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**IMPLICATION OF LAW NUMBER 25 YEAR 2009 TOWARDS  
IDENTITY CARD IN JAMBI**

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***Abstract***

One of the main functions in the implementation of good governance which is the obligation of the government apparatus is the implementation of public services. In relation to the tasks to be performed, the provision of government services should be focused on meeting the needs of the community both in quality and quantity as an effort to provide satisfaction to the community. Benchmark satisfaction here is in accordance with standards service established in legislation. One of the forms of public service is the making process of the identity card of the Republic of Indonesia, as the basis for the development of the planning, election, manpower development, provision of facilities and infrastructure of education and security, especially in Jambi City. This study aims to determine the extent of the implications of Law Number 25 Year 2009 about public service on the issuance of identity cards in the Jambi city. Research Method used empirical law with socio legal research approach in Jambi City.

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**Keywords:** Public Service, Identity Card.



## 1. Introduction

Indonesia is a country based on law (*rechtsstaat*), not based on power alone (*machtsstaat*) (Rahardjo, 2013) Indonesia is a legal state which guarantees the existence of legal order in society means to give legal protection to society, where between law and power there is mutual relationship and not based on mere power. The State here is obliged to serve every citizen and resident to fulfil his basic rights and needs within the framework of public services constituting the mandate of the 1945 Constitution of the State of the Republic of Indonesia. All components of the state, in particular the bearer of public office shall have a moral commitment to make the State of the law a happy home for its entire people (Rahardjo, 2013)

The paradigm shift of governance from the "rule government" to "good governance" or "from government to governance", from centralized to decentralized, and the dynamics of the growth of society toward "empowering" (Thoha, 2013), then it needs to be addressed and balanced with the public bureaucracy, especially apparatus Have competence and professionalism. Competence and professionalism is related to the ability of the government apparatus in the form of knowledge, skills, skills, attitudes and behaviours required in the implementation of the main tasks, functions of authority, responsibilities mandated to him.

One of the main functions in the administration of government which is the obligation of the government apparatus is the implementation of public services, in fact basically the establishment of government agencies is intended as the main tool in providing services therefore as an organization that performs the task of service, its main task and function is influenced and determined by Procedures and policies, to then be accountable for their performance to the community as a mandatory. Osborne and Plasterik characterizes the government as expected above are owned by the community government (Gaebler, 2012), the government transferred control of its authority to the people. Communities are empowered so as to be able to control the services provided by the government. The services provided by the government are interpreted as non-rights obligations, because they (bureaucrats) are appointed to serve the community, therefore a strong commitment to service must be built so that service will be responsive to the needs of the community. In relation to the task to be performed, the provision of government services should be focused on meeting the needs of the community both in quality and quantity as an effort to provide satisfaction to the community, this is very important given the satisfaction of society is a benchmark of the success of services provided by the government. Satisfaction here benchmark is in accordance with service standards established in the legislation.

Implementation of public services as an effort to achieve the welfare of the community, should consider the balance between the interests of the government as policy holders and the community as citizens who need services. Public service is the ultimate goal of the whole process in the administration of government systems and public administration. The welfare of society and the improvement of the quality of life are the main indicators of ensuring the quality of public services.

Providers of public services should be able to build public trust on public services conducted by public service providers that the activities must be done in line with the expectations and demands of all citizens and residents about the improvement of public services. With regard to the provision of this

public service, the role of the state is important because the state gains the power and mandate of the people, so that it will have consequences for the obligation to provide whatever the people need.

Therefore Implementation of public services must be addressed from the service system, in order to realize a condition of good public service. Implementation of public services should be faster and easier, some even free, but felt by some people it is not so, indicating that the public service is not in accordance with the principle of accountability. Actual public services provide an opportunity for the public to obtain information and provide the best possible explanation but for the community it is not an easy matter, showing that the principle of openness has not been fully realized. Similarly, not yet fully legal certainty and sense of community justice in the service also shows that the principle of legal certainty has not been fully run. Therefore, the principles of public service law must be implemented seriously, so that public services can be well organized and will give satisfaction for the community as the party who gets the service.

Viewed from the side pattern of its implementation so far, public service so far still has various weaknesses, among others:

1. The low quality of public services carried out by some government apparatus or state administration in carrying out its duties and functions. This condition because within the framework of Indonesia's positive administrative law has been regulated about minimum standards of service quality, but compliance with minimum standards of public service is still not manifested in the implementation of the tasks of the government apparatus.
2. Long bureaucracy (*red-tape bureaucracy*) and overlapping duties and authorities, which led to the organization of public services to be long and through the convoluted, so it is probable incurred high economic costs, the occurrence of abuse of authority, corruption, collusion and nepotism, Discriminatory treatment, etc.
3. Low external supervision of society (*social control*) for the implementation of public services, as a result of the vagueness of standards and procedures, as well as complaint procedures in the public services. Because it did not quite feel the social pressure (*social pressure*) that forces public service providers must improve their performance. The study ever conducted National Law Commission has previously shown that the legislation that seems to be prepared as an umbrella law in the field of public service that apply nationally, is also very little to bring the provisions that explicitly establish a system and service standards on public complaints (*public complaints*, *standards and public grievance procedure*) (Lukman, 2013).

So, as long as this is a classic problem of public services in addition to the pattern of implementation, other aspects are human resources providers of public services itself. The lack of professionals human resources, lack of respect for the work ethic and no goodwill from the organizers in the public service, in other words, still tinged corruption, collusion and nepotism as well as loaded with corporatism paradigm for seeking personal gain. This condition is exacerbated by the low public participation in alerting public officials including civil servants to work more professionally. In the context of regional autonomy today, public services should be more responsive to the public interest. The paradigm of public services that are evolving from centralized services to provide more services-oriented focus on managing customer satisfaction (*customer-driven government*). However, the classic problem in

public service as mentioned above is still often encountered in some areas, especially public service in the manufacture of Identity Card. Identity Card has a very important meaning, not only as a self-proof card (legitimation) for every resident within the territory of the Republic of Indonesia, but also as a basis for establishment of population data base that can be used for development planning, election, employment, And education and state security infrastructure. Identity card is proof that a person as a citizen then in the making must be through stages that are true and clear. However, in the process of making the Identity Card is not as easy as imagined, the public is often confronted with the complicated administration, the system of favouritism, and coupled with the indifferent attitude of the public service providers in providing services to the community, and even if the community want to get excellent service then they have to pay extra outside the provisions that have been set. This is of course contrary to Law Number 25 Year 2009 on Public Service , in which Article 34 states:

Implementers in organizing public services should behave as follows:

- a. Fair and non-discriminatory;
- b. Meticulously;
- c. Gracious and friendly;
- d. Firm, reliable, and do not provide protracted decisions;
- e. Professional;
- f. It does not complicate;
- g. Comply with the orders of the legitimate and reasonable superiors;
- h. Uphold the values of accountability and integrity of organizing institutions;
- i. Not to disclose information or documents that must be kept confidential in accordance with the laws and regulations;
- j. Be open and take appropriate steps to avoid any conflict of interest;
- k. Not misuse of facilities and infrastructure and public service facilities;
- l. Not providing misinformation or misleading information in response to an informed and proactive request to fulfil the public interest;
- m. Not misusing the information, position, and / or authority possessed;
- n. In accordance with the merit; and
- o. Do not deviate from the procedure.

This is the underlying thing I took the title "*Implications of Law No. 25 Year 2009 Towards Identity Card in Jambi*". In the future, all Indonesian people in general and Jambi community in particular can get quality public services, especially in the process of making identity cards in accordance with the standards established in the law.

Quality service is highly dependent on various aspects, namely how the pattern of implementation (management), human resources and institutional support and support from the community itself as an object of public service itself.

## **2. Problem Statement**

Since the enactment of Law Number 25 Year 2009 on Public Service in 2009 until now still cause problems, because the Law has not fully implemented by the government. Empirically public service is

still characterized by convoluted, slow, expensive, and exhausting. Such tendency occurs because the community is still positioned as the serving party, not the one served. Bureaucrats tend to position themselves as rulers when dealing with citizens. If the community needs various licenses and other certificates, or ask for other services, or ask for health and hygiene services, then people tend to position themselves as people in need of service from the nobleman. Because the public often pleases the nobleman that is a public servant bureaucrat. Either way, from getting friendly giving money as tribute. From the description above can be stated, that the lack of fulfilment of community rights to get good service from the government, and not yet the maximum government in implementing the Law on public services.

In Article 15 Paragraph (1) of Presidential Regulation Number 25 Year 2008 concerning the Requirements and Procedures of Population Registration and Civil Registration above, there is an inefficiency and ineffectiveness in the bureaucracy, where one of the requirements for the issuance of ID cards for the citizens of Indonesian Citizens is the introduction letter RT / RW and Village Head. This requirement should be pruned because on the next condition there should be a photocopy of Family Card (KK), the logic before making Identity Card (KTP) must have KK first and to get KK one of the conditions is a letter of introduction from RT / RW and Village Head. This is causing ineffectiveness and inefficiency in the issuance of ID cards in the sense of extending the bureaucracy that should be pruned.

Seen from a weberian perspective, if the bureaucracy is unbalanced by its "acquisition," then the bureaucracy is irrational. So if the hierarchy is seen to be too long and wide, many officials are less balanced with the work so that efficiency and effectiveness in governance will not be achieved (Tjokrowinoto, 2012). The concept of *reinventing government* described by Osborne and Gaebler (2012) also strengthen it, in which the public administration must be able to operate like a business organization, efficient, effective and put the public as *stakeholders* who should be served as well as possible.

### **3. Research Questions**

In relation to the title of the subject matter of this paper, the formulation of the problem is:

1. What is the implication of Law Number 25 Year 2009 regarding Public Service in the process of making Identity Card in Jambi City?
2. How should the government policy settings in the public service in the field of identity card issuance in Jambi?

### **4. Purpose of the Study**

The research objectives to be achieved are:

1. To know the implications of Law No. 25 of 2009 on Public Services in the Process of National Identity Card in Jambi.
2. To analyse and criticize government policy settings in the issuance of identity cards (KTP) in Jambi

## 5. Research Methods

### 5.1.Type / Research Approach

The type of research is empirical research, namely research on legal implications. The choice of this type of research on legal implications is aimed to find out the implications of legislation in this matter Law Number 25 Year 2009 on Public Service in improving the quality of public services. Prior to the issuance of Law Number 25 Year 2009 on Public Service, many people complained about the poor performance of the bureaucracy in public service, whether the issuance of this law as a legal umbrella of public service system in Indonesia can provide positive implications for the implementation of public services.

#### 5.1.1. Specification research

The research specification used in this thesis research is descriptive research. The choice of this type of research in order to provide an overview and explanation of the implementation of Law Number 25 Year 2009 on Public Services in order to improve the quality of public services.

#### 5.1.2. Population and technique of determining the research sample

Population are all issues related to the problem under study. In accordance with the purpose of this study is to know and analyse the implications of Law Number 25 Year 2009 on Public Service to the process of making identity cards in the city of Jambi, then the population of this study are officers of the Department of Population and Civil Registration and the population who received service Public. Given the large coverage area and the population so not all populations can be examined, therefore in this study researchers used the sample. The sample is the partial or representative of the population that the object of research.

The sampling technique in this research is by using *purposive sampling* and sample set intentionally. *Purposive sampling* was taken as the sample more representative or representative of the population. In *purposive sampling*, the selection of a group of subjects was based on the characteristics or attributes previously known populations. This technique is used to achieve the objectives and specific purposes (*purpose*). Researchers only take a few regions or groups of "key" called *key areas*, *key groups*, *key cluster*, so not all regions or groups represented or sampled.

*Purposive sample* is called sample aims, means selecting a sample based on a specific assessment as to the elements, or units selected are considered representative of the population. The selection of sampled elements or units should be based on logical reasons, such as the high degree of hegemony or the characteristics of the selected sample having in common with the characteristics of the population. This means that in a sampling taken sample units such that the sample truly reflects the characteristics of the population that is predetermined (Nasution, 2012).

### 5.2.Data collection

To get the desired result the researcher needs the following data:

### **5.2.1. Primary data**

That is all information and information obtained directly from sources / informants related to the problem under study. Primary data in this research is obtained by using interview technique with open questionnaire, because with this technique the researcher can ask for in-depth explanation of things or information to be known.

### **5.2.2. Secondary Data**

That is data obtained from the literature that has to do with the subject matter to be studied. Secondary data in this research is obtained from documentation technique.

### **5.2.3. Processing and analysis of data**

Data processing begins from the stage of *editing* or selecting the data obtained is valid or not. The data that have been processed and put forward then analysed by using qualitative analyst.

## **6. Findings**

The results of the study and discussion of the implications of Law No. 25 Year 2009 on Public Services mean that in maximizing public service policies must run the substance of public service policy. In any policy it must have a purpose and purpose in maximizing the policy in its implications. The implications that the authors will discuss here are in the procedures for the issuance of official documents of Identity Card. Identity Card is a public identity card which must be owned by every resident in the Republic of Indonesia which is considered to have grown, that is 17 years old or already married. KTP contains some information about the ID card holder. Some of the information contained in the ID card include the resident identity number (NIK), full name of ID card holder, sex and blood type, place and date of birth, marital status, occupation, and full address of ID card holder. In the ID card there is photos, signatures and thumbprint holder. The validity of the ID card is clearly stated, i.e. for five years from the date of publication and usually ends on the birthday of the holder. Law Number 25 Year 2009 Concerning Public Service Public Service is an activity or series of activities or series of activities in order to fulfil the needs of services in accordance with the laws and regulations for every citizen and residents of the goods, services and / or administrative services provided by Providers of public services. The public service law is intended to provide legal certainty in the relationship between the public and the organizers in the public service. The objectives of the Law on public services are: 1. The realization of clear boundaries and relationships on the rights, responsibilities, obligations and authorities of all parties related to the implementation of public services. 2. Establishment of a decent public service delivery system in accordance with the general principles of good governance and corporation. 3. Fulfilment of the implementation of public services in accordance with legislation. 4. Realization of protection and legal certainty for the public in the implementation of public services. Public Service Provider is based on: 1. Public interest 2. Legal certainty 3. Equal rights 4. Balance of rights and obligations 5. Professionalism 6. Participatory 7. Equalization of treatment / non-discriminatory 8. Openness 9. Accountability 10. Special facilities and treatment for groups Vulnerable 11. Timeliness 12. Speed, convenience, and affordability. Furthermore, that these principles if implemented in earnest in the implementation, then

public service can be held properly will give satisfaction for the community as the party who received the service (Thamrin, 2013).

Law Number 25 Year 2009 regarding public service wants that in public service must really run Principle of Law Number 25 Year 2009 About Public Service as mentioned in article 4, so that the policy can be implemented maximally. Public Interests, Public services based on the public interest want that the government in providing services to the public should always put the interests of the people by not requiring the special burden. The results showed that Disdukcapil had attempted to provide services based on the public interest, visible with the apparatus replacement, if there are employees who are sick. As well as the attention of officials to the community who have not understood the procedures and procedures of service, by explaining to the community. Legal Certainty, Legal certainty in public service requires that the government in providing services should be based on the prevailing laws and regulations. The result of the research shows that Disdukcapil Jambi city has attempted no illegal levies in service at Disdukcapil Jambi city. Equality of Rights, Equal rights in service require that the government if providing services to the public does not discriminate against race, race, religion, class, gender, and economic status. The result of the research shows that the apparatus of Disdukcapil in giving KTP service does not differentiate religion and tribe, it seems that the religious apparatus of the majority of Muslim still serve Christian community as well as other society, and also the officers in serving the community with Javanese ethnicity still served in the management of KTP even though Disdukcapil Not the Javanese. Equilibrium of Rights and Obligations, The balance of rights and obligations in public services requires that the government should provide services based on the balance of rights and obligations of the community, and the government. The results showed that public awareness is still lacking in the management of ID cards and various other documents, especially the people who live in the village, which caused the low community human resources and lazy people dealing with documents in Disdukcapil Kota Jambi And the community if there is a new need to perform the maintenance of ID cards, and the Deed at Disdukcapil Kota Jambi. Professionalism in public service wants that government in serving society must give priority to employee's ability and morale. The result of the research shows that Disdukcapil always give smile in serving the people who are taking care of various documents such as ID cards, KK and Deed, because for the sake of the realization of hospitality in the excellent service, but in the management of Disdukcapil Family Card has not been fast and adept, because people still feel sluggish in the service. Participatory in the public service requires that the service is expected to encourage public participation in the delivery of public services by taking into account the aspirations, needs and expectations of the community. The result of the research shows that Disdukcapil Jambi city has been seeking a participation service, because the apparatus already has a socialization program from the sub-district, village and RT in explaining the requirements for obtaining KTP, and explanation of E-KTP. This demonstrates the existence of Disdukcapil's activities in encouraging the public that the importance of the reform of data collection, which today there are still people who are less concerned about the administration of population. Equality of treatment in public service requires that the government in providing services to the public should receive equal treatment or undifferentiated. The result of the research shows that Disdukcapil has tried the equality of treatment in the service of VAW as well as the poor or rich society such as officials, both still get the same treatment / no differentiation, still

get the service. Openness in the public service wants that the government in providing services to the public should have an open attitude, and can be accessed and provided adequately and easily understood. The results show that Disdukcapil has tried to provide services according to the openness, but concerning written openness seen from the information board is considered unclear, because it has not been interesting and the writing is small. Accountability in the public service requires that the government in providing services should be accountable in accordance with the provisions of legislation. The results showed that Disdukcapil Kota Jambi had been trying to provide accountability services, because Disdukcapil Kota Jambi did not make it difficult in providing ID card services. The apparatus will directly fix complaints or errors in writing data that is held by the public. So in this case Disdukcapil looks to have maximized the service in accordance with accountability. Special Facilities and Treatment for Vulnerable Groups in the public service requires that the service should provide facilities that assist the elderly, pregnant women, and disabled persons, as well as the treatment of those vulnerable groups who are in the service process. The results show that Disdukcapil has not provided facilities for vulnerable groups, it appears that the Disdukcapil apparatus has not sought to provide such facilities, and there is no special treatment given by Disdukcapil to vulnerable communities. Timeliness in public services requires that the government in providing public services can be completed within the specified time. The result of the research shows that the apparatus of Disdukcapil Kota Jambi has not fully strived to provide services in the management of ID cards in accordance with the timeliness, the visibility of the ID card should not be completed by one week, as already stipulated by Disdukcapil. Speed, Convenience and Affordability The speed, convenience, and affordability of public services requires that in the delivery of services to be fast in the service process of the apparatus, the ease in the sense of not being complicated in service, and affordability in the sense of service can be reached by all circles or in service Free of charge (free). The results show that Disdukcapil has tried to provide services in accordance with the ease and affordability, due to the service already described and already free in the service process, but in the speed of service has not been pursued by Disdukcapil, because some people feel still slow in service at Disdukcapil Jambi city.

In connection with the implementation of public service is certainly the involvement and cooperation of all *stakeholders* in this case the government, the public and the private sector must be nurtured continuously, which in turn is expected to practice public services can meet the values required in the implementation of *good governance*.

From the modern government is required to put the quality of service to the community through increased effectiveness, efficiency, professionalism, and accountability of the government itself. The organizational structure must be slimmer, flexible, fast moving, decentralized, creative, passionate, innovative, has a moral and ethical consistency that is bureaucratic culture/behaviour, and transformational / democratic leadership. Therefore, in the service of the society cannot be one-sided, People must be empowered. The hallmark of advanced societies is the desire to participate and at the same time compete so that the demand for improving the quality of public services becomes inevitable.

Further improvement of quality of public services by the government is inevitable anyway, because of the environment and changes in quality of life are increasing: the competition between private and public sector is increasingly competitive; development of technology; and the community itself

increasingly aware that they have the right to quality public services, effective and efficient. Amin Ibrahim (2014) stated that:

In order to create quality public services, effective and efficient it is necessary to transform government from those that are *product-given organization* (customer-oriented government organizations / public interest). For that government should have the ability to understand and meet the desires and demands of consumers (people) with a "decent price". The ability to provide goods and or services and reliable quality, the ability to read and follow the changing technological, social, political / cultural / environment in its broadest sense and is able to predict the needs of the community until sometime into the future. To that government organizations need managerial transformation such as: decentralization / delegation, *demerger* (breakdown/streamlining of the organization), *de-layering* or *lean and professionalism*), de-bureaucratization and loved the well-planned changes (Ibrahim, 2014).

With a good population administration coupled with the development of technology such as GPS and internet, then we will easily find out where exactly one's home. Everyone understands that the population data, development planning will be better anyway. Population data which has been used for planning; as for the calculation of *income per capita* , GDP, the GDP and so generally is aggregative and at the operational level required individual micro data that is because in the context of human resource planning, in addition to the macro level, it is time also leads to the micro. Because the ID card is proof that a person as a citizen, then in the making must be through the stages that are correct and clear. For someone who first got the ID card, he must be able to show evidence through birth certificates, while the move and want to get a new ID card in place must be able to show a move. To get themselves moving letter, must have ID cards in the regions of origin and to obtain ID cards in the area of origin, must begin with a birth certificate (back to the earliest stages). Own birth certificate obtained after the person has a birth certificate that is created in the urban / rural based cover letters RT / RW. From this birth certificate, resident registration chain begins. With a birth certificate, a person will be a birth certificate; with a birth certificate a person can go to school (school must require) that when they reach age 17 can get the ID card, and so on. With the ID card that someone can get a driver's license, a job and other things associated with the entire life activity. Thus, if someone neglect this population registration, then the whole activity of life will be disrupted. Because its function is very strategic, get the ID cards should be the right of people not to be compounded includes cashed but the publication must also be tightened to avoid any double KTP. Get the ID cards should be the right of people not to be compounded includes cashed but the publication must also be tightened to avoid any double KTP. Get the ID cards should be the right of people not to be compounded includes cashed but the publication must also be tightened to avoid any double KTP.

#### **6.1. Government Policy settings in the Public Service in the Field of Identity Card Issuance future.**

One important thing is regulation regarding the use of Population Identification Number (NIK). NIK is the identity of Indonesia's population and is the key to access the verification and validation of data one's identity in order to support public services in the field of population administration. As an access key in the service population, NIK developed towards a single identification

for each resident. NIK is unique or distinctive, single and attached to a person registered as a resident of Indonesia and linked directly with all legal documents.

For the issuance of NIK, each resident population shall be recorded biographical data that begins with the filing of the curriculum vitae population in rural / urban correctly. NIK shall be disclosed in any civil documents, either in service for population registration and civil registration, as well as the basis for the issuance of various documents stipulated by the legislation.

Registration district population basically adhere actively to the population. The registration of the population based on the principle of domicile or residence on the demographic events experienced by a person and / or family. This requires the active participation of the population to be enrolled in any event they experienced population, on the one hand can ease the task of the government bureaucracy but this could also be problems in the future when there are people who did not record the events of residence. Should the government and residents alike active population recorded events that took place on its territory. In other words, the orderly administration and management, which includes how the activities of administrative records of service, file management, well done.

Population administration as a system is expected to be held as part of the state administration. In terms of the interests of the population, population administration give administrative rights fulfilment, as well as public services and protection with regard to civil documents, without any discriminatory treatment.

Population administration directed to:

1. Fulfilling the rights of every person in the field of population administration without discrimination with professional public service.
2. Raising awareness of the population will be his duty to participate in the administration of the population;
3. Meet national statistical data about events on population and vital events;
4. Support policy formulation and development planning of national, regional, and local; and

Support the development of population administration system. To give recognition, personal status determination and the legal status of any significant events and demographic events experienced by residents of Indonesia and the Citizen Indonesia which is outside the territory of the Republic of Indonesia, is necessary to regulate the administration of residence (Husni, 2012).

Settings population administration can be implemented either through increased awareness of the population to report any significant events and events of the population experienced in order to avoid misuse of population data, double ID and forgery of marriage in order to provide public services are excellent for people who came to report important events they experienced and are expected to reduce the potential violation and crime because crime usually be freely carried out by elements that irresponsible falsify identity documents learn from the concept of *reinventing government* (rediscovered the meaning of government, some are interpreting "entrepreneurship bureaucracy" and the concept of *banishing bureaucracy* (trimming bureaucracy) eventually demands of public service is the quality of the service itself, hence some of the principles of quality improvement should be considered include:

- a. The importance of understanding the meaning of service with an integrated quality management ( *total quality management* ), which is the essence: the vision of an integrated quality must be clear; all parties should be involved from the planning to the control/monitoring and feedback; application of various methods to improve the quality of human resources; all the service process is geared to meet the degree requirements of customers/community service system does not just end at the output (input-process-output), but systemically should end up on the results and impact / feedback, so that there will be improvements in the quality and quantity of services are kept relentless.
- b. The public service should have a certain standard in accordance with the needs of " contemporary " this society do not mean there is no standard, not too many standards, the lack of understanding of the standard, and no / less suitability of existing standards to measure service performance (Ibrahim, 2014).

Need to continue to be considered corrective services system and procedures, so that still has the properties include:

1. Simplicity, in the sense of a simple, easy, smooth, fast, straightforward, easy to understand and easy to implement but still quality;
2. Clarity and certainty regarding: procedures, requirements, work units and responsible person, details of cost, schedule;
3. Guaranteed security, transparency, efficiency and effectiveness, fairness and accuracy as well as speed the time (Ibrahim, 2014).

Simplicity, namely that the procedure / procedure organized services easily, smoothly, fast, precise, straightforward easy to understand and easy to implement by the people who receive the services. Later that need consideration by the Government policy settings in the issuance of identity cards is efficiency, namely that:

1. Terms of service are limited only matters directly related to the achievement of the objectives of service while maintaining alignment with the requirements of the service given product;
2. Prevented any repetition of eligibility, in terms of the public service in question requires the existence of complete the requirements / other relevant government agencies (Pasolong, 2012).

New cultural development in accordance with the vision and mission of the bureaucracy as an agent of the public service would have to be done. Orientation on a very strong power had been evicted orientation to services. Cultural and ethical care is very difficult to develop in the bureaucracy for bureaucracy more officials put himself as ruler rather than a servant of citizens and communities. As rulers they often just need the service of citizens. Therefore, efforts to develop orientation and tradition of service to the citizens of the state bureaucracy is always in trouble. Orientation services will only be developed if the culture of power that had been growing in the bureaucracy evicted service culture.

Changes the current service procedures tend to be complex and inhibit the access of citizens naturally not going to work well if it is not followed by a change of mission and culture of bureaucracy. So far, the main mission of the bureaucracy is still in an attempt to control the behaviour, it is very difficult to develop good practices of public services. The difficulty occurs because the service procedure bureaucracy is not designed to facilitate citizens in the use of public services but to control the behaviour of citizens from abusing the public service, because the colonial bureaucracy tends to be perceived of as a

threat then the service procedure is designed so that people do not do things that are not desired by government. Spirit that when designing the service procedure is not to facilitate citizens receive services but control the behaviour of citizens. As a result, the procedure becomes too long and complex because it is designed to avoid *moral hazard* that may be committed by a citizen of the user. Not surprisingly, many of the procedures of public services in Indonesia that cannot be followed appropriately by the citizens. Government bureaucracy today, where officials played a role by using the functions and powers are: office, authority and legitimacy to make government efficient and effective, with the object of the present government. As a result, the procedure becomes too long and complex because it is designed to avoid *moral hazard* that may be committed by a citizen of the user. Not surprisingly, many of the procedures of public services in Indonesia that cannot be followed appropriately by the citizens. Government bureaucracy today, where officials played a role by using the functions and powers are: office, authority and legitimacy to make government efficient and effective, with the object of the present government. As a result, the procedure becomes too long and complex because it is designed to avoid *moral hazard* that may be committed by a citizen of the user. Not surprisingly, many of the procedures of public services in Indonesia that cannot be followed appropriately by the citizens. Government bureaucracy today, where officials played a role by using the functions and powers are: office, authority and legitimacy to make government efficient and effective, with the object of the present government. Authority and legitimacy to make government efficient and effective, with the object of the present government. Authority and legitimacy to make government efficient and effective, with the object of the present government.

Therefore the future in public service policy settings in the issuance of ID cards need to be de-bureaucratization and deregulation to produce public service excellence. And the most important is the need for the orderly administration of the storage and processing of demographic data when conducting data validation, verification and residence to avoid double KTP.

## 7. Conclusion

From the results of research and discussion on the implications of Law No. 25 of 2009 on public services in the issuance of identity cards in Jambi which refers to indicators of research that the principles of the Law of Public Service, the authors can conclude that the Office of Population and Civil Registration Jambi City has been working on providing public services in accordance with the principles of the Law No. 25 of 2009. However, in maximizing the implications of Law No. 25 of 2009, there are some indicators that have not been fully undertaken by the Office of Population and Civil Registration City Jambi, seen from the openness that has not been maximized because the board information that is not easily understood by the public, timeliness less attention because authorities have not sought to provide services in a timely, visible apparatus has not noticed the punctuality in the standard of service time that has been set by the Office of Population and Civil Registration in Jambi City, as well as the provision of facilities and special treatment for vulnerable groups that have not been pursued by the Department Population and Civil Registration.

As for the obstacles in the implementation of Law No. 25 of 2009 be seen from the information apparatus department of population and civil registration in Jambi city and the public on the results of

research and discussion, that the researchers can conclude these obstacles lies in public awareness is still low in reforming data collection, supporting facilities for service are still inadequate, and the services given by officials of Population and civil registration is still sluggish.

Department of population and civil registration in Jambi city should pursue creating a standard service time is shown on the information board about the services stipulated time population and civil registration office in the issuance of National Identity Card in order to achieve punctuality in service. The need for facilities in service to vulnerable groups (elderly, pregnant women, and people with disabilities), such as the availability of a special window for vulnerable groups in the management of identity cards.

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