

## Implementation Of Government Procurement Of Goods And Services Through E-Catalogue In Micro, Small And Medium Enterprises (Msmes) In South Sumatera Province

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### ***Abstract***

#### **Keywords:**

Good governance; e-Catalog; e-Procurement; MSMEs.

*This article aims to realize good governance through e-Catalogues in micro, small, and medium enterprises (MSMEs) in South Sumatra Province. The problem focuses on how the procurement of goods and services is carried out through e-catalogues in MSMEs in South Sumatra. To address this issue, the theoretical framework of the Principles of Government Procurement of Goods and Services by Willem (2012:11-12) is utilized, which states that in good procurement of goods and services, the principles of effectiveness, efficiency, competitiveness, transparency, and accountability must be applied from the planning stage onwards. Data was collected through observation, interviews, and documentation from SMEs in South Sumatra Province and the Electronic Procurement Service (LPSE) of South Sumatra, which manages the e-catalogue in South Sumatra, and analyzed qualitatively. This study concludes that the implementation of government procurement of goods and services through the e-catalogue for micro, small, and medium enterprises (MSMEs) in South Sumatra Province is not yet optimal because it does not meet several procurement principles, namely effectiveness, efficiency, and transparency. It is hoped that in the future, the e-catalogue can be improved and continue to support the development of MSMEs.*

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## INTRODUCTION

Good governance has established policy reform objectives for developing countries, which have received widespread support in many developing nations and particularly on the international stage. These objectives include strengthening property rights protection, combating corruption, achieving accountable and democratic governance, and enforcing the rule of law. According to Law No. 30 of 2014, this legislation serves as the foundation for conducting activities aimed at improving governmental governance to prevent collusion, corruption, and nepotism. Therefore, in accordance with Law No. 30 of 2014, it is expected to create an efficient and transparent government, as well as to enhance the quality of the bureaucracy. However, empirical evidence indicates that countries can only improve governance through development, and that good governance is not a necessary prerequisite for development.

According to Government Regulation Number 101, Article 2d, good governance implements the principles of professionalism, transparency, accountability, democracy, quality of service, effectiveness, efficiency, rule of law, and acceptance by the entire society. However, in reality, developing countries often exhibit poor performance in good governance, even though some indicators show better results compared to others in the aspect of economic development. This indicates an urgent need to identify the key factors of successful governance that will help developing countries accelerate economic development and, ultimately, enhance governance

overall in a sustainable manner. In the era of globalization, development heavily depends on the economic sector as a benchmark of government success. The public, as the main actors in development, directly experiences its impact, making economic growth extremely important for a country, particularly in enhancing income and the welfare of its people.

The community plays an important and strategic role in economic development through micro, small, and medium enterprises (MSMEs). This is due to the dominant role of MSMEs in the Indonesian economy, which includes a large number of industries across various economic sectors, high capacity to absorb labor, and a significant contribution to the Gross Domestic Product (GDP). Micro and small enterprises excel in areas that utilize natural resources and labor-intensive sectors, particularly in food crop agriculture, plantations, livestock, fisheries, trade, and dining/restaurants. Medium enterprises have advantages in creating added value in the hospitality, finance, rental, corporate services, and forestry sectors. Meanwhile, large enterprises excel in processing industries, electricity, gas, communications, and mining. This condition demonstrates that MSMEs and large enterprises complement and rely on each other.

The increased use of information and communication technology (ICT) in the public sector has transformed the global business landscape. Over time, buying and selling activities have increasingly leveraged this technology. In Indonesia, economic development and the development of supporting facilities and infrastructure can be seen through the implementation of e-government. With advances in information technology, e-government has become the preferred method for reducing bureaucratic problems frequently encountered by many government organizations (Eyob, 2004). E-government is recognized as an effective tool for implementing good governance because information technology changes the way government operations are conducted. In various countries, e-government is effectively used to improve the quality of government services, transform the way services are provided to the public, and increase public participation in governance processes (Lee et al., 2008)

E-government aims to provide easier services to the public without intervention from other parties, and is carried out in a more straightforward manner. Advances in communication and information technology can help reduce the likelihood of corruption by enhancing accountability and transparency in government. This development also facilitates the public in obtaining and seeking information about government management. One of the government innovations based on e-government is e-procurement. This innovation emerged due to numerous inconsistencies in the traditional system of purchasing goods or services. Established by the president through Presidential Decree (Keppres) No. 106 of 2007, the Government Goods/Services Procurement Policy Institution (LKPP) initially developed an electronic system for the procurement of goods and services.

The availability of goods and services is one of the essential needs for government agencies in carrying out their duties, and this need will continue to increase over time (Damayanti et al., 2013). These needs can be met through the procurement of goods and services by the agencies. The use of communication and information technology in the form of e-procurement for the procurement of goods and services is crucial for government agencies to support their activities in administering governance. To keep up with technological and informational developments, particularly in the government goods/services procurement sector, the government issued Presidential Regulation No. 54 of 2010 on Government Goods/Services Procurement. This regulation aims to ensure that government goods/services procurement is conducted quickly, accurately, transparently, and efficiently. Through this regulation, the procurement of

goods/services by the government is governed electronically or through e-procurement. The shift from manual or non e-tendering methods to e-procurement in 2010 has had a significant impact on improving the process of goods/services procurement.

The implementation of goods/services procurement through the e-catalogue is reinforced by Presidential Regulation Number 16 of 2018 concerning Government Goods/Services Procurement. Article 50 paragraph (5) states that e-purchasing is mandatory for goods/services that meet national and/or strategic needs as determined by the minister, agency head, or regional head. Therefore, for goods/services that do not fall into the category of fulfilling national and/or strategic needs, procurement is not required to use the e-purchasing method. Regulation of the Governor of South Sumatra Province Number 41 of 2022 concerning guidelines for the implementation of Goods/Services Procurement within the Government of South Sumatra Province. This regulation is issued as a follow-up to the provisions in Article 86 Paragraph 2 of Presidential Regulation Number 16 of 2018 concerning Government Goods/Services Procurement, which has been amended by Presidential Regulation Number 12 of 2021, and repeals Governor Regulation Number 11 of 2011 as well as Governor Regulation Number 37 of 2016, which previously regulated the same topic.

Governor Regulation of South Sumatra Province Number 41 of 2022 provides guidelines for the implementation of goods and services procurement within the South Sumatra Provincial Government. This regulation is designed to provide guidance and ensure that the procurement process of goods and services is conducted transparently, efficiently, and accountably. The regulation covers various key aspects, ranging from planning, implementation, to monitoring and evaluation of procurement. Furthermore, the regulation explains the obligations and responsibilities of the parties involved, the methods and procedures for selecting goods/services providers, as well as the rules regarding the use of domestic products. The main aim of this regulation is to improve the quality of government goods/services procurement and encourage the use of local products to support the regional economy.

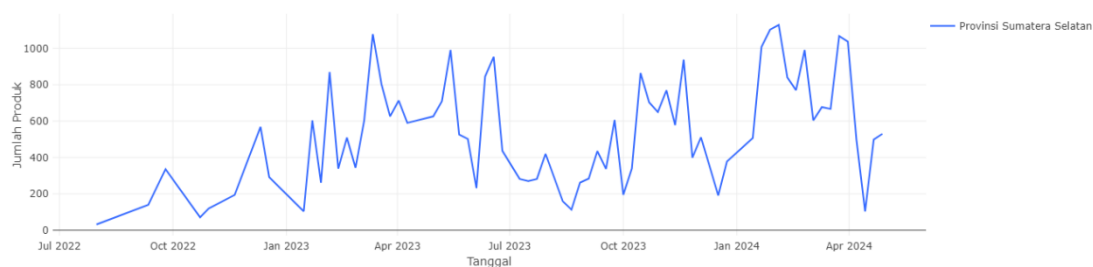
In Law Number 20 of 2008 concerning micro, small, and medium enterprises, the protection and empowerment of MSMEs have been regulated, which may include the use of technology such as E-Catalogues to enhance their businesses. Business competition in today's era has become quite intense, especially with Indonesia's commitment to the ASEAN Free Trade Area (AFTA) and the World Trade Organization (WTO). Micro, small, and medium enterprises (MSMEs), as a fundamental component of the economy, need to be prepared to face competition in this open market. Everyone involved must act promptly to fulfill the agreed obligations, and even small and medium enterprises (SMEs) with untapped potential need to be assessed and developed so that their potential can emerge to face the free market era. MSMEs must continually be encouraged and empowered to overcome various weaknesses in order to remain competitive and not be oppressed by competitors.

Micro, small, and medium enterprises (MSMEs) According to data from the Ministry of Cooperatives and Small and Medium Enterprises (KemenkopUKM) in March 2021, the number of MSMEs reached 64.2 million, contributing 61.07 percent to the Gross Domestic Product, equivalent to IDR 8,573.89 trillion. MSMEs are able to absorb 97 percent of the total workforce and can attract up to 60.42 percent of the total investment in Indonesia. In South Sumatra Province (Sumsel), based on a report from the Office of Cooperatives and MSMEs in December 2022, out of 17 regencies/cities, there are 2.2 million MSMEs; however, those registered by name and address total 860,000 MSMEs.

Coordinating Minister for Maritime Affairs and Investment (Menko Marves) Luhut Binsar Pandjaitan stated that since the launch of the Gernas BBI in 2020, the number of MSMEs that have successfully entered the digital ecosystem has reached a cumulative total of 22.68 million MSMEs as of June 2023. According to data from the Indonesian Government Goods and Services Procurement Policy Institute (LKPP), as of July 1, 2023, the commitment for domestic product spending (PDN) in North Kalimantan Province reached IDR 1.21 trillion, or 95.3 percent of the province's total budget. Meanwhile, the realization of PDN spending is still around 67.1 percent, with Malinau Regency achieving the highest percentage at IDR 315.7 billion and the lowest realization in Tarakan City at 41.8 percent, or IDR 47 billion.

A study conducted in the first quarter of 2023 by BRI and the BRI Research Institute revealed that 56.3% of debtors engaged in online sales reported an increase in sales volume. Furthermore, 52% of respondents stated that their company's revenue had increased, and 51.6% indicated a rise in profits. With 212 million internet users and a potential valuation of up to IDR 5,400 trillion by 2030, Indonesia possesses the largest digital economy potential in Southeast Asia, offering a vast and diverse target market.

Findings from the MSME Digitalization Index study indicate that MSMEs in Indonesia have made significant progress in adopting digital technology. To ensure that all MSMEs, regardless of size, gender, or geography, have access to the necessary resources, assistance, and training to effectively engage in the digital economy. Following field observations and interviews with the LPSE as the e-catalogue administrator, it was found that MSME actors in South Sumatra currently registered in the E-catalogue in April 2024 amounted to 44,214 products, with Micro MSMEs totaling 12,421, Small MSMEs totaling 12,507, and Medium MSMEs totaling 1,419.



**Figure 1 graph showing the increase in the number of products**  
*Source: e-katalog.lkpp.go.id*

The graph above shows that the increase in the number of products in South Sumatra Province is still minimal, as indicated by the fluctuations in the monthly product additions. From what is shown in the graph, April 2024 saw a significant decrease compared to the previous month. It is apparent that the increase in the number of products is inconsistent and relatively low. This suggests that MSME actors still do not understand the importance of e-catalogues in enhancing their business operations.

MSMEs are a pillar of the economy in Indonesia. This research aims to provide in-depth insights into how MSMEs can drive local economic growth through the utilization of e-catalogues. In this context, the study will examine the optimization of e-catalogue use in enhancing the competitiveness of MSMEs in South Sumatra Province. This will include the principles of e-procurement, covering effectiveness, efficiency, competitiveness, transparency, and accountability, as well as fostering the growth of MSME businesses through the use of this technology. Furthermore, this study will also contribute to optimizing the potential of SMEs in running their

businesses more efficiently, effectively, and transparently through the use of e-catalogue media. E-catalogues can provide a more efficient and affordable marketing solution for SMEs and help them enhance their competitiveness in the global market.

## METHODS

This study employs a qualitative methodology, which will be explained descriptively. The descriptive method is chosen because the researcher aims to obtain an overview or description of the phenomena occurring in the implementation of goods and services procurement using an e-catalogue to enhance the competitiveness of micro, small, and medium enterprises (MSMEs) in South Sumatra Province. This study uses Willem's (2012) theory on the Principles of Government Goods/Services Procurement, which include effectiveness, efficiency, competitiveness, transparency, and accountability. The data collection techniques employed are observation, documentation, and in-depth interviews with MSMEs in South Sumatra Province and Procurement Officials of the Regional Secretariat of South Sumatra Province.

## RESULTS AND DISCUSSION

The implementation of procurement principles for goods and services can serve as a benchmark for the optimal utilization of the e-catalogue in enhancing the competitiveness of micro, small, and medium enterprises (MSMEs) in South Sumatra Province. This study is based on the application of procurement principles for goods and services according to Willem (2012), who stated that in carrying out procurement activities, principles such as efficiency, effectiveness, competitiveness, transparency, and accountability must be applied from the planning stage. By adhering to these five principles, it is possible to achieve good and clean procurement, avoiding unethical actions such as collusion and corruption.

### 1. Efficiency

The efficiency of purchasing goods and services through the electronic catalog is quite good. The OPD (Regional Device Organization) can directly select the desired and needed items on the e-catalogue system and have them delivered on time, with a delivery window of about one to two days after a deal is made. According to data from the South Sumatra Provincial Department of Industry and Trade, since the introduction of the e-catalogue, there has been an increase in the number of MSMEs registering and using the platform. This indicates that SMEs in this region are increasingly recognizing the efficiency benefits offered by this technology. Furthermore, from field analysis, the researcher found that the use of e-catalogues also helps SMEs reduce operational costs associated with the storage and management of paper. By utilizing digital platforms, they can significantly reduce paper usage, thereby saving costs and improving environmental sustainability.

However, there are issues related to the efficiency of the payments made. Based on interviews, it was found that payments are still made manually or using an old system. The e-catalogue of South Sumatra Province does not provide or adopt an electronic payment system as available in the catalogue system, but still operates on a cash basis by visiting the LPSE of goods/services procurement as the administrator or by contacting the relevant OPD that conducts the transactions.

The lack of efficiency in the payment methods available on the e-catalogue has become an obstacle for MSMEs in obtaining capital to conduct future transactions. The lengthy fund disbursement process and the complex bureaucratic system make it difficult for the providers,

namely the MSMEs, especially for those that have been operating for a long time. It is hoped that the administrators of the South Sumatra Provincial e-catalogue will adopt an electronic payment system within the e-catalogue. With an electronic payment system available on the catalogue platform, transactions and processes can be recorded directly in the system. However, the difficulty of the payment process causes delays of two to three months.

## 2. Effective

The e-catalogue is a strategy used by the government to facilitate micro, small, and medium enterprises (MSMEs) and to increase the use of domestic products in government procurement of goods and services. With the e-catalogue, MSMEs have broader and easier access to search for the products they need. This allows them to effectively compare various product options and prices from different suppliers. Not only do MSMEs find it very helpful, but local government authorities also feel that the e-catalogue assists them in finding products with the exact specifications according to their needs, which in turn enhances the effectiveness of the procurement process.

The above graph shows the increase in the number of products in the electronic catalog in South Sumatra Province from July 31, 2022, to April 28, 2024. The year 2022 marked the beginning of the establishment of the electronic catalog, reaching its peak on February 4, 2024, with an increase of 1,234 products, and then experiencing a decline in April 2024. As of now, the South Sumatra Province e-catalog has 47 showcases with a total of 44,214 products listed in April 2024. Based on the data on the number of local products listed in April 2024, totaling 44,214 products, there are 30,461 local products without TKDN (Domestic Component Level), and 9,227 local products with TKDN. This indicates that many local MSMEs are still unable to meet the TKDN requirements.

The analysis findings indicate that, in principle, the effectiveness of this e-catalogue is quite good. This is evidenced by the increase in the number of products from 2022 until April 2024, totaling 44,214 products listed in South Sumatra Province. However, the increase in the number of products in the e-catalogue also presents challenges related to product procurement. With many similar products available, SMEs are required to make extra efforts to ensure their products attract the interest of regional government organizations. SMEs also need to manage their inventory more efficiently to avoid overstocking or shortages. The addition of products to the e-catalogue has also increased the complexity of inventory management, while at the same time providing an opportunity to reach more customers with a wider variety of products.

## 3. Competitive

The e-catalogue can be accessed by anyone, and providers can register as long as they meet the specified requirements. KBLI (Indonesian Standard Classification of Business Fields) is also an important requirement to fulfill because by asking MSMEs to include their KBLI, the electronic catalogue platform can more easily categorize the products offered and provide users with more detailed information. Furthermore, the use of KBLI can help increase consumer trust in the catalogue, as it demonstrates that the displayed products have undergone assessment and classification according to established standards. For MSMEs themselves, implementing KBLI can help them gain a better understanding of the market and competition, as well as make it easier for potential buyers to find them when searching for products within

relevant categories. Thus, the implementation of KBLI in the electronic catalog can be a positive step in strengthening the MSME business ecosystem in South Sumatra Province, by enhancing transparency, trust, and the accessibility of local products.

SMEs are given equal opportunities without discriminating against any party. With the transparency of information available in the e-catalogue, providers can learn whatever is necessary to have their products listed in the e-catalogue by meeting the applicable requirements and complying with the KBLI. The government has also conducted extensive socialization with providers, engaged in collaboration, and facilitated business matching with regional government organizations that intend to procure local products.

#### 4. Transparent

The e-catalogue provides a platform where MSMEs can present detailed information about their products, including full descriptions, specifications, prices, and product images. This allows potential customers to gain a clear understanding of the products offered, which can enhance trust and purchasing interest. Furthermore, e-catalogues are usually equipped with review and rating features from previous customers. This provides direct feedback to MSMEs regarding the quality of their products and services. By paying attention to these reviews, MSMEs can identify areas where they need to improve or adjust their strategies to enhance customer satisfaction.

Grouping products based on categories or classifications, such as using KBLI, is also an important aspect of transparency. This makes it easier for users to find the products they are looking for, as they can search based on categories relevant to their needs. However, a potential drawback is the incompleteness or lack of categories available in the catalog. This can make some products difficult to find for potential customers, especially if the products do not fit into the existing categories. In addition, it is also important to pay attention to the information regarding the terms and conditions of purchase in the e-catalogue. This includes return policies, shipping costs, and product warranties. A lack of transparency in this regard can lead to disagreements between buyers and sellers, for instance, concerning unexpected additional fees or unclear return policies.

Based on interviews with several SMEs as local catalog providers, it was found that the availability of information and data in the electronic catalog system is still lacking. It was also found that transactions between buyers and providers remain closed, indicating that information regarding the e-catalogue transaction process is not publicly available to the public or other relevant parties, which may raise suspicions of unethical practices such as corruption or collusion.

The process of selecting goods and services providers, which is entirely in the hands of Regional Apparatus Organizations (OPD) without adequate oversight, has the potential to create conflicts of interest and abuse of power. If the selection of providers is carried out without clear and transparent criteria, there is a risk that decisions will be influenced by personal relationships or political pressure rather than professional and objective considerations. The lack of healthy competition due to non-transparency can also result in goods and services being obtained inefficiently in terms of cost and failing to meet the desired quality standards.

A non-transparent system can make external oversight by supervisory bodies, the public, or the media difficult, thereby reducing accountability and increasing the risk of undetected

unethical practices. Therefore, it is necessary to enhance transparency by publicly disclosing information related to e-catalogue transactions and ensuring that the selection process of providers is conducted based on clear and accountable procedures and criteria. Stronger internal and external supervision and audits are needed to ensure compliance with applicable rules and standards. Involving independent third parties in the audit process, as well as increasing public and media participation in monitoring the procurement of goods and services, can be an effective step in detecting and reporting non-transparent or unethical practices. Accordingly, the procurement process through the e-catalogue is expected to become more transparent, efficient, and integrity-driven, thereby gaining public trust.

## 5. Accountable

The e-catalogue system has become an essential and inseparable component of modern business operations, enabling companies to promote and sell their products online. However, the level of accountability in the e-catalogue system has significant implications for customer trust, data security, and overall business effectiveness. Through the analysis conducted by the researcher, it was found that there are varying levels of accountability among e-catalogue providers, with some standing out as leaders in practices of transparency and data security. One of the key aspects of accountability in the e-catalogue system is information transparency.

Transparency in an e-catalogue encompasses the availability of clear and complete information about the products offered, including product descriptions, technical specifications, product images, customer reviews, and other relevant information. This enables customers to make better purchasing decisions and assures them that they will receive the promised value. Furthermore, transparency also relates to clarity in policies and procedures associated with the use of the e-catalogue, such as privacy policies, data security, and terms and conditions of use. By providing clear and easily understandable information about these matters, organizations can build trust with customers and minimize the risk of uncertainty or misunderstandings. However, transactions between buyers and providers remain closed, indicating that information regarding the e-catalogue transaction process is not openly available to the public or other relevant parties, which may trigger suspicions of unethical practices such as corruption or collusion.

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## CONCLUSION

The implementation of government goods/services procurement through e-catalogue for micro, small, and medium enterprises (MSMEs) in South Sumatra Province, according to the



theory used, involves five indicators analyzed based on Willem Siahaya's (2012) theory, namely efficiency, effectiveness, competitiveness, transparency, and accountability. Among these five indicators, three have not been functioning properly, namely efficiency, transparency, and accountability. Based on this, it can be concluded that the implementation of government goods/services procurement through e-catalogue for micro, small, and medium enterprises (MSMEs) in South Sumatra Province is not yet optimal, as the aspects of efficiency, transparency, and accountability have not been fully met, which can hinder the growth and development of MSME businesses. The lack of transparency in the transaction processes of goods or service providers and related government agencies can trigger suspicions of unethical practices such as corruption or collusion. A non-transparent system can hinder external oversight by supervisory institutions, the public, or the media, thereby reducing accountability.

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