

# Manajemen Risiko Aktivitas Logistik Freight Forwarding pada WSBK Mandalika melalui Pendekatan House of Risk = Risk Management of Freight Forwarding Logistic Activity on WSBK Mandalika through House of Risk Approach

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## Abstrak

Manajemen risiko adalah aktivitas mengetahui, menganalisis, serta mengendalikan risiko dalam seluruh kegiatan perusahaan dengan tujuan memperoleh efektivitas dan efisiensi yang lebih tinggi. Metode yang digunakan adalah House of Risk (HOR). HOR diadopsi dari metode perhitungan Failure Mode and Effect Analysis (FMEA) dan model korelasi Quality Function Deployment (QFD). Pada penelitian ini, manajemen risiko dilakukan pada aktivitas logistik freight forwarding oleh PT Angkasa Pura Logistik untuk proyek WSBK Mandalika di Lombok, NTB. Analisis risiko pada HOR 1 diawali dengan identifikasi risiko melalui diskusi dengan expert dan studi literatur, kemudian dilakukan penilaian terhadap nilai severity dari risk events dan nilai risk agents dari risk agents. Hasil dari HOR 1 menunjukkan 22 risk events dan 44 risk agents. Berdasarkan perhitungan Pareto, didapatkan 20 risk agents prioritas. Risk agent dengan nilai terbesar adalah pekerja kurang kompeten (unskilled) dengan nilai ARP sebesar 2.268. HOR 2 mengidentifikasi 14 langkah preventif untuk mitigasi risiko prioritas. Berdasarkan pengolahan data HOR 2, didapatkan bahwa langkah preventif yang paling efektif untuk dilakukan adalah mengadakan sosialisasi dan training pada pekerja terkait SOP yang berlaku secara rutin sebelum dan selama proyek dengan nilai ETDk sebesar 11.993.

.....Risk management is the activity of knowing, analyzing, and controlling risk throughout all company activities with the aim of obtaining higher effectiveness and efficiency. The method used is the House of Risk (HOR). HOR is adopted from the Failure Mode and Effect Analysis (FMEA) calculation method and the Quality Function Deployment (QFD) correlation model. In this study, risk management was carried out in freight forwarding logistics activities by PT Angkasa Pura Logistik for the WSBK Mandalika project in Lombok, NTB. Risk analysis in HOR 1 begins with risk identification through discussions with experts and literature studies, then an assessment is made of the severity of the risk events and the value of risk agents from risk agents. The results of HOR 1 show 22 risk events and 44 risk agents. Based on Pareto calculations, there are 20 priority risk agents. The risk agent with the highest score is a less competent worker (unskilled) with an ARP value of 2.268. HOR 2 identifies 14 preventive steps for mitigating the priority risk. Based on HOR 2 data processing, it was found that the most effective preventive measure to take was to conduct socialization and training to workers regarding SOPs routinely before and during the project with an ETDk value of 11.993.