

Application Electronic Procurement at the Bureau of Procurement of Goods/Services North Sumatra Province

Dedy Darmawan¹, Badaruddin², Humaizi³

^{1,2,3}University of Sumatera, Indonesia

Abstract

This study aims to analyze the implementation of E-Procurement in the Bureau of Procurement of Goods and Services of North Sumatra Province, analyze the impacts experienced and the obstacles caused by the implementation of E-Procurement at the Bureau of Procurement of Goods and Services of North Sumatra Province, and analyze the role of E-Procurement in the Procurement Bureau. North Sumatra Province Goods and Services in minimizing fraud in the process of procurement of goods and services. This research is located at the Bureau of Procurement of Goods and Services, North Sumatra Province, namely the Goods and Services Procurement Unit and LPSE using descriptive qualitative research methods with in-depth interview techniques and observations with informants who are the E-Procurement implementation team and service providers who have received tenders and make observations, especially on the website and E-Catalogue. This research shows that the Bureau of Procurement of Goods and Services has implemented E-Procurement in accordance with the direction of the government, and the most perceived obstacle from this program is the knowledge of the implementers about the E-Procurement system and servers that are often down. The impact that is felt the most is the effectiveness of the process as well as the transparency and convenience that is felt by all parties.

Keywords

Electronic procurement; procurement of goods and services; bureau of procurement of goods and services



I. Introduction

Technology and information with the passage of time are increasingly developing in various fields, for example in the field of transportation which has emerged technology with online-based applications. So with this, it is not surprising that we find many applications of various systems to make life easier in all processes. Based on the Instruction of the President of the Republic of Indonesia Number 3 of 2003, considering that the rapid advancement of communication and information technology and the potential for its wide utilization, opens opportunities for the access, management and utilization of large volumes of information quickly and accurately. In creating good governance and improving effective and efficient public services, it is necessary to have e-government development policies and strategies.

Development is a systematic and continuous effort made to realize something that is aspired. Development is a change towards improvement. Changes towards improvement require the mobilization of all human resources and reason to realize what is aspired. In addition, development is also very dependent on the availability of natural resource wealth. The availability of natural resources is one of the keys to economic growth in an area. (Shah, M. et al. 2020)

Utilization of communication and information technology in the process of government (e-government) will increase efficiency, effectiveness, transparency and accountability of government administration. The implementation of e-government to achieve good governance is the procurement of government goods/services electronically (E-Procurement). Many of the procurement processes for goods/services are carried out in secret or pretend to carry out a transparent process with insider arrangements, when in fact it is clearly a practice of Corruption, Collusion and Nepotism (KKN), to overcome this, of course, an open process is needed through E-Procurement or the process of procuring goods/services online via the internet that will get supervision from the public (Adrian, 2016: 253).

Currently, the North Sumatra provincial government is intensively developing infrastructure in order to fulfill the previous vision and mission. To realize a good infrastructure development must start with a good process as well. The establishment of the North Sumatra Province Goods/Services Procurement Bureau in 2020 is one of the steps taken by the North Sumatra Provincial Government in an effort to reduce the practice of KKN in North Sumatra province. The Bureau of Goods/Services Procurement, which is currently the center of the entire process of procurement of goods/services in the province of North Sumatra, has a duty and a role in reducing the practice of KKN. Good governance can be interpreted as good governance.

Several previous studies were carried out by Arinda (2012), the results of his research stated that the application of E-Procurement in Bojonegoro Regency can be said to be less effective. This is because there is one goal that has not been achieved optimally, namely increasing fair business competition because there are indications of "flirting". These indications reduce the effectiveness of the implementation of E-Procurement in the procurement of goods and services. Previous research conducted by Maharani (2016), the results of research in terms of effectiveness have been going well and effectively. This is demonstrated by transparency that the process of procuring goods/services can be obtained openly and easily by all parties.

In addition, the Goods/Services Procurement Bureau acts as a forum for the Electronic Procurement Service (LPSE) of North Sumatra Province which was formed to organize a service system for the procurement of goods and services electronically and to facilitate Regional Apparatus Organizations (OPD) in North Sumatra province in carrying out processes electronic procurement of goods/services (E-Procurement) both tender and non-tender. With the formation of the North Sumatra Province Goods/Services Procurement Bureau in 2020 until now, of course many things have happened related to the system created. Along the way, of course, there were many obstacles.

The tender process for projects in various regions is often perceived as unfair and not transparent by some entrepreneurs because those who get projects are usually those who have close relations with the authorities. E-Procurement is a tender system in the procurement of goods/services by utilizing internet-based information and communication technology. With E-Procurement the tender process can take place in an effective, efficient, open, competitive, transparent, fair/non-discriminatory and accountable manner so that it is expected to reflect openness/transparency and also minimize fraudulent practices of KKN (Corruption, Collusion and Nepotism) in tenders for procurement of goods can harm state finances.

II. Research Methods

This research was conducted at the Office of the Governor of North Sumatra at the Bureau of Procurement of Goods/Services, Jalan Pangeran Diponegoro Number 30 Medan City. This study used descriptive research with a qualitative approach. This research was chosen because to present the data systematic, factual, and accurate about the facts in the field, using a descriptive research design with a qualitative approach aimed at exploring the facts in the research location, especially regarding the procurement of goods and services.

III. Results and Discussion

3.1 Implementation of E-Procurement

In its implementation, Electronic Procurement is divided into two types according to the type of needs that government institutions, agencies or regional apparatus organizations (OPD) need. Meanwhile, the procurement of goods and or services that require a relatively long process in its supply and has a large price scale, which is more than Rp. 200,000,000.00 (two hundred million rupiah) will be carried out by means of an Electronic Tendering (E-Tendering) process. E-Tendering is carried out using a website-based electronic system called the Electronic Procurement Service (LPSE).

E-Catalogue is an application for online shopping for goods created and developed by a government agency that handles the procurement of goods and services, namely the Government Goods/Services Procurement Policy Institute (LKPP). The application provides various kinds of product needs that are needed by the government. The government in this case is the entire regional apparatus organization or government service throughout the territory of Indonesia. Meanwhile, in managing the electronic catalog, the head of the LKPP has the authority to give approval to the management of sectoral and regional electronic catalogs. In addition, the head of LKPP also imposes sanctions on the management of sectoral and regional electronic catalogs, as well as stipulates goods/services that can be entered and included in national, sectoral, and regional electronic catalogs.

Regional Apparatus Organizations (OPD) are organizations that are under the auspices of the regions and become tentacles for the center to carry out community service functions. Parties who are given the responsibility by the government to be able to directly carry out e-purchasing activities using electronic catalogs in this case are Commitment Making Officers and Goods/Services Procurement Officers. While the service provider is the party that provides the offer in the electronic catalog, the service provider can come from all over Indonesia. Provider is a company or trading unit. However, it should be noted that not all companies are able to enter and sell goods/services in the LKPP electronic catalog.



E-Catalogue Image

The goods and services procurement bureau in North Sumatra Province has carried out the procurement of goods/services using the E-Purchasing system in accordance with government regulations. The system for procuring goods/services online has been going on since 2010, making everyone involved in it understand the system for procuring goods/services. Even so, with the system that continues to develop, there are still those who are not comfortable with the online procurement system. The implementation of E-Procurement has been implemented for eleven years. With the length of time that has passed, of course, many successes have been achieved and some need to be improved. The implementation of E-Procurement does not always run well and smoothly, there are obstacles that occur in the process.

3.2 Barriers to the Implementation of E-Procurement for the Bureau of the Procurement of Goods and Services

There are two factors that hinder the implementation of E-Procurement at the North Sumatra provincial goods and service procurement bureau. The first is the internal obstacle that comes from the E-Procurement implementer itself. The internal obstacles in question include an unstable internet network, the E-Catalog Application Server and the LPSE website are often down, ASN knowledge of the E-Procurement process, and the E-Purchasing Process with the E-Catalogue which does not yet support effective procurement. The two external barriers are Knowledge of Service Providers on Information and E-Procurement systems and Intimidation in the tender selection process.

The use of electronic technology and internet networks requires everyone to understand so as not to be left behind. Changes in the procurement system for goods and services from a conventional system to an electronic system certainly have an impact. The impact of E-Procurement is divided into two, namely the positive impact and negative impact, the authors focus on the impact felt by the parties directly involved with E-Procurement. The positive impact felt by the working group in carrying out their duties is that they are more orderly at work because the working period is measured so that a daily work schedule must be made in order to be able to catch up with the predetermined working time. In line with the positive impact described above, the Pokja stated that if everything is done online, the use of paper has drastically reduced.

The positive impact felt by the Commitment Making Officer (PPK) is the effectiveness in working, with a clear system, clear and neat procedures, making KDP work effectively. The working time for managing E-Procurement is shorter when compared to when procuring with conventional systems. The negative impact felt by KDP for E-Procurement is almost non-existent, it's just that PPK must be more careful in making the requirements for service providers needed so that service providers who are competent in their work are selected.

3.3 Parties Involved In E-Purchasing With Electronic Catalogs

a. Government Goods/Services Procurement Policy Institute (LKPP)

LKPP has a very vital role in the process of implementing E-Purchasing with catalog media. This is because LKPP is the party that develops websites and electronic catalog applications that are used throughout Indonesia. System problems that occur in the E-Procurement process, both E-Tendering and E-Purchasing put LKPP in a position that is always to blame. Meanwhile, until now there are still cases of server downs that cause difficulties in carrying out the E-Procurement process itself.

b. Local Government Organizations

Regional Apparatus Organizations (OPD) are organizations that are under the auspices of the regions and become tentacles for the center to carry out community service functions. In North Sumatra Province there are 48 OPDs who are given responsibility by the government to be able to directly carry out e-purchasing activities using electronic catalogs in this case are Commitment Making Officers and Goods/Services Procurement Officers.

3.4 The Role of E-Procurement in Minimizing Fraud in the Procurement Process of Goods and Services

As openness and honesty to the community based on the consideration that the community has the right to know openly and thoroughly the accountability of the government in the resources entrusted to it and its compliance with the laws and regulations. As well as what has been mentioned in the procurement principle, where the process of procuring goods and services is carried out based on the principles of procurement of goods and services, namely effective, efficient, fair competition, open (transparency), non-discriminatory or fair, accountability. With the explanation that has been stated in the previous section, that the implementation of E-Procurement is carried out by prioritizing transparency or openness, where all parties can see how the process is running in each activity of procurement of goods/services. Both with the E-Purchasing system through the E-Catalogue and E-Tendering using the LPSE website.

To further ensure whether E-Procurement, especially those carried out by the North Sumatra Province goods and services procurement bureau, can be categorized as having met the openness or transparency aspect, it is discussed based on transparency indicators. The first indicator of transparency is the existence of a legal framework for transparency, the legal basis for transparency has been stated in Presidential Regulation Number 12 of 2021 concerning the Procurement of Government Goods/Services. The next transparency indicator is public access to budget transparency. In this indicator, good E-Procurement provides maximum access to the public to be able to see the budget offered and the budget approved in the procurement of goods/services. This openness is realized through tender announcements on the LPSE website and budgeting.

3.5 Faceless System

The implementation of E-Procurement in the E-Tendering system from the beginning of the implementation to the end of determining the winner only opens a one-time opportunity to hold a meeting between service providers and working groups. The purpose of the face-to-face meeting is only to verify the documents that meet the requirements they have proposed. The implementation of E-Procurement in the E-Catalogue system is absolutely not possible to hold face-to-face meetings directly before there is a sale/purchase agreement of goods/services. Meetings held on the E-Catalogue system will be held after an agreement to sign a work contract. The E-Procurement system has indeed provided facilities electronically to complete the E-Tendering and E-Catalog processes without the need for face-to-face meetings. The electronic process that has been designed by LKPP is in such a way as to create a system capable of reducing corruption, collusion and nepotism. In addition, the E-Procurement system ensures that no fraud occurs by ensuring the right policies for implementation.

IV. Conclusion

Based on the results of research and data analysis above, the authors draw the following conclusions:

1. The implementation of E-Procurement at the Bureau of Procurement of Goods/Services of North Sumatra Province in the field of E-Tendering has been carried out in accordance with established regulations and following electronic procurement procedures in accordance with LKPP provisions.
2. The positive impact felt by authorized task executors and service providers in the E-Procurement system is effectiveness and efficiency in working time, flexibility of work, transparency and openness as well as fairness.
3. The perceived obstacles to the E-Procurement system on the internal side are unstable internet networks, the E-Catalog application server and the LPSE website are often down, ASN knowledge of the E-Procurement process, the E-Purchasing process with E-Catalogue which does not support procurement of goods and services that are effective, meanwhile the external obstacles faced are the lack of knowledge of service providers regarding the E-Procurement process, as well as intimidation in the tender selection process.
4. Based on the research that has been carried out, it is known that E-Procurement has a major role in minimizing fraud in the procurement process for goods and services at the Bureau of Procurement of Goods and Services in North Sumatra Province by realizing a procurement process with a transparent system, a procurement system without face to face between service providers and Pokja, a non-discriminatory system, as well as clear and active supervision.

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