

TRANSPARENCY ANALYSIS OF INFORMATION TRANSPARENCY IN PROCUREMENT OF GOODS/SERVICES THROUGH THE MEDIA WEBSITE (E-PROCUREMENT) IN REALIZING GOODS GOVERNANCE IN POLEWALI MANDAR REGENCY

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Abstract

Procurement of goods/services the government has an important role in the implementation of national development to improvement public services and development of the national and regional economy. E-Procurement is a very good approach in an effort to realize a governance that is free from corruption, collusion and nepotism. The study was conducted to analyze: (1) How is the quality of information procurement of goods/services through the media website (e-procurement) in Polewali Mandar Regency; (2) How is the transparency of the procurement of goods/services through the media website (e-procurement) in Polewali Mandar Regency. Descriptive qualitative research method, conducted using data from various selected informants using purposive sampling technique with the number of informants as many as 5 (five) people. The results showed that the quality of information on the procurement of goods/services through the media website (e-procurement) in Polewali Mandar Regency was seen from four indicators, namely accuracy, timeliness; relevant; and complete, including quality. The transparency of the procurement of goods/services through the media website (e-procurement) in Polewali Mandar Regency was seen from four indicators namely ease of access, feedback mechanism, update information, and ease of site including being transparent.

Keywords: Analysis, Information Quality, Information Transparency, E-Procurement, Polewali Mandar Regency

1. Introduction

Information has become an essential human need (very important) to achieve goals. Through information, humans can know the events that occur around them and expand their knowledge. Described by Shannon and Weaver (Vardiansyah, 2004), information is a patterned energy, which influences individuals in making decisions from the possible choices that exist, information is the result of one's intellectual processes. Meanwhile, according to Arifin (2002) explained that information is the collection, storage, dissemination of news, data, images, facts, opinions and comments that are needed so that people can understand and react clearly to environmental conditions (local, national, international) and other people. Others to make the right decisions. Therefore, a quality information is determined by accuracy, timeliness, relevance and completeness.

Decentralization of government or regional autonomy is a form of central government to local governments to organize good and systematic governance. Public organizations in this case the government bureaucracy as stakeholders should have a sense of sensitivity to the interests and problems of the community that must be solved. The bureaucracy is also required to be responsible for carrying out its duties and not carrying out any form of abuse of authority and exceeding the limits of its authority in order to achieve good governance as stated in law number 14 of 2008 concerning public information disclosure, where one of the objectives of public

information disclosure is to realizing good state administration, namely transparent, effective and efficient, accountable and accountable.

The procurement of goods/services whose financing is partly or wholly sourced from the state revenue and expenditure budget (APBN/APBD) is the procurement of goods/services within the government that aims to provide public goods/ services. In the administration of government, the government also needs goods/services, for that it is necessary to procure goods/services. A good goods and service procurement system is a goods and service procurement system that is able to establish the principles of good governance (good governance) encouraging efficiency and effectiveness of public spending, as well as structuring the behavior of the three pillars (government, private, and community) in the administration of good governance. Good governance. Asmawi (Achmadi, 2015) views that governances is more of a series of social-political interaction processes between the government and citizens in various fields related to the interests of the community and government intervention in the interests of these communities. Sadarmayanti (Rossita et al., 2007) reveals that the main elements of governance, namely: accountability, transparency, openness, and the rule of law are supplemented by management competence and human rights. Agus Dwiyanto (Nurdiansyah, 2016) defines transparency as the provision of information about government to the public and guarantees the ease of obtaining accurate and adequate information.

Currently, the government has implemented an electronic procurement of government goods/services called e-procurement which is carried out electronically (web/internet based). This is like the research conducted by Dwi Novitarini (2020) where the result of his research show that the implementation of the procurement of goods/services is in accordance with the principles. The obstacles that occur are server disturbances, the number of certified ASNs for procurement of goods/services is limited, business actors have difficulty meeting the requirements, and business actors do not master the system. Another study was conducted by Ayu Rosan Wina (2019) where the result of his research show the implementation of electronic procurement of goods/services for procurement of goods, construction works, consulting services and other services in accordance with the principles of good governance and the principles of procurement of goods/services according to presidential regulation No. 16 of 2018. Obstacles encountered are electricity networks problem which affect server connections, system disturbances, and infrastructure problems.

Polewali Mandar Regency is one of the areas that uses e-procurement where all goods and services procurement activities in e-procurement are carried out through the media website, namely through the website (www.lpse.polmankab.go.id). The objectives of this e-procurement include creating transparency; increasing market access and fair business competition; improve the efficiency level of the procurement process; support the process of monitoring and auditing; meet the need for real-time access to information. e-procurement offers the widest opportunity for improvement in productivity costs. Therefore, e-procurement is the most effective way to improve management, either directly or indirectly, in disbursing purchasing sources. So that e-procurement will increase the key to success in increasing competitiveness in the future.

That to realize the procurement of government goods/services as mentioned above, it is necessary to regulate the procedures for the procurement of goods/services that are clear, comprehensive and clear accordance with good governance so that it can become an effective arrangement for parties related to the procurement of government goods/services. Where it is hoped that the implementation of goods/services with the e-procurement system can provide quality and transparent services to the community towards the implementation of a clean government and free from corruption, collusion and nepotism.

Based on this, e-procurement in Polewali Mandar Regency Can be declared effective or not, so the authors are encouraged to conduct research according to the according to the background of the problem described, the researchers formulated the following problems: (1) How is the quality of information on the procurement of goods/services through the media website (e-procurement) in Polewali Mandar Regency; (2) How is the transparency of the procurement of goods/services through the media website (e-procurement) in Polewali Mandar Regency. To provide a clear direction on the purpose of this research are formulated as follows: (1) to analyze the quality of information on the procurement of goods/services through the media website (e-

procurement) in Polewali Mandar Regency; (2) to analyze the transparency of the procurement of goods/services through the media website (e-procurement) in Polewali Mandar Regency.

2. Method

The location of this research was carried out at the UKPBJ Office (Unit for Procurement of Goods and Services) of the Polewali Mandar Regency Government. The research approach used in this study is a qualitative approach. According to Moleong (2017) said that research using a qualitative approach intends to understand the phenomenon of what is experienced by research subjects such as behavior, perception, motivation, action and others holistically and by way of description in the form of words and language, a special context that is natural and by utilizing various natural methods.

The informants in this study were 5 (five) people consisting of the Head of UKPBJ Polewali Mandar Regency, Head of LPSE Sub-Section, LPSE Selection Working Group, and Goods and Service Providers of Polewali Mandar Regency Government.

Data collection techniques used in this study are: (1) Observation technique by observing, listening and recording all inputs by collecting the required data and participating in the activities carried out by the informants; (2) an interview technique where the interviewer is involved in a relatively long social life with the aim of getting real information about the attitudes and behavior of the informant, and (3) a literature study is carried out to obtain data through the documentation carried out by the informant.

The data analysis technique in this study was preceded by efforts to reveal the truth of the research subject by testing the answers to questions related to their experience and knowledge (Komunikasi et al., 2016). Then it is carried out interactively and takes place continuously until it is complete so that the data is saturated. Furthermore, the researchers conducted a triangulation analysis, namely analyzing the answers of the research subjects by examining their authenticity based on existing empirical data. The next stage is that all views, opinions or data from a research subject are analogized with opinions, views, or data from other subjects.

3. Result and Discussion

3.1. *Quality of information on Procurement of Goods/Services Through Media Website Polewali Mandar*

In carrying out the procurement of goods/services, the role of information on the procurement of goods/services plays an important role because if the actor in the procurement of goods/services and/or obtains or has information on the procurement of goods/services which is wrong, irrelevant and already not up to date, it will be difficult for him to complete the. Process of procuring the goods/services properly and perfectly. It can even cause state/regional finance losses. Information must be owned and understood by stakeholders.

The success of a policy product can be seen from the delivery of precise and clear information in accordance with the targets to be achieved. Quality data is very necessary in providing information. With quality data, the resulting information will be of higher quality as well. The information produced is said to be of high quality, if the information obtained is accurate, timely, relevant and complete. Information is the key to success in carrying out an activity for decision making, because information is an important factor in carrying out activities.

Information accuracy. In a tender through LPSE, when interested in a job, you can download the document and in the document, it appears the KAK, administrative requirements, technical requirements, equipment, as well as drawings and specifications of the type of goods needed. Through LPSE the results are known faster the value of the offer will appear so that it is known by other registrants/providers.

Time Line , in presenting information, it must be presented in a timely manner because if there is no time limit, the provider will be disadvantaged because he cannot prepare himself to conduct the auction. Through LPSE, tender announcements are delivered according to schedule. Each stage in the procurement process

through this website has a time limit, for example to enter bid documents, if partners are late in knowing the information, they must wait until further procurement is carried out so that the provider must always monitor the site and email of the provider company.

Relevant information. In carrying out the work, the provider certainly needs information at each stage of the work or during the process of implementing the procurement of goods/ services. Through LPSE Service they can see directly what information is needed without having to come to the office, just open the Polewali Mandar Regency LPSE Service, information on the implementation of government procurement of goods and services starting from procurement planning, how much in the budget, bidding, announcement of winners until the completion of the procurement process.

Complete information. Completeness of information in the procurement of goods/service is of course very much needed by the provider. The presentation of information must be presented in a complete manner where the work plan documents that the OPD input in SIRUP are in accordance with the OPD KAK with the MDP that the Election Working Group made before being announced at the LPSE. With the complete information on the requirements presented, it is hope that the provider can download the document, study the requirements and prepare to register for the work package being auctioned off. Apart from this, in the process of procuring goods/services, the price guide for the catalog of goods made by UKPBJ Polewali Mandar Regency is closed/unavailable so sometimes providers complain about bids that cannot approach the HPS value (Self Estimated Price) for the work auctioned by UKPBJ.

3.2. Transparency of Procurement of Goods/Services through website media (e-procurement) in Polewali Mandar Regency

Transparency indicates a situation where all aspects of the services delivery process are open and can be easily identified by user or stakeholders in need. If all aspects of the service delivery process are published openly so that they are easily accessible and easily understood by the public, then the practice of providing services can be assessed as having high transparency. The information submitted in the SIRUP must be available, that is, any information submitted has been compiled and inputted in accordance with the implementation of the procurement. All information provided on the Polewali Mandar Regency LPSE website is ready to be presented to service users and to be known without suspicion.

Transparency in the process of procuring goods and services through website media can be seen from the availability of information on the procurement process for goods/services, where the information must be easily accessible and obtain information, there is information updating, provides opportunities for user to respond, and there is ease in understanding information displayed. (a) ease of access and obtaining information. Information is open to anyone, the general public can see through the Polewali Mandar Regency LPSE website, just clicking on search for packages will display all work packages in the system, as well as how much budget is used for procurement, everything will be clearly visible through the application. (b) provide an opportunity for users to respond. In the implementation of the procurement of goods/services electronically, the explanation stage is called *aanwajizing*. At this stage explanations, questions and answers are done online. The LPSE Selection Working Group and all registrants at the auction can exchange explanations, questions and answers. Questions and answers are carried out until the *aanwijzing* time limit is complete. (c) information updates. The provision of information is carried out on an ongoing basis so that partners can find out developments regarding the auction of goods and services. Each stage is always informed through LPSE so that providers are no expected to be late in participating in any procurement process activities. (d) ease of information to read and understand. In the initial view, it can be seen that the arrangement of sub menus such as e-procurement, announcements, news and others is very organized and above so that the web can be easily read. The search menu can be found when we open the sub menu for example “auction winner”. When we hover over certain menus or link, the letters will change color or the cursor will change. This is so users can know that if the link is clicked it will provide complete information. Overall, the LPSE.Kabpolman.go.id site is good and informative. It's that there are still some shortcomings, for example the lack of animation that can attract users to read. In accessing this site users will not be confused because the layout and layout design is quite effective.

This research shows that the quality of information on the procurements of goods/services through the media website at the Polewali Mandar Regency Government can be said to be accurate, timely, relevant, complete and the level of transparency of the procurement of goods/services through the media website at the Polewali Mandar Regency Government is quite high seen from several indicators.

The internet is a technology that clearly describes properties such as convergence, digital networking, global reach, convergent, interactivity, many-to-many communication, as well as a form that allows users to become creators or users of content of messages (Flew, 2014). New media or online media is a communication technology device that shares the same characteristics which, apart from being new, were made possible by digitization and its wide availability for personal users as a means of communication (Denis McQuail, 2011). Online media is a general term for a form of media based on telecommunications and multimedia with information that is update (latest), actual and reaches the whole world with internet access, and can be used as a means of producing and disseminating information. There are several general characteristics possessed by online media, namely: speed of information, updating (updating), interactivity, personalization, load capacity can be enlarged, connected to other sources (hyperlinks).

Information speed. Through electronic procurement (e-procurement), the entire procurement process from the procurement plan to the completion of the work/actives for the procurement of goods/services will be carried out more quickly. Because e-procurement is a technological tool, organizational procedures and steps that allow the purchase of goods/services online so that all stages of work will be completed more quickly, no need to wait long, in a matter of hours and even minutes information can be obtained immediately. Thus, accelerating the distribution of information to the market (accessors).

Information updates. Information provide through electronic procurement service in Polewali Mandar Regency includes updates, because every change in information the Polewali Mandar Regency LPSE immediately updates the news. The information is provided continuously because in procurement through online media there are activities that have a time limit, so that if this information is late, it can hamper other work processes, for example, there is a delay in the auction schedule. Vice versa, the provider (partner) must always monitor the update of information. For example, to ensure the bidding documents, if the partner is late in knowing the information, he must wait until there is a further procurement.

Interactivity. In the implementation of the procurement process for electronic goods/services, there is an explanation stage commonly referred to as *aanwijzing*. At this stage there is no face-to-face meeting, each party is enough to be in front of their computer. Explanations, questions and answers are done online. The committee and all registrants at the auction can exchange explanations, questions, and answers. In this way, no physical contact occurs, questions and answers are carried out until the *aanwijzing* time limit is over.

Personalization. In the procurement of good/services, it means that the identification of information needs is carried out in planning the implementation of both internally and externally. Identification of this information need is what is needed in every step of the procurement of goods/services activities. Through the Polewali Mandar Regency LPSE service, providers can see and find out the information they need at each stage of the activity and to get that information they only open the Polewali Mandar Regency LPSE service because all information is about the procurement of goods/service because all information is about the procurement of goods/services because all information is about goods/services procurement activities. Implemented using information technology and electronic transactions.

Payload capacity can be stored and enlarged. The results of the documentation of information on the procurement of goods/services must be stored and organized in an orderly, complete, accurate, safe, and easy to track manner or retrieved when the information on the procurement of goods/services is needed. The purpose of this stage is to organize the information that has been collected, processed, previously analyzed. Furthermore, it can also avoid duplication or redundancy of work, and of course this stage is useful so that the information is said to be traceable when needed in the future. For providers, submitting bids will be more effective, where the

availability of files will be stored because when they have participated in an auction, the provider's data will still be stored in the system.

Connect with other sources. In the e-procurement system, the entire auction process from the announcement, bidding, selection, to the announcement of the winner will be carried out online through the internet site, any information presented regarding the procurement of the information. Records of activities or events in various forms and media in accordance with the development of information and communication technology made and will be accepted by state institutions, local governments, educational institutions, companies, political organizations, community organizations, and individuals.

4. Conclusions

Based on the results of research and discussion, it can be concluded that the quality of information on the procurement of goods/services through the media website in Polewali Mandar Regency can be said to accurate, timely, relevant and complete. Apart from this, there are still problems between providers, such as the price offered by the provider is difficult to approach the UKPBJ HPS (Self Estimated Price) price due to the absence of a price guideline/goods catalog provided/closed on the lpse.polmankab.go.id website. By UKPBJ Polewali Mandar Regency. The transparency of the procurement of goods/services through the media website in Polewali Mandar Regency is seen from the indicators: the ease of accessing, and obtaining information, and the ease of information to be read/understood can be said to have a high level of transparency. It's just that the OPD is sometimes late in submitting activity plans, but this does not hinder the process of procuring goods/services electronically in Polewali Mandar Regency. Therefore, the Goods/Services Procurement Policy Institute makes rules regarding price guidelines/goods catalog in the Polewali Mandar Regency area and price guidelines/goods catalogs are displayed in the lpse.polmankab.go.id website feature. In addition, the UKPBJ (Goods/Services Procurement Work Unit) should increase the provision of motivation to the OPD to include timely activity plans so as not to hinder other work processes.

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