

AN EVALUATION OF ELECTRONIC PROCUREMENT (E-PROCUREMENT) ON THE SATISFACTION LEVEL OF REGIONAL DEVICE ORGANIZATIONS AND PROVIDERS OF GOVERNMENT GOODS / SERVICES IN THE DENPASAR CITY

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Abstract- One of the good governance is the procurement of government goods / services which is implemented by electronic procurement (e-procurement), with the legal basis of this activity of Presidential Regulation no. 54 in 2010 as which has been amended several times with the latest amendment of Presidential Regulation no. 4 in 2015. This study aimed at analyzing the level of satisfaction of regions organizations and providers of goods / services due to electronic auctions in the Procurement Section of Goods and Services Regional Secretariat of Denpasar City. To find out the success rate of electronic auctions conducted evaluation by looking at the level of satisfaction of Regional Device Organization and Providers of Government goods / services with independent variables were Reliability, Responsiveness, Guarantees, Empathy and Tangible. This research used with descriptive quantitative method using questionnaire with Likert scale. Measurement of satisfaction level was carried out by comparing the value of reality with the expectation of the respondent. Against the satisfaction of the provider of government goods / services and the results were included in Cartesian diagram with 4 quadrants, using SPSS application on validity test, reliability test, normality test, multicollinearity test, multiple linear regression analysis, determination coefficient analysis R^2 , F test and t test. The results obtained, the level of satisfaction of regional device organizations was in the category of very satisfied with the value of 84.53%, while the level of satisfaction provider of government goods / services was in the category of very satisfied with the value 87.01%.

Keywords: *electronic procurement, satisfaction levels, service quality*

I. INTRODUCTION

The main goal of the government is the people's welfare, by creating good government and governance. In order to create it, that government must involve private and civil society so mutually good cooperation and ease in control between one another can be established.

One of the good governance is the procurement of government goods / services which the implementation is done by electronic procurement (e-procurement). As the legal basis for the auction implementation, the government has issued Presidential Regulation No.5 / 2010 on the procurement of government services / barracks, the latter has been amended by Presidential Regulation no. 4 Year 2015 and its derivative rules.

In Denpasar city electronic auctions has been started in 2013 until now, during five-year implementation has not been conducted monitoring evaluation, evaluation of the implementation of the auction and also evaluation of the auctioneers themselves. One of these studies will be evaluating the level of satisfaction rather than the auctioneer and the Provider of Government Goods / Services in which for the auction of RDO is carried out by the Committing Officers who are fully responsible for this electronic tender process.

Based on the background above the research problem can be formulated as follows: 1). What is the level of satisfaction of Regional Device Organizations (RDO) and Providers of Government Goods / Services due to the use of electronic procurement (e-procurement) on the bundled work packages? 2). What factors affect the level of satisfaction of RDO and

Providers of Government Goods / Services due to the e-procurement?

The purpose of this research is 1). To analyze the level of satisfaction of RDO and Providers of Government Goods / Services due to the procurement of government goods / services carried out through electronic auctions (e-procurement). 2). To analyze what factors influence the level of satisfaction of RDO and Provider of Government Goods / Services due to e-procurement.

II. RESEARCH METHOD

This research made use of descriptive quantitative with primary data source which was through filling questioner to committing Officers and Provider of government goods / services, while secondary data obtained from Economic Section and Development Secretariat Area of Denpasar City, and Section Procurement of Goods and Services Secretariat Area of Denpasar . The technique of collecting samples of RDO and Providers of Government Goods / Services using Random Sampling Probability. Theoretically this technique means that all members of the population have the same probability or opportunity to be selected to be sampled. The number of samples from RDO represented by committing officers were 40 people and the number of samples from Provider / service were 85 people, so the total sample used in this research were 85 people. Where the questions in the questionnaire were equally treated.

The research instrument consisted of 5 (five) independent variable that is, Reliability (X1) with 4 indicators. Responsiveness (X2) with 3 indicators. Assurance (X3) with 5 indicators. Empathy (X4) with 4 indicators. And Tangible (X5) with 4 indicators. In other words there were 20 indicators as well as one dependent variable that is Satisfaction Level of RDO and Provider of Government Goods / Services (Y).

The research instrument was measured by using Validity and Reliability Tests, for Classic Assumption Test using Normality Test and Multicollinearity Test. The Hypotheses were measured by Multiple Linear Regression Analysis Test, Coefficient of Determination R^2 , F Test and t Test. The level of satisfaction of RDO and Provider of Government Goods / Services, after figuring out the acquisition and indicator of satisfaction level, were put on Cartesian diagram in accordance with each quadrant.

III. FINDING AND DISCUSSION

Validity and Reliability tests were conducted in order to declare that the questionnaire was considered to be valid and reliable. In validity test with error rate $\alpha = 0,05$ and degrees of freedom (db) = 45 - 2 obtained t Table = 0,294, from whole test the validity of all indicator values above 0.294 and it stated that all the indicators in the questionnaire declared valid. While in reliability test obtained Cronbach alpha reliability (X1) = 0,938, responsiveness (X2) = 0,939, assurance (X3) = 0,9393, empathy (X4) = 0,941 and tangible (X5) = 0,946, from independent variable all its value above the alpha coefficient of 0.60 and it states all the indicators in the questionnaire was reliable

In the test of normality with the number of significance. Sig = 0.05 all independent variables (X1 - X5) value was 0.074, so it could be concluded that the data were normally distributed (0.074 > 0.05). In Multicollinearity criteria test it was used when

tolerance value > 0,10 and VIF value (Variance From Linierity) < 10.00 then Multicollinearity was not happening. Vice versa, if the tolerance value < 0.10 and VIF > 10 it would occur Multicollinearity. In this test the tolerance values for X1 = 2.962 for X2 = 4.569 for X3 = 4.099 for X4 = 3.998 and X5 = 2.701 while the VIF value for X1 = 0.338 for X2 = 0.219 for X3 = 0.244 for X4 = 0.250 and X5 = 0.370. It meant that all tolerance value > 0.10 and VIF value < 10.00. It could be concluded firmly that there was no Multicollinearity problem.

The results of multiple linear regression analysis on the five independent variables obtained $Y = 5.775 - 0.027.X1 + 0.042.X2 + 0.395.X3 + 0.382.X4 + 0.247.X5$. with the constant value = 5.775, meaning the level of satisfaction (Y) would decrease one unit for the coefficient of determination would decrease of - 0.027 or 2.70%. Also on the contrary if the variable (X2) had increased by one unit then the satisfaction (Y) would increase by 0.042 or 4.20%. It was as well as the independent variables (X3 = 0.395) (X4 = 0.382) and (X5 = 0.247) which had a positive value. The results of determination coefficient analysis R^2 obtained value of 0.685 which meant that when the value of the analysis approached the value of 1 stating that independent variables provided almost all the information needed to predict the variation of the dependent variable. This result also stated that the relationship of existing variables could be categorized as high. The result of F Test (simultaneous relationship) between independent and the dependent variables, with F count = 51.848 Sig. = 0.05 and F table = 2.291 got conclusion that independent variable (X1 - X5) together had positive and significant influence to the satisfaction of RDO and Provider of government goods / service (Y). It could be stated that regression model Y to X was appropriate or had meaning. The result of t Test (partial relationship) between each independent variables to dependent variable, with value of Sig. = 0.05 and t table = 1.98 got in t test for reliability variable got value Sig = 0.810 > 0.05 and tcount = - 0.241 < 1.98. It meant that Reliability variable did not have significant influence to Satisfaction of RDO and Provider of government goods/services (Y). For the responsiveness variable, the value of Sig = 0.795 > 0.05 and tcount = 0.261 < 1.98 meant that Responsiveness variable did not have significant influence to Satisfaction of RDO and Provider of Government Goods / Services (Y).

For assurance variables obtained Sig = 0.001 < 0.05 and tcount = 3.331 > 1.98. It meant that assurance variables had a significant influence on Satisfaction of RDO and Provider of Government Goods / Services (Y).

For empathy variable got value Sig = 0.002 < 0.05 and tcount = 3.128 > 1.98 which meant empathy variable got significant influence to Satisfaction of RDO and Provider of government goods / services (Y).

For tangible variables obtained Sig value = 0.010 < 0.05 and tcount = 2.634 > 1.98. It meant that tangible variable had significant influence to Satisfaction of RDO and Provider of Government goods / services (Y).

In the analysis of satisfaction level of RDO obtained level of satisfaction of RDO to variable of reliability was equal to 84.34% (Very satisfied). The level of satisfaction of RDO on responsiveness variable was 84,84% (Very satisfied). The level of satisfaction of RDO on assurance variable was 83.24% (Satisfied). The level of satisfaction of RDO on assurance variable was 83.24% (Satisfied). The level of satisfaction of RDO to tangible variable / physical form was 84.77% (Very

satisfied). Overall satisfaction level of RDO were based on the five variables that had been analyzed, the overall satisfaction aspect had RDO satisfaction level of 84.59 (Very satisfied)

In the analysis of the level of satisfaction Government goods and services obtained level of satisfaction to Provider of Government goods / services to variable reliability which was equal to 85.66% (Very satisfied). The level of satisfaction of the Provider of Government Goods / Services to the responsiveness variable was 86.81% (Very Satisfied). The level of satisfaction of the Provider of Government Goods / Services to the assurance variable was 87.14% (Very Satisfied). The level of satisfaction of Providers of Government Goods / Services to the empathy variable was 86.45% (Very Satisfied). Level of satisfaction Provider of goods / services Government to tangible variable / physical form was equal to 88.93% (Very satisfied). The level of satisfaction of the Government Goods / Services Provider as a whole is based on the five variables that had been analyzed, the overall satisfaction aspects had the satisfaction level of the Provider of Goods / Services Government of 84.59 (Very Satisfied).

After figuring out the average scores of reality and expectation of all 20 indicators, then the calculation results were included in Cartesian diagram which resulted, 3 indicators entered in quadrant A (main priority) that is: indicator 5, 15 and 19. Next 10 indicators entered in quadrant B (Maintain achievement) were indicators 3, 4, 8, 9, 10, 11, 12, 14, 16 and 20 next 4 indicators entered in quadrant C (low priority) were: 1, 7, 17 and 18. And 3 indicators included in the D quadrant (Excess) of 2, 6 and 13.

IV. CONCLUSION

Based on the finding the satisfaction level of the RDO due to the implementation of Government Electronic Bidding Auction with Electronic procurement (e-procurement), it could be concluded that

a). Based on the level of satisfaction of the variable reliability / reliability, got a satisfaction level of 84.34% (Very satisfied). b). Based on the level of satisfaction of responsiveness variable, got a satisfaction level of 84.84% (Very satisfied). c). Based on the satisfaction level of the assurance variable, it had a satisfaction level of 83.24% (Satisfied). d). Based on the level of satisfaction of the variable empathy, had a level of satisfaction of 86.22% (Very satisfied). e). Based on the level of satisfaction of the tangible variable, got a satisfaction level of 84.77% (Very satisfied)

And also the level of satisfaction of the Provider of Government Goods / Services due to the implementation of Government Goods / Services Auctions with Electronic procurement (e-procurement), were:

a). Based on the satisfaction level of the variable reliability / reliability, had a satisfaction level of 85.66% (Very satisfied). b). Based on the satisfaction level of responsiveness variable, got a satisfaction level of 86.81% (Very satisfied). c). Based on the level of satisfaction of assurance variables, had a satisfaction level of 87.14% (Very satisfied). d). Based on the level of satisfaction of the empathy variable, has a satisfaction level of 86.45% (Very satisfied). e). Based on the satisfaction level of the tangible variable, had a satisfaction level of 88.93% (Very satisfied)

Factors affecting the level of satisfaction of RDO and Providers of Government Goods / Services due to the introduction of electronic procurement (e-procurement), were

a). The first factor affecting the level of satisfaction of RDO and Providers of Government Goods / Services in this research was a long and convoluted bureaucracy as reflected in the long time and difficult process of registration of PPK and Provider of Government goods / services into electronic procurement system through LPSE.

b). The second factor is the length of the process of accessing SPD (standard procurement documents), electronic catalogs, and e-money systems (electronic monitoring and evaluation) which to access them still have to enter into the electronic auction system itself.

c). The third factor was the difficulty of figuring out the existence of the announcement of the latest job package name and news about the procurement, except to enter into the electronic system

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