



Implementation of Electricity Supply According To Law No. 30 of 2009 Concerning Electricity In Prospective Public Services

Awaluddin ^{1*}, Basri Mulyani ², ABD Muhid ³

¹ Universitas Gunung Rinjani, Lombok, Indonesia

² Universitas Gunung Rinjani, Lombok, Indonesia

³ Universitas Gunung Rinjani, Lombok, Indonesia

*Corresponding Author: awaluddin12sh@gmail.com

Abstract: This study aims to analyze the implementation of electricity supply based on Law Number 30 of 2009 concerning Electricity from a public service perspective at PT PLN (Persero) ULP Selong, East Lombok Regency. The study uses an empirical legal method with an empirical juridical approach through observation, interviews, documentation, and literature studies. The results of the study indicate that the implementation of electricity services has implemented the principles of public service in the form of professionalism, transparency, accountability, legal certainty, and the use of digital technology through the PLN Mobile application. Service constraints are still influenced by geographical conditions and natural factors. The study concludes that the implementation of Law Number 30 of 2009 has gone well, but improvements in infrastructure quality, disruption mitigation, and equal distribution of services are still needed to realize optimal public services.

Keywords: Electricity, Public Services, Legal Implementation, PLN, Law Number 30 of 2009.

INTRODUCTION

Electricity is one of the need base modern society that has very important role in support life social , economic , educational , health , industrial , and organization government . Along with development knowledge knowledge and technology , needs public to power electricity Keep going experience increase . According to Jimly Asshiddiqie (2023), the welfare state has obligation For ensure fulfillment need base public through provision service quality public . Mandate is also reflected in Article 33 of the 1945 Constitution of the Republic of Indonesia which affirms that branches important production for the country and to control desire the lives of many people controlled by the state to as much as possible prosperity people . As implementation , the Government set Constitution Number 30 of 2009 concerning Electricity as runway law organization provision power electricity in Indonesia. With Thus , the provision of power electricity is part from not quite enough state responsibility in give service welfare - oriented public society (Asshiddiqie , 2023; Republic of Indonesia, 2009).

Provision power electricity in essence is one of the form service mandatory public organized by the state. According to Sinambela (2018), service public is every activities carried out government or the body that is given authority For fulfil need public in accordance with

provision regulation legislation . Opinion the reinforced by Hardiyansyah (2018) who stated that quality service public measured through aspect reliability , power responsiveness , assurance , empathy , and evidence physique services . Furthermore , the Law Number 25 of 2009 concerning Service Public mandate that every organizer service must give professional , fast , easy , transparent , accountable service , and ensure certainty law for society . Therefore that , implementation provision power electricity No only availability - oriented energy electricity , but also on the quality services provided to public as users services (Sinambela , 2018; Hardiyansyah , 2018; Republic of Indonesia, 2009).

Condition organization electricity in Indonesia shows sufficient development significant in a number of year Based on the Handbook of Energy and Economic Statistics of Indonesia published by the Ministry of Energy and Natural Resources Mineral Resources (2024), ratio electrification national has reach more of 99 percent . Besides that , PT PLN (Persero) through Report Annual The year 2024 states that development infrastructure electricity Keep going experience improvement use fulfil need electricity society . However however , still there is various constraint in organization service electricity , such as blackout electricity that is not scheduled , late handling disturbance network , limitations access electricity in remote areas , as well as increasing demands public to better service fast , transparent , and responsive . Conditions the show that success development infrastructure Not yet fully followed by optimization quality service public to community (Ministry of Energy and Mineral Resources, 2024; PT PLN (Persero), 2024).

In a way normative , Law Number 30 of 2009 has arrange principle benefits , efficiency justice , sustainability , security , safety , and protection to interest public in organization electricity . However Thus , according to Peter Mahmud Marzuki (2021), the effectiveness something norm law No only determined by the existence of regulation legislation , but also by implementation norm the in practice . Facts on the ground show that Still there is gap between provision law (das sollen) with implementation service to society (das sein). Various complaint about quality service provision power electricity show that implementation Constitution Number 30 of 2009 is still need evaluation , in particular if reviewed from perspective service public as arranged in Constitution Number 25 of 2009. Therefore that , research about implementation provision power electricity in perspective service public become important For carried out (Marzuki , 2021; Republic of Indonesia, 2009).

Study about provision power electricity has done by several researchers previously . Elia Jesika Mening (2014) researched problematic legal matters of PT PLN (Persero) in implementation Constitution Number 30 of 2009 with focus on aspects institutions and entrepreneurship power electricity . Next , Ilman Husyaini (2023) studied implementation provision power electricity according to Constitution Number 30 of 2009 in perspective jurisprudence siyasah . The second result study the give contribution to development law electricity , however Not yet study in a way comprehensive implementation Constitution Number 30 of 2009 from perspective service public . With however , still there is gap research gap that is needed reviewed more carry on through approach law state administration and services public (Mening , 2014; Husyaini , 2023).

As runway theoretical , research This using the Grand Theory of New Public Service put forward by Denhardt and Denhardt (2015). Theory the put public as citizens who have right For get service quality public , not just as customers . In addition that , research this also uses theory implementation George C. Edwards III's (1980) policy which explains that success implementation policy influenced by communication , sources power , disposition implementers and structures bureaucracy . For strengthen analysis law , research this also uses the theory of the rule of law put forward by Philipus M. Hadjon (2019), which emphasizes that all over action government must based on law , guarantee certainty law , justice , and utility for society . Third theory the become base in analyze implementation provision power

electricity based on Constitution Number 30 of 2009 in perspective service public (Denhardt & Denhardt, 2015; Edwards III, 1980; Hadjon, 2019).

Based on the description, this study has novelty compared to previous research. This study not only examines the implementation of Law Number 30 of 2009 from a normative aspect, but also analyzes its implementation using a public service perspective as regulated in Law Number 25 of 2009. This approach allows for an assessment of the quality of electricity supply services based on the principles of effectiveness, efficiency, accountability, transparency, legal certainty, and protection of community rights. Thus, this study is expected to contribute to the development of state administrative law, electricity law, and the improvement of the quality of public services in Indonesia (Denhardt & Denhardt, 2015; Republic of Indonesia, 2009).

METHOD

Study This use method study law empirical with approach juridical empirical approach This used For study implementation provision Constitution Number 30 of 2009 concerning Electricity in practice provision power electricity as well as its suitability with principles service public as arranged in Constitution Number 25 of 2009 concerning Service Public . Research law empirical done with combine study to regulation legislation with the data obtained direct from field , so that can known How implementation norm law in organization service to public .

Research location implemented at PT PLN (Persero) Service Unit Customer Service Unit (ULP) Selong , East Lombok Regency , West Nusa Tenggara Province . Election location study based on considerations that ULP Selong is a service unit that is related direct with public in provision power electricity , including service connection new , change power , handling disturbances , meter readings , and service complaint customers . Therefore that , location This assessed appropriate For study effectiveness implementation provision power electricity in perspective service public .

Research data consists of on primary data and secondary data . Primary data is obtained through semi- structured interviews with employees of PT PLN (Persero) ULP Selong as well as customer as users service electricity . Meanwhile that is secondary data obtained through studies bibliography that includes regulation legislation , books , journals scientific , documents official , and results study related previous with electricity and services public . Data collection techniques are carried out through observation , interviews , documentation , and studies bibliography . Next , the data was analyzed in a way qualitative through stages data reduction , data presentation , and data extraction conclusion with linking results study field to provision applicable law , theory service public , theory implementation policies , as well as study previous . Analysis the aim For get description about implementation provision power electricity based on Constitution Number 30 of 2009 in perspective service public as well as identify factors that influence quality services at PT PLN (Persero) ULP Selong , East Lombok Regency .

RESULTS AND DISCUSSION

Implementation provision power electricity at PT PLN (Persero) Service Unit Selong Customers (ULP) East Lombok Regency is basically has implemented in accordance with provision Constitution Number 30 of 2009 concerning Electricity . Implementation provision power electricity No only directed For ensure availability energy electricity for society , but also realized through organization service fast , easy , transparent , and accountable public services . As a business entity state -owned property that obtains mandate in organization electricity , PT PLN has obligation For fulfil right public get service quality electricity as mandate Article 33 paragraph (2) and paragraph (3) of the 1945 Constitution of the Republic

of Indonesia which confirms that branches important production for the country and to control desire the lives of many people controlled by the state to as much as possible prosperity people . Mandate constitution the Then explained more carry on through Constitution Number 30 of 2009 which regulates that provision power electricity aim ensure availability power electricity in sufficient quantity , quality good , sustainable , and affordable to the community .

Based on results interview with Mr. Husen as employees of PT PLN (Persero) ULP Selong obtained information that service provision power electricity in the ULP Selong work area has experience significant improvement compared to a number of year previously . According to he , some of them big service to customer moment This has digital -based through PLN Mobile application so that public can submit installation new , change power , payment account electricity , complaints disturbance , until monitoring progress service online . Digitalization service the capable cut time service at a time increase transparency Because customer can monitor the service process in a way directly . Besides that , if happen disturbance network electricity , officer service technique quick accept report through the next digital system continued to team service technique For done handling in the field .

Findings the show that implementation service provision power electricity has lead to the principle service public as arranged in Constitution Number 25 of 2009 concerning Service Public . Article 4 of the Law the confirm that organization service public must implemented based on principle interest general certainty law equality rights professionalism , participation , openness , accountability , accuracy time , and Speed convenience , and affordability . Empirical facts at PT PLN ULP Selong show that utilization technology information has speed up the service process to public at a time increase accountability organizer service public .

Reviewed from the perspective of the Grand Theory of New Public Service put forward by Denhardt and Denhardt (2015), the results study show that PT PLN ULP Selong No Again look at public solely as customers , but as citizens who have right constitutional get service quality public . This seen from orientation priority service satisfaction public through provision various channel service , good in a way direct and through digital system . Officer service No only finish administration service , but also provide education to public about use PLN Mobile application , safety electricity , as well as mechanism delivery complaint if happen disturbance service .

Implementation service can also be analyzed use theory implementation George C. Edwards III's policy which stated that success implementation policy influenced by four factor main , namely communication , resources power , disposition implementers and structures bureaucracy . Based on results research , fourth indicator the has implemented in organization services at PT PLN ULP Selong .

In this aspect communication , results interview show that information about procedure service has delivered to public via social media , PLN Mobile application , boards information services , as well as officer services at the Selong ULP office . Delivery information the give certainty procedure for public so that reduce error administration in the service process .

In this aspect source power , PT PLN ULP Selong has supported by sources Power human beings who have competence in accordance field their respective tasks . Besides that , availability vehicle operational , equipment maintenance network , system service digital-based , as well as support technology information become factor important in speed up service to society . However Thus , the results The interview also revealed that wide service area as well as condition geographical a number of villages in East Lombok Regency still become challenge alone in speed up handling disturbance electricity , in particular when happen weather extremes that cause tree fall or damage network distribution . In the aspect of disposition implementer , Mr. Husen explain that all over employee required give service in accordance Standard Operational Company Standard Operating Procedures (SOP) as well as

put forward ethics service to society . Attitude responsive officer be one of continuous indicators evaluated by management through measurement level satisfaction customer .

Temporary that , in terms of structure bureaucracy , PT PLN has own distribution clear tasks between service administration , service engineering , service disturbances , as well as monitoring units so that every complaint public can followed up in accordance respective authorities . Structure organization the speed up the coordination process in settlement service .

Research result this is also relevant with the theory of the rule of law that was put forward Philipus M. Hadjon (2019) stated that that every action government or the body that obtains delegation state authority must implemented based on law as well as ensure certainty law , utility , and justice . In context provision power electricity , PT PLN as a business entity state -owned running function service public based on authority granted by law Number 30 of 2009. Therefore that , the whole action service to public must in accordance with principle legality and protection law to customer .

From the aspect normative , implementation PT PLN ULP Selong services has fulfil objective organization electricity as arranged in Article 3 of the Law Number 30 of 2009 which aims ensure availability power electricity in amount enough , quality good , reasonable price , as well realize development sustainable . Besides that , Article 29 of the Law Number 30 of 2009 provides right to consumer For get good service , get power electricity in a way continously with good quality and reliability , obtaining repair if happen disturbances , as well as get change make a loss if happen negligence provider power electricity in accordance applicable provision . Based on results research , PT PLN ULP Selong has make an effort fulfil rights customer the through service complaint for 24 hours, acceleration handling disturbances , as well as implementation system more digital services effective .

Although Thus , research this also found a number of constraint in implementation service provision power electricity . Based on results interview , disturbance service Still can happen consequence factor natural like wind strong , rain heavy , tree fell , struck by lightning lightning , as well as damage network distribution . In addition that , limitations access going to some rural areas cause time handling disturbance become longer than in urban areas . Conditions the show that quality service provision power electricity No only influenced by internal organizational factors , but also by conditions geographical and factors external which is outside control organizer service .

Findings the in line with Elia Jesika's research Mening (2014) stated that that implementation Constitution Number 30 of 2009 is still face various challenges in aspects organization electricity , in particular in ensure quality service to community . Research This strengthen results study the with show that challenge implementation moment This more Lots influenced by factors operational service compared to aspect regulation .

Research result this also supports study Ilman Husyaini (2023) concluded that provision power electricity is not quite enough the state's responsibility that must be implemented in a way fair and giving welfare for society . However , research This own novelty Because study implementation provision power electricity in a way direct from perspective service public based on Constitution Number 25 of 2009 so that capable give description empirical about quality services received public .

Compared to study previous research This show that digital transformation through PLN Mobile application has become innovation capable service increase effectiveness organization service public in the field electricity . Digitalization service No only speed up the administrative process , but also increase transparency , accountability , and certainty service to community . Findings This is contribution new in development law state administration , in particular about implementation service public digital- based in the sector electricity .

In a way overall, results study show that implementation provision power electricity at PT PLN (Persero) ULP Selong has walk in accordance with principles service public and provisions Constitution Number 30 of 2009 concerning Electricity. Implementation service has supported by digital systems, sources Power competent human, structure clear organization, as well as commitment employee in give service best to society. However however, still required improvement quality infrastructure network distribution, addition means operational in areas that have level disturbance high, and strengthening system mitigation disaster For minimize disturbance service consequence factor nature. With Thus, the goal of the state in realize service quality public as mandated in The 1945 Constitution of the Republic of Indonesia, Law Number 30 of 2009 concerning Electricity, and the Law Number 25 of 2009 concerning Service Public can realized in a way more optimal through improvement quality organization service electricity at PT PLN (Persero) ULP Selong East Lombok Regency.

CONCLUSION

The implementation of electricity supply at PT PLN (Persero) ULP Selong has generally complied with the provisions of Law Number 30 of 2009 concerning Electricity and Law Number 25 of 2009 concerning Public Services. Service implementation is supported by digitalization through PLN Mobile, competent human resources, an effective organizational structure, and a commitment to providing fast, transparent, and accountable services. However, there are still obstacles in the form of network disruptions due to natural factors and geographical conditions that affect the speed of service. Therefore, infrastructure improvements, strengthening mitigation systems, and service innovation are needed to ensure the fulfillment of the community's right to quality electricity services.

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