

E-procurement Implementation as Reflection of Good Governance in North Lombok Regency

Ni Luh Tut Tri Ratnawati¹ and I Made Yuda Suryawan²

¹Teknologi Indonesia University, Denpasar, Bali - Indonesia
E-mail: niluhtutriratnawati@gmail.com

²Teknologi Indonesia University, Denpasar, Bali - Indonesia
E-mail: suryawanyuda96@gmail.com

Abstract— The impact of migration in the digital world does not escape the process of improvement in government bodies. The presence of E-Government provides better public services, the internal effectiveness of government organizations is increasing, and public access to information in a government environment is getting easier. Responding to the need for the realization of good governance and improving the quality of public services in North Lombok Regency, investment in the procurement of goods and services from manual to electronic which is called e-procurement is encouraged. E-Procurement is a form of innovation by the North Lombok Regency Government in realizing e-Government. This research was conducted at the electronic procurement service (LPSE) North Lombok Regency, West Nusa Tenggara Province (NTB). The method used in this research is descriptive qualitative research method. The informants in this study were LPSE apparatus of North Lombok Regency, vendors and users of goods and services. Data analysis conducted in this study was to analyse the results of observations, interviews, and documentation obtained from the study. Research results Optimizing e-procurement system services in the process of procuring goods and services for the sake of realizing good governance in North Lombok Regency is in accordance with applicable principles including effectiveness and efficiency principles, participant principles, transparency principles and accountability principles are properly implemented by LPSE North Lombok to achieve good governance. In addition to the above principles, there is also a theory put forward by Edward in realizing good governance including communication, this has been done well by North Lombok LPSE; Resources, this is regarding financial resources that have been done well but in terms of human resources it is still not optimal; Disposition, in this case, LPSE Lombok Utara has run well where the leadership, staff and vendors have the same vision and mission; Bureaucracy and structure, in this case LPSE Lombok Utara, has implemented a good structure for the division of tasks for each staff.

Keywords— e-government; e-procurement; policy implementation; good governance

1. Introduction

Communities in various parts of the world have experienced various significant changes in life patterns since the last few years. This is the impact of the industrial revolution 4.0. The positive impact caused is that people are required to be active and create innovations that make people's lives easier. Revolutionary Industry 4.0 cannot be separated from the very rapid progress in information technology and telecommunications, one of which is the internet. The Industrial Revolution 4.0 is a big leap in the industrial sector where information and communication technology is fully utilized to achieve the highest efficiency so as to produce a new digital-based business model (T. Hidayat, 2019).

The impact of migration in the digital world does not escape the process of improvement in government bodies. The presence of e-Government provides better public services, the internal effectiveness of government organizations is increasing and public access to information in a government environment is getting easier (Rafi et al., 2020). E-Government has made public services more effective and efficient (T. Hidayat, 2019). E-Government has begun to be adopted by various countries in implementing services to the public because of its effective nature and eliminates physical distance and is considered capable of improving the performance or quality and effectiveness of public services (Salsabila & Purnomo, 2018), In Indonesia e-Government has been adopted since its issuance. Presidential Instruction of the Republic of Indonesia

Number 3 of 2003 concerning National Policy and Strategy for e-Government Development (Instruksi Presiden Republik Indonesia No 3, 2003). The existence of this Presidential Instruction has further spurred various agencies and institutions to further develop digital services because there is already a strong legal umbrella. The current developments require the Government as a public institution to be more open to the business world and to make maximum use of advances in information and communication technology (ICT) to improve the ability to both process, distribute and distribute information properly in order to create good public services (Tandipare et al., 2020). Because the role of the Government is related to the public interest, all information systems used must meet the requirements of efficiency, effectiveness and economy. This is the basis for implementing the use of technology in government information systems in realizing public sector reform in order to achieve a government that is transparent, clean and responsible by immediately carrying out the transformation process towards e-Government and Good Governance.

Responding to the need for the realization of good governance and improving the quality of public services in North Lombok Regency, investment in the aspects of procurement of goods / services from manual to electronic called e-procurement was encouraged. E-Procurement is a form of innovation by the North Lombok Regency Government in realizing e-Government. The E-Procurement also supports operations during the Covid-19 predicament, where people experience restrictions on activities outside the home, and many people are sent home and do not get income (Latupeirissa et al., 2020). Currently, the use of a national or one-stop information system has been implemented in several government systems in Indonesia, one of which is the goods and services procurement unit. This is known as the application of the electronic procurement service system (LPSE), which contains the needs for goods / services in each government unit. This study aims to determine the implementation and optimization of the transformation of electronic-based goods / services procurement services (e-procurement) in realizing Good Governance in North Lombok Regency and to determine the problems or obstacles faced in optimizing the transformation of electronic-based goods / services procurement services (e-procurement) in order to achieve Good Governance in North Lombok Regency.

2. Literature Rievview

A. E-Government

E-Government is the use of information and communication technology in government processes to increase efficiency, effectiveness, transparency, and accountability in the administration of public service governance (Damanik & Purwaningsih, 2017). The term e-Government relates to the ability to use information and communication technology to improve relations between government and society, between government and business actors, and between government agencies themselves, both between the executive, judiciary and legislature (Nasrullah, 2018).

E-Government is short for electronic government. E-Government is commonly known as e-gov, digital government, online government or transformation government (Susanto, 2015). E-Government is an effort to develop electronic-based governance. An arrangement of management systems and work processes within the government by optimizing the use of information and communication technology (Alraja, 2016). Or E-Government's use of information technology to provide information and services for its citizens, business affairs, and other matters relating to government (Angguna, 2015). E-Government can be applied to the legislative, judiciary, or public administration, to improve internal efficiency, deliver public services, or process democratic governance (Samsudin & Muslihudin, 2018).

B. Good Governance

According to the World Bank in (Mardiasmo, 2011) defines Good Governance as an implementation of solid and responsible development management that is in line with the principles of democracy and efficient markets, avoiding misallocation of investment funds, and preventing corruption both politically and administratively carrying out budget discipline and creation of a legal and political framework for the growth of business activities. Good Governance covers all aspects of life in the form of law, politics, economy and social. Good governance is also closely related to the administration of state power, both in the executive, legislative and judicial branches. The characteristics of Good Governance according to UNDP in (Tahir, 2011) are as follows:

- a) Participation, namely: community involvement in decision making, either directly or indirectly
- b) Rule of law, namely: a legal framework that is fair and implemented indiscriminately
- c) Openness (transparency), namely: openness in obtaining information, especially those related to the public interest so that it can be accessed directly by those who need it.

- d) Responsive (Responsiveness), in terms of the responsiveness of public institutions to serve stakeholders'
- e) Consensus-oriented, namely: becoming an intermediary for different interests to obtain the best choice for a wider interest.
- f) Equality, namely the existence of equal opportunities for all citizens without gender distinctions and so on in order to improve the welfare of society.
- g) Effectiveness and efficiency, namely that state administration must produce in accordance with what is desired by using the maximum possible resources.
- h) Accountability, namely that all activities, both internal and external, carried out by elements of governance (government, private sector and society) must be accountable to the public and stakeholder institutions.
- i) A strategic vision (Strategic Vision), namely that leaders and the public must have a broad perspective of Good Governance and human development and are also in line with development needs.

C. Procurement of goods and service

The term procurement specifically refers to the activity of providing goods / services to government institutions or agencies, the implementation of which is carried out based on the prevailing laws and regulations. For companies, procurement of goods is an important activity in maintaining the survival of the company (R. Hidayat, 2015) Meanwhile, according to (Novitaningrum, 2014) states that procurement or procurement is an activity to obtain goods or services transparently, effectively and efficiently according to the needs and the wishes of its users. Based on some of the definitions that have been stated previously, it can be concluded that the procurement of goods / services is an activity to obtain or realize the desired goods / services based on applicable regulations in a certain way and time and carried out by parties who have expertise in the procurement process.

D. E-Procurement

According to (Sutedi, 2012) Electronic Procurement is an auction system in the procurement of government goods / services by utilizing internet-based technology, information and communication so that it can take place effectively, efficiently, openly and accountably. E-Procurement is a term for procurement (Procurement) or purchasing electronically (Paruntu T, 2017). The E-Procurement System helps companies consolidate data on the procurement of various goods, either directly or indirectly (Yusri, 2017). In general, e-Procurement is part of a digital business concept that is present in the form of an internet-based application to make the process of procuring goods and services more effective and efficient. Not only limited to purchasing goods, this system also includes decision making and ease of communication between companies and vendors.

Electronic procurement is not only related to the purchasing process but also includes electronic negotiations and decision making on contracts with suppliers. Since the purchasing process is simplified by electronic handling of operations-related tasks, strategy-related tasks can be assigned a more important role in the process. Based on several definitions that have been stated previously, it can be concluded that the success of e-Procurement implementation is determined by several factors, one of which is the support of quality human resources, where all e-Procurement processes cannot be separated from the established legal basis (Simbolon, 2017). Based on the above definitions, it can be concluded that the definition of e-procurement is the electronic procurement of goods and services, which all activities are carried out online through a website. The scope of e-procurement includes the process of announcing the procurement of goods and services up to the appointment of a winner.

3. Methodology

The location of this research was carried out at the Work Unit for the Procurement of Goods and Services (LPSE) of the North Lombok Regency Government. Where North Lombok Regency has is a relatively new district in NTB Province. Therefore, North Lombok Regency is required to carry out the development process and development of infrastructure, facilities and infrastructure that must be adequate

according to international quality standards. For this reason, LPSE North Lombok Regency has a very important and vital role for the extension of the central government in the national development process.

This research is a descriptive study with qualitative methods. The informants in this study were divided into three groups including the government group as the implementer of e-procurement, the private group as the vendor and the group of users of goods and services. The details of the informants are shown in table 1 below.

Table 1. Informant Research

Types of informants	Number of people
LPSE staff	6
Service Vendors	2
Goods Vendors	3
Service users / goods	2
Total	13

The sampling technique or informant in this qualitative research was used, namely the purposive sampling technique. In this purposive sampling, researchers are more likely to select informants who meet certain criteria and are considered to know what the researcher expects and can be trusted with the accuracy of the information and to know the problem more deeply. Purposive sampling is a technique of determining samples with certain considerations. Data analysis carried out in this study was to analyze the results of observations, interviews, and documentation obtained from the research (Sugiono, 2018). Data analysis techniques by giving categories, systematizing and even producing meanings for what is the center of their attention. The techniques used in the data analysis of this study are data collection, data condensation, data display, conclusions drawing (Miles & Huberman, 1994).

4. Result and Discussion

A. Optimization of E-Procurement-Based Goods and Services Procurement Services in Realizing Good Governance in North Lombok Regency.

Good governance is the most prominent issue in the current regional autonomy era. With the improvement of people's knowledge and education levels and the impact of globalization, the people of North Lombok Regency are very intensively regulated by the government for good governance. Regarding the implementation of regional government, the principle of good governance in practice is to apply the principles of good governance to every decision and policy as well as actions taken by the local government bureaucracy in carrying out public service functions.

The principles of good governance in the optimization of goods and services procurement services in North Lombok Regency are as follows:

1. Application of the Principles of Effectiveness and Efficiency
The implementation of the e-procurement system is intended to simplify work and shorten time. In practice, the implementation of the e-procurement system in North Lombok LPSE has made all staff work easier, faster and saves time. Everything that used to be done offline and took a long time, is now faster and can be done in less time.
2. Application of the Principle of Participants
The success of regional autonomy cannot be separated from the active participation of the community. Whether the local community is a system unit or an individual, it is a very important part of the regional government system, because in principle the implementation of regional autonomy is to create a prosperous society in the region concerned. Therefore, the responsibility for implementing regional government lies not only with the regional head but also in the hands of the local community. The application of the principle of participation in the procurement of goods and services in North Lombok Regency is that by starting the implementation of e-procurement, the community has begun to be able to participate in the procurement of goods and auctions that are held online by LPSE Lombok Utara.
3. Application of the Principle of Transparency
The application of the principle of transparency is one of the important points in realizing good procurement services for goods and services. Based on the results of interviews about the

application of the transparency principle in the North Lombok LPSE, the application of the transparency principle has been running optimally. This can be seen by the implementation of an e-procurement system in the procurement of goods and services, all can monitor ongoing activities, budgeted costs and so on. Not only LPSE Lombok Utara staff can enjoy transparency since the implementation of the e-procurement system but also the public can participate in monitoring it directly through the available website.

4. Application of the Principle of Accountability

In principle, accountability in the process of delivering goods and services is always demanded at all stages, be it in the process of compiling activity programs, financing, implementing, evaluating as well as the results and impacts. In general, accountability is the clarity of the functions, structures, systems and responsibilities of the institution so that the management of the institution can be carried out properly. North Lombok LPSE has implemented accountability indicators.

From the research conducted on accountability analysis, it was found that North Lombok LPSE was accountable in financial policy. This can be strengthened through outreach on the preparation of accountability reports and the establishment of policies. Policy accountability is also good enough where all staff have felt the positive impact since the implementation of the e-procurement system.

In addition to the principles used to realize good governance, there is also a theory implemented by Edward in realizing good governance, namely as follows:

a) Communication

In realizing good governance, communication has a very significant effect. Good communication between staff and staff and staff with service users or with vendors will create a good working atmosphere so as to realize good governance. In this case, LPSE Lombok Utara has implemented a good communication system.

a) Resource

Resources are one of the supporting factors for the realization of good governance, both human resources and other resources. In terms of national resources, everything has been implemented well in the North Lombok LPSE, but for human resources it is still deemed not optimal so that action is needed to provide training for incompetent resources.

b) Disposition

Disposition is a desire, willingness and tendency of policy actors to implement and realize the policy seriously. Regarding this disposition, LPSE North Lombok has carried out well, where the leaders, staff and vendors have jointly implemented the policy seriously.

c) Bureaucracy and Structure

The bureaucracy is an organizational structure, chart, division of labor and hierarchy contained in an institution that is important for carrying out tasks to be more orderly, for example in government, hospitals, schools, military etc. This bureaucracy is intended as a system of authority established rationally by various kinds of regulations to organize the work done by many people. In this case, LPSE North Lombok has done well where there is already a structure in the division of tasks for each of them to realize good governance in the LPSE North Lombok.

B. Problems or Constraints in Implementing the E-Procurement System in the Procurement of Goods and Services to Achieve Good Governance at LPSE, North Lombok Regency.

The application of the e-procurement system in the process of procuring goods and services to achieve good governance certainly has obstacles in implementing it. Problems that often arise include human resources that are less competent, regulations that sometimes change, systems that are sometimes still very complicated, and so on. Based on the results of interviews with North Lombok LPSE staff, it was found that the obstacles that have been felt since the implementation of the e-procurement system in realizing good governance are that some of the human resources are still lacking competence or lack of control over the existing system. This is because all goods and service procurement activities that were previously carried out offline have now changed to being carried out online. So that some staff who are not very good at computer science have a little difficulty in implementing it. Staff who are accustomed to doing work offline then have to do it

online while they have not mastered it, it will actually make their work slower than when they work manually.

Obstacles or constraints in implementing the e-procurement system in the procurement of goods and services to implement good governance are found in the resources where there are still some human resources who are not competent in controlling and using the system.

To overcome these existing problems, special training should be given to some of the North Lombok LPSE staff to improve their work skills in using the e-procurement system to achieve good governance in LPSE North Lombok.

North Lombok LPSE must strive to create good management of its resources. Both human resources and financial resources. HR management should start from the recruitment and placement process in the implementation of E-Procurement in order to realize good governance. North Lombok LPSE should stipulate various provisions in the recruitment process so that these conditions do not occur again. The determination and management of human resources is fully under the authority of the Head of the North Lombok LPSE.

When viewed from the point of view of service users and vendors, there are many obstacles or obstacles with the implementation of the e-procurement system, such as frequent disruptions and errors in the e-procurement system, the schedule of activities that often changes so that it confuses. To solve the problems felt by service users or vendors, North Lombok LPSE should have maximized the e-procurement system so that it is not easy to error and can be optimal when used. In terms of policies and regulations, North Lombok LPSE must instill an understanding of the implementation of E-Procurement for its staff. It can be started from creating the same vision and mission of E-Procurement. North Lombok LPSE has carried out internal socialization in the form of simple announcements using conventional information media such as bulletin boards. Along with technological developments, the dissemination of information is supported by effective socialization through the provided website. If you look at the consistency aspect, LPSE North Lombok always takes various ways to prevent the emergence of a problem that will disrupt the process of implementing E-Procurement in realizing good governance. As has been explained earlier, it is always to carry out continuous socialization of its policy implementers in order to create a form of understanding and the same goal. So the factor of clarity and consistency of objectives in the implementation of E-procurement in order to realize good governance in North Lombok LPSE is not a significant problem because it has been running as it should.

5. Conclusion

Optimization of e-procurement system services in the process of procuring goods and services in order to realize good governance in North Lombok Regency is in accordance with applicable principles, including the principle of effectiveness and efficiency as stated since the implementation of the e-procurement system, the use of funds and revenue from funds becomes more effective and work becomes more efficient because it is easier and saves more time. Furthermore, the Principle of Participation in the procurement of goods and services makes ordinary people participate in the process. After that, the principle of transparency in the process of procuring goods and services to achieve good governance, makes all activities that run in the process of procuring goods and services transparent, where all groups can access the information available on the LPSE Lombok Utara website. The Principle of Accountability is well implemented by North Lombok LPSE to realize good governance, both financial and policy accountability.

In addition to the above principles, there is also a theory put forward by Edward in realizing good governance including communication, this has been done well by North Lombok LPSE; Resources, this is regarding financial resources that have been done well but in terms of human resources it is still not optimal; Disposition, in this case, LPSE Lombok Utara has run well where the leadership, staff and vendors have the same vision and mission; Bureaucracy and structure, in this case LPSE Lombok Utara, has implemented a good structure for the division of tasks for each staff.

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