



Effectiveness of The Electronic Procurement Service System in Procurement of Goods and Services in Gayo Lues District In 2021

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Abstract:

Public services in government administration must be realized immediately in order to create good governance. E-procurement as a website is an auction system for the procurement of goods and services by the government using internet-based technology, information and communication tools, but the problems that occur with this system are not yet running effectively in terms of timeliness, cost accuracy, choice accuracy and precision. targets and problems of lack of human resource capacity and supporting infrastructure, the grand theory used is timeliness, cost accuracy, choice accuracy and target accuracy. This research uses descriptive qualitative research methods using techniques to obtain data through observation, interviews and documentation. This research used 13 informants who were determined purposively, consisting of the Head of the Goods and Services Procurement Section of the Gayo Lues Regency Government and his staff, e-procurement operators, some participants in the goods/services procurement auction and some residents of the Gayo Lues Regency community. To overcome the various weaknesses that exist in the conventional goods/services procurement process, the government has introduced an innovation in the procurement of goods/services in the public sector, namely e-procurement. E-procurement is a website which is an auction system for the procurement of goods and services by the government using internet-based technology, information and communication tools. The results of the research explain that the effectiveness of the E-Procurement System in Procurement of Goods and Services in the Gayo Lues Regency Government is not yet effective because there are still constraints in infrastructure and human resources which are still lacking, which affects effectiveness in procuring goods and services. The conclusion of this research is the Effectiveness of the E-Procurement System in Procurement of goods and services at the Gayo Lues Regency Government has not been effective, this can be seen from four indicators of effectiveness, namely timeliness, cost accuracy, choice accuracy and target accuracy, as well as obstacles for the Gayo Lues Regency Government in implementing the e-procurement system in the procurement of goods and services. two, namely Human Resource Barriers and Infrastructure Barriers.

Keyword: E-procurement system, procurement of goods and services, Gayo Lues Regency.



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INTRODUCTION

Effectiveness in procuring goods and services for the Gayo Lues Regency government using an electronic system can improve maximum service. The use of this system is service-oriented which has the impact of government management providing services electronically so that the process of procuring goods and services becomes efficient and open. Government actions in the public service delivery system are an effort to fulfil community needs. This service system aims to ensure that services are carried out transparently, fairly and in accordance with the implementation of statutory provisions, according to presidential regulation Number 12 of 2021 concerning Amendments to Presidential Regulation Number 16 of 2018 concerning Government Procurement of Goods/Services, the Government will create a process Government procurement of goods and services becomes efficient, open and competitive ([Aziz, Abdul, dkk, 2023](#)).

The policy of electronic procurement of goods and services (e-procurement) is an effort to overcome various weaknesses in the traditional goods/services procurement process. E-Procurement as a website, auction system for procurement of government goods and services using internet-based technology, information and communication devices. E-procurement allows the auction process to be carried out effectively, efficiently, competitively, transparently and fairly, thus showing openness/transparency and reducing fraud/KKN in the procurement of goods/services. The auction program through the implementation of e-procurement still lacks interest because in the researchers' temporary observations on the Gayo Lues Regency Electronic Procurement Service (LPSE) website there were still many work packages being auctioned by only one auction participant (no competition). Of the 151 work packages that were auctioned in 2021, there were 94 work packages that were only participated in by one auction participant, even in previous years there were still several packages that failed without an auction winner, even though this program was implemented to attract companies to participate and compete more. healthily in the development process in Gayo Lues Regency, because the Electronic Procurement Service system is a change from the manual auction system. Manual auctions have various weaknesses that can be exploited by auctioneers. For example, there is cooperation between the auction committee and vendors to arrange auction winnings ([Mahmudi, 2015](#)).

One of the cities that has implemented e-procurement is the Gayo Lues Regency Government. Based on the phenomenon, there are still technical problems in the implementation of e-procurement applications and organizers. Common problems are incomplete and slow Internet connectivity, and other supporting facilities for vendors (scanners, Adobe installers, etc.) are still very limited. The Goods/Services Procurement Committee within the Gayo Lues Regency Government, the next problem is the lack of security and control over the electronic procurement process. Standard Operational Procedures for regulating e-procurement goods/services procurement activities are still very

weak so they cannot give providers confidence in data security, and data leaks from one company/provider to another often occur, so that the weaknesses of one company/provider become public consumption. [Marei, A. \(2022\).](#)

This research examines the effectiveness of electronic procurement in procuring goods and services in Gayo Lues Regency in order to assess the pros and cons of electronic procurement in procuring goods and services. This effectiveness is related to achieving e-procurement goals. This means that an organization, program or activity has achieved its stated goals.

RESEARCH METHODS

The main focus of this research is the effectiveness of the electronic procurement service system in procuring goods and services for the Gayo Lues Regency Government in 2021. By using a qualitative approach, researchers are trying to get a complete picture of the chronic e-procurement system. So, in applying the methodology in the field, researchers combined several data collection techniques such as literature study, participant observation and in-depth interviews. The process of collecting data, categorizing data, verifying data and writing up research results was carried out reciprocally, meaning that repetition was carried out to obtain data that was close to actual reality. Informants in this research were selected to represent their knowledge related to electronic procurement service systems in the procurement of goods and services. with several stakeholders involved in this service system as well as several academics who are concerned about this issue ([Waithaka, RK, & Kimani, JG, 2021\).](#)

RESULTS

Gayo Lues is one of the districts located in the province of Aceh in Indonesia. The district government and its capital are in the city of Blangkejeren. This district originates from the expansion of Southeast Aceh Regency from 57% of the area expanded in 2002 to form Gayo Lues district, geographically Gayo Lues has an area of 5,719 km² and is located at coordinates 3°40'46.13"-4°16'50.45" N 96°43'15.65"-97°55'24.29" E 1)Effectiveness of the E-Procurement System in Procuring Goods and Services at the Gayo Lues Regency Government The services of goods and services through this electronic system are attended by various goods and service companies in the form of tenders or construction workers in Gayo Lues Regency with the following data:

Table 1. Company Data Following the E-Procurement Program Tender Process Gayo Lues Regency from 2017-2021

No	Year	Number of Packages		Number of Companies	
		Tender Successful	Failed Tender	Regional Company	Out-of-Regional Companies
1	2017	155	8	44	64
2	2018	69	20	35	22
3	2019	136	19	40	45

4	2020	87	12	41	29
5	2021	151	0	44	33

Source: LPSE Gayo lues 2022

Based on the data above, it can be seen that the number of companies participating in the tender program through the implementation of e-procurement is still low. This can be seen from the data above where in 2021 there were failed tenders, this shows the participative of auction companies in participating in the online construction tender process is still not effective even though this program was implemented to attract companies to participate more in the development process in Gayo Lues Regency, because the LPSE service is a transformation of the national procurement mechanism through manual auctions into online auctions, meaning that all auction companies can register their companies through the LPSE service for contributed to construction work projects in Gayo Lues Regency.

Presidential Regulation Number 16 of 2018 concerning Procurement of Government Goods/Services. This regulation was created so that the e-procurement implementation system in Gayo Lues Regency. The results of the research and discussion in Chapter II (theory) use prosperity theory, there are 4 indicators of effectiveness, namely timeliness, cost accuracy, goal accuracy and target accuracy. The implementation of e-Procurement is a manifestation of the implementation of good governance to realize solid, responsible, effective and efficient state government, by maintaining constructive cooperation and interaction between the state domain, the private sector and society. One of the characteristics of good governance according to the UNDP (United Nation Development Program) is efficiency and effectiveness, namely that the management of public resources is carried out efficiently and effectively ([Adrian, 2018](#))

The implementation of e-Procurement itself is expected to provide direct benefits (increasing data accuracy, increasing efficiency in operations, processing applications faster, reducing administrative costs and reducing operating costs) and indirect benefits (electronic procurement to make procurement more competitive, improve customer service, and improving relationships with e-Procurement partners allows resource consolidation so that electronic networking between organizations is believed to improve coordination between companies and reduce costs in searching for suitable goods and services ([Nico, 2012](#)).

Punctuality

Basically, effectiveness is a measurement of the level of success of an organization or program in achieving its stated goals. Therefore, to see whether the implementation of e-procurement in Gayo Lues Regency is effective or not, it can be seen from the extent to which the implementation of e-procurement in Gayo Lues Regency has achieved the goals set in the next step to see the implementation of the e-procurement system in the Regency. Gayo Lues is running well or not, it can be seen from how effective the implementation of

procurement of goods/services is in Gayo Lues Regency. Measuring whether or not the implementation of the e-procurement system is effective in Gayo Lues Regency can be seen from the size of the objective indicators listed in Presidential Regulation Number 16 of 2018 concerning Procurement of Government Goods/Services, which consist of: transparency indicators, indicators of increasing healthy business competition, indicators of improving the level of efficiency of the procurement process, indicators supporting the monitoring and audit process and indicators meeting the need for real time access to information.

Based on findings in the field, the e-procurement system greatly facilitates the procurement of goods and services. One of the reasons is that the procedures for selecting goods/service providers are carried out openly and can be followed by all goods/service providers registered in the Electronic Procurement System. So that the process of providing goods/services becomes very effective and efficient for companies that want to take part in tenders, however, regarding timeliness, shifts often occur, this is caused by many factors, including technological factors, political factors and other factors. Apart from that, the findings Another is that punctuality is often shifted and is often caused by not supporting facilities and infrastructure during the tender process, or it can also occur due to inadequacy of partners in participating in the tender process carried out by the Government, as well as many other factors. Based on theory and findings, it can be analysed that the communication that occurs tends to be less harmonious, resulting in frequent shifts in punctuality, this is caused by many factors, including technological factors, political factors and other factors ([Maurino, Daniel E., dkk, 2017](#)).

Cost Accuracy

E-procurement is one of the most effective e-government initiatives that provides real results in the form of transparency and efficiency of the government procurement process (LKPP, 2009). E-procurement is an integrated system between communication system databases for all or part of the process of purchasing goods or services (BPK, 2014). E-procurement technology provides a monitoring and complaint mechanism for suspected irregularities in a procurement process. Transparency and openness of the procurement process will certainly make the monitoring process easier. All elements of society, especially non-government institutions, are expected to play an active role in supervising the procurement process. Based on findings in the field, this system helps the government save money and provides a more accountable, more effective and faster way to manage procurement. The e-procurement system shows an important development for the purchasing process, offering benefits to organizations through purchasing process efficiency and reducing prices. Furthermore, findings in the field are that the e-procurement system which is implemented in all local governments to handle procurement of goods/services has advantages such as lower waste, more suitable for internet applications and

relative to other distribution technologies, using the system is constructive, efficient and open.

Based on the results of theoretical analysis and research results, it can be concluded that the e-procurement system is one of the most effective e-government initiatives in providing real results in the form of transparency and efficiency. The e-procurement process is an integrated system between communication system databases for all or part of the process of purchasing goods or services for government procurement.

Choice Accuracy

E-procurement technology provides a mechanism for how effective the implementation of the e-procurement system is in the procurement of goods/services in Gayo Lues Regency based on the following indicators: Transparency. Basically, the implementation of e-procurement in the procurement of goods/services has demonstrated transparency. This shows that information related to the goods/services procurement process can be obtained openly and easily by interested parties, namely ULP, LPSE, auditors, PPK (Commitment Making Officials) and the public or the general public.

Increasing healthy business competition. The efforts made by the Gayo Lues Regency government to increase healthy business competition with e-procurement is to follow the Electronic Procurement System (SPSE) created by the Central Government to avoid collusion and influence the procurement committee, as well as improving the level of efficiency of the procurement process. Basically, the implementation of e-procurement in the procurement of goods/services in Gayo Lues Regency has benefited from the efficiency of the procurement process. This is because with e-procurement, committees and prospective providers of goods/services can save costs and time. Apart from that, e-procurement has shortened the procurement process, namely that there cannot be face-to-face meetings between the committee and prospective providers of goods/services in the process of procuring goods/services. Based on the findings in the field, the readiness of the Gayo Lues Regency Government to implement an e-procurement system shows that the regional government is quite ready to implement it. Although apart from that, there are several things that need to be prepared again to support this system to run perfectly. For example, the government must prepare better Human Resources (HR). However, so far we can say that the government is very ready to implement this system.

Target Accuracy

Presidential Regulation Number: 16/2018 defines e-procurement as the procurement of goods/services carried out using information technology and electronic transactions in accordance with statutory provisions. This decree formulates the objectives of implementing an electronic procurement system, including increasing transparency, increasing accountability, increasing market access, encouraging healthy competition, increasing the efficiency of the procurement process, supporting the monitoring and audit process, and providing timely access to information. LKPP further explained that by

developing the electronic procurement process, the role and benefits of e-procurement can be felt by the Government, in this case the ULP/UKPBJ, by providers of goods and services as well as the general public. Support monitoring and audit processes.

Based on the results of research in Gayo Lues Regency, the goal of e-procurement to support the monitoring and audit process was achieved. This indicates that all data regarding the procurement of goods/services or what is usually called an auction, will be continuously stored in the Goods/Services Procurement System (SPSE) and website, making it easier for the Corruption Eradication Commission, BPK, Government Goods/Services Procurement Policy Institute (LKPP), BPKP and Inspectorate to supervise and inspect procurement of goods/services or auctions, Fulfilling the need for real time access to information. According to research results in Gayo Lues Regency, the goal of e-procurement to meet the need for real time access to information has been achieved. This shows that with e-procurement, information regarding the procurement of goods/services can be obtained whenever the information is needed, and there is no need to wait until a later date. Any party can easily access it at any time via the internet ([Febriani, 2019](#)).

Based on the findings in the field, the Gayo Lues Regency Government, in order to improve Human Resource Readiness, has also conducted e-procurement application training for the procurement of government goods and services intended for Commitment Making Officials, Procurement Service Unit (ULP) Working Group Members, Procurement Officials, and implementing e-procurement application operators. The material presented is regarding the operation of the Electronic Procurement System (SPSE) application and purchasing through the web based e-catalogue application and Anti-Corruption mentality to create effective independence. Based on the results of theoretical analysis and findings in the field, government procurement of goods/services is often identified with various types of fraud, both in the planning process, the implementation process and the final completion of the procurement. Fraud/fraud in the procurement of goods/services is deliberate deception intended to influence every stage of procurement to obtain financial gain or cause losses, which can be carried out by external and internal parties to the organization ([Kalsum, Ummi, 2021](#)).

There are four factors that cause someone to commit fraud. Firstly, the element of greed is related to a person's internal element of never having enough. The two elements of need are related to the fulfilment of increasing needs that encourage fraudulent actions to benefit oneself or a group. Third, opportunity is related to open opportunities due to the organization's lack of control over acts of fraud. Lastly, exposure (punishment for deterrent effect) is related to the consequences obtained by the perpetrator of the fraud. It is hoped that the greed, opportunity, need and exposure factors can be controlled through a procurement system that can minimize fraud. This is the background for the Goods/Services Procurement Policy Institute (LKPP) to develop a procurement system that can

minimize fraud. The procurement system is carried out by adding electronic elements, which is then known as e-procurement ([Khoiriyah, Luluk. DKK, 2018](#)). The benefits that can be felt by the government are that it can save and simplify the administrative process, offer more goods and services providers, simplify process accountability. The benefit for providers is that it creates healthy business competition because the opportunity for unhealthy competition through bribes to the committee can be minimized. The benefits for the community are providing knowledge to the wider community about the procurement system in general and getting better services.

Barriers and Supports for the Gayo Lues Regency Government in Implementing the E-Procurement System for Procurement of Goods and Services

In connection with the obstacles to the Gayo Lues Regency Government in implementing an e-procurement system for procuring goods and services, the author has conducted interviews with several sources. In implementing the e-procurement system, the Gayo Lues Regency Government also faces certain obstacles that could hamper the process of implementing this system. The quality of human resources is a very important element for the implementation of procurement of goods and services using an e-procurement system in achieving success. Along with developments in time and technology, human resource development is very much needed. This is because rapid environmental changes require human resources to move actively, creatively and innovatively. However, the phenomenon we encounter in the field is that there is still a lack of human resources to support the running of the e-procurement system.

Supporter

Supporting LPSE services in Gayo Lues Regency is the existence of a legal basis and available SPSE applications that support the implementation of online tenders in order to create efficient, open and competitive public services.

Obstacle

Obstacles faced by the Gayo Lues Regency Government in Implementing the E-Procurement System in the Procurement of Goods and Services. This resulted in the implementation of the e-procurement system being slightly hampered. However, related to this problem, the Gayo Lues Regency Government has also made certain efforts to overcome the problems that occur. There are several factors that hinder the Gayo Lues Regency Government in implementing the E-Procurement System in the Procurement of Goods and Services, namely resource constraints and facilities and infrastructure constraints.

Resource Barriers

The obstacles for the Gayo Lues Regency Government in implementing an e-procurement system in the procurement of goods and services, namely the lack of skilled human resources, human resource competency as factors that influence the implementation of e-Procurement. If employees have good competence, it will have an impact on e-Procurement, namely getting better towards the goal.

Improved employee competency in implementing the e-Procurement system will result in success in implementing this system. From the discussion above, it is known that the role of human resource competence and infrastructure is very important for the success of the e-Procurement system. Therefore, based on the order of influence according to the results of statistical tests, a conclusion was obtained with the results that infrastructure has the strongest or dominant role in the implementation of the e-Procurement system in Gayo Lues Regency, then the human resource competency factor.

Based on the results of interviews that have been conducted, there are obstacles in terms of human resources. Namely, there is still a lack of skilled human resources to use available technological facilities to support the implementation of e-Procurement. Technology will not be able to run by itself without someone managing it. E-procurement requires an adequate number of human resources. Not only in terms of numbers that must be considered, but also in terms of the competencies they have. E-procurement requires human resources who have expertise in IT infrastructure and also human resources who understand procurement provisions ([Ramli, Samsul, 2013](#)).

Based on several explanations regarding the obstacles to implementing e-procurement above, it can be concluded that the obstacles in implementing e-procurement are still a lack of quality human resources in operating the system, and the application system often experiences server errors. However, in relation to this problem, the government has also and will continue to take steps to deal with it. In connection with the problems that occur, the government also continues to try to find solutions to these problems. Various efforts have been made both in terms of improving the quality of human resources and improving facilities and infrastructure so that the implementation of the e-procurement system can run well. In fact, human resources are the most important element in the success of a government, especially related to public services. Human resources become planners, thinkers and movers in achieving government goals in this case related to LPSE. Human resources are also related to management information systems.

Facilities and Infrastructure Barriers

The infrastructure referred to here includes many things, from hardware, software, to communication networks and other physical facilities. In terms of hardware, the implementation of this technology requires a server and also several personal computers both for administrative activities such as registering business actors, including procurement packages, as well as for bidding purposes. In terms of software, all required applications have been provided by LKPP. Then from the communication network side, if it is hoped that each unit can manage procurement activities from their respective locations, then of course a communication network is needed that connects each unit with the location where the server is located ([Lea, Perry, 2018](#)).

Implementation of e-Procurement is influenced by infrastructure factors. This indicates that the more complete and adequate the infrastructure will

increase the implementation of e-Procurement. The influence of infrastructure in applying the e-Procurement system in the goods and services procurement section of Gayo Lues Regency can improve and influence the work of applying the e-Procurement system which is carried out comfortably and with quality by each committee tasked with the system in order to achieve the objectives of applying this system. Network infrastructure and application infrastructure indicators have a large influence on infrastructure variables. Network infrastructure includes network access with the LKPP center, internet network speed, communications, technology and bandwidth or servers used as well as security. This situation explains and proves to be in line with the phenomenon that existed during the implementation of e-Procurement in Gayo Lues Regency regarding obstacles in e-Procurement that the technical network from the LKPP center was not running smoothly and the bandwidth or server used often experienced problems.

Gayo Lues Regency Government's Efforts to Implement an E-Procurement System for Procurement of Goods and Services

Efforts to improve the implementation of the e-Procurement system were obtained through interviews with leaders from the Goods or Services Procurement Section and several Gayo Lues Regency staff. The recommended strategy is based on the strongest indicators related to human resource competency and infrastructure in applying e-Procurement. Recommended strategies for improving the implementation of the e-Procurement system are developing guidelines for providing direction with training and education, guidance for the use of technology, utilization of resources, providing awards/appreciation to increase motivation, directing understanding of personal abilities, technology and effective use of technology, providing comments in the form of input to the LKPP centre ([Neef, Dale, 2001](#))

Use of support servers from the Communication and Information Service, requesting action, corrections/improvements and suggestions for findings from the party carrying out supervision, providers supervising procurement, in supervision it is necessary to increase the performance or role of APIP to carry out audits, and the audit process must be carried out as optimally as possible, call for and issue regulations and standard procedures governing e-audits. Based on findings in the field, the Gayo Lues Regency Government, in order to improve Human Resource Readiness, has also conducted e-procurement application training for the procurement of government goods and services intended for Commitment Making Officers, Procurement Service Unit (ULP) Working Group Members, Procurement Officer, and implementing e-procurement application operator. The material presented is regarding the operation of the Electronic Procurement System (SPSE) application and purchasing via the web based e-catalogue application.

CONCLUSION

Based on the description and discussion in the previous chapters as well as the opinions of the informants, the author can put forward several conclusions, namely: The effectiveness of the E-Procurement System in Procurement of Goods and Services in the Gayo Lues Regency Government is not yet effective, this ineffectiveness is measured by the timeliness of procurement which often shifts in Gayo Lues Regency, thus affecting development in Gayo Lues Regency. This is caused by several factors, including problems with supporting equipment for electronic procurement services such as servers and internet networks which do not run smoothly and with limited human resources. There are two obstacles for the Gayo Lues Regency Government in implementing the e-procurement system in the procurement of goods and services, namely: Human Resource Barriers, namely: there is still a lack of skilled human resources to use the available technological facilities to support the implementation of e-Procurement.

Technology will not be able to run by itself without someone managing it. E-procurement requires an adequate number of human resources. Not only in terms of numbers that must be considered, but also in terms of the competencies they have. E-procurement requires human resources who have expertise in IT infrastructure and also human resources who understand procurement provisions, and obstacles to facilities and infrastructure, namely limited infrastructure availability: Implementation of e-Procurement in Gayo Lues Regency regarding obstacles in e-Procurement that the technical network from the centre LKPP sometimes does not run smoothly and the bandwidth or server used often experiences problems. Implementation of e-Procurement is influenced by infrastructure factors. This indicates that the more complete and adequate the infrastructure will increase the implementation of e-Procurement. The influence of infrastructure in applying the e-Procurement system in the goods and services procurement section of Gayo Lues Regency can improve and influence the work of applying the e-Procurement system which is carried out comfortably and with quality by each committee tasked with the system so that the objectives of applying this system are achieved and The efforts of the Gayo Lues Regency Government in implementing an e-procurement system in the procurement of goods and services, namely in improving the implementation of the e-Procurement system, are developing guidelines for providing direction with training and education, guidance for the use of technology, utilization of resources, directing to understand personal abilities, technology as well as effective use of technology.

SUGGESTION

Based on the research results and conclusions above, the following suggestions are given:

To the Gayo Lues Regency Government as the implementer of the LPSE system to conduct training/technical guidance or regular courses for operational technical human resources, Committees, PPK and service providers who have an interest in

the implementation of LPSE, as well as socializing the implementation and use of LPSE to the wider community, especially providers services, with the hope of better understanding and making it easier to use the LPSE service process that will be implemented.

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