

Komparasi manajemen krisis di PT. X dengan prinsip business continuity management: business continuity plan = Comparison of crisis management in PT. X with business continuity management business continuity plan

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Abstrak

PT. X merupakan salah satu perusahaan konstruksi yang rentan untuk mengalami krisis karena dipengaruhi oleh banyak faktor yang sulit untuk dikendalikan. Untuk menjaga PT. X agar tetap dapat mencapai tujuan selama menghadapi krisis, dibutuhkan penerapan konsep Business Continuity Management. Salah satu prinsipnya yaitu: Business Continuity Plan. Penelitian ini adalah studi komparasi pada manajemen krisis di PT. X untuk melihat apa saja yang telah diterapkan pada prinsip Business Continuity Plan. Metode penelitian menggunakan kuisioner terkait krisis signifikan dan wawancara terkait penerapan manajemen krisis PT. X. Hasilnya PT. X telah menerapkan elemen proses tanggap darurat namun masih bersifat reaktif dalam tindakan pendeteksian bencana dan proses pemulihan.

PT. X is the construction company that are vulnerable in encountering crisis which are affected by factors that are hard to control. To help sustaining its objectives while facing crisis, they need comprehensive crisis management impelementation which is Business Continuity Management. One of its principle is Business Continuity Plan. This study is a comparasion of crisis management in PT. X with Business Continuity Plan principle. This method use questionnaires about significant crisis in PT. X and in-depth interview about the crisis management implementation. The result show that PT. X has done most of the emergency response process but still acting reactive towards crisis declaration and recovery strategy.