Twitting the Public Sentiment on the Jakarta Online Zoning System

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Abstract:

In 2018, the zoning system policy began to be rolled out in Indonesia's New Student Admissions system. Until now, it is still a topic of heated debate. The Jakarta Online Zoning System, for example, is one of the issues. This study used qualitative research methods. And the process of data collection investigates and analyzes the Jakarta Online Zoning System policy 2020 using the Noorderhaven theory of eight steps in the decision-making process. The goal is to observe and evaluate in-depth an approach. The data taken came from tweets on Twitter for the period of June-July 2020. Twitter was chosen because the public always discussed the latest topics. In addition, Twitter has an advanced search that serves as a means to retrace these topics. Data were analyzed through content analysis. The results found that the series of policies for the Jakarta Online Zoning System 2020 had applied the eight steps in the decision-making process technique. In addition, the internet has become a virtual community building medium that has significant power to evaluate policy performance.

Keywords: equity, jakarta, strategic decision making, twitter.

Introduction

Education is a conscious and planned effort to create an atmosphere of learning and the learning process to actively develop their potential as part of sustainable development (Loughran, 2014; Kopnina, 2020). Through Education, students are expected to have religious-spiritual strength, self-control, personality, intelligence, noble character, and skills needed by themselves, society, nation, and state (Korthagen, 2017). As a conscious effort, Education should be carried out with good planning and structure as a form of full awareness to develop the potential that exists in every child without exception (Santos, Maes, Justino, & Mendes, 2020).

In line with this, in Indonesia, the Regulation of the Minister of Education and Culture Number 14 of 2018 concerning the Student Admission in Kindergartens, Elementary Schools, Junior High Schools, Senior High Schools, Vocational High Schools, or other equivalent forms applies. Article 12 regulates the existence of new prerequisites for the admission of new students, namely the age and distance of residence to school following the zoning stipulated by the regional government according to their authority. According to the area of residence, the zoning system is a regulatory policy that determines the student admission system to the closest schools to their residence (Keall et al., 2020). The zoning system is applied to state schools managed by the government or public schools (Gasella & Damayanti, 2019).

The zoning system imposed by the Provincial Government of Jakarta caused by the increasing number of students that cannot reserve a seat in the nearby public schools due to limited quota. It was mainly due to parents perception over the preferable schools over the others, both TV, radio and social media. The heated debate related to the Jakarta Online Zoning System issue is viral on social media. This research uses data from public tweets on Twitter regarding the zoning mechanism.

Researchers used data from social media Twitter to capture public sentiment or opinion regarding the Jakarta Online Zoning System 2020 because it cannot be denied that the delivery of public opinion does not go through formal channels. Although not through formal channels, this opinion reflects what is happening in society as a result of an existing policy.

This research is expected to be useful for the government related to the mechanism for evaluating a policy and increasing knowledge for the public as well as further material or introduction to new scientific studies for further researchers with the same substance by using various formal and non-formal media. This research focuses on tweets with the Jakarta Online Zoning System issue with several indicators, including cognitive, affective and cognitive as a tool of analysis in dissecting writing or tweets written on Twitter in the span of June-July 2020. In addition, this study also uses official data in the form of policy rules in the Jakarta Online Zoning System 2020 process. It distributes questionnaires to parents of students who participate in the process as data in processing.

In this research, the theory used as an analysis tool is Noorderhaven's opinion about the eight stages in the formulation of a policy (Noorderhaven, 1995), namely:
1. *Recognition* is the stage to identify or determine the real problem, not just fixated on the wild issue that develops in the community;
2. *The formulation* is the process of formulating a problem that will produce what steps should be taken and who will help in the following decision-making process;
3. *Goal* setting is the stage where individual interests must be put aside, and a common interest or organizational interest is born;
4. *Generating options* is the stage of alternative policy choices to achieve common interests;
5. *Evaluation options* are the stage when the authorities have determined policy options, and then each alternative policy option must be analyzed or evaluated;
6. *The act of choice* is the stage of determining the best policy choice from the various alternatives that exist as a way to realize common interests;
7. *Implementation* is the official implementation stage of a policy in the community;
8. Control is the stage where the process of monitoring the implementation of a policy must be carried out.

Related Work

The zoning system is expected to answer the problems of Education in Indonesia (Riyanti, Ayatina, Astuti, & Rahmah, 2020). Because the aim of implementing the zoning system is to ensure equitable access to Education, eliminating exclusivity and discrimination in public schools, assisting in the analysis of the

calculation of teacher needs and distribution, encouraging local governments in educational equality, and to prevent the accumulation of quality human resources in one area (Putra, Hadiansah, & Prianggandinie, 2020). The zoning system is not new because it has been implemented in countries such as the United States, Canada, Japan, and Australia (Broccolichi & Van Zanten, 2000; Keall et al., 2020; McCulloch, 1991; Põder, Lauri, & Veski, 2017; Thrupp, 2007; Wanat, 2010).

However, the zoning system in various regions in Indonesia has caused polemics in the community (Riyanti et al., 2020). Regarding data from the Indonesian Child Protection Commission, 2020, New Student Admissions have seen a sharp increase in public complaints compared to the previous year (Widayati & Sudrajat, 2020). Indonesian Child Protection Commissioner for Education, Retno Listyarti, said that in 2019 his party only received a total of 95 complaints from 37 regions related to the Jakarta Online Zoning System. However, in 2020 there were 224 complaints received by the Indonesian Child Protection Commission. The most complaints occurred in Jakarta, namely 89% or 200 complaints; the remaining 24 or 11% came from outside the Jakarta area (CNN Indonesia, 2020).

As released by *We Are Social*, in 2020, it was stated that there were 175.4 million internet users in Indonesia when compared with Indonesia's total population of 272.1 million, which means that 64% of Indonesia's population has experienced access to cyberspace (Haryanto, 2020). According to *We Are Social*, internet users in Indonesia in 2020 experienced a very sharp increase compared to the previous year. There are 10 million Indonesians who are active on social media. The social media sequences most often used by internet users are YouTube, WhatsApp, Facebook, Instagram, Twitter, Line, FB Messenger, LinkedIn, Pinterest, We Chat, Snapchat, Skype, Tik Tok, Tumblr, Reddit, and Sina Weibo (Widyananda, 2020).

In this study, Twitter is considered the most appropriate social media because hot topics are always the conversation. There is also interaction with policymakers because many government agencies have official Twitter accounts (Gayatri, 2011). In addition, Twitter also has a *search-advanced* which serves as a means to retrace these topics (twitter.com, 2020). Then, how does the Jakarta Government respond to the polemic of many students who do not get a quota to attend school at the Jakarta Online Zoning System 2020?

Research Method

In this paper, the author uses qualitative research with content analysis techniques used to process the data obtained so that a conclusion can be drawn that can answer the existing questions (Holstri, 1969). Content analysis is a technique that discusses in-depth content or information written in mass media or social media. In summary, content analysis is a research technique for making objective inferences and systematic identification of message characteristics (Holstri, 1969).

The primary purpose of content analysis is to describe the characteristics of a message or information. Content analysis can also be used to analyze the background of a message. Content analysis is divided into two groups, namely descriptive and comparison. Descriptive content analysis is a content analysis intended to describe a letter or a particular text in detail. The descriptive approach defines a statement or text (Baxter, 2020; Holstri, 1969).

The data was retrieved from more than 100 tweets on Twitter using the advanced search engine twitter advanced search with themes "the Jakarta Online Zoning System" and filters on 10 June-10 July 2020. However, the data will be analyzed as many as 100 tweets and processed into the data coding. Data were analyzed through three streams simultaneously: data reduction, data presentation, and concluding/verification. So that, the stages of data analysis carried out by researchers are, first: data collection where the data in this study are collected through the results of a questionnaire followed by interviews, observation and documentation of media data, and the consequences of public policies related to the Jakarta Online Zoning System 2020.

Second, data reduction, namely the process of selecting, simplifying, abstracting, and transforming raw data. And continuous data reduction continuously throughout the project until the report is compiled (Huberman & Miles, 1985). We do data coding to keep the data measurable. Encoding is a short word or phrase that symbolically summarizes, accentuates messages, captures the essence of a portion of data, be it language-based data or visual data (Saldana, 2009). So, code is a word or short phrase that contains the essence of a data segment that is being studied.

Third, the data presentation stage, which is a significant flow in a study. The process of presenting data is collecting several structured information to provide the possibility of a conclusion or taking action. And fourth, namely, the stage of drawing conclusions or verification, where at this stage the researcher tries to test,

recheck or understand the meaning or meaning, regularity, patterns, explanations, and flow of those in the Twitter media and the birth of a public policy related to the Jakarta Online Zoning System 2020.

Interview with parents of students who take part in the Jakarta Online Zoning System is taken from Twitter about the issue of the Jakarta Online Zoning System June-July 2020. Twit is processed with advanced search with the filter word "the Jakarta Online Zoning System", 10 June-10 July 2020. The tweet was then coded in excel. Coding is done by grouping words or short phrases that contain the essence of a data segment in excel. Simple coding can be done by dividing a narrative sentence into three groups, namely one column for raw data, one column for the initial code, and one column for the final code.

Result and Analysis

There are many tweets related to the Jakarta Online Zoning System. Because this theme is one of the hot themes in various regions in Indonesia. The complexity of the problem is enormous because it cannot be denied that Education is now a primary need, where a good education is expected to be a bridge to change a better life for a family. Of the hundreds of tweets related to the Jakarta Online Zoning System, the researchers filtered the tweets on the advanced search engine twitter advanced search with the keyword "the Jakarta Online Zoning System 2020".

Based on the Decree of the Head of the Jakarta Education Office Number 501 of 2020 concerning Technical Instructions for Admission of New Students for the 2020/2021 Academic Year, the pre-registration stage is open from June 11 to July 3, 2020, online, except for Sundays and national holidays, where parents must register to get a token by attaching an administrative file according to the level of Education. Administrative files for the elementary school level, namely birth certificates, family cards and a statement of absolute responsibility regarding the validity of documents from parents or guardians of students with a stamp of Rp. 6,000.

Meanwhile, prospective junior high and high school students, the document requirements for the Jakarta Online Zoning System 2020 pre-registration are birth certificates, family cards, grade 4, grade 5 and grade 6 semester one report cards, grade 7, grade 8 and 9, semester one report cards. Another requirement is an accreditation certificate school of origin and a statement of absolute responsibility regarding the validity of documents from the parents or guardians of the student with a stamp of 6000 IDR. The document requirements for prospective vocational students are birth certificates, family cards, grade 7, grade 8 and grade 9 semester 1 report cards, original school accreditation certification and a statement of absolute responsibility regarding the validity of documents from the student's parents or guardians with a stamp of Rp. 6,000.

The Jakarta Online Zoning System 2020 registration stages consist of six lines, namely:
1. Inclusion Pathway on 15-18 June, 2020;
2. Affirmation Pathways for Orphanages and Children of Health Workers Who Died amidst Covid-19 on June 15-18, 2020;
3. Affirmation Pathways for Children from Jakarta Worker Cardholders and Jak Lingko Drivers and Children Registered in the DTKS on 19-24 June, 2020;
4. Parent and Teacher Transfer Pathway on 15 June-6 July, 2020;
5. Village-Based Zoning Route on June 25-30, 2020; and
6. Provincial and Outer Jakarta-Based Zoning Pathways on July 1-6, 2020.

As the Jakarta Online Zoning System registration process progresses, the polemic regarding zoning and selection rules based on the age of students is getting heats up. Data reduction is carried out to obtain appropriate tweet content, which reflects the thoughts and conditions in the field related to the Jakarta Online Zoning System implementation process. In accordance with the qualitative method of content analysis using an inductive blade of analysis, the researcher's ability to interpret a particular context, theme, or model. There were 100 tweets obtained and analyzed (Table 1).

This method is also carried out in previous research related to qualitative content analysis research on twitter texts. For example, Rumata chose 50 out of 368 tweets that discussed the topic of user opinion tweets "#amnestipajak" and "#taxamnesty" (Rumata, 2017).

Table 1. Coding datasheet

Raw Data	Preliminary Codes	Final Code
Hai #sahabat disdik, Admission of Affirmation Pathway Students for SD, SMP, SMA, and SMK,	Admission of Affirmation Pathway Students for SD, SMP,	Registration mechanism

starts on Friday, June 19 2020, at 08.00. Let's look at the registration flow!	SMA, and SMK starts on Friday, June 19, 2020 at 08.00.	
The Indonesian Child Protection Commission is still receiving over the Jakarta Online Zoning System. There needs to be an improvement so that the Zoning System does not harm the parents of students as age rules are more important than grades. Should age restrictions be removed?	The Indonesian Child Protection Commission received the Jakarta Online Zoning System complaints regarding an age-based zoning system	The Jakarta Online Zoning System problems
The Jakarta Education Agency has opened the New Student Admissions stage for the 2020/2021 school year. Want to know how and what are the requirements to register for the Jakarta Online Zoning System? Check out the following article https://smartcity.jakarta.go.id/blog/523/cara-mendaftar-ppdb-online-di-tengah-pandemi-korona	Explanation from the Education Office regarding the Jakarta Online Zoning System registration	Registration Mechanism
New student registration in Jakarta has reached more than 100 thousand: The Jakarta Education Office noted that 100,000 people have registered for the new student admission process until 10.30 WIB today. Registration is done online.	Number of the Jakarta Online Zoning System registrants	The Jakarta Online Zoning System phenomenon
#SahabatDisdik, the following is the Jakarta Online registration mechanism. This online registration will be carried out simultaneously for all levels of education, starting from 11 June-10 July 2020. Let's support the Jakarta Online Zoning System by staying at home.	This online registration information will be carried out simultaneously for all levels of education, starting from June 11 to July 10 2020.	Registration mechanism
Please answer it. How about this, huh? As far as I understand, the numbers I have input are correct. When I was in school, I read like that. I don't know if the web is wrong. Really, will my younger brother go to high school, gap-year?	Website error	The Jakarta Online Zoning System problems
This is not just slow, is there a problem with the new student admission system or not, admin? There is a notification "Currently it is not a registration schedule"???? The Jakarta Online Zoning System is not just this year, but it's not like this.	System problem	The Jakarta Online Zoning System problems
New Student Admissions in Kepulauan Seribu began to be implemented by a number of schools from elementary, junior high to high school levels online or by coming directly to schools while still paying attention to health protocols.	Registration in Kepulauan Seribu is online, or you can come directly to schools while still paying attention to health protocols.	Registration Mechanism
The server of Jakarta Junior High School admission has an error, so people want to register online that can't be fixed @aniesbaswedan, @DKIJakarta, @Disdik_DKI	The Jakarta Online Zoning System server error	The Jakarta Online Zoning System problems
Dozens of parents came to the Jakarta city hall to protest the implementation of the Jakarta online zoning system. They demanded that the zoning phase be carried out the day after tomorrow was selected based on distance, not age. #CariBeritaditvOne #diRumahNontontvOne #PPDBOnline	Parents' protests with the age-based the Jakarta Online Zoning System mechanism	The Jakarta Online Zoning System problems
Mimin would like to share this Frequently Ask Questions related to the Jakarta Online Zoning	Mimin wants to share Frequently Asked Questions	Registration Mechanism

System Pre-Registration, which will be held from June 11, 2020 to July 3, 2020. Come on, take a moment to read.		
Because there are children at a young age who have good grades and who really learn to lose competing in the Jakarta Online Zoning System with older children, it becomes hopeless for the value they get because learning is really not used in The Jakarta Online Zoning System competition.	Parents protest with a zoning system based on age	The Jakarta Online Zoning System problems
Residents complained about the difficulty of accessing the Jakarta Online Zoning System DKI Jakarta. Complaints came from residents who were conveyed via Twitter social media regarding the difficulty of accessing the Jakarta Online Zoning System site.	The Jakarta Online Zoning System website is difficult to access	The Jakarta Online Zoning System problems
Easy to do via cellphone! The following is the official Jakarta New Student Admissions page for the 2020/2021 school year https://ppdb.jakarta.go.id/#/	Registration is easier because it can be via cellphone	Registration Mechanism
Private schools take advantage of the minimum age requirements in the Jakarta Online Zoning System to attract new students with achievements. Several private schools, such as SMA Muhamadiyah 4 Cawang, East Jakarta, have begun to increase the number of classrooms for new student enrollments.	Private schools take advantage of the minimum age requirements in The Jakarta Online Zoning System to attract new students with achievements	The Jakarta Online Zoning System phenomenon
This afternoon, the PDI-P Faction received complaints from students' parents regarding the Jakarta Online Zoning System. This aspiration was accepted by the councils as well as several boards from Commission E, such as Mr Jhonny Simanjuntak and Mrs Waode Herlina.	The PDI-P faction received complaints from students' parents regarding the Jakarta Online Zoning System	The Jakarta Online Zoning System problems
Hai #SahabatDisdik, the following information for #SahabatDisdik who have pre-registered or submitted a token, please listen to it.	Information for those who have pre-registered or submitted tokens	Registration Mechanism
KLIK http://ppdb.jakarta.go.id, these are the ways and conditions for registering the Jakarta Online Zoning System SD for the Outer DKI Jakarta route	The official website of the Jakarta Office and the requirements for registering The Jakarta Online Zoning System outside Jakarta	Registration Mechanism
The Jakarta Online Zoning system @DKIJakarta drains electability energy	The Jakarta Online Zoning System is energy draining	The Jakarta Online Zoning System phenomenon
The Jakarta Education Agency adds the Jakarta Online Zoning System Pathway to Bina RW, Crying Private School https://suara.com/news/2020/07/15/110041/disdik-dki-tambah-ppdb-jalur-zonasi-bina-rw-sekolah-swasta-menjerit?utm_source=twitter.dlvrit&utm_medium=twitter&utm_campaign=suaradotcom…	Private schools are screaming because of the addition of the 2020 Jakarta Online Zoning System quota	The Jakarta Online Zoning System phenomenon
The chaos about the New Student Admissions in Jakarta is still ongoing. Nahdiana, Head of Jakarta Education Agency, said that his party added a new route for the Jakarta Online Zoning System, namely the School RW Community Development Zoning route. #TopNewsMetroTV	Addition of the Jakarta Online Zoning System route with the Bina RW Zoning	The Jakarta Online Zoning System phenomenon

There are still people who try to extortion even though all the mechanisms are all online. Please the Jakarta provincial government to respond to residents' reports of extortion attempts in The Jakarta Online Zoning System, route RW.	Person who tries to extortion at the Jakarta Online System Zone Bina RW	The Jakarta Online Zoning System phenomenon
Hallo #sahabatdisdik, Student acceptance based on grades was socioeconomic bias. If received based on zoning and date of birth, students from wealthy (rich) and poor (poor) families have the same opportunity to go to school. Why? because from kindergarten to high school level is Education for all. If you want to enter Higher Education, then it is a privilege: it can be values based. Come on, see the following video that describes the opinion above https://facebook.com/801289353407025/posts/1448071568728797/	The reason for the Jakarta Online Zoning System philosophy is age-based, according to the Jakarta Education Office	The Jakarta Online Zoning System phenomenon

Of the 100 types of tweets selected from the data reduction process based on the Jakarta *Online Zoning System* keyword, and after coding the table according to Saldana, the researcher then categorized the tweets into three types of narration. This can be seen in Table 2. The aim is to make it easier for researchers to see the aspirations of the community and the steps taken by the Jakarta Education Office regarding the 2020 DKI Jakarta new student admission Online policy.

Table 2. Twitting category

Types of Twitting	Definition	Example
Registration mechanism	A narrative that contains tweets about the time, website and also the registration requirements and methods	"*The Jakarta Education Agency has opened the New Student Admissions stage for the 2020/2021 school year. Want to know how and what are the requirements to register for the Jakarta Online zoning system? Check out the following article. https://smartcity.jakarta.go.id/blog/523/cara-mendaftar-ppdb-online-di-tengah-pandemi-korona…*"
Registration problems	A narrative that contains tweets about website errors or various types of zoning protests based on age	"*because there are children at a young age who have good grades and really in learning have to lose competing in the Jakarta Online Zoning System with older children, it becomes hopeless for the value they get because learning is not used in the Jakarta Online Zoning System competition.*"
Phenomenon	A narrative that contains tweets about other than the Jakarta Online Zoning mechanisms or problems, examples of zoning reasons based on age or private school policies due to the zoning system.	"*Hallo #sahabatdisdik. Student admissions based on grades was socioeconomic bias. If it is accepted based on zoning and date of birth, students from wealthy (rich) and low-income families have the same opportunity to go to school.*" "*The application of the minimum age requirement in the Jakarta Online Zoning System is used by private schools to attract new students with achievements. Several private schools, such as SMA Muhamadiyah 4 Cawang, East Jakarta, have begun to increase the number of classrooms for new student enrollments.*"

Source: The data processed by the authors, 2021

Based on Table 2, after being analyzed based on the 100 tweets categorized by the researcher, the results are that forty-nine (49) tweets are included in the registration mechanism category, thirty-two (32) tweets are included in the Jakarta Online Zoning System problem category and nineteen (19) incoming tweets in the Jakarta Online Zoning System phenomenon category. This categorization makes it easier for researchers to analyze the contents of the narrative written on Twitter about the implementation of the

Jakarta Online Zoning System. Suppose tweets are analyzed based on problem categories. In that case, there are two problems in implementing the Jakarta Online Zoning System, namely websites that often have issues and age-based zoning, which causes many students who cannot enter public schools because of their young age though they are academically capable.

This is also similar to the results of interviews with the parents of the Jakarta Online Zoning System participants; here are examples of student parents' opinions as follows:

"Nia Budiyanti (42 years old) a housewife who participates in the Jakarta Online Zoning System, SMP (secondary) grade: Age as a benchmark for students to be accepted into school makes no sense so that children who are diligent and who have tried to get the best grades are mentally down as if the children's efforts and work are not appreciated".

"Yuanika (38 years old), a teacher who participated in the Jakarta Online Zoning System, SMP grade: The zoning area can be expanded, not only based on the village but also the basis of the sub-district, the value of school accreditation also needs to be considered, because those who have high scores are bona fide private schools".

"Yulianti Ratna Puspita (49 years old), a housewife who participates in the Jakarta Online Zoning System, SMA grade: Remove the age requirements for junior high and high school levels. You have passed the elementary level. At SD (elementary) grade, it's ok, and we use age".

"Rina Ernawaty (43 years old), a civil servant who participated in the Jakarta Online Zoning System, SD grade: Hopefully related to the system is more practical and system-free".

"Andry (39 years old) ASN who participated in the Jakarta Online Zoning System, SMP grade: To make a favourite school route."

From the analysis based on tweets and the results of interviews, the zoning policy based on age is a policy that needs to be evaluated because, in the field, it causes many polemics. This is also realized by the Jakarta Provincial Government so that through the Education Office considering the the Jakarta Online Zoning System implementation policy. According to researchers, the steps taken by the Jakarta Provincial Education Office have applied five of the eight steps in the decision-making process by Noorderhaven. This research does not examine all eight stages in evaluating public policies related to the implementation of the Jakarta Online Zoning System in 2020 so that it can be reviewed by other research.

According to researchers, the Provincial Government of Jakarta has conducted the Jakarta Online Zoning System policy evaluation process, when viewed from the eight steps in the decision-making process by Niels Noorderhaven as follows:

1. *Recognition* is a stage to recognize a problem that is not just fixated on the wild issues that develop in society. This is reflected in the 100 tweets for the categorization of the issues that found the existing issues were website errors and age-based zoning policies;
2. *The formulation* is the stage of formulating the problem. According to researchers, the Jakarta Education Agency has prepared that the age-based zoning policy polemic is the most urgent problem that must be resolved;
3. Goal setting, for this stage, the important thing is to find the common interest. According to researchers, the Jakarta Education Agency sees the critical issue "to accept more students".
4. Generating options is to collect alternatives solutions for the common interest. According to researchers, the Jakarta Education Agency tries to find the best solution "to accept more students" with a public school capacity.
5. *Evaluation options* are done by evaluating a situation. At this stage, according to researchers, the Education Office has evaluated "whether it still maintains the current Online Zoning System policy, namely Decree of the Head of Education Agency Number 501 regarding the Jakarta Online Zoning System Guidelines or to change them";
6. *The act of choice* is determining the best policy choice as a way to realize common interests. At this stage, the Jakarta Education Agency decided to change the rules but still use the age philosophy in the Jakarta Online Zoning System admission process, such as official tweets @Disdik_DKI:

   "Juni 21, 2020: Hello #sahabatdisdik. Student admission based on grades was socioeconomic bias. If accepted based on zoning and date of birth, students from wealthy (rich) and poor (poor) families have the same opportunity to go to school. Why? Because from kindergarten to high school level is Education for all. If you want to enter Higher Education, it is a privilege: it can be based on values. Come on, check out the following video that describes the above opinion https://facebook.com/801289353407025/posts/1448071568728797/.";

7. *Implementation* is the formal implementation stage of a policy in the community. On June 30, 2020, the Jakarta Education Office issued the Decree of the Head of the Jakarta Education Office Number 670 of 2020 concerning Amendments to the Decree of the Head of the Education Office Number 501 concerning Technical Guidelines for Admission of Students for the 2020/2021 Academic Year with the addition of RW development pathways and an extension of time. Based on the amendment to the Decree of the Head of the Jakarta Education Office year 2020, there will be additional community development pathways on July 7-9, 2020, as well as another student quota. Changes in the Technical Guidelines for the Students Admission for the 2020/2021 Academic Year cannot be denied due to pressure from the community. This is also reflected in the content of tweets on Twitter regarding the Jakarta Online Zoning System. As also written on the official website of the Jakarta Education Agency,

"June 30, 2020: Confusion over the admission of new students in Jakarta is still rolling. Head of the Jakarta Education Agency Nahdiana said that his party added a new route for the Jakarta Online Zoning System, namely the Zoning route for School Community Development. #TopNewsMetroTV"

8. Controlling is the last stage of public policy. According to the researchers, society has done holding for this policy.

Conclusion

The old concept of thinking considers data through social media, one of which is Twitter, which is still not considered a basis for evaluating a public policy evaluation process. However, as the times have changed, there has been a substantial change in the way people participate and express opinions in a public policy evaluation process. Nowadays, the internet can be considered a new medium that considerably influences the policy evaluation process.

And now, this virtual community also has a big drive to change an issue as a real community. This is in line with this research that the internet has become a medium for the growth of virtual communities that actively participate in evaluating public policies. This research can be an alternative perspective for government where individual opinion can influence public opinion and work. However, crosschecks must also be carried out in data results and findings in the virtual world.

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