Implementation of E-Procurement System at PT Taman Impian Jaya Ancol Unit Sea World Ancol North Jakarta

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Abstract
The development of knowledge and technology has encouraged various large companies in Indonesia to compete with each other to advance their companies. PT Taman Impian Jaya Ancol, a unit of Sea World Ancol North Jakarta, has implemented an electoral procurement system as an application that realizes good governance. The purpose of this study was to determine the application of the E-Procurement system at PT Taman Impian Jaya Ancol Unit Sea World North Jakarta. The method used is a qualitative descriptive research method. Data collection techniques use observation, interview and documentation methods. Based on the results of this study, it can be concluded that PT Taman Impian Jaya Ancol Unit Sea World has a fairly good procurement administration procedure, with the principles of effective, efficient, competitive, transparent, fair and accountable. Electronic procurement is a web-based application system that carries out the process of all procurement of goods by utilizing the internet, by direct appointment and auction methods. The document process used by PT Taman Impian Jaya Ancol unit of Sea World Ancol North Jakarta, on the document for the implementation of procurement of goods includes a Bill of Quantity (BQ), a draft work agreement or contract, a Letter of Order (SP), a Report on Receipt of Goods (LPB), and a Minutes (BA) which are carried out regularly and archived properly. In the process of procurement of goods with an e-procurement system does not always run well, there are obstacles that occur during the implementation of procurement, namely from considering prices, not explaining complete specifications of goods, and applying the e-procurement system.

Keywords: implementation, system, e procurement

INTRODUCTION

Business competition at this time is very fierce, the company’s competition is not only in the field of recreation, industry, and occurs in other areas. PT Taman Impian Jaya Ancol unit Sea World Ancol is a recreational company that has a marine charm tourist attraction and is the largest aquarium tourist attraction in Indonesia. As for business competitors at this time, where the development of knowledge and technology encourages various large companies in Indonesia to compete with each other to advance their companies, including the emergence of new tourist attractions that also have the charm of the sea to become competitors to the Sea World Ancol North Jakarta business. Companies are required to further develop themselves and access various kinds of information that exist to improve their performance, then various activities will be carried out in accordance with the main purpose of the establishment of an organization, namely providing maximum service to visitors.

The procurement of goods needed in an agency or private company greatly affects the process of running a company’s success. To get an item with maximum results, you must first go through the procurement of goods. A company will not be able to meet its own needs, so the company needs a cooperative relationship with other companies in terms of meeting the needs of the company, where procurement management is needed to ensure the needs of the company. Procurement of goods and services can be interpreted as an activity of an institution or agency in obtaining goods or services from other parties by entering into an agreement between the two parties concerned. Procurement of goods can be in the form
of goods, or procurement of services at once by an institution, either private or government institutions. (ASTUTI, 2016).

Government Procurement of Goods and Services according to the provisions of Presidential Regulation (Perpres) No. 16 of 2018 concerning Government Procurement of Goods and Services in article 1 paragraph (1) states that: Procurement of Government Goods and Services, hereinafter referred to as Procurement of Goods and Services, is an activity of procurement of goods and services by the Ministry / Institution / Regional Apparatus financed by the APBN or APBD whose process starts from the identification of needs, until the votes receive the results of the work. (Patria, 2020).

According to Siahaya stated that, procurement is part of supply chain management that systematically and strategically processes the procurement of goods and services from the source of goods to the destination based on the right quality, quantity, price, time, source and place to meet customer needs. (TEAK, 2016)

Meanwhile, according to (Sati, Budawan, & Suryatiningsih, 2018) states that, Procurement of Goods and Services is an activity to obtain goods or services by the Ministry / Institutions / Work Units of Regional Apparatus / Other Institutions whose process can start from planning needs to the completion of all activities to obtain goods or services.

In line with Sutedi stated that, the procurement of goods and services includes an explanation of the entire process starting from planning, preparation, agreement, determination of the winner of the auction, to the stage of implementation and administrative process of procurement of goods, work or services (technical consulting services, financial consulting services, legal consulting services or other services). (Sugiyah & Nurhidayati, 2019).

E-Procurement is a purchase made using the internet e-procurement system in the procurement of goods or services, which aims to create transparency, efficiency, and effectiveness as well as accountability in the procurement of goods and services through electronic media between the committee and providers. (Son, Atmanto, & Azizah, 2015). This is almost the same as Sutedi who said that "E-Procurement is an auction system in the implementation of procurement of goods and services by utilizing internet-based technology, information and communication, so that it can take place effectively, efficiently, openly, and accountably". (Hidayat, 2015).

A simple definition according to Oliviera in general "E-Procurement is the process of purchasing goods and services necessary for the operational needs of an organization electronically". (Udoyono, 2016)

According to Purwanto revealed, "E-Procurement is an application to manage procurement data for goods and services which includes internet-based procurement data designed to achieve an effective, efficient and integrated procurement process". (Ainuddin, 2018)

According to Abidin stated, "E-procurement is the procurement of goods and services carried out using information technology and electronic transactions in accordance with the provisions of the legislation". (Mulyani et al., 2018)

Meanwhile, according to Tuban stated that, E-Procurement is an electronic procurement process of goods and services that uses web-based technology, to support procurement processes such as requests, searches, contracts, orders, purchases, shipments, and payments. (Habibi & Untari, 2018).

The purpose of procurement with e-procurement is both for all divisions and other agencies involved in the procurement of goods and services as follows:

1. To obtain goods and services more efficiently, quickly, transparently and competitively.
2. To improve the business process of procurement of goods and services, create transparent transactions and improve the implementation of good corporate governance in the field of procurement of goods and services.
3. In the long-term context, e-procurement can support the improvement of the effectiveness of the management of goods or services providers, the management
of contracts or procurement cooperation agreements, so that the procurement function of goods or services can focus on procurement analysis and strategy. While transactional functions can be reduced.

4. The implementation of e-procurement must continue to support the empowerment of small business actors and cooperatives.

5. Maximize the automation of business processes for procurement of goods and services so as to avoid duplication of work and speed up processes and improve data accuracy.

6. Better manage the administration of documents or contracts for the procurement of goods and services electronically.

The benefits of procurement of goods and services with e-procurement for both all divisions and other agencies involved in the procurement of goods and services are:

1. Reduction in procurement costs. Reductions in costs can range from 20-25%, achieving efficient processes such as supplier expansion, negotiation, and shortening the procurement cycle so as to reduce inventory. Easy transaction tracking and automated payments. Minimize some costs after purchase thus guaranteeing customer satisfaction.

2. Better control. With an easy and effective analytical reporting tool, which can increase the efficiency of maintaining reports in uncontrolled purchases, and create data integration.

3. Automation of repetitive tasks. If multiple purchases are made regularly, the system will automatically approve those purchases based on the buyer and the amount requested.

With the use of information technology that is so developed today PT Taman Impian Jaya Ancol, a unit of Sea World Ancol North Jakarta, has implemented E-Procurement as an application that realizes Good Governance. To improve efficiency, effectiveness of needs and goals that have been set, transparency in the procurement of goods and services auctioned, increase healthy competition and increase company accountability.

Electronic procurement or E-Procurement is a web-based application system that carries out the process of all procurement of goods or services electronically by utilizing the internet. Procurement of goods is commonly referred to as the purchasing or procurement section. It can be distinguished that purchasing (purchasing) buys the needs of the organization, while procurement (procurement) not only buys, but also includes renting, exchanging, and borrowing goods for the needs of the organization.

The implementation of the E-procurement system began in 2015, at PT Taman Impian Jaya Ancol and was implemented in December 2018 by the Sea World Ancol unit in North Jakarta, since the enactment of the decree of the board of directors was stipulated with number 003 / Dir-Tija / XI / 2018. Where the implementation of procurement of goods with the e-procurement system, undergoing the processes of vendor registration, auction announcements, job explanations, entry of price quotes, and selection of winners and determination of winners.

Based on the background above, the author is interested in compiling a Final Project report entitled "Implementation of the E-Procurement System at PT Taman Impian Jaya Ancol Unit Sea World Ancol North Jakarta".

METHOD

The research method used in this study is a qualitative descriptive method. While the data collection method used is as follows:
1. Observation Methods

Observations or observations were made at PT Taman Impian Jaya Ancol Unit Sea World Ancol, Jl. Lodan Timur No.7, North Jakarta, held from September 2021 to November 2021. Collecting data by looking at and observing directly the aspects related to the Implementation of Procurement Procedures with the E-Procurement System at Sea World Ancol North Jakarta.

2. Interview Method

Conducting a direct and systematic question and answer process by asking several questions related to the implementation of procurement at PT Taman Impian Jaya Ancol unit Sea World Ancol North Jakarta, to Mr. Mohammad Apendi as Head of Procurement Section and Mr. Decky Rizki Fauzan as Procurement Executor.

3. Documentation Methods

Obtaining complementary data information by attaching supporting documents as evidence in the research results.

RESULTS AND DISCUSSION

Based on the results of research and interviews with the main resource person, namely Mr. Mohammad Apendi as Head of the Procurement Section of PT Taman Impian Jaya Ancol Unit Sea World Ancol North Jakarta, we get data that the author will display and describe the implementation of procurement procedures with the e-procurement system, the documents needed, the obstacles faced and how to overcome them at PT Taman Impian Jaya Ancol Unit Sea World North Jakarta.

Implementation of Procurement of Goods with E-Procurement System at PT Taman Impian Jaya Ancol Unit Sea World Ancol North Jakarta

In the Implementation of Research conducted at PT. Taman Impian Jaya Ancol unit Sea World Ancol, North Jakarta. The author had the opportunity in the procurement section. The following is the implementation of the procurement process with the e-procurement system.
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LITERATUS is a journal published by Neolectura, issued two times in one year. Literatus is a scientific publication media in the form of conceptual paper and field research related to social impact and cultural studies. It is hoped that LITERATUS can become a media for academics and researchers to publish their scientific work and become a reference source for the development of science and knowledge.

Our focus:
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Source: Sea World Ancol (2019)

Figure 1. E-Procurement System.
Flowchart implementation of procurement procedures with the E-Procurement System up to the completion. Based on the picture above, it explains the implementation of procurement of goods with the e-procurement system until completion. Here's the explanation:

1. The user makes a request for goods with a Bill of Quantity (BQ) form and enters the Engineer Estimate (EE) according to the calculation of the company's estimated budget for the procurement of goods which is then disseminated to the relevant manager for signature.

2. Submitted to the buyer as a process of requesting procurement of goods.
3. The buyer makes a purchase request (PR) in accordance with the user's request and asks for approval from the Division Head.

4. If approved, it will be given a Quantity Surveyor (QS) section in charge of conducting a market survey, calculating the unit price analysis of each request for goods from the list that has been prepared.
5. If the engineer estimate (EE) made by the user does not match the existing market price, then a PR cancellation will be made which will be revised again at a price that matches the market price adding a price value that may change at any time and clearer specifications.
6. QS makes its own estimated price (HPS) in the e-procurement system that is calculated expertise and based on accountable data. Hps values are not allowed to be greater than EE values. If the HPS value exceeds the EE value, then the PR must be canceled by the Division Head after coordinating with the user.
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7. Hps is used to assess the reasonableness of a quote including its details and establish an additional amount of execution guarantee value for a price offer that is overvalued but cannot be used as a basis for aborting the quote. Hps that have been completed are checked or reviewed will be approved by the Division Head.

8. After approval, the buyer will question or publish the needs of the procurement of goods through the e-procurement system.

9. Goods providers who are willing to follow the procurement process will register and participate in procurement activities.

10. After getting participants for prospective suppliers of goods, buyers compile a Request for Quotation (RFQ), which is a process and requirements in selecting prospective suppliers of goods.

11. The opening of the price quote is carried out with 2 (two) negotiation evaluation methods such as meeting face to face directly or indirectly through the e-procurement system.

12. The negotiation process that is not face-to-face or carried out through the e-procurement system, the buyer requests that the vendor can change the price to less than the value of the HPS in accordance with the agreement between the vendor, buyer, and the auction committee through the e-procurement application system.

13. Vendors who meet face to face will negotiate directly which is attended by buyers and auction committees (User, Manager, and QS), usually called a beauty contest, which is a way of evaluation by inviting goods providers to make price quotes, presentation of work methods, and goods offered.

14. After explaining the presentation of the implementation of the procurement of goods that have been negotiated, a minutes will be made signed by users, Qs, and buyers.

15. Vendors who make bids more than the value of HPS will automatically fail the auction. Meanwhile, bids below the HPS value seen by the auction committee can be announced and the winner is determined.

16. From the results of the beauty contest and the determination of winners based on the results of negotiations, the procurement department makes a report for users of the winners of the vendors and the vendors will be appointed directly who are able to hold requests and prices that have been negotiated by both parties.

17. Direct selection of the winning vendor will be made a Letter of Order (SP) between Sea World Ancol and the Vendor.

18. Creation of An Order Letter (SP) for the procurement of goods inputted through the orlansoft application to be printed.
19. Checking the Order Letter (SP) documents relating to the quantity, specifications of goods, prices and execution of work promised by the company and the supplier of goods for the rights and obligations of the parties in the order letter (SP).

20. Order Letter (SP) that has been checked in accordance with the implementation of procurement that has been made by the buyer and manager or user related to the request for procurement of goods invites vendors.

21. The selected vendor accepts the invitation and signs the order letter document related to the approval of the goods.

22. After being signed by the vendor, it will be signed by the relevant manager.

23. The signed Order Letter (SP) document has 3 (three) copies, which are held by the user, procurement department and vendor. Each of them holds a letter of order as proof of the execution of the request for goods.

24. After the vendor holds part of the order letter, the procurement department will coordinate with the vendor to carry out the delivery of the goods in accordance with the request written in the order letter.

25. If the vendor does not respond to the delivery of goods, an oral reprimand will be given, a warning letter, a blue memo, a yellow memo, as well as a red memo in accordance with the fault of the vendor who did not respond to an implementation of the procurement process.

26. With the specified time and written on the order letter (SP) the vendor sends the goods in accordance with the schedule of their execution and before the expiration of the implementation schedule.

27. Vendors who respond to the implementation of the procurement process will deliver the goods in accordance with the request written in the order letter with a time appropriate to its implementation.

28. Delivery of goods by security post and before entering the drop off place of the goods, the vendor reports what items will be sent.

29. Then the security contacts the relevant section, especially to the user and the procurement department for the delivery of goods coming.

30. Receipt and checking of goods by users which is also witnessed by the procurement and security department.

31. Adjust the request by signing a duplicate 3 (three) duplicate road letter for users, procurement, and vendors as proof of goods received.

32. Confirm to the procurement department the goods that have been received are appropriate and complete.

33. After the goods are received, the procurement department makes a Goods Receipt Report (LPB). With the supervision of the user and management who have made a request and signed when all requests have been completed.

**Figure 5. Goods Receipt Report (LPB)**
34. The vendor will sign the goods receipt report to carry out the completion stage of the goods that have been sent.

35. The vendor completes supporting documents for settlement such as receipts, tax invoices, road letters, and receipts of goods to be submitted to the Sea World Ancol procurement to carry out the payment process carried out by the head office in accordance with the agreement written in the contract and order letter as proof of the procurement vendor submitting a Receipt Receipt (TTK).

36. Procurement makes a report for users to know that the request for procurement of goods carried out has been completed.

37. The implementation of procedures ranging from planning to receiving the results of the biota Feed Procurement project is carried out properly or has been efficient when viewed from the sanctions table, no violations have been committed.

The documents needed in the implementation of the procurement procedure, both from the request to the settlement process, are defined as follows:

1. **Bill of Quantity (BQ)** is a document used in the procurement of goods and services containing three main things, namely job description, quantity (volume), and unit price.
2. **Price Quote** is the number of goods offered by the seller or manufacturer at a certain time, place, and unit of price.
3. **Direct Appointment** is a method of selecting the provision of goods or services by directly appointing one provider of goods and services that applies as one of the methods of procurement of goods and services.
4. **The Order Letter (SP)** is a continuation of the execution of the contract agreement.
5. **Goods Receipt Report (LPB)** is proof of the completion of the procurement process of goods or services that has been carried out.
6. **Purchase Request (PR)** is a means used by users to make requests for goods or services.
7. **Self-Estimated Price (HPS)** is an estimate of the cost of procurement of goods or services based on accountable data.
8. A memo is a formal message that is a concise, clear, and easy-to-understand reprimand from the company to the provider of goods related to the process of implementing the procurement of goods.
9. **Receipt of Receipt (TTK)** is a proof of the company with receipt of receipts from a procurement of goods and services related to the transaction process.

The Procurement Data referred to in this discussion is the order data requested by the user, especially the procurement for September, October, and November 2019, goods subject to 10% Value Added Tax (VAT) which is charged to the supplier of goods (vendor). The tax provisions are as regulated in Law Number 8 Year. The goods that are not subject to Value Added Tax are basic necessities that have a legal basis in the form of Law No. 42 of 2009 concerning VAT and Luxury Goods Sales Tax (PPnBM).

**Constraints faced in the Implementation of the Goods Procurement Procedure with the E-Procurement System at the Sea World Ancol**

Unit in carrying out the process of implementing the procurement of goods at the SeaWorld Ancol unit, North Jakarta, it is not always smooth, this is due to several factors, namely:

1. **Only consider the price**

   Price is indeed the main thing that needs to be considered when carrying out the process of implementing the procurement of goods from vendors. However, there are many other factors that must also be considered.
2. Does not explain the goods completely.
   Requests for goods submitted by the user, when the goods are not clearly specified, will slow down the needs of the user in the demand for these goods.

3. Difficulty in applying the system
   In monitoring the procurement of goods or services, human error occurs because it takes a relatively long time to familiarize users with using e-procurement.

How to Overcome the Implementation of the Goods Procurement Procedure with the E-Procurement System at the Sea World Ancol Unit

Of the several obstacles faced, hereby find a solution or a way to overcome any obstacles that occur:

1. In terms of price considerations, it is important to save the budget that has been made, but it is also necessary to understand well the culture, needs, as well as what is the goal and align the purchase quality must be the main consideration in order to get the best value, not the best price.

2. How to deal with requests for goods that are not clear, will be asked directly to the user regarding the request, so that it will be processed immediately.

   In this case, over time, users face related cases, so this e-procurement support technology becomes user friendly. And aims to minimize the occurrence of fraud that often occurs in manual procurement of goods.

CONCLUSION

After conducting research at PT Taman Impian Jaya Ancol unit Sea World Ancol, North Jakarta, and obtaining research results regarding the Implementation of Procurement Procedures with the E-Procurement System, it can be concluded that:

1. PT Taman Impian Jaya Ancol unit Sea World Ancol, North Jakarta is a recreation company that has marine charm tourism objects and is the largest aquarium tourist spot in Indonesia. The current business competition, where the development of knowledge and technology encourages various large companies in Indonesia to compete with each other to advance their companies, including the emergence of a new tourist attraction that also has the charm of the sea, namely the Jakarta Aquarium as a business competitor for Sea World Ancol, North Jakarta. With this, the company further improves maximum service to visitors, with a use of developing information technology to implement an e-procurement system in terms of procurement of goods on the basis of demand for useful goods to support operational needs that will affect a good service process. From the process of implementing the procurement of goods, there are good procurement procedures with the principles of being effective, efficient, competitive, transparent, fair and accountable which are applied in accordance with the applicable rules.

2. Document process used by PT Taman Impian Jaya Ancol unit Sea World Ancol North Jakarta, in the procurement of goods implementation documents including Bill of Quantity (BQ), draft work agreement or contract, Order Letter (SP), Goods Receipt Report (LPB), and Minutes (BA) which are carried out regularly and properly archived.

3. In the process of procuring goods with the e-procurement system, it does not always run well, there are obstacles that occur during the implementation of the procurement of goods, namely from considering the price, not explaining the complete specifications of the goods, and applying the e-procurement system.
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