

## **ABSTRACT**

# **SPBE/E-GOV OPERATIONAL RISK MANAGEMENT DESIGN IN RISK CATEGORY HUMAN RESOURCE, SECURITY AND NATURAL DISASTER BASED ON PERMEN PANRB NO. 5 TAHUN 2020: CASE STUDY GOVERNMENT OF BANDUNG CITY**

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*The use of information technology today is growing rapidly. To improve public services and the implementation of quality governance, organizations and agencies utilize technology to perform application-Based Governance System Electronic or e-government. However, the application of this SPBE can result in the emergence of new risks that are vulnerable to occur so that it requires the application of risk management to manage existing risks. Bandung city government is one of the government agencies that are required to implement risk management. In accordance with Government Regulation No. 60 of 2008 on Corporate Internal Control Systems and PERPRES No. 95 of 2018 on Regional Government SPBE that states are required to conduct risk management so as to improve effectiveness in achieving its objectives. Based on these regulations, this research focuses on risk management based on PANRB Regulation No. 5 of 2020 concerning risk management guidelines, and uses additional references, namely the ISO 31000:2018 framework as a stage of risk management design and COBIT 5 for Risk as a reference in determining risk scenarios. This research successfully identified positive and negative risks with a total of nine low risks, six moderate risks, seven high risks. These risks are analyzed, and evaluated for handling so as to produce a draft recommendation for aspects of personnel, namely the development of HR competencies and additional work descriptions, recommendations for process aspects namely SOP for Incident and Problem Management, HR Management policies, incident and problem management, device safety, incident management work instructions or problems and recommendations on technological aspects, namely HR management tools, and incident and problem requests management tools.*

*Keywords:* SPBE, Operational Risk, Risk Management, Bandung City Government, Permen PANRB No. 5 Tahun 2020.