

Evaluasi Atas Penerapan Manajemen Keberlangsungan Tugas Pada Kegiatan Layanan Jasa Perbankan Dan Operasional Tresuri = Evaluation of the Implementation of Task Continuity Management in Banking Service Activities and Treasury Operations

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Abstrak

Penelitian ini bertujuan untuk mengevaluasi penerapan Manajemen Keberlangsungan Tugas (MKT) Bank XYZ pada layanan perbankan dan operasional treasuri. Metode penelitian yang digunakan yaitu strategi studi kasus menggunakan instrumen penelitian dokumen, wawancara, dan observasi pada bank XYZ khususnya fungsi-fungsi yang berkaitan dengan layanan jasa perbankan dan operasional treasuri. Informasi yang diperoleh akan dievaluasi menggunakan standar internasional pada ISO 22301-2019 tentang *Security and Resilience - Business Continuity Management Systems – Requirements*. Berdasarkan hasil penelitian, diketahui bahwa secara umum manajemen keberlangsungan tugas Bank XYZ telah sesuai dengan ISO 22301, meliputi konteks organisasi, kepemimpinan, perencanaan, dukungan, operasional, evaluasi kinerja dan perbaikan berkelanjutan. Adapun beberapa kelemahan yang ditemukan yaitu terkait dengan cakupan penilaian risiko, komunikasi internal dan eksternal, program pengembangan kompetensi pihak yang terlibat, cakupan pengujian, alat ukur dan metode pemantauan dan proses perbaikan berkelanjutan. Sementara itu, hal-hal yang menjadi saran dan masukan bagi industri, pendidikan dan masyarakat umum yaitu terkait dengan penilaian risiko yang komprehensif, pentingnya komunikasi, pengembangan kompetensi yang memadai dalam rangka BCM serta alat ukur dan metode evaluasi yang diperlukan untuk efektifitas BCM.

.....This research aims to evaluate the implementation of Bank XYZ's Task Continuity Management (TCM) in banking services and treasury operations. The research method used is the case study method through document research, interviews and observations at XYZ bank, especially functions related to banking services and treasury operations. The information obtained will be evaluated using the international standard ISO 22301-2019 concerning *Security and Resilience - Business Continuity Management Systems – Requirements*. Based on the research results, it is known that in general the continuity management of Bank XYZ is in line with ISO 22301, covering organizational context, leadership, planning, support, operational, performance evaluation and continuous improvement. However, several weaknesses were found, namely related to risk assessment coverage, internal and external communications, competency development programs for parties involved, testing coverage, measuring tools and monitoring methods and continuous improvement processes. Meanwhile, matters that provide suggestions and input for industry, education and the general public are related to comprehensive risk assessment, the importance of communication factors, adequate competency development within the framework of BCM as well as measuring tools and evaluation methods needed for BCM effectiveness.