



ANALYSIS OF SERVICES IN THE PROCUREMENT OF GOODS AND SERVICES, ELECTRONIC PROCUREMENT SERVICES (LPSE) AT THE REGIONAL SECRETARIAT OF KARIMUN

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Abstract

This study aims to describe and analyze transparency services and factors that affect transparency in the Procurement of Goods and Electronic Services (LPSE) in the Sub Division of Service Management Electronic Procurement, Karimun Regency Secretariat. This research uses a qualitative approach. The results of the analysis show that the aspect of transparency indicators in general has shown that LPSE services are quite transparent. Meanwhile, based on the factors that influence it, namely the factor communication between the committee and the company, there is miscommunication and misunderstanding, technological factors where the internet is not stable, human resource factors shown by the lack of character or mental attitude of LPSE service providers, structure LPSE bureaucratic which is still concurrent. position with staff at the Office of Communication and Information in Maros Regency, the acceptance factor of the business community towards the transparency policy is still ineffective and inefficient in the process of procuring goods and services, as well as the factor of LPSE users who are still not maximal in using the system e-procurement

Keywords: *Procurement, Goods and Services, LPSE.*

1. INTRODUCTION

The use of Information and Communication Technology (ICT) in supporting community needs has created various opportunities that are expected to bring innovations to improve the quality of government services, especially community services the general public, the business community, as well as fellow government agencies. Utilization of ICT is also expected to increase efficiency, effectiveness, transparency and accountability of government administration, especially in the procurement of government goods and services.

Transparency is a principle that guarantees access or freedom for everyone to obtain information about government administration, namely information about policies, the process of making and implementing them, and the results achieved (Krina, 2003). According to Kim (2007), while the elements of transparency include: clarity (clarity) in terms easily understood / understood by the public, accessibility (accessibility) within the meaning of the exchange information in both directions, integration (integration) in the sense of explaining and provide additional information needed by society, as well as rationality in the sense of a consistent, standardized, formal and upgradeable process . Based on several views on the indicators of measuring transparency, the following indicators are in accordance with the reality conditions in the Karimun Regency LPSE, especially procurement in the Electronic Procurement Service Management Subdivision of the Karimun Regency Secretariat which will be used as a study or analysis, including: according to Dwiyanto (2006), designating on how easily the service rules and procedures can be understood by users and stakeholders; according to the Asian Development Bank (1999), such data must be freely obtained and available (freely and readily available); according to IDASA in Andrianto (2007), there is an independent and effective audit; according to Ratminto and Winarsih (2014), the technical and administrative requirements of the service are the requirements for the tendering

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participation of providers in the auction at the Office of Communication and Information of Maros Regency; according to Ratminto and Winarsih (2014), Details of Service Costs, are details of costs in the process of procuring goods and services at the Office of Communications and Information in Maros Regency; according to the Asian Development Bank (1999), Access to accurate and timely information ; and according to Smith (2004), the official in charge and in charge / Appeal rights.

The development of LPSE in Karimun Regency, which is one of the districts that has become a pilot city / regency in Riau Islands Province, is based on the legal basis for the formation of LPSE Article 111 Number 54 of 2010 concerning government procurement of goods / services whose operational technical provisions are regulated by the regulation of the head of LKPP Number 2 of 2010 concerning Electronic Procurement Services (LPSE). LPSE in organizing the service system for the procurement of goods / services electronically is also required to meet the requirements stipulated in law number 11 of 2008 concerning electronic information and transactions. The service that is currently available in the electronic procurement system is e tendering, whose operational technical provisions are regulated by the head of LKPP regulation number 1 of 2011 concerning the procedures for E-Tendering . Then the Karimun Regent Regulation Number 12 of 2013 concerning Standard Operational and Procedures (SOP) for Electronic Procurement Services (LPSE) in Karimun Regency.

The Karimun Regency Government has made many achievements at the national level. However, based on preliminary observations in the field and information from one of the informants at the Sub Division of Electronic Procurement Service Management at the Karimun Regency Secretariat, researchers found that the phenomena faced by the Karimun Regency Government in terms of transparency in the procurement of goods and services, there are still conditions for conspiracy and the interests of individuals. In particular, sometimes it postpones the announcement of the auction suddenly and there are groups that are set by the working group to win the tender.

The following is previous research that is a source of reference, namely Herman's thesis research (2015), with the title Public Accountability in the Electronic Government Procurement of Goods / Services (E-Procurement) in North Toraja Regency. Then Sani's thesis research (2011), with the title evaluation of the implementation of E-Procurement in the South Sulawesi Provincial Government. Based on this background, the formulation of the problem of this research is how the transparency of Electronic Goods and Services Procurement Services (LPSE) and the factors that affect transparency in Electronic Goods and Services Procurement Services (LPSE) in the Sub Division of Electronic Procurement Service Management, District Secretariat Karimun.

2. IMPLEMENTATION METHOD

This research takes a locus at the Sub Division of Electronic Procurement Service Management, Karimun Regency Secretariat. The reason for choosing this location is by taking into account accessibility , where the research location is easy to reach, and provides sufficient opportunities because it is impossible to only research it once in a while. In addition, the reality under study is still happening (ongoing).

This study uses a qualitative approach on the grounds that the findings in qualitative research are not obtained through statistical procedures or other forms of calculation in Moleong (2012). The choice of this type of research refers to Stake's view in Creswell



(2010), which states that a case study is a research strategy in which researchers carefully investigate a program, event, activity, process or group of individuals.

In this study, the data collection techniques used to complement each other in this study were: Interview Techniques, Observation Techniques, and Documentation Studies. In qualitative research, data processing and analysis are inseparable activities. This can be seen in the qualitative data analysis stages in Sugiyono (2011), namely: data reduction, data presentation, and conclusion / verification.

3. RESULTS AND DISCUSSION

3.1 Results

The following is verification of LPSE service transparency indicators in terms of procurement in the Sub Division of Electronic Procurement Service Management at the Karimun Regency Secretariat, namely: refers to how easily the service regulations and procedures can be understood by users and stakeholders other; The data must be freely available and available (fully and readily available); The existence of an independent and effective audit; Technical and Administrative Requirements for Services; Detailed Service Fees; Access to accurate and timely information ; Authorized and responsible officials / Appeal rights in the implementation of e Procurement in Karimun Regency.

How easily the service rules and procedures can be understood by users and stakeholders other for implementing regulations and procedures in the procurement of goods and services in the Sub-Division of Electronic Procurement Service Management at the Karimun Regency Secretariat can be said to be good and effective at the implementation stage of the post qualification announcement which announce all information on requirements and procedures for participating in the auction.

Data on government procurement of goods and services must be freely obtained and available (freely and readily available) in order to make it easier for providers to get excellent service and also the government in providing services to the community, especially the business community. SPPJ and Contract Signing data can only be obtained and viewed by the provider who wins the tender. So what is involved here is the Commitment Maker Officer, Provider, and staff or experts who will work on the auction project and not all of them are free of access and certain people.

There is an independent and effective audit where the control is carried out to prevent fraudulent practices that occur in every stage and process of government procurement of goods and services. So that LKPP created a control mechanism called the Whistle blower System . The Whistle Blower System is a new tool that can be used by providers of goods and services (partners) and of course the public (public) to complain about irregularities that have occurred in the process of procuring government goods and services, including allegations of corruption. Whistle blower system is a sub-system within SPSE application, or can be accessed at www.wbs.lkpp.go.id. and easy to access by the public wherever they are.

To achieve transparency in the procurement of goods and services, one of them must be transparent in terms of technical and administrative requirements of the service. The technical and administrative requirements for the procurement of goods and services that have been fulfilled properly by the parties indicate that transparency of procurement services has been well realized.

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In the process of procuring goods and services electronically in the Sub Division of Electronic Procurement Service Management at the Karimun Regency Secretariat, there is no fee collected from the committee. For the cost element, it only refers to the internet or pulse costs of each provider.

The final stage, namely SPPJ which is issued by the official making the commitment and signing the contract is in accordance with the activity schedule and the document is very reliable and legal according to law. In the process of procuring goods and services, from the start until the tender winners come out and the tender contract signatures are all reported to the Regent of Karimun.

In the process of procuring government goods and services, especially in the Sub Division of Electronic Procurement Service Management at the Karimun Regency Secretariat, there are several factors that affect transparency in the procurement of government goods and services, including: the communication factor between the provider and the auction committee. Resource factors, namely technology factors, namely technical factors including servers, the SPSE system which is always being upgraded and human resource factors, namely the management factor consisting of the LPSE team whose capabilities and mastery or understanding of the existing system. The attitude factor of the government apparatus, namely the auction committees with the status of civil servants, is still required to be lazy, less loyal to time, and less responsive to their job duties. The government bureaucratic structure factor, namely the manager of the LKPP and LPSE policies, is a procurement unit whose office is the same as the Sub Division of Electronic Procurement Service Management of the Karimun Regency Secretariat and the Chair of the LPSE is also the Head of the Office as well as other LPSE officials who hold positions with structural positions. Electronic Procurement Karimun District Secretariat. The acceptance factor of the business community towards the transparency policy. The factors of LPSE service users are the factors of LPSE users, namely the Provider and the ULP Working Group.

3.2 Discussion

This research found that the transparency of the services of procurement of goods and services electronically in the Sub Division of Electronic Procurement Service Management at the Karimun Regency Secretariat has been running quite transparently. To clarify the characteristics and explanation detailed of the indicators, it is said that transparency is met or the indicators of transparency are not fulfilled in the procurement of goods and services in the Sub-Section of Electronic Procurement Service Management at the Karimun Regency Secretariat, the description is that how easily the rules and procedures are understood by users and stakeholders is at every stage of the process. the determination of the auction winner to meet this indicator is easy to understand the rules and procedures by the provider or company as well as the procurement committee so that the transparency indicator is met.

Data must be freely obtained and available, meaning that not all data can be obtained easily or transparently. Transparent procurement data include: data at the post-qualification announcement stage, providing explanations, and proving qualifications. Meanwhile, procurement data that is not detailed and is still displayed half-way and is even kept secret by the procurement committee include: data on evaluation results that are still not detailed and only announced by companies that pass to the next stage, data on winner announcement where the reasons for determining the auction winner are not detailed or The working group still needs an explanation and it must go through a 3-



day rebuttal process and make the provider dissatisfied with the working group's explanation, finally the SPPJ data and the signing of the cooperation contract between the tender winner and PPK which are not displayed on the website in a transparent manner and only the provider and PPK know about it. so that the transparency indicator in this case is not fulfilled.

The existence of an independent audit means that the audit has been carried out in a transparent manner in all stages of the auction service process. This is carried out by online evaluation with the Whistleblower System which is directly connected to LKPP. In addition, it is directly monitored and evaluated periodically by the Regional Inspectorate and audits once a year by the South Sulawesi BPK and the Republic of Indonesia BPK so that transparency indicators are met.

The technical administrative service requirements are that all technical and administrative requirements for the procurement of goods and services and all stages have been transparent with the announcement of each tender requirement or criteria through the website LPSE in Karimun Regency so that the transparency indicator is met. The details of the service fee are that the procurement of goods and services electronically is free of charge. So, this transparency indicator about the details of service fees does not apply to auction services with an system e-procurement .

Access to accurate (valid) and timely information is that all stages of the auction until the tender winner emerges and the signing of the cooperation contract runs transparently. This can be seen in the field that all information and schedules have been determined by the goods and services procurement team so that the decision of the working group is valid and on time according to the schedule set in the LPSE team coordination meeting in accordance with the plan for procurement of goods and services in the Sub Division of Electronic Procurement Service Management. Karimun Regency Secretariat.

Pejabat yang berwenang dan bertanggung jawab (Appeal Rights) adalah bahwa proses layanan pengadaan ada yang bertanggung jawab dan membinanya melalui Sekretaris Daerah Kabupaten Karimun berdasarkan Surat Keputusan Bupati Karimun Nomor: 27/KPTS/495/1/2019 tentang pembentukan tim Layanan Pengadaan Secara Elektronik (LPSE) Kabupaten Karimun tahun anggaran 2019. Pada penetapan point kedua bahwa penanggung jawab LPSE Kabupaten Karimun adalah Sekretaris Daerah Kabupaten Karimun. Sedangkan ketua LPSE adalah kepala Sub Bagian Pengelolaan Layanan Pengadaan Secara Elektronik Sekretariat Kabupaten Karimun yang bertugas memimpin operasional harian LPSE Kabupaten Karimun.

The authorized and responsible official (Appeal Rights) is that the procurement service process is responsible for and fostering it through the Regional Secretary of Karimun Regency based on the Decree of the Regent of Karimun Number: 27 / KPTS / 495/1/2019 concerning the formation of an Electronic Procurement Service team (LPSE) Karimun Regency for the 2019 fiscal year. In determining the second point, the person in charge of the Karimun Regency LPSE is the Regional Secretary of the Karimun Regency. Meanwhile, the head of the LPSE is the head of the Sub Division of Electronic Procurement Service Management at the Karimun Regency Secretariat who is in charge of the daily operations of LPSE in Karimun Regency. So, there are five transparency indicators that are fulfilled and in accordance with the reality in the field in the process of government procurement of goods and services, including: easy to understand service regulations and procedures, independent audits, technical and administrative service requirements, access to valid and timely information, and There is an authorized official in reporting the winning bidder (appeal rights). Meanwhile, the two transparency indicators that are not fulfilled are details of service costs that are not in e-procurement and general information data can be accessed

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transparently but specific and confidential data of the Pokja or ULP such as detailed reasons why data on the results of the rebuttal, SPPJ publications and so on cannot. displayed on the LPSE website.

In line with the view of Kim (2007), about the elements of transparency include: clarity (clarity) or easy to understand rules and procedures, accessibility (accessibility) in terms of access to information is valid and timely, but no data is also kept secret in the interest of the committee procurement, integration (integration) in the sense of an independent audit that is mutually integrated for the sake of transparency in procurement, namely from the blood inspectorate, BPK, and audits through the Whistleblower System from LKPP, and rational (rationality) in the sense that there is a consistent process in procurement services, standardized by LKPP , formal and legal legal any procurement processes that produce tender winners, and can be upgraded all forms of procurement information with the system e-procurement.

In addition, this study shows that in government procurement of goods and services there are factors that influence it that hampers government procurement services. In the process of procuring government goods and services, especially in the Sub Division of Electronic Procurement Service Management at the Karimun Regency Secretariat that there are several factors that affect transparency in the procurement of government goods and services, including: communication factors, namely control of general procurement rules by the committee and providers is also very important this is so that there is no miscommunication or misunderstanding between the two parties in the process of procuring goods and services in the Sub Division of Electronic Procurement Service Management, Karimun Regency Secretariat. Technological factors that technical factors include the server, which is always SPSE system upgrades, internet connection and other equipment related to the technical operations LPSE that need to be maintained and improved maintainance to run smoothly in any auction process. In addition, the condition of LPSE in Karimun Regency, the internet network is still not 100% maximal. So a stable network connection also greatly affects the smooth running of the ongoing stages of the auction process. Human resource factors, namely the management factor consisting of the LPSE team whose capabilities and mastery or understanding of the existing system by related parties (participants, pokja / committee, PPK, inspectorate, BPK auditors) in connection with the ability to follow or access existing stages. LPSE's own human resources are still very minimal in providing IT services and administrative operations. The Attitude Factor of Government Officials, namely the auction committees with the status of civil servants, are still required to be lazy, less loyal to time, and less responsive to their job duties. So that in the process of procuring goods and services in Karimun Regency, there are committees with good performance and some with poor performance. The Government Bureaucratic Structure, namely the manager of LKPP and LPSE policies, is a procurement unit whose office is the same as the Sub Division of Procurement Service Management Electronic, Karimun Regency Secretariat and the Chairperson of the LPSE is also the Head of the Office as well as other LPSE officials who hold positions with structural positions. Electronically the Karimun Regency Secretariat.

The acceptance factor of the business community towards transparency policies, namely companies engaged in the IT sector, is very easy to accept this procurement transparency policy, with the existence of this e-procurement system. But for companies that have been comfortable playing manually, suddenly switching to an online procurement system, it is very difficult to understand the flow of the system properly. Factors of LPSE service users are factors of LPSE



users, namely providers and the ULP working group. Usually providers do not understand IT in the sense that sometimes they do not understand user and the password provider's to participate in the auction process. Meanwhile, the working group was not maximal in carrying out the stages of the auction process due to unscheduled training from LKPP.

4. CONCLUSION

The process for the procurement of goods and services electronically in the Sub Division of Electronic Procurement Service Management at the Karimun Regency Secretariat is quite transparent because all auction process mechanisms use a system online and are systematically transparent. The process of service procurement of goods and services have been easy to understand and clearly the rules and procedures of service, integration (integration) of the procurement committee and audit the procurement of regional inspectorate, CPC and auditing through the Whistleblower System of LKPP, as well as the rational (rationality) in a consistent process. In procurement services, standardized by LKPP, formal and legal legal any procurement processes that produce tender winners, and can be upgraded all forms of procurement information with the procurement system. However, accessibility is information still lacking in detail and on time according to the procurement schedule. Services that are less transparent in accessing detailed data about the evaluation of bids and detailed reasons for determining the announcement of winners by the Working Group, SPPJ and contract signatures, only certain people can access and find out in detail and clearly. Factors affecting transparency in the procurement of government goods and services include: communication between the committee and providers; available resources both technological and human resource factors; the attitude factor of the government apparatus; government bureaucratic structure factors; acceptance factors of the business community towards policies and factors of users of LPSE services. Then the research suggests that it needs continuous education to providers of goods and services (partners) so that they have the same understanding of policies e-Procurement and technical capacity to be able to participate in electronic tenders.

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