

## **IMPLEMENTATION OF E-PROCUREMENT TO IMPROVE THE QUALITY OF PERFORMANCE AND PUBLIC SERVICES**

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### **Abstract**

E-procurement is an innovation in the government goods/services procurement system whose implementation is carried out electronically based on the web/internet using communication and information technology facilities. In the e-procurement system the entire auction process starting from announcement, submitting bids, selection, to announcing the winner will be carried out online via the internet site. The Indonesian government is currently trying to create a clean government and implement good governance. The principle of implementing Eprocurement is efficiency, which means that the procurement of goods or services uses minimum funds and resources. The goal is to achieve maximum quality. The application of e-procurement in the procurement of government goods/services utilizing internet technology provides many benefits both from the side of the user of goods/services and from the side of the provider of goods and services. From the provider's side, many costs can be saved such as transportation costs. accommodation, and consolidation and document printing costs can be minimized. so that providers can have sufficient space to optimize price reductions for the goods/services they offer.

**Keywords:** E-Procurement, Performance, Public Services

### **INTRODUCTION**

Activities to implement regional autonomy in regional governments in implementing regional goods management policies are part of the implementation of regional financial administration. Presidential Decree. No.

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54. 2010 concerning E-procurement or electronic procurement of goods/services using technology and transactions. Electronics is carried out in accordance with data innovation and electronic exchange in accordance with legal regulations and legislation. Thus, supervisors and management of regional goods need to coordinate with clear regulations (Siregar\* et al., 2024). One of the guidelines that is the basis for managing regional goods is the reasons for administering regional goods in Pemalang Regency even though there is Regional Regulation No. 27/ of 2014/ concerning Management/State/Regional Property,/Permendageri No. 17/Year/2007, then through Ministerial Regulation No. 54 of 2010 concerning Government Procurement of Goods/Services and Products and Pemalang Regency Regional Regulation No. 18 of 2016 concerning Guidelines for Management of Regional Property/ and Pemalang Regency Regent's Regulations (PERBUB) No. 29 of 2018 concerning Procedures for Managing Regional Property (Ginting et al., 2023).

In the process of procuring goods and services through an electronic procurement system, information and communication technology devices are used to support electronic bidding. Electronic procurement applications are expected to provide benefits for their users, such as: B. standardization of the procurement process, greater procurement transparency and efficiency, availability of certain unit price information internally and supporting accountability of the procurement process (Sofiatun, 2023).

In general, e-procurement can be done in two ways, namely e-bidding and e-procurement. E-bidding is a supplier selection process that is carried out transparently and can be tracked electronically by all suppliers registered in the procurement system, while electronic procurement is the process of purchasing goods and services through an online catalog, with the E-Catalog itself as an electronic information system that contains list, types, specifications and prices of certain goods from various suppliers of goods and services (Kadir et al., 2022).

Procurement of government goods and services has a very strategic position, not only in matters of realizing good and clean government, but also for nation building and community welfare. Purchases of goods by the government, some of which are in the form of capital expenditure, are investments. This investment is needed to increase economic capacity, to create a multiplier effect. Investment that is less than necessary due to corruption will of course result in less increase in economic capacity, less income multiplier effect, and ultimately the nation's economic growth will be

relatively low. The relatively low economic growth of the nation means the relatively low ability of the country to improve the welfare of its people (Silaban et al., 2022).

Looking at the problems faced, human resources are needed, in this case, employees procuring goods/services have optimal work abilities, for this reason it is necessary to carry out better coaching to improve their work abilities, if the employees' work abilities are good, then their performance will also be high, so that it is expected to be able to support a person's work efficiency efforts and become a resource capital that holds a very important key in achieving the goals of good governance (Fadilah et al., 2024). Development can take place efficiently and effectively, cleanly and responsibly.

Competency is one aspect in determining the success of the system in the Pemalang Regency Regional Government Organization. In Presidential Decree No. 54/Year/2010 states that possession of a Goods/Services Procurement Expertise Certificate is legal proof from the government of professional ability and competence in the field of goods/services procurement. PBJ (goods/services procurement) employees in every government organization can obtain this expertise certificate by undertaking competency education and training in the field of goods/services procurement (Subchan et al., 2022).

## **RESEARCH METHOD**

The study in this research is qualitative with literature. The literature study research method is a research approach that involves the analysis and synthesis of information from various literature sources that are relevant to a particular research topic. Documents taken from literature research are journals, books and references related to the discussion you want to research (Earley, M.A. 2014; Snyder, H. 2019).

## **RESULT AND DISCUSSION**

### **Quality of Public Servants**

Public services are services provided by the government or private parties to the community in the form of services, goods and administration in order to fulfill the needs and interests of the community. Public services that must be provided by the government can be classified into two main categories, namely: basic needs services and general services (Kozjek & Brezovar, 2022).

Public service quality is a form of activity carried out by service providers that is used to increase customer satisfaction related to products, services and processes that meet or exceed expectations. To measure the quality of e-government services. The dimensions that can be used are the dimensions of tangibility, assurance, transparency, accountability, participation, effectiveness and responsiveness (Christensen & Lægreid, 2022).

### **E-procurement concept**

One application that was later developed by the government was electronic-procurement (E-Procurement). E-procurement is a part of e-government that is used to design optimized internet-based procurement processes for goods and services in government organizations (Kuruneri & Zivanai, 2024). This e-procurement is an innovation in the government goods/services procurement system whose implementation is carried out electronically on a web/internet basis using communication and information technology facilities.

Procurement of goods and services at an agency or company is a routine activity that is always carried out. Procurement of goods/services is intended to meet the need for goods and services required for the continuity of the agency or company's operations. The process of procuring goods and services that is often carried out in agencies is usually still conventional, starting from the procurement process to the report. This gives rise to problems in the procurement of goods and services such as the length of the procurement process, large costs, non-transparency in the procurement process, coordination between departments is not well established, as well as the large number of documents (paper) involved, and the reporting process is inaccurate and slow. (Romadiyanti et al., 2024).

The construction goods/services procurement system in Indonesia has implemented an e-procurement system. In the e-procurement system the entire auction process starting from announcement, submitting bids, selection, to announcing the winner will be carried out online via the internet site. The Indonesian government is currently trying to create a clean government and implement good governance. To support this goal, the government issued Presidential Decree no. 54 of 2010 concerning guidelines for implementing government procurement of goods/services, which replaces Presidential Decree no. 80 of 2003 (Junior & Dwijendra, 2023).

E-procurement is a term for procurement or electronic purchasing. E-procurement is part of e-business and is used to design optimized internet-

based procurement processes in a company (Migone et al., 2023). E-procurement is not only related to the purchasing process but also includes electronic negotiations and decision making on contracts with suppliers. As the purchasing process is simplified with electronic handling of operations-related tasks, strategy-related tasks can be given a more important role in the process.

### **Benefits of E-Procurement**

The Internet has emerged as a cost-effective and reliable medium for conducting online business transactions. More and more companies are adopting this media in procuring goods. According to Seth Miller (Schoeni, 2024) in his article the main advantages of e-procurement include saving money, time and additional workload that is normally associated with writing work. Conventional procurement processes usually involve a lot of paper processing, which consumes a large amount of time and money.

The benefits of e-procurement include not only saving money but simplifying the entire process. Optimal plans can be communicated quickly to service providers, thereby reducing costs and waste. The benefits of e-procurement include reduced overhead costs such as agent purchasing, as well as improved inventory control, and an overall increase in the manufacturing cycle. The e-procurement system helps companies consolidate data about the procurement of various goods both directly and indirectly (Nurhasanah et al., 2023).

### **Ideal Implementation of E-procurement According to Existing Regulations**

#### **1. The first is stage I: Disclosure**

At this implementation stage, the government encourages and socializes the launch of electronic procurement projects, which has a direct impact on the parties involved in public competition, namely. H. the state as the proposer and the entrepreneur as the bidder. This process is the socialization and application of good governance principles in the bureaucracy.

#### **2. Stage II: Registration and Distribution**

After successfully completing the first phase, the government began to introduce automation functions via the Internet in the registration and distribution process. Currently, the e-procurement website will announce project bids and bid specifications through the website.

#### **3. Stage III: Electronic Bidding**

The next step is electronic registration of auction participants. In this phase, bidders must fulfill various specified requirements such as administrative completeness, work performance specifications, etc. Through the internet.

#### 4. Stage IV: Advanced Support Services

In this final stage, the bidding process occurs electronically or online via the internet by eliminating manual processes in tenders. This most complicated and sophisticated process is able to avoid face-to-face contact between the committee and tender participants thereby minimizing KKN.

Companies need high-quality resources to be able to demonstrate better skills that influence the performance results presented. Rahayuningsih and Iskandar (Hendayani & Fauzi, 2022) show that quality human resources have a significant influence on organizational performance. After all, highly qualified human resources demonstrate their skills and abilities in the workplace, thereby influencing the company.

In terms of facilities and infrastructure, there are adequate facilities where employees can use computers and systems that are compatible with a sophisticated internet network. Even though crashes sometimes occur, the system can still be used properly when the PUPR service server capacity increases. Novendri et al. (Zogara et al., 2023), a properly implemented system influences company operations by considering much higher quality computing equipment.

An internet network that experiences problems becomes an obstacle in the system deployment process. In this case, companies must be able to analyze these obstacles and ensure employees can use the internet more smoothly. Anwar & Nurhaid (ADEWOYIN, 2023) point out that functional systems require online stability, which can contribute to success in the workplace. A quality internet network is one of the features and infrastructure that can help companies implement good e-procurement. Adi (Opore et al., 2024) supports this argument, indicating that implementation is carried out by the ministry to prioritize the provision of satisfactory services for local communities.

### **Implementation of E-Procurement in the Goods/Services Procurement Process**

Eprocurement in Indonesia is often referred to as Electronic Procurement Services (LPSE) which is usually used in Indonesian Ministries/Agencies and Regional Governments. Has a duty to provide goods

or services procurement services which are carried out electronically. This is the understanding and principles of implementation that can be carried out (Soebiandono et al., 2022). The definition of e-procurement is a system for procuring goods or services whose implementation is carried out using electronic media. Often also called website or internet based. Information and communication technology makes optimal use of its electronic application (Isiwanto et al., 2022).

There are several important components in e-procurement, namely hardware, software, personnel and users. Apart from that, the next components are company guidelines, processes and infrastructure. The benefit of using Eprocurement Indonesia is to simplify the process of procuring goods and services. Next is saving procurement management costs, speeding up the procurement process and increasing transparency in its implementation. The principle of implementing Eprocurement is efficiency, which means that the procurement of goods or services uses minimum funds and resources. The aim is to achieve maximum quality (Ali et al., 2022).

The next principle in implementation is effectiveness, which means that the procurement of goods or services meets the needs and targets that have been set and provides great benefits. The next principle is Transparent, meaning that all provisions and information related to the procurement of goods or services are clear. Apart from that, it can be widely known by providers of goods or services. Furthermore, it has an open principle where the procurement of goods or services can be followed by all parties in accordance with applicable regulations (Yuslinda et al., 2022).

Then the principle of accountability is in accordance with the rules and regulations for the procurement of goods or services. All providers of goods or services can participate in the tender that will take place. In addition, the principle of being in the right place also applies, namely eprocurement ensures that the goods are delivered to the specified address. The aim is to increase the effectiveness of goods accurately. There is a principle of delivered at the right time so that goods are sent on time. So the procurement of goods and services is in accordance with the plans that have been made (Wijekoon et al., 2023).

The application of e-procurement in the procurement of government goods/services utilizing internet technology provides many benefits both from the side of the user of goods/services and from the side of the provider of goods and services. From the provider's side, many costs can be saved such as transportation costs. accommodation, and consolidation and document

printing costs can be minimized. so that providers can have sufficient space to optimize price reductions for the goods/services they offer. Meanwhile, from the user side, because of its limitless nature, a fairer and better quality competition climate between providers can be obtained (Rulandari & Supriadi, 2023). Users of goods/services have many choices and get cheaper offers with better quality. Apart from the benefits mentioned above, the main benefit to be achieved through e-procurement is being able to reduce the occurrence of KKN practices because of its transparent, consistent, rigid and accountable characteristics.

For the implementation of e-procurement itself, there are several changes to procedures that are more directed towards openness. transparency, fair competition and accountability regarding electronic procurement of goods/services, including user and provider registration in the e-procurement system, online announcements, changes in the form of tender documents and bid documents from providers, changes in methods at the job explanation stage (aanwijzing ), changes to procedures for opening provider bid documents and their evaluation as well as changes to procedures for submitting objections from providers of goods/services (Naumenko, 2022).

As regulated in Article 69 paragraph (1) of Presidential Regulation Number 18 of 2018 concerning Electronic Procurement of Goods/Services, the Procurement of Goods/Services is carried out electronically using an information system consisting of an electronic procurement system (SPSE) and supporting systems, procurement of goods Electronic services also utilize e-marketplaces which consist of electronic catalogues, online shops and provider selection (Suryadi et al., 2022).

In general, the flow of the goods/services procurement process can be carried out in several stages including (Haryono, 2022):

1. Identify Needs
2. Preparation and Determination of Budgeting Plans
3. Determination of general policies regarding work packaging
4. Determination of General Policy regarding procurement procedures
5. Preparation of Terms of Reference (TOR)
6. Preparation of Procurement Activity Schedule
7. Announcement of General Procurement plans

The application of e-procurement in the public sector is actually adopted from the application of e-procurement in the business sector. Increasing business competitive pressure has encouraged companies to adopt e-procurement as a strategy to reduce costs and increase profits (Sitompul,

2022). The process of buying and selling goods through conventional means (procurement) is considered no longer efficient and effective in supporting business activities. One of the most important advantages of implementing e-procurement is its ability as an integration mechanism both within the company and with suppliers.

Apart from that, according to Pearce, e-procurement is also believed to be able to increase collaboration between buyers and suppliers, reduce personnel requirements, improve coordination, reduce transaction costs,

shorter buying and selling cycles of goods, lower inventory levels and greater transparency. Meanwhile, according to Mind and Galle in (Laras & Rahmawati, 2022) define e-procurement as: "Business-to-business purchasing.

## **CONCLUSION**

Electronic procurement (e-procurement) is the procurement of goods/services carried out using information technology and electronic transactions in accordance with statutory provisions. Procurement of goods/services electronically is carried out by means of e-tendering or e-purchasing. By implementing electronic procurement, transparency will increase so that healthy competition between business actors can be created more quickly. In this way, optimization and efficiency of the government goods/services procurement process can be realized.

The implementation of electronic procurement (e-procurement) really requires full information technology readiness and its tools. Even though its implementation does not require many changes in business processes, it does require a policy from the government in the form of systems and procedures that regulate the online auction mechanism. These systems and procedures are a reference for the procurement committee, tender participants and other related parties in carrying out electronic auctions. Apart from that, the e-procurement system requires support for the procurement process for goods and services by utilizing information technology (internet) so that interactions can be built between buyers and suppliers online. In the process of procuring government goods/services, time efficiency is one of the crucial things regarding the program being promoted by the government, namely accelerating budget absorption.

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