

## SUPERVISION RISK ANALYSIS OF INCREASING CIRCULATION OF GOODS AND/OR SERVICES THAT DO NOT CONFORM TO THE REQUIREMENTS

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### Abstract

*The purpose of this study is to provide an overview of handling high risk by mitigating the risk of unwanted events (KTD) against objectives at the Directorate of Control of Circulating Goods and Services of the Ministry of Trade on Key Performance Indicators from Organizations. The type of research used is quantitative where the research disseminates questions on the large, medium and small impact scales of a risk statement and the data collection technique is through observation, as well as in-depth interviews of emerging risk statements. The results of the research show that through bowtie analysis the impact and the chance of a risk occurring can be reduced by mitigating and approaching large and medium scale risks into a small and missing risk scale. Out of 3 (three) risk statements, there are 2 (two) risk statements that can be reduced and 1 (one) missing risk statement after the mitigation is carried out, namely the unsupervised circulation of goods and services in areas that are not reached by the Mitigation Supervisory Officer, the additional human resources for the Goods and Services Supervisor Officer through Education and Training are carried out.*

**Keywords:** Risk Analysis, Supervision, Circulation of Goods and Services

### INTRODUCTION

Indonesia is a potential market for all products that enter Indonesian territory and are traded in traditional markets and in modern retail, such as imported goods that are traded widely to the public. Apart from that, goods that are imported from abroad are not necessarily guaranteed to have quality standards, quality and those required by the provisions in force in Indonesia, and there is also low awareness of business actors by trading goods that do not meet the quality standards, quality requirements that take advantage of demand. high levels of goods and/or services, in the absence of periodic or periodic monitoring, will have a negative impact on the security, safety, health and environment of consumers.

The impact resulting from the circulation of goods and/or services that do not meet standards is that the quality of the product quickly deteriorates, threatening the safety, health and security of consumers. This is shown by the results of testing of goods products carried out by the Ministry of Trade by testing samples of goods circulating on the market, the results of which were samples of goods that were proven to contain disease bacteria and the durability of goods that were easily damaged.

Likewise, the behavior of the public or consumers still tends to prefer products that are cheap in price even though these products are products that do not meet the required Indonesian National Standards by seeing that the goods or products sold are cheaper, thereby ignoring or neglecting safety and security, health and environment.

Seeing the things above, it is an obligation for the government to issue regulations or take sides that can protect consumers from unfair methods carried out by traders or business actors in trading goods that do not meet the required standards by carrying out supervision

of the goods. goods circulating in the market more effectively and providing sanctions for parties who violate applicable provisions in accordance with Law Number 8 of 1999 concerning Consumer Protection and Regulation of the Minister of Trade Number 69 of 2018 concerning Supervision of Circulating Goods and/or Services.

Explanations about consumer protection can be found in various professional literature and provided by experts or lawyers. The definition of consumer protection is a set of legal principles and rules that regulate relationships and issues between different parties related to consumer goods or services in human interactions.

Economic entities are often understood as entrepreneurs of goods and services, which in this sense also includes producers, wholesalers and retailers. Article 1(3) of the Consumer Protection Law Number 8 of 1999 provides the following definition of an economic entity: "An economic business actor is any individual or legal entity established and registered in the form of a legal entity or subject to the jurisdiction of the Republic. "Indonesia, both individually and jointly through business arrangements in various economic sectors."

Supervision of the movement of goods is carried out in accordance with Minister of Trade Regulation Number 69 of 2018 concerning Supervision of Circulating Goods and/or Services carried out by the Directorate of Supervision of Circulating Goods and Services of the Directorate General of Consumer Protection and Orderly Commerce, in collaboration with the Regional Government, other competent authorities and the public. In the system, supervision can be regular and special, namely operational supervision carried out by Goods and Services Supervisory Officers and Consumer Rights Defense PPNS Consumer Protection based on Consumer Complaints where supervisory officers carry out supervision by ensuring that the goods and/or services in circulation meet the goods quality standards, labeling in Indonesian and equivalent instructions for use. after sales service, service guarantee, sales methods, complaints, guarantees and/or warranties, agreed and/or agreed terms and/or standards.

Arifin & Hadi in Rohman (2017) Supervision or control, supervision is also called control, which is a managerial function related to procedures for measuring performance against given objectives. Terry in Parulian (2017) states that supervision is the process of determining what needs to be done, for example. standard, what is done, e.g. the contractor evaluates performance and makes improvements so that performance is in accordance with plans, or according to regulations.

Based on the preliminary meaning above, it can be formulated that the problem that occurs is how to identify, assess and mitigate the risk of supervision of increasing circulation of goods and/or services that do not comply with regulations.

## **METHOD**

Risk identification requires visualization of risk events in a simple way using techniques that refer to bow tie charts or analysis bowtie diagrams and to assess the scale of opportunity or probability and the scale of impact or impact using a risk heatmap.

The data collection technique is carried out by looking for prime data sources. Primary data was obtained by indirect observation by collecting data through existing sources through reports and documents related to research.

**Figure 1. Risk Heat Map**

Matriks Analisis Risiko 6 x 6			Level Dampak				
			1	2	3	4	5
			Tidak Signifikan	Minor	Moderat	Signifikan	Sangat Signifikan
Level Kemungkinan	5	Hampir Pasti Terjadi	11	16	20	25	29
	4	Sering Terjadi	7	12	17	21	26
	3	Kadang Terjadi	4	8	13	18	23
	2	Jarang Terjadi	2	5	9	14	19
	1	Hampir Tidak Terjadi	1	3	6	10	15

Source: ISO 31000 (2018)

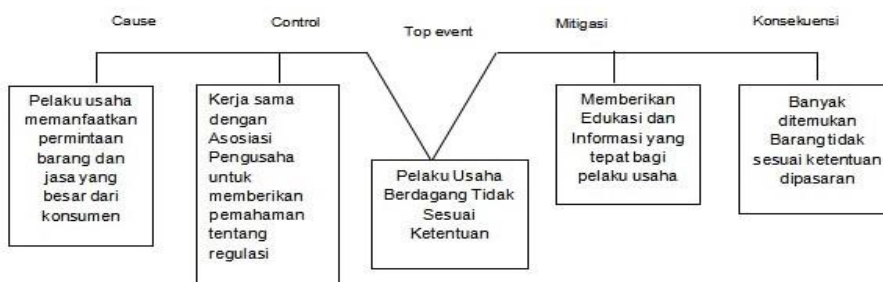
**RESULTS AND DISCUSSION**

**Figure 2. Bowtie diagram risk identification. Non-standard goods circulating on the market**



Source: Data processed by researchers

**Figure 3. Bowtie diagram risk identification. Business actors trading inappropriately provision**



Source: Data processed

**Figure 4. Bowtie diagram risk identification Not monitoring goods and services in other areas**



Source: Data processed

**Table 1. Risk Analysis**

No.	Statement of Risks or Adverse Events	Propability	Risk Impact	Propability (Levels)	Risk Impact (Levels)	Risk Level
1.	Goods and/or services circulating in the market do not meet standards or regulations.	Lack of supervision carried out	Consumers as users are disadvantaged in terms of quality of goods and consumer safety is threatened	4 Very possible	3 Moderat	12 (Mitigation Required)
2.	Economic actors trade goods and services that do not comply with regulations	Lack of Law Enforcement in the field of Consumer Protection	Harm consumers from negative excesses in the circulation of goods that do not meet security, safety, health and environmental (K3L) aspects	4 Very possible	4 Significant	20 (Mitigation Required)
3.	Non-monitoring of Circulating Goods and Services in areas not reached by Supervisory Officers	Lack of Human Resources for Supervisory Officers in carrying out Goods and Services Supervision activities	The increase in goods circulating on the market is not in accordance with the provisions of the applicable standards	4 Very possible	4 Significant	21 (Mitigation Required)

Source: Data processed by researchers

**Table 2. Risk Mitigation**

No.	Mitigation Action Plan	Monitoring or Control	Risk Level
1.	Giving warning letters to business actors not to trade goods and/or services that do not comply with the provisions	Investigate and clarify business actors who do not comply with applicable regulations by imposing sanctions in accordance with applicable regulations.	<i>Acceptable</i> /Acceptable
2.	Carry out guidance, outreach and understanding of consumer protection for business actors.	Providing warnings and Law Enforcement Witnesses for Business Actors who violate provisions.	<i>acceptable</i> /Acceptable
3.	Adding Human Resources to Goods and Services Supervisory Officers Through Education and Training	Collaborate in synergy with relevant stakeholders, both Central and Regional Governments, in an effort to support Goods and Services Supervision activities	<i>acceptable</i> /Acceptable

Source: Data processed by researchers

The Bowtie Analysis diagram in the Top Event states (Many Non-Standard Goods Circulating on the Market) in the variable image of the Bowtie Analysis diagram, there are 3 (three) risk statements where, the first risk statement is non-standard goods circulating on the market with the mitigation of giving a warning to business actors, and control after mitigation is the provision of sanctions in accordance with existing regulations. The risk statement that two business actors are trading and doing business is not in accordance with the provisions, the mitigation carried out is providing appropriate education and information for business actors, and the control carried out is cooperation with business associations. The third risk statement is that goods and services are not monitored. In other regions, the mitigation carried out is the addition of human resources for supervisory officers and the control carried out is in coordination with other interested technical agencies.

## CONCLUSION

Risk analysis using the heat map scale and bowtie diagram analysis can be concluded that the risk analysis of monitoring the increase in goods and/or services that do not comply with the provisions is that there is still a high level of risk that needs to be mitigated, so several mitigations are needed to reduce the existing risk level where (1) Issuing letters of warning to business actors not to trade goods and/or services that do not comply with the provisions, (2) Carrying out guidance, outreach and understanding of consumer protection for business actors, (3) Increasing human resources for Goods and Services Supervisory Officers through education and training.

If mitigation is still deemed not optimal in reducing the risk scale level of risk probability and impact, further monitoring and control is needed by carrying out, (1) tracing and clarifying business actors who do not comply with applicable regulations by providing sanctions in accordance with applicable regulations, (2) Providing warnings and law enforcement witnesses for business actors who violate provisions, (3) Collaborating in

synergy with relevant stakeholders, both central and regional governments, in an effort to support goods and services monitoring activities.

So that after mitigation and control or monitoring the level or level of risk can be reduced, the probability and impact of risk can be accepted or acceptable.

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