

**Internal Control System On The Giving Of Rakyat Usaha Credit (KUR) PT Bank Rakyat
Indonesia (Persero), Tbk.**

^[1]Andreas Rafliansyah Putra I,^[2] Merlyana Dwindi Yanthi,^[3] Hazlina Haslan

^[1]State University of Surabaya, Indonesia

^[2]State University of Surabaya, Indonesia

^[3]Universiti Teknologi Mara, Malaysia

^[1] andreas.19097@mhs.unesa.ac.id,^[2] merlyanayanthi@unesa.ac.id

ABSTRACT

This research aims to overcome the problems that exist in BRI Bank, and find out how the internal control system of KUR lending through online submission has recovered from the system maintenance period. This research method uses Qualitative with a Case Study approach, using data collection techniques, namely interviews, documentation, and observation. The results showed that the internal control system in the provision of KUR credit through online submission already exists but is not optimal. With this research, the results of observations and proposals for the internal control system in granting credit with online submissions can become a reference in carrying out online submissions on KUR loans at PT Bank Rakyat Indonesia (Persero), Tbk.

Keywords : *Internal control system; Online submission; BRI Bank; Rakyat Usaha Credit (KUR)*

I. INTRODUCTION

The role of MSMEs in accelerating economic growth is positive for Indonesia. MSME owners need capital providers to help increase business capital. One form of business fund capital provider for MSME owners is banking. Banks are institutions that act as financial intermediaries between savers who save money and borrowers who receive loans from the bank. Alwi, et al. (2021). The well-known bank in Indonesia as the largest provider of MSME capital is Bank Rakyat Indonesia (BRI), Sunarso (2022). Bank Rakyat Indonesia (BRI) is one of the state-owned banks that offers various services such as savings, deposits, and savings loans. A helpful facility for MSME owners from Bank Rakyat Indonesia called Kredit Usaha Rakyat (KUR). Kredit Usaha Rakyat (KUR) is a government programme to make it easier for Micro, Small and Medium Enterprises (MSMEs) to obtain financing through Bank Rakyat Indonesia with a guarantee pattern. In the context of implementing policies to accelerate real sector development and empower MSMEs, the KUR programme aims to increase the ability of business capital and can help accelerate the Indonesian economy. The benefit of KUR Bank Rakyat Indonesia (BRI) is that the interest offered is very reasonable at 6% per year and 0.41% per month. The advantages of KUR BRI are very beneficial for MSMEs,

especially during a pandemic that helps individual MSMEs with low interest and long tenors. Aura, et al. (2022). The KUR loan type is specifically designed for micro, small and medium enterprises (MSMEs).

PT Bank Rakyat Indonesia (Persero), Tbk is a bank that provides People's Business Credit (KUR) to customers who already have a business for investment and working capital purposes. For investment needs, especially the construction, purchase, advancement of business premises, procurement of functional vehicles. People's Business Credit (KUR) can be used to fulfil all the supporting needs of business founders. Maslikhah, et al. (2021). PT Bank Rakyat Indonesia (Persero) has a KUR loan programme by submitting loan requirements online, but customers do not understand how the procedure for submitting online through the official website of Bank BRI. With online submission, it can be an alternative for customers to apply for loans without having to come offline to apply for credit.

Prospective KUR loan recipients are required to prepare several files and the type of MSME that has been running in order to facilitate the online KUR loan application process. The process of applying for KUR credit online until realisation consists of filling in the E-Form, BI Checking, business location survey, credit decision, contract signature, realisation,

distribution/disbursement. In supervising the online submission of KUR loans to prospective customers, PT Bank Rakyat Indonesia (Persero), Tbk needs an internal control so that the company can achieve its predetermined goals, and be able to improve lending performance and reduce the risk of bad credit in lending.

In overcoming the problem of long queues at the customer service caused by the disbursement of KUR loans, it can supervise the provision of KUR loans, Bank BRI needs to conduct an evaluation to see whether the program has run well and in accordance with the regulations set by the public authorities. By conducting supervision, it can be useful to avoid credit problems and is useful for the effectiveness of providing KUR credit to customers. Based on the background, this study tries to discuss and supervise and analyze the internal control system in the KUR lending process carried out at PT Bank Rakyat Indonesia (Persero), Tbk, with the title "**Internal Control System On The Giving Of Rakyat Usaha Credit (KUR) PT Bank Rakyat Indonesia (Persero), Tbk**".

II. RESEARCH METHOD

In this type of research using qualitative. qualitative with a type of case study, namely research on events and settings in depth with the aim of getting a picture of a case under study,

by collecting various information and then processed to get a solution to solve the problems revealed in the research.

Research data sources consist of primary data sources and secondary data sources. Primary data in the form of data sources obtained from information from parties directly related to PT Bank Rakyat Indonesia (Persero), Tbk, by interviewing Marketing (Mantri) PT Bank Rakyat Indonesia (Persero), Tbk, and KUR Credit customers. While secondary data sources are in the form of indirect data that allows providing additional data to complement primary data. In supporting the discussion of this research, data originating from companies in the form of historical reports compiled in archives, and materials related to the discussion, in the form of data reports collected directly from internal control over KUR credit reports provided by the company.

The method used is a Case Study used to find out thoroughly about a programme, event, process, action, feasibility of online submission at BRI Bank on providing credit to customers, and to find out how effective the online submission is.

Data analysis techniques are techniques used in a study with certain methods. Analysing data in this study uses a qualitative case study method. This method explains how

the process of something becomes clear and real, so the presence of a phenomenon can be interpreted as something that exists and appears according to the facts.

III. RESULTS AND DISCUSSION

Given the variety of risks, the internal control system requires more attention to reduce the possibility of risk occurrence. Therefore, the internal control system is very important for bank operations. One of the latest innovations that has a significant impact on improving the company's objectives is the online application process for credit provided by Bank BRI.

With the results of interviews with Bank BRI X, the existence of the 5 COSO Components at Bank BRI X makes the development of an internal control system for Online Submissions on credit granting, in order to help Bank BRI X avoid various problems when granting credit to customers.

DISCUSSION

Internal control can be defined narrowly or broadly. Internal control in a broad sense includes not only inspections but also all business management methods. The processes influenced by human resources and information technology systems to enable an organisation to achieve its specific objectives are known as

internal controls, Cahyani & Iswanaji (2021).

In research F. F. D. Pasalbessy (2021) explains that to consider providing a structure to achieve the objectives of a company using the COSO theory as a reference for how much control is expected in circumstances related to achieving element objectives.

Internal control, as defined by COSO, is a causal process that permeates an organisation's operational activities and is an essential component of basic management activities. Online submission at Bank BRI X is an innovation to provide efficiency to Bank BRI X employees, and shorten the time in doing Realisation. The important thing in implementing Online Submission is the need for Internal Control at every stage, using the COSO theory can understand the internal control system for Online Submission on Lending at Bank BRI X. The COSO theory of internal control has 5 components and 17 principles which can be seen in appendix 2. The following is a description of the internal control system for online submissions on the provision of credit at PT Bank Rakyat Indonesia (Persero), Tbk:

Table 1. COSO Control Environment

	COSO	Bank BRI X
1	Demonstrate commitment to integrity and ethical values	In accordance with the vision and mission of Bank BRI All employees are committed and management has communicated that it is mandatory to comply with all regulations and carry out the responsibilities of each division.
2	Carry out supervisory responsibilities	All employees must be aware of and supervise the new online submission system. In order for all employees to understand the new online submission system, the internal bank also understands the flow and how to make online submissions.
3	Establish structure, authority and responsibility	The bank has established the structure, authority and responsibility in accordance with the jobdesk of each division.
4	Demonstrate commitment to competence	Provide training to all employees on the Online Submission system for credit granting
5	Enforce accountability	With the online submission system for credit granting, all employees, especially for Mantri, are required to report every time they get a customer, in

order to find out whether the online submission performance at the Bank is running well or not.

Bank BRI X must pay attention to all employees of Bank BRI X in carrying out the duties and authorities that have been given.

Table 2. COSO Risk Assessment

	COSO	Bank BRI X
1	Determine appropriate objectives	Bank BRI X with the online application system that has recovered from the system maintenance period, the bank must determine and carry out the company's objectives, namely increasing the number of credit loan customers, reducing the duration of the queue when making realisation, and maximising the company's MPL figure.
2	Identify and analyse risks	In identifying and analysing risks to the system, the bank conducts monthly evaluations.
3	Assessing fraud risk	In determining customers

	during Online Submission, the Bank will validate using <i>BI Checking</i> .	common controls over technology	submission system at Bank BRI X, the Bank is obliged to provide supervision and development of the online submission system, by evaluating the online submission process.
4	Identify and analyse significant changes	Bank BRI X is required to identify and analyse the changes in credit granting, from offline submission to online submission.	

Bank BRI X needs to determine whether the prospective customer is committing fraud and whether the operation of the online application is correct or not. At Bank BRI X, the online application system will be further developed through gradual evaluation.

3	Implement control activities through policies and procedures against competence	Bank BRI X gives Mantri a target in finding customers by using Online Submission, in order to provide Bank BRI X to make the Unit office with the highest number of loan customers.
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Table 3. Control Activities

	COSO	Bank BRI X
1	Select and develop control activities	In developing control activities for the online submission system at Bank BRI X, the bank must prioritise the development of controls for the online submission system, namely by supervising the BRI online submission system.
2	Select and develop	In developing an online

To maximise control activities, Bank BRI X needs to hold customer targets for Mantri which is useful for achieving better company targets than offline submissions.

Table 4. COSO Information and Communication

	COSO	Bank BRI X
1	Using relevant information	In order to provide information to the public or prospective customers, the Bank must include the name of the website on the Credit Brochure.

2	Communicate internally	Conduct socialisation to mantri and distribute brochures that have been included in the online submission website.	obtained by mantri, and the condition of the online submission system on the official website.
3	Communicate externally	Offer and provide explanations to Bank BRI X Credit Customers with an online submission system, in order to provide external information to the community around customers if they want to apply for credit, they can use online submission.	2 Evaluate and communicate shortcomings Conduct an annual evaluation, to find out how the online submission system has provided effectiveness at Bank BRI X.

Information and communication, namely to provide information and socialise potential customers with an online submission system. Bank BRI X must implement by including the website on brochures, providing socialisation to Bank Customers, and distributing brochures, in order to provide effectiveness in conveying the online submission system to prospective customers.

Supervisory activities, namely to see and evaluate the running of the online submission system at Bank BRI X, must pay attention to Mantri regarding the performance of the targets set by the Bank and provide a gradual evaluation, such as monthly or annual evaluations to see whether the online submission system has been achieved perfectly or otherwise.

Based on the explanation above, it can be concluded that PT Bank Rakyat Indonesia is expected to carry out all existing procedures properly. In its efforts it can be said to have been able to, both in the initial action

To prevent problems in granting credit, namely by implementing the basic procedures of the internal control system as described and also preparing the next steps or procedures if there is a bottleneck in credit payments. In credit granting activities, basically what often causes credit defaults, and

Table 5. COSO Surveillance Activities

	COSO	Bank X
1	Conduct continuous and/or separate evaluations	Bank BRI X evaluates Mantri on how the number of customers who have made online submissions such as the results of customers

the accumulation of queues at the time of realisation is from the slow network when retyping customer data, and customers filling out forms again which are deemed inefficient when making offline submissions to

IV. CONCLUSION

From the above discussion regarding the internal control system of online submission on credit granting at PT Bank Rakyat Indonesia (Persero), Tbk can be interpreted as follows:

1. The internal control system for online submission of credit at PT Bank Rakyat Indonesia (Persero), Tbk, is still in the early stages of implementing it, the bank has accepted things that need to be considered when the author conducts research in carrying out internal control through 5 components of the Control environment component, risk assessment, Control activities, Information and communication, and Monitoring.
2. The internal control system according to COSO that has been conveyed by the author to PT Bank Rakyat Indonesia (Persero), Tbk, can help in supervising online submissions on credit granting.

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realisation. With the return of the online submission system, the bank or prospective customers will be much more efficient in making realisation until disbursement.

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