

# E-Government Evaluation on Electronic Procurement Service (LPSE) User Perspective

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**Abstract.** One of the applications of E gov in Indonesia is to increase transparency in auction of government goods and services procurement is by Electronic Procurement Service (LPSE). LPSE Semarang City has been established since 2010 during the period of 5 (five) years of implementation of LPSE still many weaknesses that must be improved in order to improve the service quality and achievement of objectives of LPSE. In order to improve the service of LPSE, it is expected to be evaluated E Government Evaluation on Electronic Procurement Service (Lpse) User Perspective (Case Study of Lpse Kota Semarang). In general, the implementation of LPSE in Semarang City has been implemented in accordance with the applicable regulations, the factors of this research are Performance, Accessibility, Savings, Transparency, Trust, Presentation and Benefit. The results showed that LPSE service factor in user perspective that need to be improved is accessibility, transparency and trust. While other factors are good enough to support the service, these factors are Performance, Savings and Presentations ease and Benefits.

Keywords: **public service, management information system technology, e gov, LPSE**

## 1 Introduction

Quality public services to the embodiment of the obligations of the state apparatus as public servants. Quality public service according to Triguno[1] is related to the attitude and how to serve customers satisfactorily which means serving at any time, quickly and satisfactorily. The concept of service quality according to M. Juran[2] is defined as a suitability in usage that emphasizes customer satisfaction orientation. In its implementation, the government has issued Regulation of the Minister of Administrative Reform and Bureaucratic Reform No. 1 year 2015 on Guidelines for Performance Evaluation of Public Service Providers, Public Service Evaluation Indicators, Public Service Standards, Service Reports, Public Satisfaction Survey (SKM), Complaint Management, Public service .

In order to improve the public service based on the regulation one of them requires the use of information and communication technology in Management Information System (MIS) of Public Service. The use or application of the current Public Service SIM technology can be done more quickly and accurately using the help of communication and information technology (ICT). The use of ICT in the provision of services today is called Electronic Government (e gov). The use of e gov in public services is expected to improve the relationship between government, business, and the citizen The existence of transparency, it is expected that the relationship between

the various parties to be better. This openness eliminates the mutual suspicion and disappointment of all parties.

One of the applications of E gov in Indonesia in order to improve public services, openness and transparency in government goods and services procurement auctions is by Electronic Procurement Service (LPSE) or E proceremant. E-Procurement is expected to improve efficiency, effectiveness, transparency, fairly competition, and accountability in implementing procurement of goods / services within the Government. Presidential Regulation No. 4 year 2015 on the Fourth Amendment of Presidential Regulation No. 54 year 2010 on Procurement of Goods / Services The Government states that Constraints in the implementation of Procurement of Goods / Services Government one of them can be overcome by utilization of information technology in the implementation process.

The determination of LPSE in Semarang City has been done since 2010 based on Regulation of Mayor of Semarang Number 27 Year 2010 concerning Guidelines of Procurement of Electronic Goods / Services Procurement. However, since 2010 during the period of 6 (six) years of implementation of LPSE there are still many weaknesses that must be improved in order to improve the quality of service and achievement of the objectives of the LPSE itself.

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## 2 Methodology

This study aims to describe the services provided by LPSE Semarang City, but also to know the weaknesses of services viewed from the point of view of LPSE users. This research is descriptive qualitative because it is a disclosure of phenomena descriptively. data collection is done by primary data collection using in-depth interviews using interview guides that have been designed to assess e gov in LPSE.

## 3 Discussion

Administrative reform is one of the most important determinants of the public administration system. Administrative reforms play a role in changing values that aim to create good governance. Zauhar[3] states that the purpose of administrative reform is to perfect the order, perfect the method and improve performance[4]. Government performance can be seen from the quality of services provided to the community.

In order to improve the performance of the public service, Albrecht & Zemke proposed a comprehensive model of the Service called the "Service Quality Triangle", the Service Triangle Model enables organizational leaders to unite their thinking in formulating business strategy, organizational culture and infrastructure design into a an integrated concept to win the competition[5]. The system part of this triangle refers to the entire infrastructure of the organization. All organizational structures, functional relationships, physical facilities, information systems, procedures, rules, and regulations should make customers comfortable in obtaining services. The model of the service triangle is as follows[2]. Furthermore, Bresnahan (1997) suggests that today's managers prefer IT to improve the quality of service and / or to improve efficiency and profitability, but whatever the goal is, the use of IT brings positive change in organizations[6]. many researchers such as Collier and Bienstock, 2006; Parasuraman et al., 2005; Santos, 2003; Van Riel et al, 2001; Wolfinbarger and Gilly, 2003 studies they have shown show a trend today to provide technology-based services including online or internet based services[7].

But, does the use of information technology succeed in promoting the improvement of the performance of public services? it is necessary to evaluate. Sarmad Alshawi, Ali Alahmary and Hamid Alalwany in evaluating proposed evaluation factors into three groups of technical problem groups, Economic Issues groups, and social issues groups. The proposed evaluation factors are general and include technical, economic and social aspects that affect the utilization of citizens of e-gov services. These factors are adapted to the circumstances of a particular country. It depends on the maturity of e-gov in each country In the research the observation phenomena observed can be seen in the following table:

**Table I.** Evaluation Phenomena E Gov From User Side

Issues	Indicator	Sub Indicator	Description
Technical Issues	Performance	efficiency of service	The time required and the satisfaction of the results
		Sufficiency of Information and Services	Sufficient information and services needed
	Accessibility	User Interface Efficiency	Assessment of the appearance and completeness of the menu on the interface
		Unavailable access	Availability of access for those who can not access
Economic issues	Savings	Money Savings	How much money can be saved
		Time Saving	How much time can be saved
Social Issues	Transparency	Openess	Is there an increase in transparency and information
	Trust	Belief in e gov	Has there been increased confidence with e gov applications
		Belief in government organization	Has there been increased confidence with the government
	Perceptions of convenience and benefits	Perceptions of convenience	Ease of use e gov
		Perceptions of usefulness	Use of e gov

Source: Sarmad Alshawi, 2007, [8]

The above phenomenon is used to evaluate the implementation of LPSE in Semarang City produces the results as follows. The results of this study indicate that LPSE Performance is generally expressed good by the informan because it is faster and free from the queue, but it also depends on the completeness of the documents from the auction participants. Other factors related to accessibility performance are considered good but also very dependent on internet network expenses, especially if close to the auction time limit becomes sluggish. The savings factor, in general with the presence of LPSE will increase the efficiency of time and cost, especially transportation cost savings and documentation. The transparency factor stated that this factor still needs to be

improved because the informants stated that there is still a less transparent part in the process of determining the winning bidder or "Black Box". Trust will arise when there is good openness, but openness to LPSE is not good enough so that people have not fully believe in LPSE system. Furthermore, Indicators of convenience and benefit of the opinion of resource persons stated that the use of Auction electronically provides easiness in following the tender, saving time and cost.

## 4 Conclusion

Based on the evaluation result of LPSE implementation in Semarang City from user's point of view is summarized as follows:

1. In general, the implementation of LPSE in Semarang City has been implemented in accordance with the applicable regulations.
2. The process of conducting the auction becomes faster because it is free from the queue and dependence with the officers.
3. LPSE web site views according to the user seem normal and quite functional in the sense that there is no content that is less contextual.
4. Use of LPSE can save costs, especially document and transportation costs.
5. The implementation of LPSE should be electronic but the implementation is not full of electronics. Because there are still many factors in its use that use the environment for example many paper files. That raises environmental issues. e government should be able to save the environment but the fact is not.
6. The practice of auction of winning arrangements for goods and services is still possible, so that the expected transparency using LPSE has not occurred yet.
7. Community trust has not been good because the arrangement of auction winner in government institution until now still happened conspiracy.
8. The use of LPSE in Semarang City according to the informants has provided added value, in terms of time and cost savings.

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