



Research Paper

## Analysis of Goods and Services Procurement Section (BPBJ) Service Quality of Mamuju District Government Regional Secretariat

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**ABSTRACT:** This research aims to explain the level of satisfaction of agencies and partners on the BPBJ service quality of Mamuju District Government, and the relationship between the factors that affect the satisfaction of Agencies and partners towards BPBJ services of the Mamuju District Government. This research uses a mixed-method of qualitative and quantitative with a descriptive analysis approach. From the research, it can be concluded that the level of satisfaction of Agencies and Partners with BPBJ services of the Mamuju District Government reviewed from the Selection Process for Goods/Services Providers is Efficient, Effective, Transparent, Accountable, Open and Fair. The relationship between the factors that affect the satisfaction of agencies and partners to the BPBJ services of the Mamuju District Government: 1) Able to provide services promptly, accurately and satisfactorily or reliably, 2) Responsiveness of employees to assist customers and provide services that are quite responsive or responsive, 3) Employees have knowledge, ability, courtesy, and trustworthy nature in serve customers so that Assurance (Guarantee or Confidence) can be fulfilled, 4) Ease of relationships, communication, attention and understanding of customers' needs can be met properly so as to generate a sense of empathy can be done swiftly, and 5) Physical facilities, equipment, and infrastructure in the service is already tangible.

**KEYWORDS:** Service Quality, Agency Satisfactory, Mamuju District

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### I. INTRODUCTION

Procurement of goods and services is an important part in realizing good state financial management. The government always needs goods and services for routine operational purposes such as raw materials, supplies, spare parts, finished goods, and capital goods (assets) such as land, buildings, machinery and other equipment. Procurement of goods and services cannot be avoided to ensure smooth operations and growth where to get them cannot be obtained instantly but requires a certain grace period. The grace period starts from the time of planning, ordering, time to produce it, the time to deliver the goods, even up to the time to process the goods in the warehouse until they are ready to be used by the user or commonly called the goods user. The complexity of the procurement of goods and services must also be related to the management functions in general, those are Planning, Organizing, Directing and Controlling. For this reason, it can be said that in every type of budget allocation there is a procurement of goods and services.

### II. THEORETICAL AND LITERATURE REVIEW

#### 2.1. Bureaucratic Theory

Zaidan Nawawi (2013) in his book explains etymologically bureaucracy (origin of the word) which consists of two words, those are; bureau which means table and kratia (cratein) which is often interpreted by the word government. If only the two words are literally combined then it can be interpreted as government or administration through the office. Almond and Powell (in Zaidan Nawawi, 2013) stated that the government bureaucracy is a set of tasks and positions that are formally organized, related to complex levels and are subject

to official policy makers. (The governmental bureaucracy is a group of formally organized offices and duties, linked in a complete grading subordinates to the formal role maker).

## 2.2. Public Service Quality

The definition of service quality is centered on efforts to meet customer needs and desires and the accuracy of delivery to balance customer expectations. According to Kotler in Sampara Lukman (2000), service is any activity that is profitable in a group or entity, and offers satisfaction even though the results are not tied to a physical product.

## 2.3. Public Goods

According to Pyndick (1996) public goods are goods that can be produced cheaply for consumers, but once these goods are produced it is difficult to prohibit others from using them.

## 2.4. Customer Satisfaction

Customer satisfaction is the level of a person's perceived state which is the result of comparing the perceived appearance or outcome of a product in relation to one's expectations.

## 2.5. Public Goods Procurement

Procurement of public goods is a politically sensitive activity, as it involves a very significant amount of budget. Based on Presidential Regulation Number 54 Year 2010 about Government Procurement of Goods/Services, Government Procurement of Goods/Services is an activity to obtain goods/services by Ministries/Institutions/Regional Apparatus Work Units/Other Institutions whose process starts from planning needs until completion of all activities to obtain Goods/Services.

### III. CONCEPTUAL FRAMEWORK AND HYPOTHESIS

#### 3.1. Conceptual Framework



#### 3.2. Hypothesis

H1: The level of satisfaction of agencies and partners with Procurement Section of Goods and Services (BPBJ) services of the Mamuju District Government is influenced by the Application of Procurement Principles to the BPBJ of the Regional Secretariat of the Mamuju District Government.

H2: There is a significant relationship between the factors that affect the satisfaction of agencies and partners towards the BPBJ services of the Mamuju District Government.

### IV. RESEARCH METHODOLOGY

#### 4.1. Research Time and Location

The location of the research is Procurement Section of Goods and Services (BPBJ) of Mamuju District Government, specifically at Soekarno Hatta Street No.1, Mamuju District, West Sulawesi Province. The research was done for two months in the year 2020.

#### 4.2. Research Approach

This research uses a combined method (mixed-method) qualitative and quantitative with a descriptive analysis approach. This research approach is carried out by analyzing the process of procurement of goods and services in the government of Mamuju District with the principles of procurement of goods and services.

#### 4.3. Research Population and Sample

The procurement package that was used as a population was based on a recap of the list of eproc packages for the 2019 budget year of Mamuju District, which amounted to 133 packages consisting of 77 construction packages, 36 goods procurement packages, and 20 consultant service packages. From these packages, 8 informants were sampled consisting of: 3 Commitment Making Officers (PPK), 3 Providers/Third Parties, 1 Working Group (Pokja) and 1 Head of Procurement Service Unit (ULP).

#### 4.4. Data Types and Sources

Primary data was obtained from direct data collection in the field by distributing questionnaires to the Head of the Procurement of Goods and Services (BPBJ), Commitment Making Officers (PPK) and the Working Group of the Procurement of Goods and Services (Pokja BPBJ) related to the process of procurement of goods/services in the Mamuju District Government Environment. Meanwhile, secondary data comes from the relevant offices/agencies in the form of documentation from the LPSE and the Procurement Service Unit (ULP) of Mamuju District. The secondary data was obtained from a number of documents and reports on the results of the procurement of goods/services by e-procurement at the Mamuju District Government as well as data obtained through a literature research by researching, reviewing, and quoting data from various media, both electronic and printed, as well as other documents in the procurement of goods/services by e-procurement in Mamuju District.

#### 4.5. Data Gathering Technique

Primary data collection was done by doing in-depth interviews and written interviews. Wahyuni (2012) stated that there are 5 (five) methods of collecting data for qualitative research, those are observation, interactive interviews, focus group discussions, written descriptions, and image visualization. In-depth interviews and written descriptions were conducted to the Head of the Procurement of Goods and Services (BPBJ) of Mamuju District, BPBJ Working Group personnel and Commitment Making Officers (PPK) to get an overview of the implementation of government procurement of goods/services in their respective work environments. Secondary data collection is done at BPBJ to obtain general procurement data and data on the implementation of goods/services procurement activities that will be used as research samples.

#### 4.6. Data Analysis Technique

For the calculation efficiency variable based on secondary data obtained from BPBJ by comparing the planned cost and time with the cost and time of procurement results so that the difference is obtained. The difference is then compared with the planned cost and time to get the percentage of efficiency. For effective, transparent, open, competitive, fair, and accountable variables, data processing is done by analyzing primary data from the Commitment Making Officer (PPK), the Working Group for the Procurement of Goods and Services (Pokja BPBJ) and the Head of the BPBJ Section to find out application of procurement principles in each research location based on operational indicators of each variable. Each variable was analyzed qualitatively to obtain an overview of the procurement principles implementation.

#### 4.7. Operational Definition

**Table 1. Research Variables and Conceptual Definition**

No	Variabel	Conceptual Definition
1	Efficient	Efficient use of resources and procurement time. Procurement is done to achieve the specified results with minimal use of resources
2	Effective	Results that are according to targets and needs planned.
3	Transparent	Clear rules and accessible by all parties
4	Open	Procurement can be followed by all participants who meet the requirements
5	Competitive	Clean competition, without intervention
6	Fair/No Discrimination	Equal treatment of all participants and does not lean to specific participants
7	Accountable	Compliance with procurement procedures

Source: President Regulations No. 54 Year 2010

## V. RESEARCH RESULT

### 5.1. Electronic Procurement System (SPSE)

Electronic Procurement System (SPSE) is a web-based software installed on the LPSE server which can be accessed via LPSE website. SPSE application itself is developed by the e-procurement application development center developed by LKPP. The existence of SPSE application could give benefits such as:

1. Process of goods/service procurement time optimization, both from procurement committee and auction participants
2. The Procurement Committee can evaluate qualifications quickly and accurately because the software system can automatically eliminate auction participants that fail to meet the requirements.
3. Provide quick response to auction inquiries and clarifications because the system and software provide *Aanwijzing* media and clarification by online.
4. Reduce and reduce costs, both in terms of users of goods and services
5. As well as providers of goods and services because the tender requirements in the form of hard copies are requested from the winner at the end of the auction process.
6. Improving the audit chain regarding to transparency and integrity of the parties involved in the auction process.

## 5.2. Electronic Procurement Service (LPSE)

Electronic Procurement Service is an information technology management service to facilitate the implementation of the procurement of goods/services electronically. Procurement of goods/services electronically will increase transparency and accountability, improve market access and fair business competition, improve the efficiency level of the procurement process, support the monitoring and audit process and fulfill the need for access to real time information in order to realize good and clean governance in government procurement of goods/services.

## 5.3. Research Result

### 5.3.1. Analysis of the level of satisfaction of Agencies and partners towards BPBJ services of the Mamuju District Government reviewed from the Selection Process for Goods/Services Providers based on Presidential Regulation Number 54 Year 2010 and its amendments

The results of the questionnaire distributed to respondents are percentage and added together to get the average value of each variable based on the results processing the data/research distributed to the respondents. To make it easier to assess Respondents' responses, distance of the assessment interval is made, as follows:

$$\text{Interval Distance} = \frac{\text{Highest Score} - \text{Lowest Score}}{\text{Interval Class Total}} = \frac{5-1}{5} = 0,80$$

Level of respondents' answer if the average values are in accordance with the following values:

- 1,00 – 1,79: Very Good
- 1,80 – 2,59: Not Good
- 2,60 – 3,39: Adequately Good
- 3,40 – 4,19: Good
- 4,20 – 5,00: Very Good

1. Efficiency
  - a. Auction Announcement : Efficient (4,06)
  - b. Auction Registration : Efficient (4,00)
  - c. Job Description : Efficient (4,13)
  - d. Bid Entry and Opening : Efficient (4,00)
  - e. Bid and Qualification Evaluation : Very Efficient (4,38)
  - f. Winner Determination and Announcement : Efficient (3,94)
2. Effectiveness
  - a. Auction Announcement : Effective (4,17)
  - b. Auction Registration : Effective (4,04)
  - c. Job Description : Effective (4,00)
  - d. Bid Entry and Opening : Effective (3,96)
  - e. Bid and Qualification Evaluation : Very Effective (4,25)
  - f. Winner Determination and Announcement : Effective (3,88)
3. Transparency
  - a. Auction Announcement : Very Transparent (4,50)
  - b. Auction Registration : Very Transparent (4,38)
  - c. Job Description : Transparent (3,94)
  - d. Bid Entry and Opening : Transparent (4,13)
  - e. Bid and Qualification Evaluation : Transparent (4,13)
  - f. Winner Determination and Announcement : Transparent (4,19)

4. Accountability
  - a. Auction Announcement : Accountable (4,08)
  - b. Auction Registration : Very Accountable (4,50)
  - c. Job Description : Accountable (4,04)
  - d. Bid Entry and Opening : Very Accountable (4,25)
  - e. Bid and Qualification Evaluation : Very Accountable (4,29)
  - f. Winner Determination and Announcement : Very Accountable (4,29)
  
5. Openness
  - a. Auction Announcement : Very Open (4,25)
  - b. Auction Registration : Very Open (4,44)
  - c. Job Description : Open (4,13)
  - d. Bid Entry and Opening : Open (4,06)
  - e. Bid and Qualification Evaluation : Open (4,19)
  - f. Winner Determination and Announcement : Very Open (4,25)
  
6. Competitiveness
  - a. Auction Announcement : Very Competitive (4,44)
  - b. Auction Registration : Very Competitive (4,50)
  - c. Job Description : Very Competitive (4,50)
  - d. Bid Entry and Opening : Very Competitive (4,63)
  - e. Bid and Qualification Evaluation : Very Competitive (4,38)
  - f. Winner Determination and Announcement : Very Competitive (4,31)
  
7. Accountability
  - a. Auction Announcement : Very Fair (4,50)
  - b. Auction Registration : Very Fair (4,63)
  - c. Job Description : Very Fair (4,31)
  - d. Bid Entry and Opening : Very Fair (4,75)
  - e. Bid and Qualification Evaluation : Fair (4,06)
  - f. Winner Determination and Announcement : Very Fair (4,38)

#### **5.4. Discussion**

##### **5.4.1. Auction Announcement**

Auction Announcement is the first stage in the implementation of the selection of providers of goods/services. With regard to the results of the research known whereas transparency in auction announcements emphasizes openness and clarity in providing information in the form of procurement packages, self-estimated prices (HPS), qualification requirements, types of contracts, auction schedules, and procurement documents. Generally, the auction announcement stages for the procurement of goods/services in Mamuju District have met the principles of procurement of goods/services with the following principles: efficient, effective, very transparent, accountable, very open, and very fair/non-discriminatory according to Presidential Regulation No. 54 Year 2010 concerning the procurement of government goods/services.

##### **5.4.2. Auction Registration**

Auction registration by e-procurement is done online through the SPSE application by registering using the ID and password issued by the LPSE. The research results showed that the auction registration stages were on the criteria of being efficient, effective, very transparent, very accountable, very open, and very fair/non-discriminatory. Meaning, the committee and providers of goods/services procurement in the Mamuju District government have implemented the principles of procurement of goods/services as regulated in Presidential Regulation No. 54 Year 2010.

##### **5.4.3. Job Description**

Auction describing is done by the Committee or Procurement Service Unit (ULP) Working Group to prospective providers intended to provide information related to procurement documents. The description of the auction based on the results of this research is measured from the principles of procurement of goods/services resulted in efficient, effective, transparent, highly accountable, open, and very fair results.

#### **5.4.4. Bid Entry and Opening**

At this stage, providers who are already auction participants send their bid documents or files first in the form of electronic documents. The committee does not receive documents directly, only through LPSE website (<http://lpse.mamujukab.go.id>). Respondents' rate that the Bid Entry and Opening stage is already efficient, effective, transparent, highly accountable, open, and very fair/non-discriminatory.

In terms of effectiveness, transparency, and openness of information, it shows that the job description has not received the maximum value due to the lack of response from the committee in answering questions or not being completed by the provider. However, in terms of accountability and fairness, it is very good. The providers get the same and transparent information in the sense that there is no difference in the information given to each prospective provider. E-procurement job descriptions are done without face to face, where the committee and providers simply explain the work and ask questions online according to a predetermined schedule.

#### **5.4.5. Bid and Qualification Evaluation**

In general, the bid evaluation and qualification stages have been done very well with results that have been very efficient, very effective, transparent, very accountable, and fair/non-discriminatory. From the results of the research, it was found that each participant could see clearly and transparently any information about the evaluation of bids and qualifications submitted by the procurement committee through the SPSE application so as to minimize the existence of fraud.

#### **5.4.6. Winner Determination and Announcement**

The next stage is the determination and announcement of winners which in general have been done well and in accordance with existing principles in an efficient, effective, transparent, very accountable, very open and very fair manner. This has been proven by the statement of the Committee compiling and announcing the Minutes of Auction Results (BAHP) through the application, the results of the determination and announcement of winners can be accounted for and the stages of determining and announcing the winners are sufficient and in accordance with the rules for the procurement of goods/services, in this case the Presidential Regulation No 54 Year 2010 and Government Goods Service Procurement Policy Institute Head (Perka LKPP) No. 1 Year 2015.

From the discussion above, it can be seen the relationship between the factors that influence the satisfaction of agencies and partners towards the BPBJ services of the Mamuju District Government. As previously explained, the researcher refers to the Procurement Principles in Article 5 of the Procurement of Goods/Services as follows:

- a. Efficient;
- b. Effective;
- c. Transparent;
- d. Accountable.
- e. Open
- f. Competitive
- g. Fair/non-discriminatory

According to the results of the research, it can be said that the quality of public services in the procurement of goods and services of the Mamuju District Government has been achieved even though it is not maximal. It could be said like that, because even though on the stages of procurement the principles of procurement above have been implemented, there are still several troubles on the process faced by the procurement apparatus, such as working groups, commitment officers or even the third party itself.

## **VI. CONCLUSION**

### **6.1. Conclusion**

A. Analysis of the level of satisfaction of Agencies and partners towards BPBJ services of the Mamuju District Government reviewed from the Selection Process for Goods/Services Providers based on Presidential Regulation Number 54 Year 2010 and its amendments is as follows:

- |    |                                       |                         |
|----|---------------------------------------|-------------------------|
| 1. | Efficiency                            |                         |
| g. | Auction Announcement                  | : Efficient (4,06)      |
| h. | Auction Registration                  | : Efficient (4,00)      |
| i. | Job Description                       | : Efficient (4,13)      |
| j. | Bid Entry and Opening                 | : Efficient (4,00)      |
| k. | Bid and Qualification Evaluation      | : Very Efficient (4,38) |
| l. | Winner Determination and Announcement | : Efficient (3,94)      |

2. Effectiveness
  - g. Auction Announcement : Effective (4,17)
  - h. Auction Registration : Effective (4,04)
  - i. Job Description : Effective (4,00)
  - j. Bid Entry and Opening : Effective (3,96)
  - k. Bid and Qualification Evaluation : Very Effective (4,25)
  - l. Winner Determination and Announcement : Effective (3,88)
  
3. Transparency
  - g. Auction Announcement : Very Transparent (4,50)
  - h. Auction Registration : Very Transparent (4,38)
  - i. Job Description : Transparent (3,94)
  - j. Bid Entry and Opening : Transparent (4,13)
  - k. Bid and Qualification Evaluation : Transparent (4,13)
  - l. Winner Determination and Announcement : Transparent (4,19)
  
4. Accountability
  - g. Auction Announcement : Accountable (4,08)
  - h. Auction Registration : Very Accountable (4,50)
  - i. Job Description : Accountable (4,04)
  - j. Bid Entry and Opening : Very Accountable (4,25)
  - k. Bid and Qualification Evaluation : Very Accountable (4,29)
  - l. Winner Determination and Announcement : Very Accountable (4,29)
  
5. Openness
  - g. Auction Announcement : Very Open (4,25)
  - h. Auction Registration : Very Open (4,44)
  - i. Job Description : Open (4,13)
  - j. Bid Entry and Opening : Open (4,06)
  - k. Bid and Qualification Evaluation : Open (4,19)
  - l. Winner Determination and Announcement : Very Open (4,25)
  
6. Competitiveness
  - g. Auction Announcement : Very Competitive (4,44)
  - h. Auction Registration : Very Competitive (4,50)
  - i. Job Description : Very Competitive (4,50)
  - j. Bid Entry and Opening : Very Competitive (4,63)
  - k. Bid and Qualification Evaluation : Very Competitive (4,38)
  - l. Winner Determination and Announcement : Very Competitive (4,31)
  
7. Accountability
  - g. Auction Announcement : Very Fair (4,50)
  - h. Auction Registration : Very Fair (4,63)
  - i. Job Description : Very Fair (4,31)
  - j. Bid Entry and Opening : Very Fair (4,75)
  - k. Bid and Qualification Evaluation : Fair (4,06)
  - l. Winner Determination and Announcement : Very Fair (4,38)
  
- B. Relation between factors which affects the satisfaction of agencies and partners towards BPBJ Service of Mamuju District:
  1. Able to provide services immediately, accurately and satisfactorily or reliably
  2. Responsiveness of employees to help customers and provide services that are quite responsive or responsive
  3. Employees have the knowledge, ability, courtesy, and trustworthy nature in serving customers so that Assurance (Guarantee or Confidence) can be fulfilled.
  4. Ease of relationship, communication, attention and understanding of the needs of customers can be met properly so as to generate a sense of empathy can be quickly done.
  5. Physical facilities, equipment, and infrastructure in the service are tangible.

## **6.2. Suggestion**

1. It is hoped that the auction announcement stage will be optimized so that information about the auction announcement can be clearly and easily accessed.
2. In the auction registration stage, it is adjusted to Presidential Regulation No. 54 of 2010 and continuously increasing the number of registrants.
3. It will be better to speed up the response to questions from customers so that the job description stages can be carried out on time.
4. In the stages of submission and opening of bid documents, continue to improve the updated SPSE version so that the information is clearer and narrows the occurrence of fraud.
5. In order for participants to clearly understand the stages of evaluating the existing offers, it is necessary to have adequate information media not only through applications but also face-to-face meetings if further explanation is needed.
6. Always be fair/non-discriminatory in the stages of determining and announcing winners without exception.

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