

ABSTRAK

ANALISIS MANAJEMEN RISIKO BERBASIS ISO 31000

PADA ASPEK OPERASIONAL PERUSAHAAN

(Studi Kasus di Industri Kafe Kabupaten Sleman, DIY)

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2018

Penelitian ini bertujuan untuk mengetahui implementasi manajemen risiko pada aspek operasional industri kafe di Kabupaten Sleman, DIY. Penelitian ini penting karena manajemen risiko dapat membantu industri kafe untuk mengidentifikasi, menganalisis, mengevaluasi, dan memperlakukan risiko-risiko operasional secara sistematis.

Jenis penelitian ini adalah penelitian studi kasus. Peneliti mendapatkan data melalui teknik observasi, *checklist*, wawancara, dan dokumentasi. Data tersebut dianalisis secara deskriptif berdasarkan proses manajemen risiko dalam standar ISO 31000:2009, yakni: identifikasi risiko, analisis risiko, evaluasi risiko, dan perlakuan risiko.

Hasil dari penelitian ini menunjukkan bahwa implementasi manajemen risiko pada aspek operasional industri kafe di Kabupaten Sleman, DIY terdiri dari: 1) Terdapat 86% risiko yang diidentifikasi oleh para responden dari total 17 jenis risiko operasional. Hasil ini menunjukkan bahwa secara keseluruhan para responden telah mengetahui risiko-risiko potensial tersebut. 2) Terdapat 59% jenis risiko operasional masuk dalam kategori level tinggi, 27% jenis risiko masuk dalam kategori level menengah, dan 14% jenis risiko masuk dalam kategori level rendah. 3) Terdapat 3 jenis perlakuan risiko yang digunakan oleh para responden, yakni: berbagi, mitigasi, dan menerima risiko.

Kata Kunci: *International Organization for Standardization* (ISO 31000:2009), Manajemen risiko, risiko operasional, risiko.

ABSTRACT

**RISK MANAGEMENT ANALYSIS
OF ENTITY'S OPERATIONAL ASPECT BASED ON ISO 31000
(Case Study at Cafe Industry of Sleman Regency, DIY)**

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This research purposes to determine the risk management implementation on the operational aspect of the cafe industry in Sleman Regency, Yogyakarta Special Region. This research is important because the risk management can help the cafe industry to identify, analyze, evaluate, and treat the operational risks systematically.

The type of this research is a case study. Data was collected through observation, checklist, interview, and documentation techniques. The data was analyzed descriptively based on risk management processes in ISO 31000:2009 standard: risk identification, risk analysis, risk evaluation, dan risk treatment.

The results indicated that the risk management implementation on the operational aspect of the cafe industry in Sleman Regency, Yogyakarta Special Region, consisted of: 1) There were 86% of the risks identified by the respondents out of a total of 17 types of operational risks. This result showed that overall, the respondents had been aware of the potential risks. 2) There were 59% of the risks was included in the high risk category, 27% of those was included in the moderate risk category, and 14% of those was included in low risk category. 3) There were 3 options of risk treatment implemented by the respondents namely: sharing, mitigation, and accepting risk.

Keywords: International Organization for Standardization (ISO 31000: 2009), risk management, operational risk, risk.