

ABSTRAK

Nama : Febri Yakob Paruntu
Program Studi : Strategi Pertahanan Laut
Judul : Implementasi E-Procurement Dalam Rangka Peningkatan Kualitas Pengadaan Barang dan Jasa di Disfaslanal

Layanan Pengadaan Barang dan Jasa Secara Elektronik (LPSE) TNI-AL merupakan unit kerja pengelola sistem pengadaan barang dan jasa secara elektronik di lingkungan TNI-AL, yang berkedudukan di bawah Infolahta. Tujuan penelitian adalah (1) Untuk mengetahui bagaimana gambaran implementasi *e-procurement* di Disfaslanal. (2) Untuk mengetahui faktor-faktor apa saja yang menjadi kendala dalam implementasi *e-procurement* di Disfaslanal. (3) Untuk mengetahui bagaimana implementasi *e-procurement* dapat meningkatkan kualitas pengadaan barang dan jasa di Disfaslanal.

Dalam penelitian ini metode penelitian yang digunakan adalah kualitatif dengan analisis deskriptif. Narasumber terdiri dari kepala LPSE, kepala dan staf bidang analisa sistem informasi, kepala dan staf bidang pelatihan dan sosialisasi, kepala dan staf bidang registrasi dan verifikasi, kepala dan staf bidang layanan pengguna, kepala dan staf unit kerja di lingkungan TNI AL, serta pemilik dan staf perusahaan *supplier* inti. Pengumpulan data dilakukan dengan wawancara mendalam. Proses analisis data mengikuti metode Miles dan Huberman.

Hasil penelitian menunjukkan bahwa (1) Penerapan *e-procurement* di Disfaslanal telah berjalan dengan baik sesuai Peraturan Presiden Nomor 54 Tahun 2010. (2) Kendala yang dikeluhkan oleh unit kerja pengguna SPSE lebih pada ketersediaan personel yang menangani *monitoring* tahapan *e-procurement* yang dirasa masih kurang. (3) Penerapan *e-procurement* di Disfaslanal telah membawa peningkatan kualitas layanan pengadaan barang dan jasa baik terhadap unit kerja di lingkungan TNI AL maupun terhadap para pemasok barang dan jasa.

Kata kunci: penerapan e-procurement, LPSE, kualitas layanan pengadaan barang dan jasa

ABSTRACT

Name : Febri Yakob Paruntu
Study Program : Sea Defense Strategy
Title : *The Implementation of E-Procurement to Improve the Quality of goods and services Procurement at Disfaslanal*

Electronic Procurement Service (LPSE) TNI-AL is a business unit managing procurement of goods and services electronically in the TNI-AL, which is located under Infolahtha. The purpose of this research is (1) To know how is the implementation of e-procurement in Disfaslanal. (2) To determine the factors that become an obstacle to implementation of e-procurement in Disfaslanal. (3) To know how the implementation of e-procurement can improve the quality of procurement of goods and services in Disfaslanal.

In this study the research method used is qualitative with descriptive analysis. Resource composed of the head of LPSE, head and staff responsible for analysis of information systems, head and staff of training and socialization, head and staff of registration and verification, head and staff of field service users, head and staff of work units in the Navy, as well as owners and core supplier company staff. The data collection is done by in-depth interviews. The process of data analysis followed the method of Miles and Huberman.

The results showed that (1) Implementation of e-procurement in Disfaslanal has been going well according the Presidential Decree No. 54 of 2010. (2) Obstacle complained of by the work unit SPSE users is more on the availability of personnel in charge of monitoring the stages of e-procurement that it is still less. (3) The implementation of e-procurement in Disfaslanal has brought increased quality of service procurement of goods and services both to the working units within the Navy as well as to suppliers of goods and services.

Keywords: implementation of e-procurement, LPSE, quality of service procurement