

Analysis Of Good Governance Implementation In The Electronic Procurement Of Government Goods And Services In Riau Province

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ARTICLE INFO

ABSTRACT

Article history

Received

Revised

Accepted

Keywords

E-Procurement

Good Governance

Procurement of Goods/Services

This research is based on the importance of implementing good governance in producing quality governance. One of them is the implementation of electronic procurement of government goods/services (e-procurement) at the Regional Secretariat of Riau Province's Goods/Services Procurement Administration Bureau. The qualitative research method used to produce phenomenology uses data collection techniques through observation. The research results on the implementation of good governance in the electronic procurement of goods/services (e-procurement) within the Riau Provincial Government are classified as transparent, accountable, competitive, open, effective and efficient. Apart from that, some factors can hinder the implementation of procurement, including server/system maintenance problems, heavy system usage intensity and indications of hacking, lack of computers, limited budget and potential intervention from other parties.

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1. Introduction

The hope and desire of every Indonesian society is to achieve good governance, transparency, honesty, and fairness. Based on Government Regulation No. 101 of 2000, the definition of good governance regarding the education and training of civil servant positions is that good governance is a government that develops and establishes the principles of professionalism, accountability, transparency, excellent service, democracy, efficiency, effectiveness, the rule of law, and is accepted by the entire society.

According to Widodo Aris (2018), good governance is defined as the implementation of solid and responsible development management in line with the principles of democracy and an efficient market, avoiding investment fund allocation errors and preventing corruption, both politically and administratively, to enforce budget discipline and create a legal and political framework for the growth of business activities.

The procurement of goods and services by the government is one of the important functions in providing public services to the community. The existence of government spending on goods and

services can enhance economic growth and equity. The procurement of goods and services currently utilizes information technology by using the electronic procurement system (SPSE).

In the implementation of regional budget expenditures, there is a high possibility of budget misuse in the government project tender process. In the implementation of the procurement of goods and services funded by the Regional Revenue and Expenditure Budget (APBD) or the State Revenue and Expenditure Budget (APBN), budget misuse often occurs. Thus, the process of implementing government procurement of goods and services becomes one of the weak points in the use of regional budget expenditures. When the procurement of goods and services is carried out correctly and well by applying good governance, the results will impact the efficiency of the development budget. This illustrates the great importance of government procurement of goods and services being carried out with transparency and accountability, as well as adhering to the principles of procurement of goods and services.

The procurement of goods and services by the government is the most vulnerable activity to corruption. The numerous corruption cases in the field of government procurement of goods and services led to the amendment of Presidential Regulation Number 16 of 2018 to Presidential Regulation Number 12 of 2021, which mandates that the procurement of goods and services by the government must be conducted electronically or thru e-procurement at both the central and regional government levels.

With the presence of e-procurement, the opportunity for direct contact between suppliers of goods and services and the selection working group becomes increasingly limited, allowing the procurement process to be more transparent, saving time and costs, and facilitating financial accountability. To improve the efficiency of state budget usage thru the procurement process of government goods and services, efforts are needed to create openness, transparency, accountability, and the principle of healthy competition in the procurement process of government goods and services funded by the state budget (APBN/APBD). With these efforts, affordable and quality goods and services can be obtained, which can be well-accounted for in terms of physical and financial aspects and provide benefits for the smooth execution of government tasks and public services.

2. Method

This study employed a qualitative research approach with a phenomenological perspective to explore the implementation of good governance principles in the electronic procurement of government goods and services (e-procurement) within the Riau Provincial Government. A qualitative approach was chosen because it enables an in-depth understanding of social phenomena, institutional practices, and the experiences of actors involved in the procurement process.

The research was conducted at the Goods and Services Procurement Administration Bureau of the Regional Secretariat of Riau Province, which functions as the Regional Public Procurement Agency (UKPBJ). The research focused on the implementation of electronic procurement through the Electronic Procurement Service System (SPSE) and its conformity with good governance principles, including transparency, accountability, effectiveness, efficiency, openness, competitiveness, and fairness.

Data were collected through direct observation of procurement activities, document analysis, and interviews with procurement stakeholders, including procurement officials, working group members, and supporting administrative staff. The use of multiple data sources was intended to enhance the credibility and validity of the research findings through data triangulation.

The collected data were analyzed using the interactive model developed by Miles, Huberman, and Saldaña, consisting of three stages: data reduction, data display, and conclusion drawing/verification. Data reduction was carried out by selecting and simplifying relevant information, while data display was conducted through thematic categorization to facilitate interpretation. Conclusions were drawn continuously throughout the research process and verified through comparison of findings from different data sources.

To ensure the trustworthiness of the study, data validity was assessed through source triangulation, method triangulation, and prolonged engagement in the research setting. These procedures were conducted to ensure that the findings accurately reflected the actual implementation of e-procurement within the Riau Provincial Government.

3. Results and Discussion

3.1 Implementation of E-Procurement for the Implementation of Government Goods and Services Procurement in Accordance with Good Governance

The researchers have described the findings in the form of themes/categories. Each theme has a relationship with one another, forming a pattern that becomes the core of the research. The results of the research on the implementation of electronic procurement (e- procurement) show transparency due to the extensive and open provider selection announcements thru the LPSE application, and accountability due to the complete archives and records, as well as mechanisms to evaluate, review, investigate, and take action on protests and complaints made by participants thru the SPSE application.

The implementation of goods and services procurement thru e-procurement within the Riau Provincial Government also shows openness and competitiveness, as evidenced by the large number of providers who registered, indicating fairness/non-discrimination by giving equal opportunities to participants in the selection of providers as long as they meet the qualifications. The requirements are open and can be viewed thru the SPSE application, and it demonstrates effectiveness and efficiency due to the electronic process of provider selection.

In essence, the procurement of Goods and Services is organized to obtain the necessary goods using certain methods and processes to achieve agreements with good quality, sufficient quantity, fulfillment of other technical requirements, timely execution of procurement, and delivery of Goods and Services, in order to improve public services by adhering to the principles of procurement based on standard methods and processes. Thru research conducted on the procurement process of Goods and Services via e-procurement at the Bureau of Administration for Goods and Services Procurement of Riau Province with good governance, namely:

- a. The transparency implemented in the execution of Goods and Services is by opening information thru <http://lpse.riau.go.id>. Responsiveness has also been applied at the Bureau of Goods and Services Procurement Administration as the UKPBJ within the Riau Provincial Government to follow up on every request from OPD within the Riau Provincial Government by assigning the Selection Team to immediately conduct provider selection (Tender/Selection/Direct Appointment) to meet the needs required by the OPD goods and services procurement users within the Riau Provincial Government.
- b. Accountability with the recording of the provider selection process thru the portal <http://lpse.riau.go.id>, with minutes created and uploaded on the SPSE page, as well as responses to complaints/protests from participants answered thru the SPSE application system in accordance with the regulations.

- c. Open and competitive, information about job packages is conveyed thru the SPSE application, allowing any provider to easily access and participate by registering and submitting offers.
- d. Fair / non-discriminatory evaluation is the same, not biased toward one provider.
- e. Effective and efficient, the APBJ Bureau of the Riau Provincial Secretariat has implemented an e-catalog system on the SPSE page. The goal of the Riau LPSE portal is to support the procurement process of Goods and Services in Riau Province to be more efficient, effective, and accountable while also facilitating the submission of procurement documents for review in the procurement preparation.

The findings indicate that the implementation of e-procurement in the Riau Provincial Government has substantially supported the realization of good governance principles. Transparency is reflected in the accessibility of procurement information through the SPSE platform, while accountability is strengthened through digital documentation and complaint-handling mechanisms. These findings are consistent with the view of Dewi and Suparno [3], who argue that transparency and accountability are fundamental elements in achieving effective public governance.

Furthermore, the implementation of e-procurement reduces direct interaction between procurement officials and providers, thereby minimizing opportunities for corruption, collusion, and nepotism. This finding supports the study of Supraba and Bandiyono [11], which concluded that electronic procurement systems improve fairness and efficiency in government procurement processes. The increasing participation of providers in procurement activities also demonstrates that the system has encouraged healthy competition and equal access to public procurement opportunities.

3.2 Obstacles In The Implementation of Goods and Services Procurement Thru E-Procurement

The obstacles affecting the implementation of Goods and Services procurement thru e Procurement at the Bureau of Goods and Services Administration of the Riau Provincial Secretariat are:

- a. The occurrence of server disruptions caused by insufficient system maintenance, high system usage intensity, and indications of hacking.
- b. The lack of infrastructure in the form of a set of computers for each working group, as well as the limited meeting rooms for preparation/review meetings or for proving the qualifications of providers, can hinder the implementation of provider selection and disrupt the comfort of both providers and OPD who attend the invitation from the Selection Working Group.
- c. Business actors do not submit bids due to their lack of knowledge about the complex system and provider requirements.
- d. The carelessness of the business operator in preparing the documents caused the tender to fail/repeat.
- e. The limited budget for conducting field clarifications can lead to suboptimal evaluation of bids for prospective suppliers.
- f. The potential for intervention from external parties who want to try to influence the decisions or outcomes of the Selection Working Group's evaluation.

The obstacles identified in this study indicate that technological innovation alone is insufficient to guarantee effective procurement governance. The success of e-procurement implementation is also influenced by institutional capacity, infrastructure readiness, and human resource competence. Server disruptions and limited technological infrastructure may reduce system reliability and affect user confidence in the procurement process.

Similar findings were reported by Lestyowati [5], who highlighted that technical constraints and limited organizational support remain common challenges in electronic procurement implementation. In addition, the potential for external intervention demonstrates the

importance of strengthening institutional independence and professional ethics among procurement actors to maintain objectivity and accountability in decision-making processes.

3.3 Building Good E-Procurement for the Implementation of Goods and Services Procurement

The implementation of good governance in the procurement of Goods and Services thru e-procurement in accordance with the principles of procurement, namely efficiency, effectiveness, transparency, openness, competitiveness, fairness/non-discrimination, and accountability, aims to increase public trust in the procurement process of Goods and Services, so that the results can be accountable to the public in terms of administration, technical aspects, and finance.

The criteria for building a good e-procurement system in the implementation of goods and services procurement are closely related to supporting factors such as:

- a. Procurement Actors (HR) who are certified (possessing expertise in Goods and Services procurement;
- b. The budget is sufficient to conduct field clarification as a form of evaluation of the offers to prospective providers;
- c. Understanding regulations, always staying updated on changes in procurement rules for Goods and Services, and following the socialization of developments in Goods and Services procurement;
- d. The availability of adequate facilities and infrastructure in the form of computers or laptops for procurement actors, comfortable rooms, the availability of a dedicated LPSE Tengah server, and sufficient internet bandwidth for users;
- e. Increasing incentives for human resources who conduct the procurement of Goods and Services thru e-procurement, considering the significant responsibilities they bear, and to ensure they are not easily swayed by interventions;
- f. The necessity of maintaining digital security (ID and password) to prevent misuse by external parties;
- g. Routine system maintenance is carried out during off-peak hours of e-procurement usage.

From a governance perspective, the development of a good e-procurement system requires continuous improvement in both technological and organizational dimensions. Technological improvements should focus on cybersecurity enhancement, server capacity expansion, and system integration. Meanwhile, organizational improvements should emphasize continuous training, certification programs, and performance evaluation for procurement officials.

In addition, public trust in government procurement can be enhanced through greater transparency of procurement information and stronger public oversight mechanisms. Therefore, the sustainability of e-procurement implementation depends not only on technological advancement but also on the commitment of government institutions to uphold good governance principles in every stage of the procurement process.

4. Conclusion

The implementation of electronic procurement (e-procurement) within the Riau Provincial Government has generally fulfilled the principles of good governance, namely transparency, accountability, openness, competitiveness, fairness, effectiveness, and efficiency. The use of the Electronic Procurement System (SPSE) has increased transparency in provider selection, strengthened accountability through digital documentation and complaint-handling mechanisms, and improved efficiency in the procurement process.

However, the effectiveness of e-procurement implementation is still constrained by several factors, including server disruptions, limited infrastructure, budget constraints, insufficient understanding of procurement requirements among providers, and the potential for external intervention. These obstacles indicate that achieving optimal procurement governance requires not only technological support but also adequate human resources, infrastructure, budget allocation, and institutional commitment.

Therefore, strengthening digital infrastructure, enhancing the competence of procurement actors, improving cybersecurity measures, and ensuring the independence and professionalism of procurement institutions are essential to realizing a more accountable, transparent, and sustainable procurement system in accordance with good governance principles.

Acknowledgment

The authors would like to express their sincere gratitude to the Politeknik Pengadaan Nasional for providing the research facilities and resources required to conduct this study. We also extend our deepest appreciation to Dr. Ziko Fransinatra, S.E., M.M for their insightful feedback and continuous support throughout the research process.

Declaration

Author Contributions. Dinda Yulmi Nadillah contributed to the conceptualized the study, developed the research design, conducted data collection, performed data analysis, and drafted the manuscript. Annisa Ahmad contributed to the study design, participated in data analysis and interpretation, and critically reviewed and revised the manuscript. Aprilia Nurul Fadilah contributed to the the research process, provided methodological guidance, contributed to interpretation of findings, and approved the final version of the manuscript. All authors read and approved the final manuscript.

Funding Statement. This research received no specific grant from any funding agency in the public, commercial, or not-for-profit sectors.

Conflict of Interest. The authors declare that there is no conflict of interest regarding the publication of this article.

Additional Information. No additional information is available for this paper.

Data Availability Statement

All materials supporting the research findings are publicly available through scientific publications and case studies. No datasets, software, or experimental data were generated or analyzed during this research.

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