

E-Procurement System in Malang City Procurement Service Office

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ABSTRACT

Procurement of goods / services is a routine activity carried out by the government, both central and local governments, to meet the needs in implementing services. Along with the changing times and the rapid development of technology, this also affects the process of procuring goods / services. Procurement of goods / services, which previously used a simple manual system, began to develop with the implementation of the procurement of goods / services using electronic media that could be connected online. This study aims to describe the implementation of the electronic goods / services procurement system in the Goods and Services Procurement Service Section of Malang City. This research focuses on how the implementation (communication, resources, disposition or attitude, bureaucratic structure) of the goods / services procurement system electronically and what are the driving factors and inhibiting factors of implementing the electronic goods / services procurement system in the Service Section. Procurement of Goods and Services in Malang City. Research using qualitative methods and data analysis techniques in this study were carried out with data, data reduction, withdrawal and withdrawal / leverage. The implementation of the electronic goods / services procurement system in the Goods and Services Procurement Service Section of Malang City has been running legally and procedurally, but there are still limitations and shortcomings in its implementation. This research contributes thoughts to the world of education and government in particular in the procurement of government goods / services and can provide a clear picture of the electronic goods / services procurement system as well as input for the government in making policies for the system for procuring electronic goods / services.

Keywords: Implementation, Goods / Services Procurement System Electronically

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1. INTRODUCTION

Preliminary

The Electronic Procurement System (SPSE) is a new breakthrough that began to be officially implemented in 2008 and continues until today. The application of the Electronic Procurement System (SPSE) was taken in order to follow up on the issuance of Law Number 11 of 2008 concerning Electronic Information and Transactions which implies that an electronic system is used to explain the existence of an information system which is the application of information technology based on telecommunications networks and electronic media, which functions to design, process, analyze, display, and transmit or disseminate electronic information, and is also based on Presidential Decree No. 2003 concerning Guidelines for the Implementation of Government Goods / Services Procurement which was later refined in Presidential Regulation No. 16/2018 concerning Government Goods / Services Procurement.

The change in the system for procuring goods / services from manual to electronic procurement of goods / services is also expected to reduce the abuse of authority that often occurs in government circles, such as the practice of corruption, collusion and nepotism (KKN) in procurement and monopolizing the procurement of goods / services carried out. government by making use of limited information so as to provide an opening for fraud.

Deputy Chairman of the Corruption Eradication Commission (KPK) Nawawi Pomolango, as reported on the *kompas.com* page, stated that 70% of corruption cases handled by the KPK were related to the goods / services procurement sector. Nawawi also said that the percentage could increase because many bribery cases handled by the KPK were also related to the procurement of goods / services (Ardito Ramadhan 2020). Bribery cases in the procurement of goods / services often occur due to individuals who try to "play back" deliberately giving a gift to the election work group or procurement officials so that the goods / services procurement process is directed to a predetermined provider, to the point of using thugs to intimidate an election working group or procurement official in order to win over the company. Another thing that also often happens is the feeling of dissatisfaction with companies or providers as participants in the procurement of goods / services with the process of procuring goods / services. Many of them do not know when the goods / services procurement process occurred due to the lack of information published to the public so that they cannot follow the goods / services procurement process, even though they are qualified to participate in the procurement of goods / services.

In Malang City Government itself, the implementation of the Electronic Procurement System (SPSE) which is guided by Presidential Regulation Number 16 of 2018 concerning Government Procurement of Goods / Services has been going well, but there are still shortcomings and limitations. In its implementation, related to the application of the Electronic Procurement System (SPSE), there are several indications of problems including: Limited resources of the apparatus who handle and understand the activities of procuring goods / services both manually and electronically; Thinking of apparatus resources who think that the activities of procuring goods / services will face Law Enforcement Officials (APH); The work culture of apparatus resources who are actors of procurement still prefers to carry out the process of procuring goods / services manually rather than doing it through the Electronic Procurement System (SPSE).

Based on these problems, the basis for creating research on the e-Procurement system in the Procurement Section of goods / services in Malang City. Procurement Section of goods / services in Malang City.

Purpose

This study aims to determine the conditions of the implementation of the e-Procurement system in the Procurement of goods / services in Malang City and to determine the supporting and inhibiting factors in the implementation of the e-Procurement system in the Procurement Section of goods / services in Malang

Theoretical Framework

In principle, policy implementation is a way for a policy to achieve its goals. Lester and Stewart (Winarno, 2002: 101-102), explain that policy implementation is seen in a broad sense as a legal administration tool in which various actors, organizations, procedures and techniques work together to carry out policies in order to achieve the desired impact or goal.

So the implementation is the actions taken by the government to achieve the goals that have been set in a policy decision. However, in making policies, the government must also first assess whether the policy can have a bad impact or not on society. This is intended so that a policy does not conflict with society, let alone to the detriment of society.

Edward III's model (1980: 147) suggests several things that can affect the success of an implementation, namely : Communication, Resources, Disposition, and Bureaucratic Structur

First, implementation communication requires the implementor to know what to do, communication is defined as the process of delivering communicator information to the communicant. In addition, in the communication of policy implementation, there are policy objectives and targets that must be conveyed to target groups, this is done in order to reduce errors in policy implementation.

Policy communication has several dimensions, including dimensions of transformation, clarity and consistency. The transformation dimension requires that public policy be transformed to implementers, target groups and other parties related to the policy. The clarity dimension requires that the policy transmitted to implementers, target groups and other parties with direct or indirect interest in the policy can be received clearly so that the aims, objectives and targets can be known.

Second, resources are one of the factors that influence the successful implementation of an implementation, even though the content of the policy has been communicated clearly and consistently, but if the implementor lacks the resources to implement the policy it will not run effectively. Resources that can support policy implementation can be tangible, such as human resources and budgetary resources, equipment resources, information resources and authority.

Human resource is an indicator that influences the success and failure of implementation. Implementation is highly dependent on human resources (apparatus), thus human resources in policy implementation must be sufficient in addition to having the expertise and ability to carry out tasks,

recommendations, orders from superiors (leaders). Therefore, human resources must have accuracy and appropriateness between the number of staff needed and the expertise they have in accordance with the job duties at hand.

Budget resources are resources that affect implementation after human resources exist, the limited available budget causes the quality of services to the public that must be provided to the public as well. The limited budget causes the disposition of the actors to be low, and there will even be a goal displacement made by the actors towards achieving the goals and objectives that have been set. Equipment resources are also resources that affect the success and failure of an implementation.

According to Edward III (1980: 102), equipment resources are a means used to operationalize the implementation of a policy which includes buildings, land and facilities, all of which will make it easier to provide services in policy implementation. Limited facilities and equipment needed in policy implementation have resulted in the failure of policy implementation, because with limited facilities it is difficult to obtain accurate, precise, reliable, and trustworthy information which will greatly harm the implementation of accountability.

Information resources and authority are also important factors in implementation, relevant and sufficient information relating to how to implement a policy. Information about the willingness or ability of various parties involved in policy implementation is intended so that the implementers will not make a mistake in interpreting how to implement it. Authority is also another resource that influences the effectiveness of policy implementation.

Edward III (1980: 103), emphasized that sufficient authority to make decisions by an institution will influence the institution in implementing a policy.

Third, disposition is the character or characteristics possessed by policy implementers, such disposition as commitment, honesty, and democratic character. If the policy implementer has good characteristics or character, he will carry out the policy properly in accordance with the goals and desires of the policy maker.

According to Van Meter and Van Horn (Widodo, 2007: 105) there are three kinds of elements that can influence dispositions, including: knowledge (cognition), understanding and deepening (comprehension and understanding) of policy, the direction of their response whether to accept, neutral or reject (acceptance, neutrality, and rejection), the intensity of the policy.

The element that can affect disposition is knowledge, where knowledge is an important element because the high knowledge possessed by the apparatus can assist in the implementation of the implementation.

Understanding and deepening can also help create and carry out implementation in accordance with the objectives to be achieved. The community response can also determine the success of an implementation, because it can determine the attitude of whether the community accepts, is neutral or rejects.

Within the bureaucratic structure there are two important things that influence it, one of which is the important aspect of the bureaucratic structure of any organization, namely the existence of standard operating procedures (SOP). This SOP is a guideline for implementing policies in acting or carrying out their duties. Apart from SOP that affect the bureaucratic structure is fragmentation that comes from outside the organization.

2. METHODS

Methods Type

This study uses a descriptive method with a qualitative approach in collecting research data. Qualification is used because the formulation of symptoms, information or statements regarding the implementation of the Electronic Procurement System (SPSE) policy in city services for procurement of goods / services at the Malang City Goods and Services Procurement Service Section is carried out through a situation analysis of and conditions. and the system of actors involved in it.

Locus

The focus of this research is in the procurement of goods / services in Malang City

Focus

This research focuses on the implementation of the e-Procurement system in the Procurement Section of goods / services Malang City.

Data Source

The types of research data include:

Primary data is data obtained directly from research sources or research locations, namely by conducting observations and interviews with respondents regarding the implementation of the Electronic Procurement System (SPSE) in the Goods and Services Procurement Service Section of Malang City.

Secondary data is additional data obtained from various sources related to research, such as books or literature related to research problems, documents or archives regarding the implementation of the Electronic Procurement System (SPSE) in the Goods and Services Procurement Service Section of Malang City.

Informant Determinations

ASN in the Service of Procurement of Goods and Services in Malang City, Implementer of Electronic Procurement Services (LPSE) and Executors of Procurement in Malang City Government.

Data Collections Technique

The methods used in data collection, as is common in qualitative studies, are observation, interviews and documentation. Data in qualitative research is more in the form of words, so interviews are a very important tool.

Data Analysis Technique

Data analysis is done by organizing the data obtained into a category, describing the data into units, analyzing important data, compiling or presenting data in accordance with the research problem in the form of a report and making conclusions so that it is easy to understand.

According to Miles, Huberman and Saldana (2014: 12-14) to analyze research data, activities in qualitative data analysis are carried out interactively and continue to completion, so that the data is saturated.

Data analysis in this study was carried out using an interactive model from Miles, Huberman and Saldana (2014), which applies four (4) steps in analyzing data such as data collection, data condensation, data presentation, drawing conclusions.

3. RESULTS AND DISCUSSION

Communication

The Malang City Goods and Services Procurement Service Section has conveyed information about the implementation of the electronic procurement system (SPSE) clearly and maximally to the public or target groups (procurement actors and users of electronic procurement services). The community or target group also gave a positive response to the delivery of information regarding the implementation of the electronic pengadaan system (SPSE) which was delivered by the Goods and Services Procurement Service Section of Malang City.

In addition to delivering information, the Malang City Goods and Services Procurement Service Section also provides services for the community or target groups who wish to carry out consultation and coordination or complaints. Malang City Goods and Services Procurement Service Section provides services through several alternatives, namely through the helpdesk service at the Malang City Goods and Services Procurement Service Section or through the Malang City Goods and Services Procurement Service Section website.

In carrying out its services, the Malang City Goods and Services Procurement Service Section is guided by the existing Standard Operating Procedures (SOPs) and Legislation and coordinates with the Government Goods and Services Procurement Policy Institute (LKPP) to provide maximum service results.

Resource

Malang City's Goods and Services Procurement Service Section has 34 state civil servants (ASN) consisting of four (4) structural positions and thirty (30) functional positions (specific / general). With this number, of course it is still lacking and not ideal for the Malang City Goods and Services Procurement Service Section in carrying out its duties and functions, especially in implementing the electronic procurement system (SPSE). However, behind the limited number, the state civil apparatus (ASN) in the Goods and Services Procurement Service Section of Malang City is currently able to understand and master well the Electronic Procurement System (SPSE) policy.

Apart from human resources, budget resources in the Goods and Services Procurement Service Section of Malang City are also uncertain every year. The budget is the basis for the Goods and Services

Procurement Service Section of Malang City to carry out activities, especially the implementation of the Electronic Procurement System (SPSE). The uncertainty of the budget resulted in the performance of the Malang City Goods and Services Procurement Service Section in the implementation of activities to be less than optimal.

The Service Section for the Procurement of Goods and Services in Malang City in the delivery of information related to the implementation of the Electronic Procurement System (SPSE) is carried out with various activities, for example: technical guidance-technical guidance, training activities, socialization-outreach activities, to mentoring or assistance activities. Information is one of the most important components in policy implementation.

In addition to information, the security of the site for the Electronic Procurement Service in Malang City is still running and no one has tried to hack it. As for the security of procurement documents uploaded in Electronic Procurement Services, the Malang City Goods and Services Procurement Service Section and the Government Goods / Services Procurement Policy Institute (LKPP) collaborate with the National Cyber and Crypto Agency (BSSN) for coding documents in the Service. Procurement electronically so that security is guaranteed.

The equipment resources owned by the Goods and Services Procurement Service Section in Malang City can be said to be limited. In terms of buildings and buildings, the Malang City Goods and Services Procurement Service Section only has one very small helpdesk room, one large room for employees with a capacity of only nineteen people, one leadership room and one bathroom / toilet as well as a service room related to procurement services. electronically (LPSE) which is still staying at the Office of Communication and Information Technology Malang City. So far, the Services Department for Procurement of Goods and Services in Malang City organizes technical guidance, training or outreach activities with a large number of participants always borrowing halls in city hall or collaborating with hall borrowing service providers. Meanwhile, in terms of office equipment and supplies, the Malang City Goods and Services Procurement Service Section has a limited number of office equipment and supplies and an old edition, thus slowing down the implementation of activities.

Disposition

Malang City Government supports the implementation of the Electronic Procurement System (SPSE) policy. This can be seen from the program of Malang City Government, namely "Malang City as a Smart City" which is in line with the Electronic Procurement System (SPSE) policy. With the support of the Malang City Government for the implementation of the electronic procurement system (SPSE), it encourages the creation of a clean government and the realization of e-government.

In addition, state civil servants in the Goods and Services Procurement Service Section of Malang City are human resources capable and understanding and professional in the field of government goods / services procurement, so that in implementing activities, especially the implementation of the electronic procurement system (SPSE) goes well. Coupled with the existence of a code of ethics that guides the implementation of the procurement of goods / services, the human resources of the apparatus have integrity, discipline, dedication and are responsible for carrying out their job duties.

Providing incentives to state civil servants in the Goods / Services Procurement Service Section of Malang City as a form of attention and responsibility already exists. However, it is only limited to the honorarium given to procurement actors according to the Unit Price Standard (SHS) set by the Malang City Government which refers to Presidential Regulation Number 33 of 2020 concerning Regional Unit Price Standards and has not met requirements such as scarcity, workload, and work risk load.

Bureaucratic Structure

Malang City Government does not issue derivative regulations governing the implementation or guidelines regarding the Electronic Procurement System (SPSE), however the Malang City Government recommends that procurement be carried out electronically through circular or other appeals. For the implementation of the Electronic Procurement System (SPSE), the Malang City Goods and Services Procurement Service Section and the Government Goods / Services Procurement Policy Institute (LKPP) already have Standard Operating Procedures (SOP) related to the implementation of the Electronic Procurement System (SPSE) and can we see by downloading it on the website of the Government Procurement Policy Institute (LKPP).

The implementation of the Electronic Procurement System (SPSE) makes all procurement processes very transparent and open and there is no longer any monopoly in terms of procurement and pressure from outside such as political pressure or intervention from the legislature. In implementing the Electronic Procurement System (SPSE), the Malang City Goods and Services Procurement Service Section collaborates with other Regional Apparatus. The Malang City Goods and Services Procurement Service

Section collaborates with Malang City BKAD and Malang City BAPPEDA regarding procurement planning and also collaborates with the inspectorate related to procurement risk mitigation and the Malang City Goods and Services Procurement Service Section can provide assistance to other Regional Apparatus in need.

4. CONCLUSION

The Service Department for Procurement of Goods and Services in Malang City provides information on the Electronic Procurement System (SPSE) clearly and maximally to the community or target groups and provides services to target groups through helpdesk services at the Office of the Goods and Services Procurement Service Section of Malang City itself and through website.

The apparatus resources owned by the Goods and Services Procurement Service Section of Malang City are limited, however, the current apparatus understands and masters the Electronic Procurement System (SPSE). Budget resources owned by the Goods and Services Procurement Service Section of Malang City are dynamic every year. Resources of apparatus infrastructure facilities owned by the Goods and Services Procurement Service Section of Malang City are very lacking and limited.

The Malang city government supports the implementation of the Electronic Procurement System (SPSE) and officials in the Goods and Services Procurement Service Section of Malang City have discipline, dedication, and responsibility as well as professionalism, as well as incentives so that apparatus in the Goods and Services Procurement Service Section Jasa Kota Malang has become more enthusiastic and eager to work.

The existence of Standard Operating Procedures (SOP) in the implementation of the Electronic Procurement System (SPSE) has an impact on the good and directed implementation of the Electronic Procurement System (SPSE). In addition, pressure or outside intervention on the implementation of the Electronic Procurement System (SPSE) can be said to be non-existent. As well as in the implementation of the Electronic Procurement System (SPSE), the Goods and Services Procurement Service Section of Malang City collaborates with other Regional Apparatus

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