rule of law (*rechtsstaat*) is the main foundation of modern government administration. The rule of law places law as the basis of every government action, including the provision of digital-based public services. Julius Stahl explained that the elements of a state based on the rule of law include the protection of human rights, the

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separation of powers, government based on laws and regulations, and the existence of administrative courts (Jimly Asshiddiqie, 2006).

In the context of digitalizing PPDB public services, the government must ensure that every administrative policy and action is carried out on the basis of the principle of legality and the protection of citizens' rights. The digital PPDB system must not cause discrimination in services or deprive people of their right to access education (Philipus M. Hadjon, 2011).

The theory of the rule of law is important in this study because the digitalization of public services must remain subject to the principles of legal certainty, justice, and the protection of the rights of the public as users of public services.

Theory of State Administrative Law

State Administrative Law is a branch of law that regulates the relationship between the government and the public in the administration of government. According to Prajudi Atmosudirjo, State Administrative Law is the law that regulates state apparatus in carrying out government duties (S. Prajudi Atmosudirdjo, 1994).

From the perspective of State Administrative Law, public service is a government obligation as a form of implementing the functions of the welfare state. The government therefore bears administrative responsibility for ensuring that public services run effectively, fairly, and without harming the public (Ridwan HR, 2020).

The digitalization of PPDB as an electronic-based public service must be carried out on the basis of:

1. The principle of legality;
2. The principle of legal certainty;
3. The principle of openness;
4. The principle of carefulness;
5. The principle of non-abuse of authority;
6. The principle of good service.

If the government fails to provide good digital services, maladministration and administrative liability toward the public may arise.

Good Governance Theory

The implementation of digital-based public services should essentially reflect the principles of transparency, accountability, effectiveness, and public participation as key elements of good governance (Stefanus Ninu, 2025). In digital-based public services, the principles of good governance are very important because digitalization aims to improve the

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quality of government administration services. The implementation of online PPDB is expected to:

1. Increase the transparency of the selection process;
2. Minimize corruption and nepotism;
3. Speed up public services;
4. Increase government accountability; and
5. Expand public access to information (S.F. Marbun, 2013).

However, if the digital system is not accompanied by equitable access to technology and administrative oversight, digitalization may instead cause social injustice and discrimination in public services.

Public Service Theory

Public service is an activity that meets the public's needs for goods, services, and administrative services provided by the government. According to Sinambela, public service is any activity carried out by the government toward the public with the aim of meeting their needs and providing satisfaction (Lijan Poltak Sinambela, 2011).

Law Number 25 of 2009 concerning Public Services stipulates that the government must provide services that are:

1. Fast;
2. Easy;
3. Affordable;
4. Transparent; and
5. Non-discriminatory.

In the context of PPDB digitalization, electronic-based public services must continue to guarantee the public's right to access education fairly and equally. The government is responsible not only for providing a digital system, but also for ensuring that people in underdeveloped regions are able to access the service.

Legal Protection Theory

Legal protection theory explains that the state has an obligation to protect the rights of the public from harmful government actions. According to Philipus M. Hadjon, legal protection for the people consists of preventive legal protection and repressive legal protection (Philipus M. Hadjon, 2011).

Preventive legal protection is carried out through the formulation of regulations and administrative oversight to prevent violations of public rights. Repressive legal protection, meanwhile, is carried out through dispute resolution and the imposition of sanctions when legal violations occur.

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In the digitalization of PPDB, legal protection is needed to:

1. Protect students' personal data;
2. Prevent digital maladministration;
3. Guarantee legal certainty in services; and
4. Protect the public from discrimination in access to education.

Legal protection theory is used in this study to analyze the government's responsibility toward members of the public who suffer losses due to disruptions in the digital PPDB system.

RESULTS AND DISCUSSION

Implementation of PPDB Digitalization in Underdeveloped Regions

The digitalization of PPDB is a form of modernization of government administration in the education sector that aims to improve the quality of public services. From the perspective of State Administrative Law, digital-based public services must still be carried out on the basis of the principle of legality and the General Principles of Good Governance (Ridwan HR, 2020). However, the implementation of digital PPDB in underdeveloped regions has not run optimally because of various technical and administrative obstacles. Limited internet infrastructure makes it difficult for people to access the online PPDB system. In addition, the public's low technological ability also hinders the student registration process (Indroharto, 2005).

Low digital literacy among the public is also one of the main factors affecting the effectiveness of online PPDB implementation in underdeveloped regions. Some people still have difficulty understanding digital administrative procedures, using electronic registration systems, and completing online data verification. These conditions show that the digital transformation of public services has not been fully accompanied by the social and administrative readiness of the public as service recipients. In practice, limited digital literacy causes people in underdeveloped regions to tend to depend on schools, operators, or other parties in the new student registration process. This dependence potentially creates vulnerability to maladministration, misuse of administrative assistance, and non-transparent public services. In addition, the public's low ability to access and understand digital systems can also hinder the realization of the principles of openness and public participation in public services (Siti Marfu'ah et al., 2024).

From the perspective of State Administrative Law, these conditions show that the success of public service digitalization is determined not only by the government's technological readiness, but is also influenced by the public's ability to access and use digital service systems independently. The government therefore cannot merely provide an electronic system, but also bears administrative responsibility for improving public digital

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literacy through outreach, assistance, and education on digital-based public services so that the transformation of government administration can proceed fairly and inclusively (Stefanus Ninu, 2025).

These conditions show that the digitalization of public services has not fully paid attention to the principles of justice and equality in education administration services. Limited internet infrastructure, low digital literacy among the public, a lack of technological facilities, and the suboptimal readiness of regional governments mean that digital-based PPDB services cannot yet be accessed equally by all members of the public. These conditions also show that the digital transformation of public services has not fully considered the social and geographic disparities that still exist in Indonesia.

Implications of PPDB Digitalization for the Principles of Good Governance

Transparency

The online PPDB system allows the public to monitor the student selection process openly, thereby strengthening the transparency of public services (Law Number 25 of 2009 concerning Public Services).

Accountability

Digital-based services create an electronic track record that can be used as a tool for overseeing government administrative actions in the PPDB process (Philipus M. Hadjon, 2011).

Effectiveness and Efficiency

The digitalization of PPDB speeds up education administration services and reduces convoluted bureaucratic practices. However, this effectiveness has not been fully felt by people in underdeveloped regions because of limited access to technology (Ridwan HR, 2020).

Public Participation

Digitalization makes it easier for the public to obtain information about the PPDB process. However, low digital literacy means that some people still have difficulty using electronic services (S.F. Marbun, 2013).

Practical Problems of PPDB Digitalization in Indonesia

Online PPDB Server Errors

The implementation of digital PPDB in Indonesia still faces various technical and administrative obstacles. One problem that often occurs is server disruption during the

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online registration process, which makes it difficult for the public to access education services. This server disruption makes it difficult for people to register new students. Such electronic system disruptions cause administrative losses to the public because of delayed access and failed verification of student data. From the perspective of State Administrative Law, this condition can be categorized as maladministration in public services because the government is unable to provide administrative services that are effective and legally certain.

Underdeveloped Regions Lack Adequate Internet Access

Besides frequent server disruptions, the implementation of online PPDB in underdeveloped regions faces another equally vital obstacle, namely limited internet infrastructure and low digital literacy among the public. These conditions make it difficult for some people to access the registration system independently, so they have to depend on schools or other parties. From the perspective of State Administrative Law, this access inequality shows that the principle of equality in public service has not been optimally implemented in education administration services.

Legal Risks in PPDB Digitalization

Risk of Digital Maladministration

In practice, the digitalization of the PPDB program carried out online also has the potential to cause maladministration in public services due to electronic system disruptions and the unpreparedness of regional government administration (Laga Sugiarto et al., 2024). This may be triggered by server disruptions, delays in data verification, and system errors, which can cause people to lose their right to obtain education services optimally. From the perspective of State Administrative Law, these conditions can be categorized as maladministration in public services (Law Number 37 of 2008 concerning the Ombudsman of the Republic of Indonesia).

Risk of Personal Data Protection Violations

Digital PPDB collects a great deal of important personal data from the public, so there is a potential for personal data leaks if electronic system security is inadequate (Law Number 27 of 2022 concerning Personal Data Protection). The use of digital public service systems without adequate data security protection has the potential to violate the public's right to privacy (Taufik Kurniawan, 2022).

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Risk of Service Discrimination

Limited internet access in underdeveloped regions means that not all people obtain access to education services on an equal basis. This condition contradicts the principle of justice and the principle of non-discrimination in public services (1945 Constitution of the Republic of Indonesia).

Risk of Abuse of Authority

Digital public services also have the potential to give rise to administrative abuse of authority if oversight of electronic systems is not carried out optimally. Data manipulation, system intervention, and misuse of operator accounts could still occur in the implementation of digital PPDB. Such actions contradict the principle of legality and AUPB (Law Number 30 of 2014 concerning Government Administration).

Risk of Legal Uncertainty

Frequent changes to PPDB regulations cause confusion and uncertainty among the public in the student registration process (Indroharto, 2005).

Government Responsibility in Digital PPDB

From the perspective of State Administrative Law, the government has a responsibility to ensure that public education services are safe, fair, and legally certain (Philipus M. Hadjon, 2011). The government bears administrative responsibility for ensuring the provision of electronic-based public services that are safe, effective, and non-discriminatory (Tamaulina Br. Sembiring et al., 2025).

The government's responsibilities include:

1. Ensuring the security of electronic systems;
2. Protecting students' personal data;
3. Providing equitable access to services;
4. Providing a public complaint mechanism;
5. Guaranteeing the transparency of the PPDB system.

If system disruptions that harm the public occur, the government may be held administratively accountable on the basis of the principle of legal protection of citizens (Ridwan HR, 2020).

CONCLUSION

The digitalization of PPDB public services in underdeveloped regions is a form of modernization of government administration in the education sector that aims to improve

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the effectiveness and transparency of public services. From the perspective of State Administrative Law, digital PPDB must be carried out on the basis of the principle of legality and the General Principles of Good Governance. Although the digitalization of PPDB has positive implications for the transparency and accountability of public services, its implementation in underdeveloped regions still faces various obstacles such as limited digital infrastructure, low technological literacy among the public, and the risks of maladministration and service discrimination.

The implementation of PPDB public service digitalization in underdeveloped regions shows that digital transformation has not been fully accompanied by equitable infrastructure and government administrative readiness. As a result, digital public services have the potential to cause administrative injustice and discrimination in access to education if they are not accompanied by adequate legal protection. The digitalization of public services is essentially an instrument of bureaucratic modernization, but without equitable infrastructure and administrative readiness, the policy has the potential to create inequality in public services (Siti Marfu'ah et al., 2024). The government therefore needs to strengthen administrative oversight, improve the equitable distribution of technology access, and provide legal protection for the public so that digital-based public education services can be carried out fairly and with legal certainty.

The government tends to treat digitalization as a symbol of successful bureaucratic reform without first ensuring the social and administrative readiness of the public. As a result, digital-based public service policies risk widening the gap between developed and underdeveloped regions. Under such conditions, the state may be considered not yet to have fully carried out its constitutional responsibility to guarantee the public's right to fair, equitable, and easily accessible education services.

SUGGESTIONS

The digitalization of PPDB should be understood not only as a form of technological transformation of government administration, but also as part of the state's responsibility to guarantee education services that are fair, transparent, and non-discriminatory. The implementation of digital-based public services must therefore be accompanied by stronger government responsibility, effective administrative oversight, and legal protection for the public, so that the digitalization of public services does not instead give rise to new administrative injustice, particularly for people in underdeveloped regions. In addition, the government needs to improve the equitable distribution of internet infrastructure and strengthen public digital literacy to ensure the effectiveness of online PPDB implementation. Strengthening regulation and oversight of digital-based public services is also important to ensure that the public's right to legally certain education services is fulfilled.

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