

## **ABSTRAK**

### **KINERJA PENGELOLA PENGADAAN BARANG DAN JASA (PPBJ) DALAM PENGADAAN BARANG DAN JASA PADA MASA PANDEMI COVID-19 DI DINAS PENGELOLAAN SUMBER DAYA AIR PROVINSI LAMPUNG**

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Dengan adanya pandemi Covid-19 yang sangat mempengaruhi keuangan atau anggaran negara, maka otomatis juga mempengaruhi proses pada badan/lembaga/dinas penyelenggaran pengadaan barang dan jasa. (PPBJ) pada masa pandemi COVID-19 di Dinas Pengelolaan Sumber Daya Air Provinsi Lampung. Penelitian ini akan membandingkan kinerja pengadaan sebelum pandemi dengan kinerja pengadaan selama pandemi untuk memperoleh pemahaman yang komprehensif tentang perubahan yang terjadi. Penelitian ini menggunakan pendekatan kualitatif. Penelitian ini menggunakan data primer yaitu melalui wawancara juga observasi dan sekunder melalui dokumentasi data yang diperoleh. Penelitian ini menggunakan teori dari Richard L. Daft yaitu 6 indikator kinerja organisasi yang terdiri dari (1) Efektifitas, (2) Efisiensi, (3) Kualitas, (4) Inovasi, (5) Responsivitas, (6) Keberlanjutan. Hasil penelitian kinerja pengadaan barang dan jasa di Dinas Pengelolaan Sumber Daya Air (PSDA) Provinsi Lampung menunjukkan responsivitas dan adaptabilitas yang signifikan dalam menghadapi tantangan yang muncul. Standar Satuan Harga (SSH) menjadi panduan utama, namun menghadapi kompleksitas dalam menilai kualitas barang dan jasa karena unsur subjektivitas. Untuk memastikan kualitas dan mencegah penyimpangan, peran lembaga pengawas eksternal, seperti APIP, inspektorat, dan BPKB, sangat penting. Agar selalu terwujud kinerja yang responsif dan adaptif dapat melakukan evaluasi berkala terhadap kebijakan dan prosedur yang ada, hal ini perlu dilakukan agar tetap relevan dengan perubahan regulasi dan kebutuhan organisasi agar semua pihak yang terlibat dapat sepenuhnya memahami dan mengadopsi prinsip-prinsip baru yang terus berkembang.

**Kata Kunci:** *Kinerja Organisasi, Pengelola Pengadaan Barang dan Jasa, Pandemi Covid-19, Manajemen pengadaan barang dan jasa.*

## **ABSTRACT**

### **PERFORMANCE OF GOODS AND SERVICES PROCUREMENT MANAGER (PPBJ) IN PROCUREMENT OF GOODS AND SERVICES IN THE TIME COVID-19 PANDEMIC IN THE SERVICE OF MANAGEMENT WATER RESOURCES OF LAMPUNG PROVINCE**

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*With the Covid-19 pandemic which has greatly affected the state's finances or budget, it will automatically also affect the processes of agencies/institutions/services organizing the procurement of goods and services. (PPBJ) during the COVID-19 pandemic at the Lampung Province Water Resources Management Service. This research will compare procurement performance before the pandemic with procurement performance during the pandemic to gain a comprehensive understanding of the changes that have occurred. This research uses a qualitative approach. This research uses primary data, namely through interviews as well as observations and secondary through documentation of the data obtained. This research uses theory from Richard L. Daft, namely 6 indicators of organizational performance consisting of (1) Effectiveness, (2) Efficiency, (3) Quality, (4) Innovation, (5) Responsiveness, (6) Sustainability. Results of performance research procurement of goods and services at the Lampung Province Water Resources Management Service (PSDA) shows significant responsiveness and adaptability in facing emerging challenges. Standard Unit Prices (SSH) are the main guide, but face complexity in assessing the quality of goods and services due to the element of subjectivity. To ensure quality and prevent deviations, the role of external supervisory institutions, such as APIP, inspectorates and BPKB, is very important. In order to always achieve responsive and adaptive performance, we can carry out regular evaluations of existing policies and procedures, this needs to be done so that they remain relevant to changes in regulations and organizational needs so that all parties involved can fully understand and adopt new principles that continue to develop.*

**Key words:** *Organizational Performance, Goods and Services Procurement, Covid-19 Pandemic, Management Procurement.*