

ABSTRAK

EVALUASI MANAJEMEN RISIKO PADA RISIKO OPERASIONAL

(Studi Kasus di Taman Wisata Candi Prambanan, Yogyakarta)

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Penelitian ini bertujuan untuk mengevaluasi manajemen risiko operasional di Taman Wisata Candi Prambanan, Yogyakarta. Penelitian ini penting untuk memberikan informasi kepada Taman Wisata Candi Prambanan mengenai proses manajemen risiko terkait risiko operasional. Proses manajemen risiko meliputi identifikasi risiko, analisis probabilitas dan dampak risiko, evaluasi risiko, dan penanganan risiko.

Jenis penelitian ini adalah studi kasus. Data diperoleh melalui pengisian kuesioner dan wawancara. Penelitian ini menggunakan teknik analisis data deskriptif kualitatif dengan menggunakan teori proses manajemen risiko yang dikutip dari Hery (2016).

Hasil penelitian menunjukkan bahwa Taman Wisata Candi Prambanan telah menerapkan proses manajemen risiko yang meliputi identifikasi risiko, analisis probabilitas dan dampak risiko, evaluasi risiko, dan penanganan risiko. Identifikasi risiko operasional ditemukan empat risiko yaitu risiko proses, risiko sistem, risiko insidental, dan risiko bisnis. Evaluasi risiko operasional ditemukan tiga kategori risiko (tinggi, medium, dan rendah). Penanganan risiko operasional ditemukan terdapat tiga cara yaitu mengurangi atau memitigasi risiko, berbagi risiko, dan menerima risiko.

Kata kunci: evaluasi, manajemen risiko, risiko operasional

ABSTRACT

**AN EVALUATION OF THE RISK MANAGEMENT
IN OPERATIONAL RISK
A Case Study at Prambanan Temple Tourism Park, Yogyakarta**

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This research aims to evaluate operational risk management at the Prambanan Temple Tourism Park, Yogyakarta. This research is important in providing information to Prambanan Temple Tourism Park regarding risk management process related to operational risk. The risk management process includes risk identification, probability and impact of risk analysis, risk evaluation, and handling risk.

The type of this research is a case study. Data was obtained by interviews and filling out the questionnaire. This research uses qualitative descriptive data analysis technique by using the risk management process theory quoted from Hery (2016).

The result showed that Prambanan Temple Tourism Park had implemented risk management process which includes risk identification, probability and impact risk analysis, risk evaluation, and handling risk. In operational risk identification, it found four risks namely process risk, system risk, event risk, and business risk. In operational risk evaluation, it determined three categories of risks (high, medium, and low). There were three ways to handle operational risk namely reducing or mitigating, sharing risk, and accepting risk.

Keywords : evaluation, risk management, operational risk