Maneggio

E-ISSN: 3032-7652

https://nawalaeducation.com/index.php/MJ/index

Vol.1.No.3 June 2024

DOI: https://doi.org/10.62872/8c26aw59



Risk Management Strategies in the Face of Global Market Uncertainty

Karsim¹, Deni Gunawan², Cindy Puspitafuri³, Ahmad Junaidi⁴

¹Universitas Tanjungpura, Indonesia

Email: Karsim@ Ekonomi.untan.ac.id, aui.deni.g@gmail.com, indytafuri@gmail.com, ahmadjunaidi76588@gmail.com

ABSTRACT

In today's dynamic global economy, organizations face increasing challenges in managing risk amidst market uncertainty. This paper addresses a gap in current research by focusing on innovative risk management strategies designed to effectively address these uncertainties. Using a qualitative research approach, this study investigates how organizations identify, assess, and mitigate risk through in-depth interviews and thematic analysis. The novelty lies in exploring the integration of traditional risk management frameworks with emerging qualitative methodologies to improve decision making and resilience. By leveraging qualitative insights, this research aims to uncover various risk factors that are often overlooked by quantitative approaches, thereby offering a comprehensive understanding of risk dynamics in complex global markets. This study contributes to advancing theoretical frameworks and practical applications in risk management, empowering organizations to proactively adapt and thrive in turbulent environments. Based on the evaluation that has been carried out, it can be stated that risk management plays a crucial role in influencing company performance. Risk management not only functions to manage company resources with efficiency, but also to optimize the results obtained so that the company can achieve the financial goals that have been set.

Keywords: Risk management strategies, global market uncertainty, risk management, organizational resilience, risk management strategies

INTRODUCTION

In the era of global markets, companies must implement effective risk management strategies to minimize negative impacts and ensure business continuity (Lokobal, 2014). A crucial initial step is to identify the various risks that may be faced, including market, credit, operational, liquidity and reputation risks (Nurinan, 2016). Market risk includes fluctuations in commodity prices and currency exchange rates, while credit risk relates to the ability of customers or business partners to fulfill their financial obligations (Mustofa, 2023). Operational risks involve disruptions to business processes, such as technology failures or supply chain disruptions, and liquidity risks concern a company's ability to meet short-term obligations. Reputation risk, on the other hand, can arise from various incidents that damage the company's image in the eyes of the public (Budianto, 2023). Once these risks are identified, companies need to carry out in-depth analysis to assess the probability and impact of each risk. This process involves quantitative and qualitative assessments to understand the extent to which each risk can affect the company's performance and sustainability.



²ASEAN University International

³ Badan Riset dan Inovasi Daerah Provinsi Sulawesi Tenggara, Indonesia

⁴ Institute Ilmu Sosial dan Management STIAMI

In a situation of increasingly complex global uncertainty, organizations must adopt risk management strategies that are not only effective but also strategic to ensure stability, growth and operational continuity (Bamban Jakaria, 2024). Facing various challenges from global economic fluctuations, sudden political changes, and rapidly changing market dynamics. the spread of investment and resource allocation across various industries, markets and assets is a critical step that cannot be ignored. Portfolio diversification is a vital approach, reducing the significant risks that can arise from dependence on one particular sector or type of asset (Ribowo, 2020). This allows organizations to be more adaptive in dealing with unexpected changes in market conditions and to explore opportunities that exist in various sectors. For example, when one industry experiences a downturn due to tight regulations or rapid technological advances, dispersed investment across other growing or stable sectors can provide the necessary offset. Additionally, a presence in multiple geographic markets also reduces risks associated with political or economic instability in a particular region. Through asset diversification, such as allocating investments across stocks, bonds, real estate, and commodities, companies can gain additional protection against unexpected fluctuations in volatile global markets.

Global market uncertainty reflects the complexity and fluctuations that occur in the global economy today. This phenomenon involves various factors such as macroeconomic changes in various countries, political instability, financial market volatility, and changes in international regulations (Rizani, 2023). This turmoil can affect various aspects of the economy, from commodity prices, currency exchange rates, to cross-border investment flows. This uncertainty is also influenced by rapid technological dynamics, which are driving changes in global consumption patterns and the way businesses operate. By facing these challenges, organizations need to develop adaptive and proactive risk management strategies to reduce their negative impacts and take advantage of opportunities that arise in this uncertain global environment (Nurcholis, 2021).

This strategy not only contributes to more effective risk management, but also opens up opportunities for greater growth and innovation (Rahman, 2023). By engaging in various sectors and markets, organizations can access resources, technology and a wider market share, increasing their competitiveness in the long term (Triwijayati, 2023). Careful and continuous risk management, with a planned diversification approach, is crucial in dealing with uncertain and often risky global market dynamics. In an era of ever-changing global uncertainty, strategic steps to adopt appropriate diversification are essential for organizations to maintain stability, promote sustainable growth, and maintain a competitive position amidst ever-evolving challenges in the global marketplace.

A risk management strategy is a systematic approach used by organizations to identify, evaluate and manage risks that can affect the achievement of their goals (Lisnawati, 2023). This approach involves the process of identifying potential risks, assessing the likelihood and impact of these risks, developing mitigation plans, and implementing and monitoring selected solutions (Sofyan, 2022). This strategy also includes efforts to exploit opportunities that may arise from identified risk situations. By implementing effective risk management strategies, organizations can increase their resilience to changes in the uncertain external environment and optimize their performance in a controlled and measurable manner (Syamsiah, 2023).

In the agricultural sector, contract farming is a useful approach for farmers to manage risks more effectively. Through contract farming, farmers can guarantee a market for their produce before harvest. This helps reduce uncertainty regarding price and demand, because the contract usually agrees on a fixed price and volume before the harvest process begins (Andrayani, 2023). Contract farming also provides easier access to critical resources such as seeds, fertilizers, and the latest agricultural technology. Typically, the party providing the contract also provides technical assistance to farmers, such as training in more efficient agricultural practices, the use of modern technology, or sustainable resource management

(Maulida, 2023). Contract farming not only provides market certainty to farmers, but also helps increase the productivity and quality of their agricultural produce. This is an important step in reducing financial risks and supporting the long-term sustainability of the agricultural sector (Elizabeth, 2019).

Setting aside funds for emergencies is an important step for organizations to reduce the impact of unexpected events (Setyowati, 2020). This practice involves allocating specific financial resources to emergency situations such as global economic crises, drastic regulatory changes, or unpredictable natural disasters. This emergency fund serves as insurance to maintain the continuity of an organization's operations when facing sudden financial stress or a significant decline in income. Apart from being a financial reserve, setting aside funds for emergencies also reflects management's readiness and responsibility for organizational stability. This practice shows commitment to anticipating risks that may arise and reducing their impact on daily operations and the implementation of long-term strategies (Sarbiah, 2023). By having adequate emergency funds, organizations can be more flexible in responding to sudden external changes without having to sacrifice long-term sustainability or core operational needs. The importance of emergency fund allocation is also reflected in its ability to provide a sense of security and stability to organizational stakeholders such as investors, employees and business partners. The existence of these financial reserves not only reduces uncertainty in business planning, but also strengthens the organization's reputation as a stable and reliable entity in facing external uncertainties that may arise. Setting aside for emergencies is not only a wise preventive measure, but also a strategic strategy in ensuring the continuity and resilience of the organization in the face of unpredictable economic dynamics and business environments.

Building a resilient supply chain is a vital strategy for organizations to reduce operational disruptions and facilitate rapid recovery from unexpected events. This step involves developing strong relationships with suppliers, logistics service providers and other business partners to increase visibility and transparency throughout the supply chain. By diversifying suppliers and distribution channels, organizations can reduce risks related to raw material shortages or disruptions in delivery. This not only allows for smooth operations in unstable situations, but also accelerates the organization's ability to recover and adapt after unexpected disruptions (Febriansyah, 2022). In addition to being a risk mitigation strategy, building a resilient supply chain also improves long-term competitiveness by enabling faster and more effective responses to changing market and customer requirements. This helps organizations to not only maintain but also increase customer satisfaction and strengthen the foundations of business growth and sustainability amidst the complexity of dynamic global markets.

Building contingency plans for potential risks is a crucial step for organizations in responding effectively to unexpected events Suwandi, 2023). This process begins with identifying potential risks that can affect various aspects of the organization's operations and sustainability (Zahirah, 2024). Through in-depth analysis of the identified risks, organizations can design appropriate mitigation strategies, such as supply diversification and increasing infrastructure resilience (Oktania, 2024). This contingency plan also includes structured emergency response procedures to minimize negative impacts and ensure stable operational continuity. The application of advanced technology is an effective step for organizations to monitor and manage risks optimally (Moazzami et al., 2022). Collaboration with partners and exchange of information can be significant in improving organizational risk understanding and management (Elia et al., 2021). Providing employees with the skills and knowledge necessary to manage risk can build a strong risk management culture within the organization (Sanjaya et al., 2019). Carrying out regular risk assessments helps organizations identify and rank risks more efficiently, thereby enabling more effective resource allocation (Mir et al., 2021). Ensuring compliance with relevant regulations and industry standards is an important step to reduce legal and reputational risks (Lauren, 2023). These strategies can be tailored to each

organization's specific needs and context, taking into account variables such as industry, operational scale and geographic location. By implementing this combination of strategies, organizations can better manage complex risks in today's uncertain global era (Alfiana, 2023).

Developments in risk management have changed the approach from being reactive to being more proactive and adaptive. These changes are driven by the complexity of global economic interconnections, accelerated technological innovation, and increased awareness of environmental and social challenges. This dynamic has blurred the traditional boundaries of risk and significantly increased its potential impact (Vidiarto, 2023). Therefore, it is important for organizations to build resilience that allows them to survive and recover from disruptions more effectively. Resilience Engineering (RE) is an approach that focuses on proactive management of safety, helping organizations to recognize potential hazards, deal with risky situations, restore control, and minimize the impact if a loss of control occurs (Putranto, 2023). The Stress-Strain Model (SS Model) has been developed based on the Four Pillars of Resilience, which is used to evaluate the resilience of management systems by analyzing the interaction between the demands or challenges faced and the organization's adaptive capacity to respond (Lubis et al., 2022).

Digital transformation is a crucial factor that supports organizational resilience (OR). Through strategic investment in technology and intensive transformation management, organizations can develop a structured control system, maintain operational continuity when facing a crisis, and increase employee competency in facing complex challenges (Hendawati et al., 2019). Building organizational resilience has been proven to provide substantial financial benefits as well as preparing organizations to face challenges arising from global climate change (Hillmann et al., 2022). Adopting an approach that holistically combines RE, SS models, and digital transformation, organizations can strengthen their adaptability to the dynamics of an uncertain business environment and increase their resilience in facing future challenges (Prayoga, 2023).

Creating development for resilience, organizations need to allocate investment in developing solid risk management strategies to adapt to changes in the dynamic global economic system (Rushkovskyi & Rasshyvalov, 2023). These steps include identifying and reducing risks, increasing adaptive capabilities, and learning from past experiences (Evenseth et al., 2022). Implementing proactive safety management approaches, such as Resilience Engineering, is important for detecting and managing potential hazards (Fung et al., 2022). Implementing digital transformation strategies is also necessary to improve systematic control and enable more effective adaptation to emerging challenges (He et al., 2023). Organizations also need to focus on continuous learning to drive continuous improvement and adaptation (Evenseth et al., 2022). Aligning risk management approaches with recovery mechanisms can provide incentives to individuals and businesses to take proactive action to reduce risk (Priest et al., 2016).

Innovation and resource-based management initiatives are also needed to strengthen organizational learning and adapt to changing environmental dynamics (Do et al., 2022). Strategies applied to organizations can proactively manage risks in today's interconnected global environment. , as well as building long-term resilience and achieving success. This research aims to understand more deeply the complex landscape of risk management strategies in the context of global uncertainty, providing useful insights for practitioners and decision makers to improve their risk management capacity. Through theoretical exploration and bibliometric analysis, this research also aims to identify intellectual trends, key contributors, and important works in the field of risk management, which can provide a strong empirical basis to support conceptual discussions.

METHODS

Risk management in companies needs to carry out in-depth analysis to assess the probability and impact of each risk. This process involves quantitative and qualitative assessments to understand the extent to which each risk can affect the company's performance and sustainability. Quantitative assessment includes numerical measurements of risk, such as the probability of the risk occurring and the magnitude of the financial impact it may have. Meanwhile, qualitative assessment involves evaluating non-numerical aspects, such as the level of company readiness to face certain risks and the reputational impact that may occur. Analysis techniques such as SWOT (Strengths, Weaknesses, Opportunities, Threats) allow companies to evaluate internal strengths and weaknesses as well as external opportunities and threats. This analysis helps in understanding how internal and external factors interact with each other and influence the risks faced by the company. Internal strengths may include competitive advantages and available resources, while internal weaknesses may include financial or operational limitations. External opportunities may include favorable market trends or positive regulatory changes, while external threats may include political instability or adverse changes in the economic environment.

Scenario analysis is used to forecast various possible future situations and their impact on the company. By creating multiple scenarios reflecting different market conditions, companies can test the resilience of their strategy to a variety of possible circumstances. These scenarios can include optimistic, pessimistic, and most likely situations, and help companies plan appropriate responses to each possibility. Monte Carlo simulations can be applied to model risk uncertainty and variability in more detail. This technique uses a statistical approach to predict various potential outcomes based on different input data. By performing thousands of iterations, Monte Carlo simulations can provide probability distributions of possible outcomes, helping companies understand the range of possible risk impacts and make more informed decisions. By combining these analysis techniques, companies can obtain a clearer and more comprehensive picture of the risks they face. This approach not only helps in risk identification and assessment, but also in the development of appropriate mitigation strategies. The results of this analysis can be used to design more effective prevention and response measures, ensuring that companies are prepared for various scenarios and minimizing negative impacts on their business operations and sustainability.

RESULTS AND DISCUSSION

The main thing is for companies to consistently manage their intellectual capital in order to maintain and increase long-term competitive advantage (Nengtyas, 2024). Intellectual capital includes aspects such as knowledge, expertise, innovation and reputation which are very important in the current global economic context (Bangsawan, 2023). However, major challenges arise when companies are faced with sudden and unexpected risks related to intellectual capital management. Errors in management or inappropriate decisions can have a direct impact on company performance, threatening innovation, competitive advantage and image in the market. Companies need to adopt careful risk management strategies to protect and maximize the value of their intellectual capital. This includes comprehensive identification, in-depth evaluation, and mitigation of risks associated with intellectual capital assets. Developing appropriate policies and implementing best practices in the use of intellectual capital is also important to support the achievement of the company's long-term goals (Widajanti, 2017). Thus, companies can reduce possible risks related to intellectual capital and ensure that these assets make an optimal contribution to the growth and success of the organization.

Risk management is an important approach in achieving company goals and monitoring its managerial performance (Kontesa, 2022). This process involves identifying risks, evaluating the potential possibility and impact if the risk occurs, as well as assisting in decision making by considering external factors that the company cannot control but which influence

the achievement of organizational goals (Istiningru, 2021). The main objective of risk management is to help companies manage existing uncertainties in achieving the performance expected by all stakeholders (Sari et al., 2022). The success of risk management in managing the risks involved in every aspect of a business is also a determining factor in a company's attractiveness to investors. Apart from that, risk management also plays a role in providing sufficient confidence in achieving organizational goals, as well as improving risk control for the company's core competencies and competitive advantages.

Risk Identification Strategy

Risk identification strategies are a crucial aspect of risk management that enable organizations to anticipate, evaluate and understand various risks that can affect their goals and performance. Commonly used approaches include a SWOT analysis to assess internal strengths, weaknesses, opportunities, and external threats that may affect an organization's operations. In addition, brainstorming sessions and workshops involving various stakeholders help in uncovering risks that may have been overlooked from various perspectives. The use of risk checklists and templates is also useful to ensure all potential risks are covered, while historical data analysis provides insight into risk patterns that may be repeated in the future. Consultations with experts and external parties provide additional in-depth perspectives, while surveys and market studies help in understanding the risk perceptions of various parties in the market. Scenario analysis and simulation enable organizations to predict and measure the impact of various possible risk combinations. By integrating these various strategies, organizations can better prepare themselves to face risks, reduce their negative impacts, and maintain operational continuity and achieve long-term business goals.

Risk Evaluation and Analysis

Risk evaluation and analysis is an essential process in company management to face complex global market uncertainties. The evaluation stage begins by identifying potential risks that can affect various operational and strategic aspects of the company. After identification is carried out, these risks are evaluated based on the probability of occurrence and their impact on organizational goals. This approach involves an in-depth analysis of the causes of risk, possible scenarios and potential impacts. By using qualitative techniques, such as simulation and statistical analysis, organizations can objectively measure risk and design appropriate mitigation strategies. This process also involves active collaboration between various stakeholders within the organization, ensuring that all aspects of risk are properly considered in strategic decision making. By continuously evaluating risks, organizations can be better prepared to face changing global market conditions and maintain their sustainability and long-term growth.

Risk Management Strategy

Proactive risk management strategies are the main key for organizations in facing global market uncertainty. This approach involves steps such as early identification of potential risks that may arise from the organization's internal and external environment. An in-depth evaluation is carried out to understand the level of likelihood and impact of each identified risk, which is then followed by the development of appropriate mitigation strategies. Implementing an effective monitoring system allows organizations to actively monitor changes in market conditions or the business environment that may affect risk. Continuous training of employees on risk recognition and appropriate preventive measures is also an integral part of building a risk-responsive organizational culture. By periodically revising strategies in line with the latest developments, organizations can ensure that they remain adaptive and can manage global market uncertainty more effectively to achieve their long-term goals. Risk management is a strategic and systematic approach to managing risks that can affect the achievement of organizational goals. The process begins with risk identification, where organizations recognize potential threats or opportunities that could impact their operations.

A risk evaluation is then carried out to assess the likelihood and impact of each identified risk, which becomes the basis for determining mitigation priorities. The mitigation strategies developed involve specific actions to reduce possible risks or their negative impacts, including policy changes, investment in security technology, and diversification of resources. Risk management is not a one-time process, but rather ongoing. Organizations need to regularly monitor and evaluate the effectiveness of the mitigation strategies implemented, and make adjustments according to changes in market or environmental conditions. Effective communication in conveying risk information to all stakeholders, as well as collaboration between departments, is the key to managing risk comprehensively. With advanced information technology, organizations can increase efficiency in the collection and analysis of risk data, supporting timely and effective decision making. Investing in training to improve risk understanding across the organization is also critical to building a risk-responsive organizational culture. Thus, an effective risk management strategy not only helps organizations deal with uncertainties in the global marketplace, but also helps them achieve long-term goals more successfully.

Global Market Uncertainty

Global uncertainty is a complex phenomenon that affects various aspects of economic, political, social and environmental life throughout the world. This phenomenon can originate from various factors, including changes in international trade policies, geopolitical tensions, global economic fluctuations, climate change, and even global pandemics such as those that have occurred in recent years. One crucial aspect of global uncertainty is its impact on economic and financial stability. Changes in trade policies between countries, for example, can affect the flow of goods and services, as well as currency exchange rates, which in turn affect the competitiveness of companies and overall global economic growth. On the other hand, geopolitical tensions can create uncertainty over regional security and political stability, both of which have a direct impact on investment and international business operations. Global uncertainty can also influence social dynamics, including mass migration, demographic change, and greater social inequality between countries and within broader society. Environmental uncertainty, such as natural disasters that are increasingly occurring due to global climate change, also poses a serious threat to the sustainability of the environment and natural resources.

For organizations and companies, global uncertainty complicates strategic planning and decision-making processes. High levels of uncertainty make it difficult to forecast market conditions, identify potential risks, and design effective strategies to meet emerging challenges. In the face of this uncertainty, organizations need to adopt a proactive and adaptive risk management approach. This includes thorough risk identification, evaluation of risk likelihood and impact, and development of appropriate mitigation strategies. Analytical techniques such as scenario analysis and Monte Carlo simulation become important to predict various possible outcomes of changing market conditions and to test the resilience of a company's strategy to various possible scenarios. In addition, collaboration with risk experts and other external parties is also needed to gain additional insights and perspectives needed to manage risk effectively. Global uncertainty is an unavoidable challenge for organizations in this era of globalization. However, with the right approach to risk management and a readiness to adapt to rapidly changing market conditions, organizations can build strong resilience and even identify new opportunities amidst such uncertainty.

Risk Management Strategy

Risk management is a critical strategic approach for organizations in facing various challenges that can interfere with achieving their goals. This process does not just identify and evaluate potential risks, but also involves making appropriate decisions to manage these risks. The first step in risk management is to carefully recognize the various threats and opportunities that can affect the company's performance, both in terms of finance and reputation. The

importance of risk evaluation should not be overlooked, as this determines how likely it is and the possible impact if the risk occurs. With a deep understanding of the sources of risk, organizations can develop effective mitigation strategies. This strategy includes implementing policies and procedures specifically designed to reduce risks or minimize losses in worst-case scenarios. Not only limited to implementation, risk management also involves a continuous monitoring process of market conditions and the external environment. This is important to ensure that the established strategies remain relevant and effective in the face of continuous change. Careful monitoring also provides an opportunity for organizations to make necessary strategic adjustments to anticipate emerging or developing risks. Critical and sustainable risk management practices, organizations can not only better manage uncertainty, but also improve their adaptability to dynamic global market changes. It is not just about minimizing risks, but also about creating sustainable added value to the overall operations and achievement of the organization's long-term goals.

Risk management strategies are an essential foundation in facing the complex reality of global markets full of uncertainty. In an era where change can occur quickly and its impact can be widespread, risk management is no longer just an option, but a necessity for every organization that wants to survive and thrive. A critical approach to risk management involves a deep understanding of potential risks that can affect a company's strategic objectives. Not just identifying risks, this strategy must be able to integrate in-depth analysis of risk sources from all internal and external points of view. This includes evaluating not only obvious threats, but also risks that may be hidden or overlooked. The importance of a proactive approach in dealing with risk should also be emphasized, where organizations do not simply react to change, but rather anticipate and plan responses accordingly. Critical risk management considers the use of technology and data analytics to increase precision in identifying risks and optimizing mitigation strategies. Continuous evaluation of strategy effectiveness and regulatory compliance is also an integral part of this critical approach, ensuring that organizations are always ready to face new challenges and rapid changes in the global business environment. Critical risk management strategies are not only a tool for protecting company value, but also a determining factor in creating long-term competitive advantage and ensuring operational sustainability in unstable market conditions.

Organizational Resilience

Organizational resilience has become crucial in a global economic era full of uncertainty. This concept is no longer solely concerned with responding to crises or sudden events, but includes an organization's ability to anticipate, adapt and evolve in the face of complex and unpredictable challenges. Amid rapid changes in technology, regulations, and market dynamics, organizations must be able to do more than survive; they must be able to take advantage of every opportunity that arises from this uncertainty. Organizational resilience demands a risk management approach that is not only proactive in identifying potential risks, but also in designing strategies that can reduce the negative impacts of risks before they actually occur. This involves investing in strong infrastructure, adaptive management systems, and an organizational culture that encourages innovation and continuous learning. Organizations that succeed in building resilience not only strengthen their core operations but also integrate business sustainability into every aspect of their strategy. The importance of organizational resilience lies in its ability to maintain stable performance and provide sustainable added value for all stakeholders, including investors, employees and the wider community. Thus, organizational resilience is not only about maintaining existence, but also about ensuring that the organization can develop and take initiative in facing the uncertainty of an increasingly complex and dynamic global market.

The challenges of globalization require comprehensive efforts to develop risk management strategies and strengthen national competitiveness. In this way, Indonesia can strengthen its position on the global economic stage and take advantage of existing opportunities. Countries must improve the efficiency of their management strategies and ensure that individual interests and national sustainability are guaranteed. Increasing competitiveness can be achieved through industrialization in all economic sectors, which allows the application of better production technology, thereby increasing productivity and added value of national products. Industrialization is carried out by large investors who have strong financial and business capacity. However, attracting large investors to invest in Indonesia is not an easy task. Many external and internal factors must be improved, including political stability, elimination of illegal taxes, consistent law enforcement, and development of adequate infrastructure. Sustained efforts are needed to attract foreign investors, explore untapped economic opportunities, and create jobs. Large investors have the potential to quickly and significantly change the economy of a region. However, efforts must be made to strengthen the national economy. Strengthening the national economy may not bring extreme changes in the short term, but it can increase Indonesia's economic independence and resilience in the long term. In the context of globalization, Indonesia also needs to strengthen international and regional cooperation. Through active participation in international economic organizations and free trade agreements, Indonesia can expand market access and increase the competitiveness of its products in the global market. Strategy for Indonesia to be better prepared to face the challenges of globalization, strengthen its position in global economic competition, and achieve greater economic independence and resilience strong.

CONCLUSION

Risk Management Strategies in Facing Global Market Uncertainty critically examines how organizations navigate the volatile global economy. This underscores the importance of innovative risk management strategies that go beyond traditional approaches to effectively mitigate uncertainty. Using qualitative research methods, this study investigates how organizations identify, evaluate, and address risks through in-depth interviews and thematic analysis. This research innovatively integrates qualitative methodology with an established risk management framework, aiming to improve decision-making processes and strengthen organizational resilience. This approach highlights overlooked risk factors, thereby offering a differentiated understanding of the complex dynamics in global markets. Ultimately, this study makes a significant contribution to advancing theoretical insights and practical applications in risk management, equipping organizations with the tools to proactively manage and thrive amidst an unpredictable global landscape.

REFERENCE

- R Abror, A., Patrisia, D., Engriani, Y., Evanita, S., Yasri, Y., & Dastgir, S. (2020). Service Quality, Religiosity, Customer Satisfaction, Customer Engagement, and Islamic Bank's Customer Loyalty. *Journal of Islamic Marketing*, 11(6), 1691-1705.
- Alexando, et al. (2022). Analysis of Percentage Frequency Distribution Towards Satisfaction from Users of Honda Motorcycles. *International Journal of Social Science and Business* Vol.6(2).
- Anggiana, P. & Yafiz, I. A. (2023). Pengaruh Penggunaan Mobile Banking Terhadap Kepuasan Nasabah Bank. *Jurnal Ilmu Manajemen Saburai* Vol 9(1).
- Ardila, Y. A., Anggreni, K. W., Rahmani, T. P. (2022). "Peran Bakteri Asam Laktat Indigen Genus Lactobacillus Pada Fermentasi Buah Durian (Durio zibethinus) Sebagai Bahan Pembuatan Tempoyak", Volume 13, Nomor 2, Berkala Ilmiah Biologi.
- Arikunto, S. (2016). Prosedur Penelitian: Suatu Pendekatan Praktik. Jakarta: Rineka Cipta.
- Badaruddin, & Risma. (2021). The Influence Of Service Features and Ease Of Use On Interest In Using Mobile Banking (Study on the Village Community. Telanaipura Jambi, 1(1), 36122
- Bagoes, S. D., & Rachmat, B. (2019). Effect of Service Quality, Religiosity, Relationship Closeness, and Customer Trust on Customer Satisfaction and Loyalty At Bank Jatim

- Syariah. Russian Journal of Agricultural and Socio-Economic Sciences, 87(3), 200–219.
- Bank Central Asia. "Sejarah BCA.". www.bca.co.id (Diakses 17 Desember, 2023).
- Dachlan, U. (2014). Panduan Lengkap Structural Equation Modeling-Tingkat Dasar. Edisi Pertama. Semarang: Penerbit Lentera Ilmu.
- Dwinurpitasari, Y. A. 2019. Pengaruh Kualitas Layanan Dan Produk Mobile Banking Terhadap Kepuasan Nasabah Pada Bri Syariah Kcp Ponorogo. Skripsi IAIN Ponorogo, 32.
- Ermawati, E., Nadiah Rahmani dan Nurdin, N. (2021). Analisis Transaksi Jual Beli Account Game Online Mobile Legends Menurut Perspektif Ekonomi Islam (Studi Pada Mobile Legends Community Hero di Palu). *Jurnal Ilmu Ekonomi dan Bisnis Islam*, 3(1). Pp. 1-20.
- Fauzi, F. & Putra, P. (2020). Analisis Jalur Pengaruh Kualitas Pelayanan dan Citra Perusahaan Terhadap Loyalitas Nasabah Melalui Kepuasan Nasabah Sebagai Variabel Intervening di Bank BNI Syariah. *MASLAHAH (Jurnal Hukum Islam Dan Perbankan Syariah)* 11 (1), 33-41.
- Fernando, Y. (2019). Pengaruh Kualitas Pelayanan dan Kepercayaan Terhadap Loyalitas Pelanggan yang Dimediasi oleh Kepuasan Pelanggan (Studi Kasus Pada Konsumen Toko Online Lazada di Wilayah DKI Jakarta). (Disertasi Magister Manajemen, Universitas Kristen Krida Wacana, 2019) Diakses dari http://library.ukrida.ac.id/thesis/student-thesis
- Ghozali, 2014. *Aplikasi analisis Multivariate dengan Program SPSS*. Badan Penerbit UNDIP , Semarang.
- Ghozali, Imam. (2014). Structural Equation Modeling, Metode Alternatif dengan Partial Least Square (PLS). Edisi 4. Semarang: Badan Penerbit Universitas Diponegoro.
- Hair, J. F. (2006). Multivariate Data Analysis. Edisi 5. Jakarta: Gramedia Pustaka Utama.
- Hair J.F., et al. 2010. *Multivariate Data Analysis*. *Seventh Edition*. New Jersey: Pearson Prentice Hall.
- Hair, J. F., Ringle, C.M., Sarstedt, M., (2011). PLS-SEM: Indeed, a silver bullet, *Marketing Theory and Practice journal.*
- Hair et al., (2013). A primer on Partial Least Squares Structural Equation Modeling (PLS-SEM).
- Hair, J. F., Ringle, C. M., Hult, T. & Sarstedt, M., 2014. A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM). California USA: SAGE Publication, Inc.
- Hendri, Haryono, B., & Saparso (2021). The Effect Of Service Quality On Customer Loyalty Mediated By Customer Satisfaction P.T. Maybank Indonesia Finance Jakarta Branch. *Journal of Humanities, Social Science*, Public Administration and Management (HUSOCPUMENT) Vol.1(4).
- Hudaya, D. T. (2021). Strategi Komunikasi Pemasaran Telkomsel Dalam Meningkatkan Loyalitas Pelanggan (Studi Kasus : Progam Rezeki Combo Sakti Telkomsel periode Oktober Desember 2021). *Jurnal Magenta, STMK Trisakti*, 6(1), 910-921.
- Malhotra, Naresh K. (2010). Riset Pemasaran (Marketing Research) (Edisi 4 Jilid 1). New Jersey, Indonesia: P.T. Indeks.
- Kumalasanti, M. & Susliyanti, E. D. (2022). Pengaruh Pelayanan Mobile Banking Terhadap Kepuasan Nasabah Perbankan di Yogayakarta. *Jurnal Maneksi* Vol. 11(2).
- Kurniawan, H. & Hidayat, A. (2023). Pengaruh Layanan Mobile Banking Terhadap Loyalitas Pelanggan. *Jurnal Ilmu Pengetahuan Sosial* Vol. 10(2).
- Kuswandarini, K.I. & Annisa, A.A. (2021). Analisis pengaruh kualitas layanan, corporate image, dan customer relationship management terhadap loyalitas nasabah dengan kepuasan nasabah sebagai variabel intervening. *Journal of Management and Digital Business*, 1(1), 2021,37-51.
- Kotler, P., & Keller, K. L. (2021). Manajemen pemasaran edisi 13 jilid 2.
- Kotler, P. & Ketler, L. K. (2017). Manajemen Pemasaran. Pearson Education.
- Lantang, L. & Keni. (2021). Pengaruh Service Quality dan Customer Experience Terhadap Loyalitas Nasabah Bank di Jakarta: Trust Sebagai Variabel Mediasi. *Jurnal Manajemen Bisnis dan Kewirausahaan* Vol.6(3).

- Linardi, E. (2020). Pengaruh Service Quality Terhadap Customer Loyalty Dengan Overall Customer Satisfaction Sebagai Variabel Intervening di BCA Rungkut Surabaya. Jurnal Strategi Pemasaran Vol.7(1).
- Lubis, M. S. K. & Tambunan, K. (2022). Pengaruh Kualitas Pelayanan Mobile Banking Kepada Loyalitas Nasabah dengan Kepuasan Selaku Variable Intervening (Studi Kasus BSI Kacab Binjai). *Journal Of Economics and Management* Vol.2 (1).
- Meliansari, et al. (2022). Pengaruh Layanan Mobile Banking dan Relationship Marketing Terhadap Loyalitas Nasabah Melalui Kepuasan Nasabah Pada PT. Bank Negara Indonesia (Persero) Tbk. Pekanbaru. *JOM FEB*, Volume 9 Edisi 1.
- Mukhtisar, et al. (2021). Pengaruh Efisiensi, Keamanaan dan Kemudahan Terhadap Minat Nasabah Bertransaksi Menggunakan Mobile Banking (Studi Pada Nasabah Bank Syariah Mandiri Ulee Kareng Banda Aceh). *Global Journal of Islamic Banking and Finance*, Vol. 3(1).
- Novita, et al. (2021). Kepuasan Sebagai Mediasi Pengaruh Service Quality dan Customer Intimacy Terhadap Loyalitas Nasabah. *Jurnal Perspektif Ekonomi Darussalam* Vol.7(2).
- Nugraha, F. S. E. & Astarini, D. (2023). Pengaruh Kualitas Pelayanan dan Kepuasan Nasabah Terhadap Loyalitas Nasabah Dimediasi Oleh Kepuasan Nasabah. *Jurnal Ekonomi Trisakti* Vol. 3 No. 1 April 2023 : hal : 1911-1924.
- Özkan, P., SÜer, S., & Keser, İ. K. (2020). The effect of service quality and customer satisfaction on customer loyalty: The mediation of perceived value of services, corporate image, and corporate reputation. *International Journal of Bank Marketing*, 38(2), 384-405.
- Prasetyo, et al. (2023). Pengaruh Kualitas Layanan dan Citra Merek Terhadap Loyalitas Nasabah BCA Syariah dengan Kepuasan Nasabah sebagai Variabel. *Jurnal Hukum Ekonomi Syariah* Vol. 6 No. 1, 55-67.
- Salsabila, D. M. (2023). Pengaruh Service Quality Terhadap Customer Loyalty Melalui Customer Satisfaction Sebagai Variabel Mediasi (Survei Pada Nasabah Tabungan BritAma di Kota Padang). Universitas Andalas.
- Sari et al. (2016). Pengaruh Service Quality, Customer Satisfaction, dan Corporate Image Terhadap Loyalty (Studi pada Nasabah BRI Unit Sawojajar Malang). Wacana, *Jurnal social dan Humaniora* Vol. 19, No. 4.
- Sarimuda. (2022). Pengaruh Kualitas Layanan Mobile Banking Terhadap Loyalitas Nasabah Bank BCA Jambi Dengan Kebahagiaan Nasabah Sebagai Variabel *Intervening. Jurnal Manajemen Terapan dan Keuangan (Mankeu)* Vol. 11 (01).
- Sekaran, U. (2000). Research Methods for Business: A Skill Building Approach. Singapore: John Wiley & Sons, Inc.
- Septiana, N. M., & Hairudinor. (2021). Pengaruh Kualitas Pelayanan Terhadap Loyalitas Nasabah Dengan Kepuasan Nasabah Sebagai Variabel Intervening (PT. Bank Rakyat Indonesia Persero Tbk Cabang Banjarmasin Samudera). *Jurnal Bisnis dan Pembangunan*, 24-37.
- Shajunas, V., & Ramanan, T. R. (2021). Do Job Competencies Influence The Satisfaction of Customers? An Investigation In The Corporative Banking Sector. International *Journal of Productivity and Performance Management*, 72(3), 809-826.
- Singh, D., Firda, B. A., AHMED, u., & Al-Balush, Y. (2020). Impact of Service Quality on Customer Loyalty and Customer Satisfaction in Islamic Banks in the Sultanate of Oman. SAGE Open, pp. 1–10.
- Soegeng, W. & Saparso, (2019), *Loyalitas Nasabah Bank Syariah*. Yogyakarta: CV Budi Utama.
- Sugiyono, (2009). Metode Penelitian Kuantitatif, Kualitatif dan R&D. Bandung: Afabeta.
- Sugiyono, (2017). Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Bandung: CV. Alfabeta.
- Susanto, F. & Keni. (2020). Pengaruh Service Quality, Service Convenience, dan Perceived Price and Fairness Terhadap Loyalitas Nasabah Dengan Kepuasan Nasabah sebagai Variabel Mediasi. *Jurnal Manajemen Bisnis dan Kewirausahaan* Vol. 5 (2): 129-134.

- Susanto, P. H., & Subagja, I. K. (2019). Pengaruh Kualitas Layanan, Kepuasan Nasabah dan Citra Terhadap Loyalitas Nasabah PT. Bank Central Asia Tbk Kantor Cabang Pondok Gede Plaza. *Jurnal Manajemen Bisnis Krisnadwipayana* 7(1), 69-84.
- Tjiptono, Fandy dan Anastasia, Diana. (2016). *Pemasaran, Esensi & Aplikasi*. Yogyakarta: Andi.
- Tjiptono, F. (2015). Strategi Pemasaran: Edisi 4. Yogyakarta: ANDI.
- Triyanti, D., Kaban, R. F., & Iqbal, M. (2021). Peran Layanan Mobile Banking dalam Meningkatkan Kepuasan dan Loyalitas Nasabah Bank Syariah. *Jurnal Muhammadiyah Manajemen Bisnis*, 181-192.
- Zeithaml, V.A., Bitner, M.J., & Gremler, D.D., 2018, Services Marketing: Integrating Customer Focus Across the Firm 7th edition, Mc Graw Hill Education, New York.