

CHAPTER I

INTRODUCTION

This chapter contains the research background, problem formulation, objectives, research scopes, and proposal outline.

1.1 Background

Universitas Andalas is one of the state universities in Indonesia. Universitas Andalas is located in Limau Manis, Pauh, Padang City, West Sumatra. Universitas Andalas has an area of 500 hectares which has various facilities such as a mosque, auditorium, convention hall, minimarket, sports facilities, etc. Universitas Andalas has 15 faculties and 1 graduate school. Therefore, many people in Indonesia, especially in Sumatra, want to continue their higher education at Universitas Andalas. According to the official website of Universitas Andalas, the number of active students currently exceeds 32,000. In 2024, Universitas Andalas admitted 7,505 new students. The following is data on the number of new students at Universitas Andalas over the years.

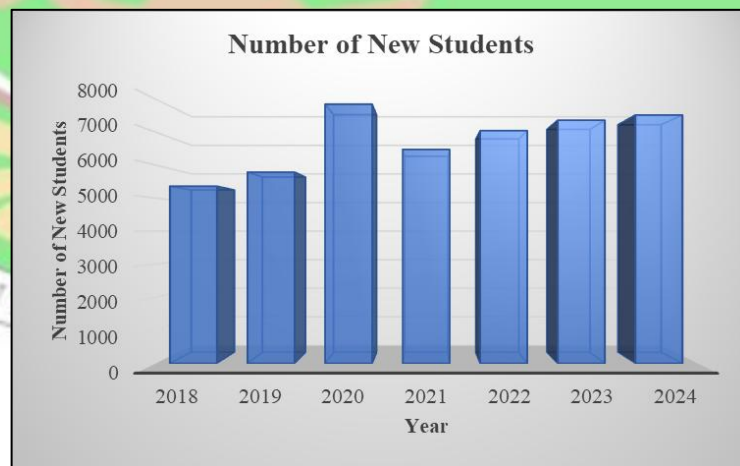


Figure 1.1 Data on The Number of New Students at Universitas Andalas

Based on **Figure 1.1** above, the number of new students admitted to Universitas Andalas has increased throughout the year. Many of these new students

come from various regions across Indonesia and do not yet have a place to live in Padang. Housing, food, and clothing are among humans' primary needs. This illustrates that housing is a crucial aspect of human life because primary needs is something that human have to fulfil in their life (Imansari, 2020). People cannot live properly without a place to stay. This also applies to students pursuing education at Universitas Andalas. Therefore, Universitas Andalas is committed to providing housing for new students through the Unit Pelaksana Tugas (UPT) Asrama of Universitas Andalas, which has now been renamed Andalas Residence.

In carrying out its operational activities, Andalas Residence naturally has an organizational structure. Organizationally, Andalas Residence is under the Directorate of Business and Enterprise Development and the Vice Rector II for Finance and Asset Management. Currently, the Head of Andalas Residence is Dr. Muhammad Hendri, S.P., M.M. The organizational structure of Andalas Residence is illustrated in **Figure 1.2**.

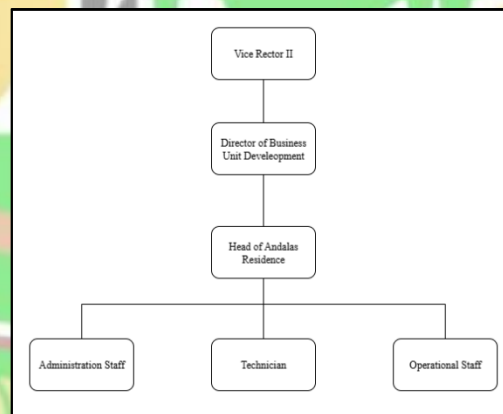


Figure 1.2 Organizational Structure of Andalas Residence

Andalas Residence as a business unit has two performance indicator, which are creating revenue of Rp7.000.000.000 and service quality of 3,5 out of 5. Andalas Residence has a vision as its ultimate goal and missions as the steps toward achieving that vision. The vision and missions of Andalas Residence can be seen in **Figure 1.3**.

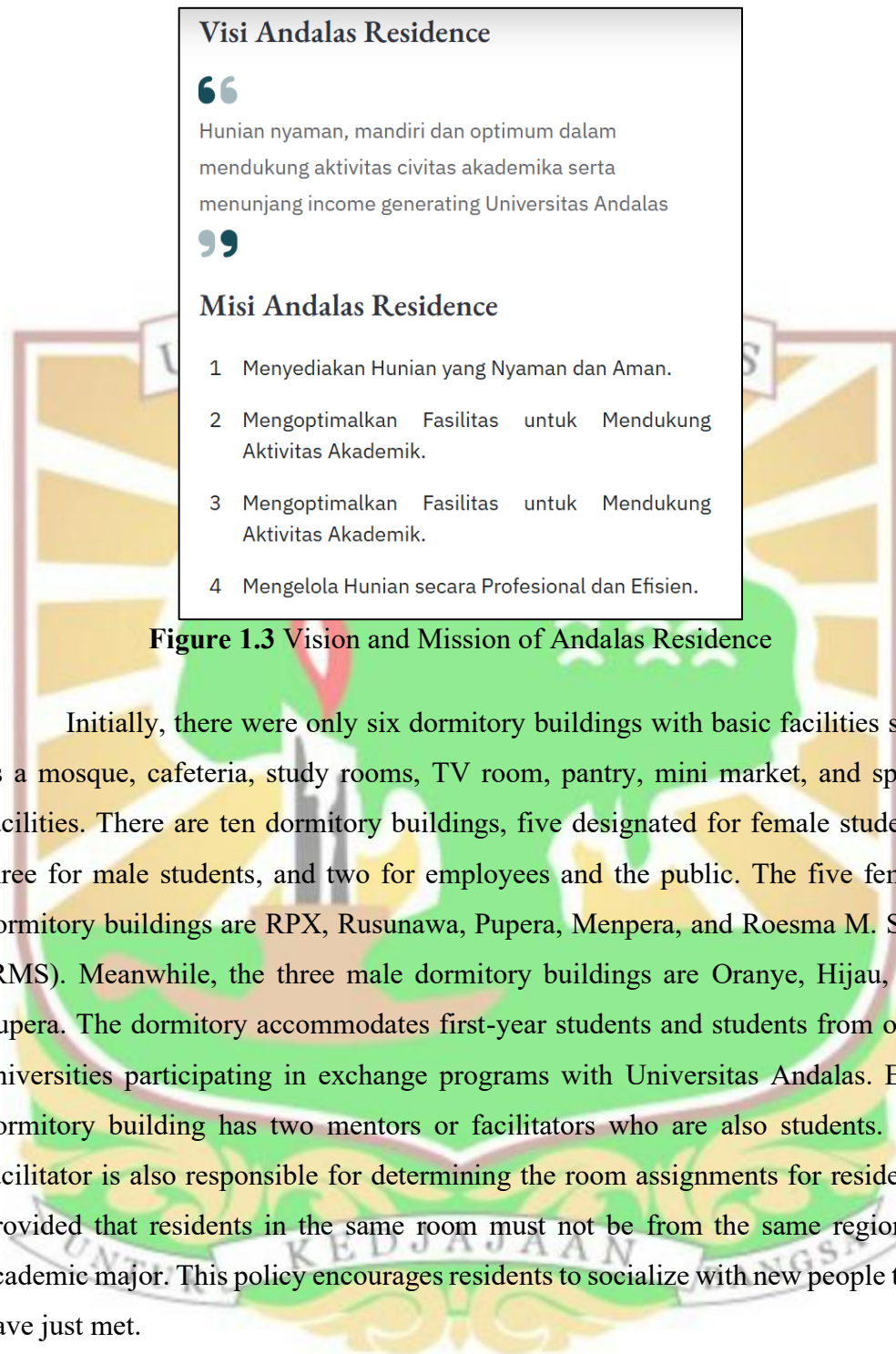


Figure 1.3 Vision and Mission of Andalas Residence

Initially, there were only six dormitory buildings with basic facilities such as a mosque, cafeteria, study rooms, TV room, pantry, mini market, and sports facilities. There are ten dormitory buildings, five designated for female students, three for male students, and two for employees and the public. The five female dormitory buildings are RPX, Rusunawa, Pupera, Menpera, and Roesma M. Sjaff (RMS). Meanwhile, the three male dormitory buildings are Oranye, Hijau, and Pupera. The dormitory accommodates first-year students and students from other universities participating in exchange programs with Universitas Andalas. Each dormitory building has two mentors or facilitators who are also students. The facilitator is also responsible for determining the room assignments for residents, provided that residents in the same room must not be from the same region or academic major. This policy encourages residents to socialize with new people they have just met.

Each dormitory building has a different number of rooms and occupants per room. The data on the number of rooms and dormitory capacity can be seen in **Table 1.1**.

Table 1.1 Data on the Capacity of Each Dormitory Building

No.	Dorm Buildings	Number of Rooms	Number of Capacity
1	RPX	107	237
2	Rusunawa	96	186
3	Pupera I	49	180
4	Menpera	81	238
5	RMS	69	211
6	Oranye	70	188
7	Hijau	69	196
8	Pupera III	40	110
9	Pupera II	49	144
10	ASN	44	44
Total		674	1734

The author conducted direct observations in the Andalas Residence area to understand its actual conditions. In addition, the author also conducted interviews with relevant parties, including the management, facilitators, and dormitory residents. These interviews aimed to obtain a broader perspective on Andalas Residence by considering various viewpoints. The interview with management of Andalas Residence was conducted with Dr. Muhammad Hendri, S.P., M.M. as Head of Andalas Residence and the staff of Andalas Residence. The results of these observations and interviews revealed multiple risks that could hinder Andalas Residence from achieving its goal of providing safe and comfortable housing for Universitas Andalas students. Risk is the potential danger, impact, or consequence that may arise due to an ongoing process or a future event. Risks are always present for individuals and institutions, including business organizations (Ramadhan et al., 2020). Increasing student learning effectiveness is one of the main goals of the education system. However, in the educational context, various risks can affect students' learning processes, individually or collectively (F & Hidayat, 2024). Therefore, it is important to implement an effective risk management approach in educational contexts to identify, evaluate, and reduce these risks. The risks

identified at Andalas Residence include safety and security risks, health and hygiene risks, social and psychological risks, facility and infrastructure risks, and managerial and administrative risks.

Table 1.2 Risk Identification at Andalas Residence

No.	Risk Description	Risk Category
1	Thievery	Safety and Security Risk
2	Leaks in Building	Safety and Security Risk
3	Fires	Safety and Security Risk
4	Environmental hygiene	Health and Hygiene Risk
5	Health problems	Health and Hygiene Risk
6	Air and water quality	Health and Hygiene Risk
7	Conflict among residents	Social and Psychological Risk
8	Discomfort due to noise from other residents	Social and Psychological Risk
9	Difficult to adapt for new resident	Social and Psychological Risk
10	Damaged facilities	Facilities and Infrastructure Risk
11	Power outage	Facilities and Infrastructure Risk
12	Water outage	Facilities and Infrastructure Risk
13	Delay in resolving residents' complaints	Administrative and Managerial Risk
14	Late payment	Administrative and Managerial Risk

The first risk faced by Andalas Residence is related to safety and security. Based on observations and interviews with the residents, three major risks were identified: theft, building leaks, and fire hazards. Theft risks make residents feel unsafe about their belongings. Commonly stolen items include sandals, clothing,

and money. The next risk is related to building leaks. Leaks in the building can cause water pooling, which poses a slipping hazard to residents. Residents may fall due to slippery water puddles. Furthermore, leaks in certain areas can damage residents' belongings, such as desks, wardrobes, or electronic devices. Another significant risk is fire hazards. Small fires can be managed using fire extinguishers available on each floor of the dormitory building. However, many residents do not know how to operate a fire extinguisher.

Andalas Residence also faces risks related to health and hygiene. The first issue in this category is the cleanliness of the dormitory environment. A dirty environment, such as accumulated garbage, can be a source of disease, produce unpleasant odors, and ruin the residence's visual appeal. Since dormitory residents live together, they are also exposed to health risks such as allergies and infectious diseases. Dormitories can be highly susceptible to the spread of contagious illnesses. Another risk involves compromised water and air quality. If the water supply becomes murky, it disrupts residents' activities, such as bathing and washing.

Another risk faced by Andalas Residence residents is social and psychological risks. One example of this type of risk is conflicts among residents. Conflicts between residents can arise for various reasons, and when they occur, they can disrupt the comfort of Andalas Residence. Additionally, residents often feel disturbed by noise from other residents, especially at night. This issue affects both study activities and rest time. Another possible challenge is difficulty adapting to a new environment. Universitas Andalas students from various regions occupy Andalas Residence, and students from the same major are usually not placed in the same room to encourage socialization. However, this can sometimes make it difficult for residents to adapt, particularly when they first move into the dormitory.

The next category of risks is related to facilities and infrastructure. Good facilities and infrastructure are essential for ensuring residents' comfort. However, damages and disruptions to facilities still occur. For instance, damaged furniture

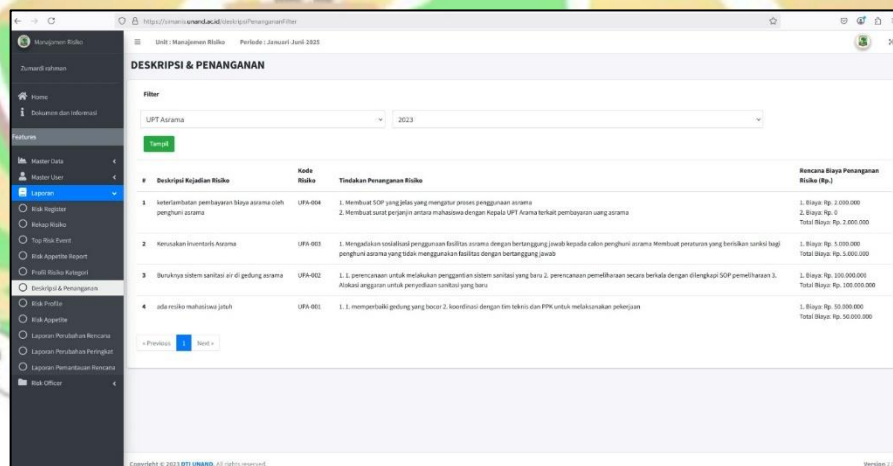
such as desks, chairs, wardrobes, and bathrooms has been reported at Andalas Residence. These damages can result from various factors and inevitably impact residents' comfort. Another risk is power outages. Electricity is crucial in today's world as many activities rely on it. If a power outage occurs, it can disrupt essential activities for the residents. Additionally, water outages have also been experienced at Andalas Residence. Water is a primary necessity for various daily activities. A water outage can hinder basic activities like bathing and washing.

Another risk that may occur at Andalas Residence is related to administrative and managerial aspects. When a problem or issue arises, residents can report it to facilitators in their respective buildings or to the dormitory management for resolution. However, the response time for resolving complaints can be long, sometimes taking days. The long resolution time forces residents to wait uncomfortably before their issues are addressed. Another administrative risk is the delayed payment of dormitory fees. As mentioned, each dormitory building has different rental fees that must be paid in advance. However, some residents are given exceptions and allowed to delay payments. Unfortunately, many residents fail to settle their payments, even after they have moved out. This issue disrupts the dormitory's operations due to financial constraints.

Therefore, managing risk to minimize the possibility of these risks occurring and the resulting impacts is important. Risk management is a systematic approach to identifying, analyzing, and handling potential risks hindering goal achievement (Arta et al., 2021). Every organization must have risk management to protect against risks that could hamper the organization's goals and objectives. Risk has risk components including the possibility of the risk occurring and the impact of its occurrence, so that risk has threats and opportunities (Muhaimin et al., 2022). Organization can manage these risks effectively and efficiently by carrying out risk management (Hidayat & Sodiq, 2023). In the context of student dormitories, the primary goal of risk management is to create a safe, comfortable, and supportive living environment that promotes student learning. As a leading educational institution, Universitas Andalas ensures that its dormitories provide students a safe

and conducive place. The effective implementation of a risk management system at Universitas Andalas' dormitories will involve risk identification, risk analysis, risk evaluation, and risk treatment. Management of Andalas Residence needs to have an in-depth understanding of the types of risks present and how to address them. Training and education for dormitory residents are also essential to effective risk management, ensuring that each individual understands how to maintain safety and security in the Andalas Residence environment.

Universitas Andalas has regulations related to risk management, as shown in Rector's Regulation Number 13 of 2023. Universitas Andalas has implemented risk management for almost all its units through the Sistem Informasi Manajemen Risiko (SIMANIS) Universitas Andalas. This system accommodates each unit conducting structured and clear risk management based. However, for Andalas Residence specifically, only four risks have been identified so far, namely late payment from the residents, damaged inventory, poor water sanitation system, and residents fall due to slippery floor. Risk description of Andalas Residence in SIMANIS can be seen in **Figure 1.2** below.



#	Deskripsi Kejadian Risiko	Kode Risiko	Tindakan Penanganan Risiko	Rencana Biaya Penanganan Risiko (Rp.)
1	terlambat bayar biaya sewa asrama oleh penghuni asrama	URA-004	1. Membuat SOP yang jelas yang mengatur proses pengisian asrama 2. Membuat surat pengantar antara mahasiswa dengan Kepala UPT untuk terkait pembayaran uang asrama	1. Biaya Rp. 2.000.000 2. Biaya Rp. 0 Total Biaya Rp. 2.000.000
2	Kerusakan Inventaris Asrama	URA-003	1. Melakukan inspeksi pengisian fasilitas asrama dengan bertanggung jawab kepada calon penghuni asrama. Membuat peraturan yang berlaku untuk bagi penghuni asrama yang tidak menggunakan fasilitas dengan bertanggung jawab	1. Biaya Rp. 5.000.000 Total Biaya Rp. 5.000.000
3	buruknya sistem sanitasi air di gedung asrama	URA-002	1. 1. perencanaan untuk melakukan penggantian sistem sanitasi yang baru 2. perencanaan pemeliharaan secara berkala dengan dilengkap SOP pemeliharaan 3. Alokasi anggaran untuk penyediaan sanitasi yang baru	1. Biaya Rp. 100.000.000 Total Biaya Rp. 100.000.000
4	ada resiko mahasiswa jatuh	URA-001	1. 1. memperbaiki gedung yang bocor 2. sosialisasi dengan tim teknis dan PPH untuk melakukan pekerjaan	1. Biaya Rp. 50.000.000 Total Biaya Rp. 50.000.000

Figure 1.4 Registered Risk of Andalas Residence in SIMANIS

Therefore, this study is necessary to assist Andalas Residence management in identifying and mitigating additional risks within the dormitory. The more risks identified, the better Andalas Residence can minimize the likelihood of these risks occurring and reduce their impact. Comprehensive risk management is necessary

especially for educational institutions with boarding house to support all parties in carrying out the learning process (Prakoso et al., 2021). This study will contribute to Andalas Residence in achieving their vision, mission, and performance indicator.

1.2 Problem Formulation

Based on the background explained above, the problem formulation for this research is "What are the risks present in the Andalas Residence, and what are the appropriate risk mitigation strategies to minimize the probability and the impact of these risks?"

1.3 Research Objectives

Based on the problem formulation above, the research objective is to conduct risk identification and risk analysis in the Andalas Residence and formulate appropriate risk mitigation strategies to minimize their probability and impact.

1.4 Research Scopes

The scopes of this research are:

1. The implementation of this risk management research based on ISO 31000 is limited only to the stages of risk analysis and risk mitigation design.
2. The formulation of risk mitigation strategies focuses solely on the priority risks that are categorized as medium and high level.
3. The risks analyzed are limited to service-related risks of Andalas Residence.

1.5 Outline of Report

The outlines of this proposal are as follows.

CHAPTER I INTRODUCTION

This chapter contains the research background, problem formulation, objectives, research scopes, and proposal outline.

CHAPTER II LITERATURE REVIEW

This chapter explains relevant theories, including risk, risk classification, types of risk sources, risk management, risk identification techniques, analysis techniques and risk evaluation, and explanations related to previous research.

CHAPTER III RESEARCH METHODOLOGY

This chapter contains explanations regarding relevant theories, including risk, risk classification, types of risk sources, risk management, risk identification techniques, analysis techniques, and risk evaluation, as well as explanations related to previous research.

CHAPTER IV DATA COLLECTING AND PROCESSING

This chapter contains data collection, data processing, ISO 31000-based risk management processes that consists of establishment of scope, context, and criteria, risk identification, risk analysis, risk evaluation, and risk treatment.

CHAPTER V DISCUSSIONS

This chapter contains the analysis of the data processing result that consists of risk identification, risk analysis, risk evaluation, and risk treatment. This chapter also contains the analysis of Sistem

Informasi Manajemen Risiko (SIMANIS), and analysis of social, economic, and environmental impact of this research

CHAPTER VI CONCLUSIONS

This chapter serves as the conclusion, containing explanations of the conclusions drawn from the research conducted and recommendations for future studies.

