

## Conference

# Accountability of the Bureau of Procurement Goods and Services of Banten Province in Implementing E-Procurement

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**Abstract.** Accountability is an important issue in scientific studies and in the field of public administration. Accountability in public organizations at the organizational level involves providing explanations to internal and external parties with an interest in evaluating the actions taken by these public organizations. The accountability of a public organization can be measured from several dimensions, including transparency, control, responsibility and responsiveness. A qualitative approach was used in this research. Data were collected through interviews and documentation studies, and descriptive data analysis techniques were used. The results showed that the implementation of e-procurement involved the principles of effective efficiency and open and non-discriminatory competition. Public accountability was also largely achieved.

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Published 15 March 2022

Publishing services provided by  
Knowledge E

**Keywords:** accountability, organization, public, e-procurement

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Selection and Peer-review under the responsibility of the IAPA Conference Committee.

## 1. Introduction

Accountability is one of the important issues in the scientific study and practice of public administration. This is because the public pays great attention to the implementation of policies, programs, projects, and routine activities carried out by public sector organizations. This form of attention is a natural consequence of the taxes and levies that have been paid by the community. In a democratic country like Indonesia, public organizations are required to be accountable for all their actions. Accountability itself is a concept that focuses on the capacity of public sector organizations to provide answers to parties with an interest in the organization. In a more specific affirmation, accountability is the ability of public sector organizations to provide explanations for their actions, especially to parties who in the political system have been given the authority to conduct assessments and evaluations of these public organizations (1).

The procurement of government goods/services has an important role in the implementation of development so that it is also required to be accountable. The utilization of

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technology in the process of government procurement of goods/services is a manifestation of the changes made because of the many problems that occur in conventional government procurement of goods/services. Practices such as mark-ups, collusion, and procurement manipulation seem to be something normal and can be found at almost every level of government. Efforts made to support a more accountable, transparent, and participatory process of procurement of goods/services are the introduction of an electronic procurement system or often known as e-procurement.

Electronic procurement or e-Procurement is the procurement of goods/services carried out using information technology and electronic transactions following the provisions of the legislation. With e-Procurement, it is believed that goods/services procurement expenditures can run more efficiently, effectively, transparently, and accountably following the principles of goods/services procurement.

The Bureau of Procurement of Goods and Services of Banten Province has implemented e-Procurement, since the issuance of Regulation of the Governor of Banten Number 3 of 2012 concerning Guidelines for the Implementation of Government Procurement of Goods/Services Electronically. Although e-Procurement at the Bureau of Procurement of Goods and Services of Banten Province has been carried out, however, it is often a good instrument in theory, but in practice, it is not. E-Procurement at the Bureau of Procurement of Goods and Services in Banten Province still has weaknesses and obstacles in its implementation.

The formulation of the problem in this study is that the Government Procurement of Goods/Services in the Bureau of Procurement of Goods and Services of Banten Province is suspected to have not created public accountability in the procurement of government goods/services electronically (e-Procurement) about the application of the principles of government procurement of goods/services under Presidential Regulation Number 12 of 2021 concerning Amendments to Presidential Regulation Number 16 of 2018 concerning Procurement of Government Goods/Services.

The purpose of this study is to analyze public accountability in the procurement of government goods/services electronically (e-Procurement) at the Bureau of Procurement of Goods and Services of Banten Province and to analyze the application of the principles of government procurement of goods/services electronically (e-Procurement) in Bureau of Procurement of Goods and Services of Banten Province.

The concept of accountability began to be studied intensively in the public sector along with the development of the concept of reinventing government (2). In their book, *Reinventing Government: How the Entrepreneurial Spirit is Transforming The Public Sector*, the concept of accountability is mentioned nine times. This shows that Osborne

and Gaebler from the beginning wanted to emphasize the importance of understanding and practice for public sector entrepreneurial actors regarding the importance of accountability. Different authors, namely (3) explained that in line with the emphasis on accountability in reinventing government, it turns out that the concept of accountability is also included as the main focus in the New Public Management or what is often referred to as New Public Management (NPM). Therefore, accountability can be said to be the main differentiating factor between Classical Public Administration studies (Old Public Administration) and New Public Management. This means that accountability must be carried out by modern public sector organizations as a reflection of efforts to increase alignment with the public interest.

Another expert (4), explains that accountability is a different concept from responsibility. Accountability refers more to the relationship of the organization as an entity with parties outside the organization. That is, the level of accountability analysis is at the macro organizational level which emphasizes the sociological aspect of the organization with a focus on the interaction between the organization and related parties in the organization. While responsibility emphasizes more at the individual level as a member of a public organization must demonstrate behavior that is in line with ethical standards that have been set as rules and carry out work properly following the direction and training they have received.

Koppel in (5) explains that accountability has some dimensions, including transparency, accountability, control, responsibility, and responsiveness.

1. Transparency which refers to easy access to information related to the function and performance of the organization
2. Accountability refers to the practice of ensuring that individuals and/or organizations are held accountable for their actions and activities, punishing wrongdoing, and rewarding good performance.
3. Control, which refers to the situation that the organization does exactly what it is commanded to do
4. Responsibility, which refers to the organization should be limited by the rule of law
5. Responsiveness refers to the organization's interest and efforts to meet the substantive expectations of stakeholders in the form of articulation of demands and needs.

These five dimensions help measure the extent to which an organization in the public sector can carry out its accountability. The five categories are not mutually

exclusive, that is, organizations can be accountable from several perspectives. However, transparency and liability are seen as underpinning the concept of accountability in all its manifestations. Transparency refers to the ease of access to information related to the functions and performance of the organization. Meanwhile, responsibility or liability refers to the practice of ensuring individuals and or organizations are responsible for their actions and activities, punishing wrongdoing, and rewarding good performance.

## 2. Methods

In this study, the researcher uses qualitative methods which are the researchers' efforts to gain a broad and in-depth understanding of everything related to Accountability of the Bureau of Procurement Goods and Services of Banten Province in Implementing E-Procurement. Bogdan and Taylor in (6), explain that qualitative methods are research procedures that produce descriptive data in the form of written and spoken words from people and observable behavior. Data collection techniques in field studies are carried out through observation, interviews and related documents such as legislation, ISO: 9001 accreditation and SOPs. The data analysis used is descriptive data analysis through the stages of data collection, data reduction, data presentation, and concluding.

## 3. Results and Discussion

The implementation of e-Procurement in the Bureau of Procurement of Goods and Services of Banten Province began in 2012 with the issuance of Governor of Banten Regulation Number 3 of 2012 concerning Guidelines for the Implementation of Government Electronic Procurement of Goods/Services within the Bureau of Procurement of Goods and Services of Banten Province. In 2014 to support the implementation of e-Procurement the Governor of Banten issued Banten Governor Regulation Number 4 of 2014 concerning the Establishment of the Procurement Service Unit of the Banten Provincial Government. Then, in 2020 there was a change in SOTK which was originally a Goods and Services Procurement Service Unit to become a Goods and Services Procurement Work Unit, this is regulated in Banten Governor Regulation Number 27 of 2020 concerning Changes in Organizational Structure and Work Procedures (SOTK) at the Regional Secretariat of Banten Province.

Analysis of Public Accountability in the Implementation of e-Procurement at the Bureau of Procurement of Goods and Services of Banten Province that this e-Procurement system should be an idea, thought or view on good procurement

practices, which are based on democratic values such as justice, transparency, accountability and free from KKN. As a new idea (innovation), of course, the e-Procurement system will not be easily accepted and put into practice. Even ironically, the reality is that KKN is increasingly fertile, various regulations are easily searched for loopholes to be violated, the mental 'new corruption' is increasingly entrenched. Based on this, the following will analyze the extent of public accountability, namely transparency, liability, control, responsibility, and responsiveness, in the implementation of e-Procurement at the Bureau of Procurement of Goods and Services of Banten Province.

#### a. Transparency

The e-Procurement system is one of the government applications that also has a function as a medium for government transparency in the process of procuring goods/services to the public (public), especially for the business world. Transparent procurement means that all provisions and information regarding the procurement of goods/services are clear and can be widely known by interested providers (partners) as well as by the public in general. The results of the interview show that the implementation of e-Procurement can create transparency among the public and business actors. Procurement of an e-Procurement system without the need for a long convoluted bureaucracy because it will get direct supervision from the community. The process of transparency will create competition among partners and will lead to more offers. It is easier for the public to get auction information without having to go through the government bureaucracy just to get auction/tender information and sometimes it takes quite a lot of time to meet with parties directly related to the procurement of government goods/services. The form of support for the principle of transparency in the e-Procurement system is contained in the SPSE application. The Bureau of Procurement of Goods and Services of Banten Province has been able to provide procurement information to the public and business actors openly.

#### b. Liability

The concept of liability requires individuals and organizations to be able to face all the consequences attached to performance. To ensure that the implementation of the government's procurement of goods/services can run well and produce the goods and services needed and of good quality, punishment and reward are needed for the actors involved in the e-Procurement process. Based on the interview, it can be interpreted that currently, the Bureau of Procurement of Goods and Services of Banten Province has implemented one of the dimensions of accountability, namely liability. The

implementation of liabilities in the implementation of e-Procurement is very necessary because of the high level of risk faced by the implementers of government procurement of goods/services. Currently, the provision of rewards to procurement implementers also takes into account regional financial conditions. Not all awards are given in the form of money but also in the form of promotions that have been carried out. Of course, it will still go through the fit and proper test process carried out by the Position Advisory Board. The punishment that has been given is enough to create a deterrent effect for the implementers of the procurement of goods/services. Starting from being dismissed as a working group to changing positions.

#### c. Control

Accountability relates to the implementation of control (control) carried out by the organization regarding the standard of implementing activities, whether the standards made are appropriate to the situation and conditions at hand, and if deemed appropriate, top management has the responsibility to exercise control over the standards. The control mechanism that is highly emphasized by the Bureau of Procurement of Goods and Services of Banten Province in the implementation of the e-Procurement system is to make a reference or work guide in carrying out the main tasks for employees to the leadership. The work reference is in the form of Standard Operational Procedures (SOP). Standard Operating Procedure (SOP) is a set of standardized (documented) written work instructions regarding the organizational administration process, how and when it should be done, where and by whom it is carried out, a guide that explains in detail how a process must be carried out and a series of instructions used. to solve a problem.

#### d. Responsibility

Responsibility is a concept that emphasizes that bureaucrats and organizations can be limited by laws, rules, and norms. Responsibility can take various forms including formal and informal forms of standards and norms in behavior. Through these standards, it is expected to encourage better behavior. Through this concept, it is hoped that it can provide an answer to whether an organization has followed the existing rules or standards. The rules for the procurement of goods/services require the procurement committee to have the competency or technical skills certification, and the testing and issuance of this certification is the responsibility of LKPP. The meaning of certification emphasizes two things, namely competence and professional ability. It is hoped that with the certification the procurement committee has skills ranging from mastering management, methods, procurement, and supply chain strategies, mastering the company's

institutional and business goals, having integrity and high ethical standards, as well as having managerial and leadership abilities. Procurement actors must also have technical knowledge of goods and services, an understanding of contracts and trade law, and technical capability of price and cost analysis. Knowledge of the operations of all sectors in the supply chain and keeping up to date with developments in the business world is also a prerequisite for a procurement expert.

#### e. Responsiveness

The essence of responsiveness in the procurement of goods/services is how the ability and involvement of goods/services procurement organizations in recognizing the community (the public), compiling programs and activities and developing priorities for the procurement of goods/services under the needs and aspirations of the community (the public), so that responsiveness is realized organization to the expectations, as well as the demands of society and providers of goods/services (partners). Submission of information regarding the procurement of government goods/services is carried out based on the provisions of the applicable regulations. Currently, the Bureau of Procurement of Goods and Services of Banten Province has received ISO: 9001 accreditation, meaning that if an institution/organization that has obtained the ISO accreditation (recognition from other independent parties), it can be said to have met international requirements in terms of product quality management system. the services it produces. Management system refers to what the organization does to manage processes, or activities so that the product or service fulfills its self-defined goals, such as meeting customer quality requirements, compliance with regulations, or company or organization goals and quality objectives.

Based on the description above, according to the researcher's analysis, the results of the procurement of goods/services that have been carried out by the Bureau of Procurement of Goods and Services of Banten Province have in general met the wishes of the community. The public's desire which is summarized in the RPJMD (Regional Medium-Term Development Plan) of Banten Province can be implemented by SPKD/PD in the form of planning for the procurement of goods and services and then the procurement process is carried out by the Bureau of Procurement of Goods and Services of Banten Province.

## 4. Conclusion

The achievement of public accountability in the implementation of e-Procurement at the Bureau of Procurement Goods and Services of Banten Province generally went well. This can be seen from the transparency dimension, that e-Procurement has created openness and guaranteed access to data/information on the procurement of goods/services. In the dimension of liability, with e-Procurement the process of providing rewards and punishments for the performance of goods/services procurement implementers has been carried out. In the control dimension, e-Procurement has provided a fairly good control and supervision mechanism from the leadership to employees who are directly related to goods/services procurement activities. In the dimension of responsibility, that the committee/procurement official already has a fairly good standard of professionalism and competence. In the dimension of responsiveness, that with e-Procurement has been able to accommodate the demands and needs of the community/public in the Bureau of Procurement Goods and Services of Banten Province.

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