

Implementation of E-Government Policies

(Case Study of Goods and Services Procurement in Buol Regency, Central Sulawesi)

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Abstract—This study aims to determine the implementation of local government policies in the procurement of goods and services based on e-government that have occurred in 2018 and determine the inhibiting factors and factors driving the implementation of government policies in the procurement of goods and services based on e-government in Buol District. This study uses the Van Meter and Van Horn Theory explains that in the implementation of procurement policies based on e-government is influenced by each interrelated variable, these variables are: 1) Target Standards, 2) Resources, 3) Relationships between Organizations, and 4) Characteristics of the Implementing Agency. The results of the research on the implementation of local government policies in the procurement of goods and services based on e-government in Buol District, of the six variables used as a basis for research, some of them still found an unsynchronization between e-government concepts and what happened in the field. As is still found in the tender process that is not transparent and the determination of tender winners still uses a kinship approach.

Keywords—*e-government, goods and services, implementation*

I. INTRODUCTION

In terminology, development in Indonesia is synonymous with the terms development, modernization, westernization, empowering, industrialization, economic growth, Europeanization, even the term is also often equated with the term political change. The identification of development with some of these terms was born because development has a multi-interpretable meaning, so that the term is often equated with several other terms with different meanings. The basic meaning of development is development. That is, a series of efforts or steps to advance the condition of the people of a region or country with a particular development concept [1]. Various cooperation among stakeholders in the administration of government is also carried out as an effort and response of the government in the activities of handling public problems [2].

Government goods / services procurement has a very important role in the implementation of the State Budget (APBN). Most of the government expenditure allocated in the APBN is carried out through the process of procurement of

goods / services, such as goods expenditure, capital expenditure, part of social assistance expenditure and grant expenditure [3]. Procurement of goods and services whose financing is partly or wholly sourced from the State Budget / State Budget / Regional Revenue and Expenditure Budget (APBN / APBD) is the procurement of goods and services within the government that aims to provide public service goods [4]. During this time the procurement of goods / services is done in two ways, namely online and traditionally where traditional methods are using fax and telephone as the medium. These two methods did not work well because they were judged to have several weaknesses that could harm the company such as inaccurate reports on product stock, distribution of product shipments and product delivery scheduling, ineffective work due to using different media, and lack of transparency [5].

Negative sides arising in the procurement of goods and services that often occur include: First, bribes to win tenders; Second, the tender process is not transparent; Third, win your company; certain relatives or party people; Fourth, the inclusion of technical specifications can only be supplied by one specific business actor; Fifth, entrepreneurs who do not have complete administration can participate in the tender and even win [6]. For this reason, in the procurement of government goods / services, good governance and clean government is needed in all aspects related to the control and supervision of the implementation of government goods / services procurement activities. To implement the principles of good governance and clean government in the procurement of government goods / services, the government must pay attention and implement the principles of accountability and management of its resources efficiently [7].

Buol Regency is one of the youngest districts in Central Sulawesi and is in the process of development, basically when we talk about development, we will talk about procurement, therefore researchers raised the implementation of local government policies in the procurement of goods and services based on e government that has been regulated in Presidential Decree No. 16 In 2018, in this study, researchers looked at the facts in the field that could influence the implementation of the policy because, basically Buol District was a district that was

still developing in the development shutter, it was certain that in the process many procurement procurements were held in development. So the researcher wants to see and learn how far the Buol district government is in implementing electronic-based goods and services procurement policies, because so far the lack of transparency in procurement that is happening in Buol Regency for now, makes many question marks arising from the wider community in Buol Regency in the regional development shutter.

II. RELATED WORK

The meaning of good in good governance contains two meanings. First, values that uphold the desires / wishes of the people, and values that can enhance the ability of the people to achieve the (national) goals of independence, sustainable development and social justice. Second, the functional aspects of government that are effective and efficient in carrying out their duties to achieve these objectives [8]. Asongu et al described governance as a phenomenon consisting of: rule of law, corruption control, quality of regulation and bureaucratic effectiveness [9]. Good governance and its development is not an easy task [10]. Good governance is usually assessed by looking for the relationship between governance and economic outcomes [11]. To achieve good governance, the principles should be upheld in various important institutions in the government. These principles include: Community participation, upholding the rule of law (court), transparency, care and stakeholders, oriented towards consensus, equality for all citizens, effectiveness and efficiency, accountability, and strategic vision [12].

In today's technological era, it is time for the government to implement development using information technology to accelerate the development process. Information and communication technology promises efficiency, speed of information delivery, global reach and transparency [13]. One alternative in ensuring the achievement of the principle of transparency in the government management system is through the mechanism of electronic government (e-government). Electronic management in addition to creating transparency, will also impact on effectiveness and efficiency. In practice e-government has experienced quite encouraging developments, because the impact of the implementation of e-government provides a style of significant changes in the process of public service. e-government is further understood as a model of public service in a new form, and is considered capable of applying the principles that develop within the New Public Service paradigm [14]. E-government is also a way for the government to use new technology to serve the public with convenient access to government information and services, to improve service quality and to provide greater opportunities to participate in democratic processes and institutions [15].

III. METHODOLOGY

Data collection techniques through observation, documentation and distribution of questionnaires to respondents in order to complete the results of the study as well

as with a qualitative and quantitative combined descriptive method which is a technique that illustrates and interprets the meaning of the data that has been collected by paying attention and recording as many aspects of the situation under study at that time, so as to obtain a general and overall picture of the actual situation [16]. The discussion in this article will also try to explain the implementation of local government policies in the procurement of goods and services based on e-government. In addition, data collection is done through interviews, focus group discussions (FGD) together with scientific findings, so that research results become more accurate and systematic [17].

IV. RESULTS AND DISCUSSION

This research is related to the local government policy on the procurement of goods and services in the Buol district based on electronic government or often referred to as online, based on Presidential Decree No. 16 in 2018 after conducting research and data collection in the field through in-depth interviews with several relevant officials who knew more about the activities carried out in the Procurement Services Unit (PSU) as managers in the tender auction of the entire Regional Apparatus Organization or policy implementor and retrieve supporting data at some RAO as users of electronic government-based procurement services, among others. Public Works Agency, Transportation Agency, Education and Culture Agency, Health Agency and the Development and Investment Planning Agency in Buol District.

This study also uses several indicators related to implementation, these indicators are used in measuring the extent of the implementation of local government policy, in this case PSU in realizing procurement of goods and services based on electronic government in Buol district.

A. Target Standards

A policy made by the government certainly has standards, targets and forms of work mechanisms, in the procurement of goods and services based on e-government in Buol District. The policy objectives in the procurement of electronic-based goods and services are intended for all regional apparatus organizations in the district of Buol, as well as in each RAO having the same policy standards.

Policy standards in the procurement of e-government based goods and services in Buol Regency for all regional apparatus organizations have the same standard, where in the procurement of goods and services that reach a budget of two hundred million and above per parcel, procurement of goods and services will be based on electronic government that is managed directly by PSU which has the function as a tender or tender that applies to all RAO, for budgets under two hundred million, no tender is conducted by PSU in this case LWGs are managed by independently related electronic based RAO without any interference hand by PSU Parties.

ULP as a manager in implementing electronic-based procurement of goods and services policies, in implementing the policy PSU has work mechanisms that are based on

procurement principles, including efficient, effective, transparent, open, competitive, fair and accountable. The implementation of the PSU policy in Buol district is based on Perpres 16 of 2018 and is strengthened by the Ministry of Government Procurement Policy Institution (LKPP) as many as thirteen institutional regulations that are regulated in detail in the process of implementing goods and services procurement policies that are electronic and online-based.

Standards and targets based on Presidential Regulation 16 of 2018 and in detail are regulated in Perlem or commonly referred to as institutional regulations in this regard (LKPP) in various forms of procurement such as procurement of goods, construction, consultancy and other services, so far in implementing these policies has been implemented and intended for all OPDs in Buol Regency, with a standard of two hundred million and below will be conducted online selection by the relevant RAO through the LPSE 4.3 application, in procurement under two hundred million there are names of Committing Makers (PPK) and Procurement Officers (PP) which is given directly by SK Budget Users (PA). PPK is tasked with compiling procurement documents, then the documents after they have been compiled by PPK will be given to procurement officials (PP) online who have been given SK directly by the budget user (PA) to be tasked with selecting providers online and for the standard two hundred million and above tendering will be carried out by PSU in this case LWGs or commonly referred to as working groups, in the procurement of electronic-based goods and services online by using the LPSE 4.3 application.

Before the Presidential Regulation 16 of 2018 for direct appointment (PL) was still offline, but for now based on Presidential Decree 16 of 2018 in article 12 letter (d), namely carrying out E-purchasing which is worth a maximum of Rp 200,000,000.00 (two hundred million rupiah) [18]. Everything is already online both over two hundred million and for under two hundred million, although for those under two hundred million it is managed by the relevant RAO but has used the online LPSE application implemented by the PPK and PP which are directly given a decree by the Head of Service, and for those above two hundred million, a tender will be conducted by the LWGs in the PSU.

B. Resource

In terms of resources both in the form of human resources, budgetary resources, as well as infrastructure and facilities resources in implementing electronic-based procurement of goods and services policies in Buol Regency is sufficient. The principles of procurement of goods and services based on electronics are quite adequate.

Establishing a direct relationship in the process of selecting tender winners between the management in this case the working group or often referred to as LWG and the provider or party participating in the tender, the LWP in this case the LWG will provide a letter of invitation to prove the schedule to the parties that follow the tender, so that the two parties will communicate and coordinate directly at the time of the

evidence schedule in this case in the form of correct proof and authenticity of the offer file that they have entered online or electronically based, such as diplomas, certificates of expertise, company deeds, and tools work tools that will be used in the execution of the project. This verification activity is often carried out in just one day.

In addition to the direct relationship between the PSU manager in this case LWGs and the providers or parties participating in the tender, there is also an indirect relationship between the two parties in realizing electronic-based goods and services procurement policies. Structurally, the indirect relationship consists of several models or forms of coordination and communication based on procurement principles that have been regulated in Perpres No. 16 of 2019.

C. Relationships Between Organizations

The reality of the relationship formed in implementing electronic and goods-based procurement policies based on Perpres 16 of 2018 in Buol Regency, the form of relationship created by the management with the provider takes the form of direct and indirect communication and coordination in realizing the procurement policy of goods and services electronic government based on the principles set out in Presidential Regulation No. 16 of 2019.

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However, in its implementation, it was found that there was still a form of play between the ULP and LWG managers in determining the tender winner of a particular project. Based on the results of investigative interviews it was found that often tender winners have been determined or determined based on unilateral agreement between the ULP and the relevant LWG, but in the real process it appears that the tender process was carried out online based on e-government.

D. Characteristics of Implementing Agencies

In connection with the relationship between the manager (LWG) and the provider of goods and services, to realize the full success of online-based electronic goods and services procurement policies in Buol District, the Procurement Service Unit forms a working group or commonly referred to as LWG in Buol Regency a working group is formed with four working groups with three members each. So that each group (LWGs) has the responsibility for determining the tender winners for each package. In the distribution of tender packages and the

determination of tender winners, they are appointed directly by the Head of Procurement Services Unit in Buol Regency in handling all Regional Apparatus Organizations in the auction or tender with the provisions reaching two hundred million and above based on Presidential Decree 16 of 2018 concerning procurement of goods and services based on electronics which is online.

Field findings indicate that there are a number of tender winning companies that did not enter the tender process completely, even finding indications of using the names of other companies to submit bids, but at the time of determining the tender winner's other companies were carrying out these activities but still on behalf of other companies.

V. CONCLUSION AND FUTURE SCOPE

Based on the results of the study, according to the data that was obtained through a process of in-depth interviews and has been described in the previous chapter, the results of the research concerning the implementation of the Implementation of Local Government Policies in Procurement of Goods and Services Based on E-Government in Buol District by looking based on aspects raised by Van Metter and Van Horn. Researchers can conclude that the procurement of electronic-based goods and services in Buol Regency in several aspects has been implemented properly and correctly based on the rules that have been made that refer to Perpres 16 of 2018 so that the principles of good governance and open governance have been realized in the form of policies has been made by the government in terms of implementing one form of an electronic system of procurement of goods and services that is online.

But on the other hand, it is undeniable that there are still shortcomings of this process, as indicated by the fact that several tender winning companies did not enter the complete company data, also the finding of the final results of tender tenders has been determined or determined based on unilateral agreement between ULP and LWGs. concerned, but in the real process it is seen that the tender process is carried out online based on e-government.

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