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Book of Abstract

ICGRC

International Conference on
Governance Risk-management
and Compliance

**“Integrated GRC and Organization Sustainability:
Current and Post-Pandemic Solutions”**

Virtual Conference
November 22, 2021

Supported by



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Book of Abstract

International Conference on Governance Risk-management and Compliance (ICGRC)

Virtual Conference
November 22, 2021



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International Conference on Governance Risk-management and Compliance (ICGRC)

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FOREWORD





CRMS

*Center for
Risk Management
& Sustainability*

CRMS (Center for Risk Management & Sustainability, previously Center for Risk Management Studies) is an educational organization whose vision is to facilitate the acceleration of governance, risk management, compliance, and sustainability practices in Indonesia. Through scientific development and initiatives to share with the broader community.

Since 2010, CRMS has collaborated with various organizations to organize educational programs for professionals in both risk management and in general in the GRCS (Governance, Risk Management, Compliance, and Sustainability) field, providing opportunities to sharpen their professional capacities and capabilities.

In its programs, CRMS uses a practical approach in offering the knowledge, skills, and GRCS practices professionals need to add value to their organizations. CRMS programs also effectively integrate and link the GRCS framework with case studies and simulations, ensuring real-world application.

Through various comprehensive and innovative programs, including workshops, seminars, conferences, roundtable discussions, research, learning games, and case study competitions, CRMS can bring a world-class GRCS approach to the Indonesian market.

<https://crmsindonesia.org>



Research Synergy Foundation is a digital social enterprise platform that focuses on developing Research Ecosystem towards outstanding global scholars. We built collaborative networks among researchers, lecturers, scholars, and practitioners globally for the realization of knowledge acceleration. We promote scientific journals among countries as an equitable distribution tools of knowledge. We open research collaboration opportunities among countries, educational institutions, organizations and among researchers as an effort to increase capabilities.

Known as a catalyst and media collaborator among researchers around the world is the achievement that we seek through this organization. By using the media of International Conference which reaches all researcher around the world we are committed to spread our vision to create opportunities for promotion, collaboration and diffusion of knowledge that is evenly distributed around the world

Our Vision:

As global social enterprise that will make wider impact and encourage acceleration quality of knowledge among scholars.

Our Mission:

First, developing a research ecosystem towards outstanding global scholars. Second, Promoting scientific journals among countries as an equitable distribution tools of knowledge. Third, opening research collaboration opportunities among countries, educational institutions, organizations and among researchers as an effort to increase capabilities. Fourth, creating global scientific forum of disciplinary forums to encourage strong diffusion and dissemination for innovation.

<https://www.researchsynergy.org/>



Enterprise Risk Management (ERM) has become a major challenge for many corporations requiring implementation of adequate methods and processes to manage their risks efficiently.

ERMA is established as a global learning centre for professionals in Enterprise Risk Management. ERMA provides a comprehensive set of Enterprise Risk Management courses, certifications, and facilitates collaboration efforts of ERM professionals around the world.

<https://www2.erm-academy.org>

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ORGANIZING COMMITTEE

PROGRAM COMMITTEE

Conference Chair:

Dr. F. Antonius Alijoyo, S.E., M.M., M.B.A.
Center for Risk Management & Sustainability (CRMS)

Co – Conference Chair

Dr. Hendrati Dwi Mulyaningsih
Research Synergy Foundation

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Santi Rahmawati

Ani Wahyu Rachmawati

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Risky Adha

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De Alwis
University of Kelaniya

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Faculty of Business, Economics and Social Development, Universiti Malaysia Terengganu

Dr. Prameshwara Anggahegari
School of Business and Management, Institut Teknologi Bandung

Dr. Antonino F. Alejandro
Philippine Women's University

Prof. Dr. Rashmi Gujrati
KC Group Of Institutions

CONFERENCE CHAIR MESSAGE

We are delighted to welcome you to International Conference on Governance Risk-management and Compliance (ICGRC) by The Center for Risk Management & Sustainability (CRMS) and Research Synergy Foundation (RSF) that held virtually on November 22, 2021.

This conference not only give you global forum to share and exchange idea, research, and work. But also, provide wider network and research ecosystem for further collaboration and projects. We are glad to share this good opportunities in the scientific community, that will be offered only for all participants who participate in the conference.

It has been our privilege to convene this conference. Our sincere thanks, to the conference organizing committee; to the Program Chairs for their wise advice and brilliant suggestion on organizing the technical program and to the Program Committee for their thorough and timely reviewing of the papers. Recognition should go to the Local Organizing Committee members who have all worked extremely hard for the details of important aspects of the conference programs and social activities.

We welcome you to this conference and hope that this year's conference will challenge and inspire you, and result in new knowledge, collaborations, and friendships.

Best regards,

Dr. F. Antonius Alijoyo, S.E., M.M., M.B.A.

Conference Chair of ICGRC 2021

CONFERENCE CHAIR



Dr. F. Antonius Alijoyo, S.E., M.M., M.B.A.

The Center for Risk Management & Sustainability (CRMS)

Dr. Antonius Alijoyo has more than 35 years of combined experiences as oversight board members, executive directors, academician, partners, and independent advisor.

Currently he is an independent commissioner of AIG Indonesia (American Insurance Group) and Tokio Marine Life Indonesia (TMLI), whilst teaching at University of Parahyangan – Bandung, Indonesia, and active in promoting better practices of GRC (Governance, Risk Management, and Compliance).

Dr. Antonius Alijoyo initiated the establishment of IRMAPA (Indonesia Risk Management Professional Association), and has been active as the chair of Technical Committee Governance, Risk Management & Compliance - National Standardization Agency of The Republic of

Indonesia, and board member of National Committee on Governance Indonesia (NCGI) and their related CGOs (Corporate Governance Organizations).

He is also the founder of two not-for-profit organizations namely CRMS Indonesia (Center for Risk Management Studies) and ERM Academy Singapore (Enterprise Risk Management Academy).

As founder and principal CRMS Indonesia, he has been awarded as the winner of 'Global Risk Awards' from the Institute of Risk Management (IRM) – United Kingdom in 2014-2016 for the category of 'Best Risk Management Services Provider of the year'. Previously, he had been awarded 'Prof. Dr. Kadarman Award' for the category of 'Strategic Change Leader in Entrepreneur' from PPM Institute, Indonesia.

He was a former member of risk management committee of Indonesia Deposit Insurance Corporation (Lembaga Penjamin Simpanan), former member of Audit Board of Indonesia Financial Services Authority (Otoritas Jasa Keuangan), and commissioner / director / board committee of several corporations, mainly multinational companies. Earlier of his career, he joined Unilever as management trainee in mid 1980s after finishing his MBA (Master of Business Administration) under USAID scholarship program.

During the last 25 years, he has obtained more than 15 certifications in GRC (Governance, Risk Management, and Compliance) field, and regularly plays golf as his hobby.

CO-CONFERENCE CHAIR



Dr. Hendrati Dwi Mulyaningsih

Founder & Chairperson of Research Synergy Foundation

Dr. Hendrati Dwi Mulyaningsih is the chairperson and founder of Research Synergy Foundation that has shown great commitment on creating Global Network and Research Ecosystem. This GNR ecosystem has been developing since 2017 up to the present and having increasing numbers of the member up to more than 15.000 from all around the globe.

Her passion in how to create impact and co creation value among all the stake holder of RSF has made her focus on upholding integrity in the scientific process through enhancement of RSF's support-support system as like Reviewer track, Scholarvein, Research Synergy Institute and RSFPRESS. Thus, her work in this area has made her as the Nominee of Impactful Leadership Awards from Tallberg Foundation Sweden 2019.

As lecturer, she has been working in the University since 2008 – at present in Indonesia as assistant professor and she hold her Doctoral Science of Management graduated from School of Business and Management Institute of Technology Bandung (SBM-ITB) and she has strong interest to her research project as well as her research field in Social Entrepreneurship, Social Innovation and Knowledge Management.

As researcher, her work studies and research on this research field made her being invited as reviewer in many reputable Scopus and WOS indexed journals and also as keynote speaker in many International Conferences in Philippines, Thailand, Malaysia, Indonesia, Australia, Japan and US . She also has shown her great passion on writing her research study into some books chapter , papers and contemporary scientific articles that has already been published in Springer, Emerald, Taylor and Francis and in many reputable international journals. The terrific association between her professional experiences as researcher, lecturer, the certified Trainer & Coach combined with her wider horizon on networking in the research area made her establish the strong commitment on having global learning platform to accelerate knowledge through many workshops and research coaching in Research Synergy Institute as one of RSF's support system.

KEYNOTE SPEAKERS



Associate Professor Dr. Teck Chai Lau BSc, MBA, PhD

UCSI Graduate Business School, Malaysia

Dr. Lau Teck Chai is an Associate Professor with UCSI Graduate Business School. He obtained his BSc in Business Administration (Decision Science and Financial Management) from the University of Montana, USA, MBA (Strategic Management) from Universiti Teknologi Malaysia (UTM) and Doctor of Business Administration (Marketing) from Southern Cross University, Australia. Dr Lau is a keen researcher and had published extensively in books, book chapters, international journals and conference proceedings. His works have been widely cited internationally. Dr Lau is currently a Malaysian Qualification Agency (MQA) assessor in management and business and also external examiners for several universities and professional bodies.

The Post Pandemic World: A Call for Multidisciplinary Research

As researchers, we are currently living in an exciting yet challenging period of time. This talk will enlighten the audience on the importance of doing multidisciplinary research. Multidisciplinary or interdisciplinary research is often shunned by academics who are more comfortable to focus on their own areas of expertise and are unwilling to explore other ways of doing things. This often create a huge disconnect between academic research and the reality of the world we are in. Covid-19 pandemic has changed this perception, forcing us to rethink about the world and our current practices. The talk will discuss the need for a reset in our approach, the importance of multidisciplinary research, provide examples of how multidisciplinary research could be done, the value to society and its relevance in a post pandemic world.



Associate Professor Gadaf Rexhepi

South East European University

Gadaf Rexhepi is an Associate Professor at the University of Southeast Europe, where he teaches undergraduate and postgraduate studies. He is very active in the field of research, publishing in over 60 renowned economic journals, including Corporate Social Responsibility and Environmental Management with IF of 8.74, Review of Managerial Science with IF of 7.1, Industrial Marketing Management with IF of 6.96, Sustainable Development Journal with IF of 6.1 and many other reputed journals. In 2016, he received the Award for Excellence - Outstanding Paper by Emerald Group Publishing for a best scientific paper by the renowned magazine "Journal of Enterprise Communities: People and Places in the Global Economy. He has also published ten books and eight chapters with reputed publisher such is Springer, Emerald, Rutledge, Taylor and Francis as publishers.

Gadaf Rexhepi has been frequently invited as a keynote speaker at various scientific and professional conferences in many countries. From 2012 to 2015, he was vice-dean for teaching and learning at the Faculty of Economics at the SEE University, as well as acting dean in 2018. From 2020 he was elected as a member of the Council of National Bank of Republic of North Macedonia for 7 years term and currently he is also Rector Advisor for promotion and development.

“Role of Personal Values in the Changing Prospects of Corporate Social Responsibility in the Decade of Action”

In this presentation on the topic “Role of Personal Values in the Changing Prospects of Corporate Social Responsibility in the Decade of Action” I will present the results of our study where we examine the role of values using Schwartz basic human values theory in relation to the prospects of CSR in the decade of action using the opinions of an international panel of 170 CSR experts. The study uses PLS-SEM to examine the relationship between the two constructs (CSR-PV) and provides evidence on the focus of CSR in the decade of action. The presentation focuses on making three contributions by examining the prospects of corporate social responsibility in the decade of action, examining Schwartz’s theory in an international context, and providing insights into the dynamics of values and social responsibility. The main focus will be to present also the results which place corporate transparency and environmental protection as the emerging themes of CSR in the decade of action and showed that benevolence, universalism, and self-direction were the most important values to CSR experts. We will discuss that values do not significantly explain the changes in the perception of corporate social responsibility in the decade of action providing evidence for the current erosion of values and its surrounding ambiguity.

Professor Fahlino F. Sjuib



Woods College of Advancing Studies, Boston College

Fahlino Sjuib is a Professor of Economics and currently teaches at Boston College (BC) and Framingham State University (FSU) in Boston, USA. He also currently serves as the Director of MetroWest Economic Research Center (MERC) at FSU. He received his Ph.D. in Economics from Kansas State University, USA. His research is focusing on empirical macroeconomics and financial economics. His works have appeared in *Journal of Business and Economics Research*, *International Research Journal of Finance and Economics*, and *Empirical Economics Letter*. In past, he had served as a Senior Macroeconomic Advisor for the Australia Indonesia Partnership for Economic Governance (AIPEG). In his role at AIPEG, he provided technical support and analyses on fiscal policy and financial development issues in Indonesia. Prior to that, he served as a member of Indonesia-Japan Economic Cooperation Working Team, funded by Japan International Cooperation Agency (JICA). As a member of the team, he prepared a policy study on monetary and macroeconomic policies in Indonesia.



Associate Professor Hadrian G. Djajadikerta

Edith Cowan University, Australia

Dr Hadrian Geri Djajadikerta is an Associate Professor of Sustainability Accounting in the School of Business and Law at Edith Cowan University, Australia. He has over two decades of research, teaching and academic leadership roles in Australia, New Zealand and the United States, including Associate Dean Research, Head of Accounting & Finance Discipline, MBA and Postgraduate Director, and Research Group Leader. He has previously held academic positions at the University of New South Wales, Lincoln University, and the University of Technology Sydney. He has also been a management consultant for enterprises and governmental departments. Hadrian has numerous publications in quality journals (A*/A/Q1), supervised fifteen PhD students to completion, received multiple competitive research grants, and has been an investigator in many research project teams. Hadrian has been invited and selected as a Judge in the prestigious Wharton-QS Reimagine Education Awards, and he was an Executive member of the Australian and New Zealand's Business Academic Research Directors' Network (BARDeNet). He has received multiple accolades, including the Vice-Chancellor's Excellence in Research Supervision Award, the Vice-Chancellor's Award for Excellence in Teaching, and the Best Paper Award at the Accounting and Finance Association of Australia and New Zealand Conference. Hadrian holds a PhD in Accounting from the University of Technology Sydney, and he is also a Chartered Accountant (CA), a Certified Management Accountant (CMA), and a Stanford Certified Project Manager (SCPM). He is also the Co-Founder and Vice President of the ASEAN Chamber of Commerce Inc. and the Vice President of Indonesia Institute Inc. in Perth.

“Communicating for Influence”

Organisational communication is essential to signal to stakeholders what the organisation has done, achievements that have been achieved, and the organisation's future plans. The quality, content and context of the released information are critical because this information can influence the behaviour and actions of the stakeholders. At the same time, the presentation of information can also be manipulated to direct opinions or obscure undesirable actions through various ways by using "impression management." Aspects of corporate governance in an organisation have a role in the process of delivering or reporting this information. This keynote speech will share some key insights on these issues.

SESSION CHAIRS



Dr. Leong Choi Meng

Graduate Business School, UCSI University, Malaysia

Dr Leong Choi Meng is an Assistant Professor at Faculty of Business and Management, UCSI University, Malaysia. She has more than ten years teaching experience and her research interests are in financial economics, applied macroeconomics, behavioural studies and information systems. She has published more than 10 Scopus journal articles and has received few research grants from Ministry and University for her research projects in Malaysia. Leong has also received various research awards such as Outstanding Paper Award at QS Subject Focus Summit Research Sharing Session in 2018; Best Paper Award at MAG Scholar Conference in Business, Marketing & Tourism (MAG 2019) held in Macau; and two Best Paper Awards at conferences held in Malaysia in 2019. She is currently the Managing Editor of Journal of Responsible Tourism Management (JRTM), a Ministry supported journal in Malaysia.



Ms. Steffi Yap

Swinburne University of Technology, Australia

Steffi Yap is currently a Ph.D. scholar with the Swinburne University of Technology.

Her research interests lie in consumer behaviour, organisational learning, organisational sociology, diversity and inclusion, and HR strategy. Her other main area of research examines how practitioners can apply data analytics, particularly predictive analytics, to optimise organisational performance and achieve evidence-based management. In pursuing such lines of work, much of her recent work employs structural equation modeling and computerized analysis of archival data.

She has also been an accomplished senior Human Resource Development (HRD) practitioner, an Adult Educator, a Learning Solutionist, and Organisational Psychologist for more than two decades with both private and public sectors in Singapore. As of date, she has helped more than a hundred organizations raise their staff morale, improve internal communication between their staff, improve team performance, increase personal productivity and motivate employees to give exceptional service. More than a thousand participants had benefitted from the workshops conducted by her.

CONFERENCE PROGRAM

Monday, November 22, 2021

<i>Time (UTC+7)</i>	<i>Dur'</i>	<i>Activity</i>
7:50 - 8:00	0:10	Participant Login and Join Virtual Conference by ZOOM
8:00 - 8:15	0:15	Welcome Address and Conference Publication Announcement by MC
8:15 - 8:30	0:15	Welcome Remarks and Introduction of the ICGRC 2021 Dr. F. Antonius Alijoyo, S.E., M.M., M.B.A. Conference Chair of ICGRC Center for Risk Management & Sustainability (CRMS)
8:30 - 8:45	0:15	Opening Speech
8:45 - 9:00	0:15	Global Research Ecosystem Introduction Dr. Hendrati Dwi Mulyaningsih Co-Conference Chair of ICGRC Founder & Chairperson of Research Synergy Foundation
9:00 - 9:15	0:15	Video Montage

Keynote Speaker Session		
9:15 - 9:55	0:40	Keynote Speaker 1 Professor Fahlino F. Sjuib Woods College of Advancing Studies, Boston College
9:55 - 10:35	0:40	Keynote Speaker 2 Associate Professor Hadrian G. Djajadikerta Edith Cowan University, Australia
10:35 - 10:45	0:10	E-Group Photo
10:45 - 10:55	0:10	Announcement and preparation of Online Parallel Presentation Session
Online Presentation Session <i>Breakout Room 1 & 2</i>		
10:55 - 11:05	0:10	Session Chair Introduction: Breakout Room 1: Dr. Leong Choi Meng - Graduate Business School, UCSI University, Malaysia Breakout Room 2: Ms. Steffi Yap - Swinburne University of Technology, Australia
11:05 - 13:05	2:00	Online Presentation Session: 8 presenters 15 minutes/presenter

13:05 - 13:15	0:10	Awarding Certificate of Presentation, Testimonial, and Post-conference information announcement
13:15 - 14:15	1:00	Break (video promotional)
Keynote Speaker Session		
14:15 - 14:55	0:40	Keynote Speaker 3 Associate Professor Gadaf Rexhepi South East European University
14:55 - 15:35	0:40	Keynote Speaker 4 Associate Professor Dr. Teck Chai Lau BSc, MBA, PhD UCSI Graduate Business School, Malaysia
15:35 - 15:50	0:15	Short break and preparation for closing
15:50 - 16:05	0:15	Awarding Ceremony Best Presentation Best Paper Session Chair
16:05 - 16:10	0:05	Closing Speech Dr. Regina Deti Head of the Study Center for Management Science - Parahyangan Catholic University

ICGRC: Breakout Room 1**Session Chair: Dr. Leong Choi Meng - Graduate Business School, UCSI University, Malaysia****Track Strategic Management**

Paper ID	Presenter	Paper Title
IRC21102	Ray Antonio	How Knowledge Management helped KIBS in Surviving Covid-19 and Creating Resiliency for New Normal: A Case Study of a GRC Training Firm in Indonesia

Track Risk Management

Paper ID	Presenter	Paper Title
IRC21101	Aldi Ardilo	Emotional Intelligence and Risk Leadership on the Effectiveness of ISO 31000 Implementation in Organisation
IRC21104	Yusuf Munawar	Fiscal Resilience Index - A Proposition and Evidence of Emerging Market
IRC21110	Nitha Pricillia	Comparison of Indonesian Banking Regulations for Governance, Risk Management and Compliance with ISO Standards
IRC21111	Victor Riwu Kaho	Risk Capability Building Post Covid-19 through Improving Competency in Risk Management: A Case Study of A Pioneer Bus Rapid Transit Company in Indonesia

Track Information Technology Management

Paper ID	Presenter	Paper Title
IRC21105	Kevin Bastian Sirait	The Interrelation of Information Technology Governance and Enterprise Risk Management to The Organization's Performance: A Review of Empirical Literature

Track Sustainability

Paper ID	Presenter	Paper Title
IRC21106	Handy Andriyas	The Impact of Sustainable Practice on the Indonesian Hotel's Financial Performance: A Case Study of Cipaku Garden Hotel

Track Compliance

Paper ID	Presenter	Paper Title
IRC21113	Ridwan Hendra	Comparative Review of The Latest Concept in Compliance Management & Compliance Management Maturity Models

ICGRC: Breakout Room 2**Session Chair: Ms. Steffi Yap - Swinburne University of Technology, Singapore****Track Risk Management**

Paper ID	Presenter	Paper Title
IRC21108	Chintya Shafira M.	Overview of the Readiness of Competency-Based Risk Management Certificate Holders for Change
IRC21120	Stefiany Norimarna	Conceptual Review: Compatibility of regulatory requirements of FSA to Insurance industry in Indonesia for Integrated GRC tes
IRC21109	Jason Tan	Risk Management of MICE Tourism in XYZ Firm during the COVID-19 Pandemic
IRC21116	Wa Ode Norlita	Risk Analysis of Microfinance Conversion Based on ISO 31000 PT Bank BRI SYARIAH Tbk ACEH

Track Public and Corporate Governance

Paper ID	Presenter	Paper Title
IRC21103	Dr. Zoubida SAMLAL	Corporate Governance Quality standards: Evidence From Moroccan Blue Chip Companies

Track Organizational Behavior

Paper ID	Presenter	Paper Title
IRC21112	Regina Deti	Retirement Age in Indonesia: HRM and Indonesian Law Perspectives

Track Accounting

Paper ID	Presenter	Paper Title
IRC21114	Dr. Arnold Valencia Salcedo	MSME Business Owners: Determining and Differentiating Their Perceived Quality of Tax Services Rendered by Accounting Firms

Track: Organizational Behavior



Retirement and Productivity Age in Indonesia: HRM and Indonesian Law Perspectives

Regina Deti¹, Virginia Mandasari²

¹Universitas Katolik Parahyangan, Indonesia, ²UPN Veteran Jawa Timur, Indonesia

Abstract

To increase the productivity of their companies, some companies in Indonesia choose to reduce the retirement age of their employees, considering that the productive age group is currently only 15-35 years old. This research wants to find out how the decision is made from the perspective of human resource management and the policy context of the Indonesian government. The collection of data from the literature review used in this research includes journals, books, archives and regulatory policies, which is a way to solve problems by conducting searches on research that has been made previously. This research states that there is no appropriate retirement age for all industries.

Keywords : retirement, productivity, Indonesian law, HRM, age

Track: Information technology

The Interrelation of Information Technology Governance and Enterprise Risk Management to The Organization's Performance: A Review of Empirical Literature

Kevin Bastian Sirait¹

¹Center for Risk Management and Sustainability (CRMS)

Abstract

Given that the role of information technology (IT) governance and enterprise risk management (ERM) within the organization are imperative due to the ever-increasing complexity in the corporate environment, this study aims to uncover the relationship between IT governance and ERM along with the impact of the two frameworks' interconnectedness on the organization's performance through empirical literature review. Furthermore, the findings obtained from the empirical review are also used to create a checklist that every organization can apply. The purpose of the created checklist is to help organizations examine the interconnectedness of their IT governance and ERM with respect to their needs and objectives. The findings from the empirical review show that both IT governance and ERM emphasize the importance of strategic and process alignment regarding its implementation, and it is positively significant to the organization's performance. Hence, the level of effectiveness of one's IT- and risk-oriented approaches are dictated by how well an organization appropriately aligns its IT governance and ERM structure, mechanism, and process with its objectives, needs, and business operations.

Keywords : Information technology, enterprise risk management, IT governance, empirical review

Track: Risk management

EMOTIONAL INTELLIGENCE AND RISK LEADERSHIP ON THE EFFECTIVENESS OF ISO 31000 IMPLEMENTATION IN ORGANISATION

Aldi Ardilo¹

¹CyberWhale

Abstract

ISO 31000 indicates that risk management is a science in which competencies are embedded in the individuals. It also emphasises the importance of having proper leadership while demonstrating the commitment towards the risk management implementation. Humans are emotional creatures—we could sometimes be influenced by the force of feelings, rather than rational discussion. This paper describes the dynamics of emotional intelligence and risk leadership in implementing risk management. The research used a qualitative-descriptive design with the verification strategy of case study. It used a non-probability sampling to individuals in the top management position. The findings suggest that without a proper level of emotional intelligence, it is difficult for leaders to cultivate an effective risk culture. These findings may equip decision makers on the interrelationships between emotional intelligence, risk culture, and organisation's risk management maturity.

Keywords : Risk Management, Risk Leadership, Emotional Intelligence

FISCAL RESILIENCE INDEX - A PROPOSITION AND EVIDENCE OF EMERGING MARKET

Yusuf Munawar¹, Ita Nurmanti Manurung²

¹Lecturer at Universitas Katolik Parahyangan, ²Researcher Aether Group

Abstract

Fiscal resilience is essential to maintain economic stability and sustainability. Until now, there are no mutually agreed indicators to show a country's fiscal resilience. This study aims to explore the possibility of forming the index of fiscal resiliency that captures more than one underlying variable that are more comprehensive as opposed to the most current practices that use only one narrow variable. The Principal Component Analysis (PCA) method is applied to build the foundation of the index, whilst the trial is experimentally conducted as a case study of Indonesia as an emerging market in 1995-2020. Using the PCA method produces an index model of fiscal resiliency formed by the variables of government revenue, spending, debt, and macroeconomic conditions. The use of such Fiscal Resilience Index (FRI) as the case of Indonesia in the period 1995-2020 shows a reasonably consistent result which is in line with the underlying condition of the country during such period. It gives a negative figure, which means Indonesia is in a bad fiscal condition due to its budget deficit strategy.

Keywords : Fiscal resilience, budget deficit, public finance

Are the Competency-Based Risk Management Certificate Holders Ready for Change? A Descriptive Study of Readiness for Change

Chintya Shafira M.¹, Ita N. Manurung², Raisa F. Aini³, Wytla N. R. Atmaja⁴

¹CyberWhale, ²Aether, ^{3,4}LSP MKS

Abstract

Organizations need to make effective changes to address VUCA conditions to survive and be sustainable. The readiness of members of the organization to make changes plays an essential role in ensuring the effectiveness of organizational's change. As a member of an organization, the risk management certificate holder is expected to be capable of ability and psychologically ready for organizational changes in implementing risk management. This study aims to provide empirical evidence regarding the readiness of competency-based risk management certificate holders to make changes, especially to implement more mature risk management in organizations. This study used a quantitative descriptive approach with a survey method. The survey was conducted online using a self-administered questionnaire modified and adapted from the Organizational Readiness for Implementing Change measurement tool. The sample in this study focused on individuals who have a general competency-based risk management certificate—the sampling technique conducted by convenience sampling technique.

Regarding data analysis, the researcher used descriptive statistical analysis. This study indicates that 54.5% of competency-based risk management certificate holders have a high level of readiness compared to individuals in their group. It shows that risk management certificate holders have high readiness to make changes to implement risk management in their organization. The findings of the two dimensions also form the variable, namely, change commitment and change efficacy. The results show that the competency-based risk management certificate holders' change commitment impacts their readiness to make changes than their change efficacy. It indicates that the certificate holders have a higher share resolved to pursue the action than their shared belief in the collective capabilities to organize and execute the change in the organizations. From the findings of this study, organizations can develop strategies to further increase the confidence of their shared capabilities in organizations, especially for individual risk management certificate holders, so that the effectiveness of changes made by the organization in implementing risk management will be higher.

Keywords : readiness for change, risk management certification holder, change commitment, change efficacy, risk management

RISK MANAGEMENT OF MICE TOURISM IN XYZ FIRM DURING THE COVID-19 PANDEMIC

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Abstract

This paper explores the implementation of risk management maturity of MICE tourism-sector organisations in XYZ firm which located in Indonesia, precisely in Bandung City, which has a population of 2.510.103 people. The research used a qualitative-descriptive design in the form of a case study at XYZ firm. This study uses primary data and secondary data as supplementary. Primary data was collected by conducting semi-structured interviews with subjects whose roles and functions are relevant to facilitating XYZ firm's strategic initiatives and programs. The findings indicate that XYZ firm was at the initial level in implementing risk management which positively corresponds with its resilience and sustainability—XYZ had a difficult time bouncing back, surviving, and thriving this global pandemic. The results of this research may assist decision-makers on the importance and the dynamics of risk management implementation, particularly for the MICE tourism industry in Indonesia.

Keywords : Risk Management Maturity, Sustainability, Tourism

RISK CAPABILITY BUILDING POST COVID-19 THROUGH IMPROVING COMPETENCY IN RISK MANAGEMENT: A CASE STUDY OF A PIONEER BUS RAPID TRANSIT COMPANY IN INDONESIA

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Abstract

The purpose of this study is to understand how a pioneer Bus Rapid Transit (BRT) company in Indonesia strengthens its business resilience when facing uncertainty due to the COVID-19 pandemic. A qualitative approach through distributing questionnaires followed by in-depth interviews and focused group discussion has helped discover that the pioneer BRT company is not fully prepared for the COVID-19 pandemic. The company then decided to strengthen risk management capabilities by increasing risk management competencies that support decision-making in responding to the impact of the COVID-19 pandemic. Risk leaders of the company believe that strengthening risk capabilities can boost the company's resilience in the face of the COVID-19 pandemic and succeeding in the new-normal era later. However, it is recommended that the company apply a business continuity plan/management (BCP/M) as a systematic and comprehensive approach to be more effective in dealing with future resilience and business continuity risks.

Keywords : Enterprises risk management, Risk management capability, Bus rapid transport, Indonesia

RISK ANALYSIS OF MICROFINANCE CONVERSION BASED ON ISO 31000 PT BANK BRISYARIAH TBK ACEH

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Abstract

Aceh government issued Aceh Qanun No. 11 of 2018 about Sharia Financial Institutions, which demands that all financial contracts in Aceh adhere to Sharia principles. This regulation has an impact on the Aceh region's financial business. PT Bank BRI Tbk Aceh has decided to conversion entire financing and funding portfolio to one of its sharia-compliant subsidiaries, PT Bank BRIsyariah Tbk. microfinance portfolio is bigger than other segments. By constructing a risk analysis based on ISO 31000, this study assesses the business risk associated with converting PT Bank BRIsyariah Tbk's microfinance segment in the Aceh region. The results indicate that twenty risks have been identified and evaluated. Risk can be classified into five broad categories: operational, reputational, strategic, credit, and compliance. The risk analysis results indicate that the risk is significant and requires immediate attention. Operational risk is associated with differences in data capacity, servers, the core banking system, and financing applications, whereas strategic risk is associated with differences in financial analysis, guarantee provisions, and regulations.

Keywords : ISO 31000, Qanun, Conversion, Risk Management

Conceptual Review: Compatibility of Regulatory Requirements of FSA to Insurance Industry in Indonesia for Integrated GRC

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Abstract

This study aims to obtain understanding and assurance whether the regulatory requirements of FSA for integrated GRC to the insurance industry are compatible with the requirements and suggested practices of ISO 37000 on Governance, ISO 31000 on risk management, and ISO 37301 on Compliance.

The qualitative approach in which literature review and comparative study are conducted to find the degree of fitness of POJK with these ISO standards (ISO 37000, ISO 31000, and ISO 37301).

This study found out that the regulatory requirements set forth by FSA (Financial Services Authority) to Insurance Industry for integrated GRC have all been compatible with all the elements of ISO 37000, ISO 31000, and ISO 37301. It means Insurance companies could use those ISO as standards. Therefore, it would be some efforts needed by the industry to carry out their learning curves in assuring the implementation of integrated GRC is continuously calibrated to their respective context either as an insurance company in general or as a particular organization that has its own respective and unique characteristic.

The result of this paper could be used as generic inputs and considerations for insurance companies that have initiated their integrated GRC practices and/or just recently commenced and/or improved their practices more effectively.

Keywords : Integrated GRC, ISO 37000 Governance, ISO 31000 Risk Management, ISO 37301 Compliance, Insurance industry

Comparison of Indonesian Banking Regulation for Integrated Governance, Risk Management, Compliance with Its ISO Counterparts

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Abstract

The research is aiming at obtaining understanding and assurance whether the regulation of Indonesia Financial Services Authority (or Otoritas Jasa Keuangan/OJK) for banking industry on Governance, Risk Management, and Compliance (GRC) in Indonesia are compatible with the requirements and suggested practices of ISO 37000/DIS on Governance, ISO 31000:2018 Risk Management, and ISO 37301: Compliance Management as international standards for Governance, Risk, and Compliance (GRC).

Findings: The regulatory requirements as set forth by Indonesian FSA to banking industry for integrated GRC have all been compatible with all the elements of ISO 37000, ISO 31000:2018, and ISO 37301.

Research Methods: This study utilizes a comparative study method, which is conducted by assessing the similarities and differences between two standards or regulations, or in this study, between Indonesia Financial Services Authority Regulation, or Peraturan Otoritas Jasa Keuangan (POJK) on Governance, Risk Management and Compliance (GRC), with their ISO Standards counterparts. The result is expected to show the degree of fitness of Indonesian banking regulations with these ISO standards.

Originality: There is only a very small number of studies have been done in the light of calibrating the Indonesian banking regulation in Governance, Risk Management and Compliance (GRC) with their ISO counterparts. Therefore, the result of this paper could be used as generic inputs and considerations for banks which have initiated their integrated GRC practices, and/or just recently commenced, and/or improving their practices more effectively.

Limitation and further study: Whereas the study provides general understanding and assurance of the compatibility, it is not supported yet by empirical evidence of how banks practically exercise the implementation of integrated GRC based on ISO 37000, ISO 31000, and ISO 37301 and how do they conduct calibration efforts to its efficacy. Therefore, it is recommended to conduct such empirical case study in several banks in Indonesia as further study. Further, a field study such as interviews and surveys with Indonesian banking professionals could also be performed to provide additional perspectives on how integrated GRC is implemented in Indonesian banking.

Keywords : GRC banking, ISO banking, POJK ISO, GRC ISO, Indonesia banking regulation, banking regulation, risk management banking, governance banking, compliance banking

Track: Public and Corporate Governance

Corporate Governance Quality standards: Evidence From Moroccan Blue Chip Companies

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Abstract

Purpose – The present study aims to assess the degree of compliance of Moroccan listed companies in terms of corporate governance quality standards. This paper attempts to compare the international standards(OECD) against the guidelines of the Moroccan Code of Corporate Governance (CNGE).

Design/methodology/approach –The ongoing study opted for an exploratory qualitative study using an open ended interview technique. We conducted a survey to 35 Moroccan listed firms represented by their senior executives. We interviewed C level , board members, Company Secretaries and corporate governance professionals of blue chip companies in Morocco's Stock Exchange (Casablanca Stock Exchange -CSE) .

Findings – The outcomes of this research confirm the findings of the ROSC report of 2016 highlighting the deficiencies of Moroccan Corporate Governance Code. Furthermore, the compliance to the Moroccan best practices of corporate governance (CNGE) remains restricted to the banking sector.

Research limitations/implications – The small size of our sample (Circa 80 listed companies in CSE) and the strain of establishing direct contact with C level executives have constricted our interviewing process. We used for this study both primary and secondary data.

Originality/value – The present study attempts to extend the existing literature of Corporate Governance in Morocco. An interesting outcome has been revealed through this study. Unless policy makers in Morocco change the compliance to the CNGE to a mandatory obligation the evolution of these practices will remain lackluster.

Keywords : Quality standards of Corporate Governance, qualitative study, NVIVO, OECD, CNGE and Moroccan Blue Chip Companies

Track: Strategic Management

How Knowledge Management helped Knowledge Intensive Business Services in Surviving COVID-19 and Creating Resiliency for New Normal: A Case Study of a GRC Training Firm in Indonesia

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Abstract

Since early 2020, COVID-19 pandemic has attacked many business sectors in many countries. In Indonesia, the government reacts to this situation by issuing several regulations, one of which is the large-scale social restrictions (PSBB) regulation. This regulation affects many business sectors, including Knowledge Intensive Business Services (KIBS) sectors. KIBS sectors have been developing quickly, especially in developing countries like Indonesia. Knowledge plays a crucial part for KIBS firms as these firms depend heavily on their workers' knowledge. In this study, Lembaga Pelatihan Kerja Mitra Kalyana Sejahtera (LPK MKS) is being used as the research object for conducting the research. LPK MKS is a Governance, Risk, and Compliance (GRC) training firm, which included as one of KIBS business sectors. This study uses case study methodology by focusing on obtaining deep understandings about the knowledge management practices in KIBS training firm. The author obtains all the necessary data through in-depth qualitative interviews and secondary data. From the collected and analysed data, LPK MKS has implemented all of the success factors for managing knowledge. While the implementation of leadership and ICT are more notable, the implementation in organisational infrastructure is still not ideal. Nonetheless, the overall implementations of knowledge management help the firm in surviving the COVID-19 pandemic era and creating resiliency to face the new normal condition.

Keywords : Knowledge Management, KIBS

Track: Sustainability studies

The Impact of Sustainable Practice on the Indonesian Hotel's Financial Performance: A Case Study of Cipaku Garden Hotel

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Abstract

The agenda of researchers and practitioners within the hospitality and tourism sector has focused on the need and demand for sustainable practice. Following this situation, the Cipaku Garden Hotel, as a small-to-medium-sized hotel operating in Indonesia, follows the trend that has taken place and conducts sustainable practice as part of its business activities. Accordingly, the objectives of this study are to examine the sustainable practice conducted by the Cipaku Garden Hotel, uncover the management's perception concerning the benefits of the applied sustainable practice, and analyze the outcome and influence generated by the implemented sustainable practice on the hotel's financial performance. Through a case study approach, it is found that the Cipaku Garden Hotel applies its sustainable practice within the form of waste management activities. Within those activities, the hotel recycles organic waste into catfish food and compost. As a result, the hotel's waste management activities have improved its cost-saving capabilities, and it is marked by the reduction of cost on catfish care up to 49% and garden maintenance around 50%. Profit-wise, the hotel's sustainable practice has also increased its gross profit margin and net profit margin by 8% and 4%, respectively, compared to its previous year. Thus, the sustainable practice conducted by the Cipaku Garden Hotel brings a positive impact to its financial performance.

Keywords : Sustainable practice, hospitality and tourism sector, small-to-medium sized hotel, Indonesia

Track: Compliance

Comparative Review of The Latest Concept in Compliance Management & The Compliance Management Maturity Models

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Abstract

Like many other management systems, the compliance management system needs to be measured to know how exemplary the implementation is. The Compliance management maturity model (CMMM) is one measurement method that can help the organization assess the degree of Compliance Management implementation and the effectiveness of compliance management practices to help the organization achieve its objectives. To determine and identify the state-of-the-art CMMM, this study will enumerate and synthesize current CMMM and map their similarities and differences. Furthermore, to determine if the existing enterprise CMMM can measure the current Compliance Management practices by using the ISO 37301 international Standard as a proxy for a state-of-the-art Compliance Management system. The synthesizing process of the enterprise CMMM uses the literature review approach on the existing CMMM and ISO 37301 as the primary benchmark reference. The findings show that despite organizations facing increasing complexity and organizational characteristics of internal and external regulations, the CMMM as Compliance Management measurement tools are very few. The result also shows that the existing CMMM cannot cover all the current CMMM requirements needed from the International Standard.

Keywords : Compliance Management, Maturity Model, ISO 37301

Track: Accounting

MSME Business Owners: Determining and Differentiating Their Perceived Quality of Tax Services Rendered by Accounting Firms

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Abstract

Even at the time of pandemic, tax services rendered by accounting firms remain essential in every country as it facilitates business owners comply with the strict requirements set by tax regulatory agencies. While most studies involve large and complex business organizations in determining the prescribed factors that affect the quality of tax services (Dinh and Do, 2020), the perceptions of Micro, Small and Medium enterprises (MSMEs) are as equally important. With thirty-one (31) selected MSMEs in Angeles City, Central Luzon, Philippines as respondents, it was found out that effectiveness yielded the highest tax service quality component, followed by professionalism, tangibles and lastly, empathy. Further, annova tests revealed that there is no significant difference on the perceptions of MSMEs based on their profile except on the quality component of effectiveness (.05>.049) where there is a significant difference based on the form of business organization with higher level of perceptions coming from corporations compared to sole proprietors. Likewise, significant differences were found in terms of the number of years having tax engagement with an accounting firm. Those with more than five years of engagement have slightly lower perception on both professionalism (.05>.029) and effectiveness (.05>.012) compared to those having five years or less. Business owners who also perform administrative functions perceived both professionalism (.05>.002) and empathy (.05>.000) higher compared to those who are only owners. As suggested, effectiveness can be further demonstrated through establishing strategic busy season plans and maintaining clear and consistent communication lines with clients. Tax practitioners must also be able to empathize with their clients specially in difficult times such as the pandemic such that accounting firms must also invest in virtual platforms and latest software technology, while occupying a physical office fosters legitimacy of the firm.

Keywords : accounting firms, MSMEs, quality of tax services, perceived quality, accounting firms



FUTURE EVENT

November 29-30, 2021 | Virtual Conference

The 2nd International Conference on IT, Communication, and Technology for Better Life (2nd ICT4BL)

<http://ict4blconference.com/index.php/home-2021/>

December 6, 2021 | Virtual Conference

7th Japan International Business and Management Research Conference (7th JIBM)

<http://www.jibmconference.com/index.php/7th-jibm/>

December 14 - 15, 2021 | Virtual Conference

The International Halal Science and Technology Conference 2021 (IHSATEC):
14th Halal Science and Business (HASIB)

<https://www.ihsatec.com>

February 14, 2022 | Virtual Conference

International Conference on Multidisciplinary Research for Sustainable Innovation (ICMRSI)

<https://icmrsi.com>

March 8, 2022 | Virtual Conference

International Conference on Teaching and Science Education (4th ICTASE)

<http://ictase.com/>

April 14, 2022 | Virtual Conference

International Conference on Entrepreneurship Studies, Business, Economy, and Management Science (6th ESBEM)

<http://esbem.com/>

April 22-23, 2022 | Virtual Conference

International Conference on Industrial and Systems Engineering, Technology, Innovation, and Management (ICISSETIM)

<https://icisetim.com>

May 5, 2022 | Virtual Conference

International Conference on Management Studies and Social Science (7th MASOS)

<http://www.masosconference.com/>

May 31, 2022 | Virtual Conference

Japan International Conference on Business, Management Studies and Social Science (8th JIBUMS)

<https://www.jibums.com/>

July 14, 2022 | Virtual Conference

International Conference on Islamic Education Studies and Social Science (4th ICISS)

<http://www.icissconference.com/>

July 28, 2022 | Virtual Conference

International Conference on Management, Education, and Social Science (3rd MESS)

<http://messconference.com/>

August 11, 2022 | Virtual Conference

International Conference on Interdisciplinary in Business, Economy, Management, and Social Studies (6th IBEMS)

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August 30, 2022 | Virtual Conference

International Conference on Business, Economy, Management and Social Studies Towards Sustainable Economy (8th BEMSS)

<http://www.bemssconference.com/>

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October 4, 2022 | Virtual Conference

Singapore International Conference on Management, Business, Economic and Social Science (8th SIMBES)

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November 8, 2022 | Virtual Conference

International Conference on Interdisciplinary Research on Education, Economic Studies, Business and Social Science (7th RESBUS)

<http://resbusconference.com/>

December 6, 2022 | Virtual Conference

Japan International Business and Management Research Conference (8th JIBM)

<http://www.jibmconference.com/>

Book of Abstract

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