

# ANALYSIS OF INTERNAL CONTROL ON PREMIUM RECEIVABLES AT PT ASURANSI JASARAHARJA PUTERA BRANCH JAKARTA TB. SIMATUPANG

Miyana Oktaviani<sup>1</sup>, Arni Karina<sup>2</sup>, Kumba Digdowiseiso<sup>3\*</sup>  
Program Studi Akuntansi Fakultas Ekonomi Dan Bisnis Universitas  
Nasional Jakarta<sup>1,2,3\*</sup>

---

## ARTICLE INFO

### Keywords:

Internal Control Analysis,  
Premium Receivables

## ABSTRACT

This research aims to analyze the internal control over premium receivables at PT Asuransi Jasaraharja Putera Jakarta TB Simatupang Branch. This type of research is qualitative descriptive case study research. Based on the results of research conducted by the author, it can be concluded that internal control over receivables premiums is adequate because the receivables control environment is adequate in terms of SOPs and their implementation in current conditions, the results of collections are directly channeled to the accounting department because payments are via bank/transfer. In control activities, writing off receivables is carried out so that receivables do not become a burden on the company, evidence of collection is also secured to prevent fraud. Supervision and monitoring have been running well because there is an evaluation of the implementation of billing and an analysis of the age of receivables that are due soon. Lastly, information and communication runs well because the marketing department always provides the latest information regarding insureds who have just collaborated.

---

### E-mail:

[oktaviani@gmail.com](mailto:oktaviani@gmail.com),  
[arni.karina@civitas.unas.ac.id](mailto:arni.karina@civitas.unas.ac.id),  
[kumba.digdo@civitas.unas.ac.id](mailto:kumba.digdo@civitas.unas.ac.id)

Copyright © 2023 Economic Journal. All rights reserved.  
is Licensed under a Creative Commons Attribution-NonCommercial 4.0  
International License (CC BY-NC 4.0)

## 1. INTRODUCTION

When a company or organization is carrying out its operational activities, they cannot be separated from making a profit or making a profit. Companies carry out various activities to obtain maximum profits. Likewise with insurance companies, the profits obtained can maintain the continuity of the company's activities in the future, can support the company and can expand business networks with other companies. Therefore, various strategies and policies are needed to make effective and efficient decisions in order to be able to compete and survive in various conditions.

According to Henry (2020) The term receivables refers to a number of claims that will be received by the company generally in the form of cash from other parties, either as a result of delivering goods and services on credit (for customer receivables consisting of trade receivables and money orders receivables), providing loans (for employee receivables, receivables). debtors, usually directly in the form of notes receivables and interest receivables), or as a result of excess cash payments to other parties. In general, a company's trade receivables are one of the largest current assets and the largest part of total assets. Providing receivables carries a risk for the company in the form of losses if the debtor does not pay his obligations. Fraud in a work cycle also often occurs, causing companies to suffer losses (Hamel 2013).

According to PSAK No. 28, there is one asset account in a loss insurance company, namely accounts receivable. According to the source of occurrence, receivables are classified into 2 categories, namely underwriting receivables and non-underwriting receivables (other receivables). Underwriting receivables are divided into 2 types, namely premium receivables and reinsurance receivables. The

*Analysis Of Internal Control On Premium Receivables At Pt Asuransi Jasaraharja Putera Branch  
Jakarta Tb. Simatupang. Miyana Oktaviani, et.al*

debtor can pay this receivable directly to the cashier or transfer it to the insurance company. For this reason, there needs to be attention and control in the implementation of activities so that risk-taking things do not occur.

One example of a receivables case is the case from PT Tiga Pilar Sejahtera Food Tbk. In early July 2018, PT Tiga Pilar Sejahtera Food Tbk (AISA) stated that it was unable to pay the interest on the TPS Food I Ijarah bonds and sukuk which matured on July 19 2019. The total debt was worth IDR 600 billion and IDR 300 billion respectively at interest rates. fixed interest of 10.25% and ijarah fee of IDR 30.75 billion per year. The maturity of the debt was also extended from April 5 2018 to April 5 2019. AISA also has short-term bank debt worth IDR 2.19 trillion in the 2017 AISA financial report. Apart from having debt, management also has trade receivables. Accounts receivable are company income but have not been paid by business partners. Receivables arise as a result of the sale of goods and services.

Based on the 2017 financial report, AISA had trade receivables of IDR 2.11 trillion (after deducting an impairment of IDR 147.64 billion). Receivables from related parties PT Jaya Mas Rp. 148.6 billion. Third party receivables amounted to IDR 1.97 trillion. The largest third party trade receivables amounted to IDR 472.74 billion to PT Semar Pelita Sejati followed by the other largest trade receivables to PT Tata Makmur Sejahtera (Rp 342.35 billion) and PT Semar Kencana Sejati (Rp 290.99 billion).

Meanwhile, based on the trade receivables period, there were receivables worth IDR 134.76 billion and IDR 243.06 billion with maturities of less than 90 days. Meanwhile, trade receivables exceeded the collection period by more than 90 days amounting to IDR 2.12 trillion. Both receivables have passed the collection due date. Meanwhile, undue receivables amounted to IDR 393.64 billion from non-banking companies and IDR 8.95 billion from banking companies. Previously, the company was planning a restructuring process for bonds and sukuk that had been issued with a total debt value of IDR 900 billion. TPS Food has explained several times that the company is communicating with holders of TPS Food I 2013 bonds and TPS Food I 2013 Sukuk Ijarah regarding this plan.(CNBC Indonesia)

The implementation of internal control over receivables plays an important role in supporting the smooth running of company activities, minimizing the occurrence of fraud and errors that will harm the company. According to ISA 315 Paragraph 4c, it is stated that Internal Control is a process designed, implemented and maintained by TCWG (Those Charged With Governance), management and other employees to provide adequate assurance regarding the achievement of the entity's objectives regarding the reliability of financial reporting, effective and efficient operations, and compliance with laws and statutory provisions. The term control means one or more elements of internal control. Internal control can be used to create information such as financial reports that can be accounted for so that organizational goals can be achieved. The existence of internal control also helps increase the effectiveness and efficiency of operations that have been carried out so that internal control can quickly identify and correct irregularities.(Tuanakotta 2020)

PT Asuransi Jasaraharja Putera is a company that provides loss insurance services which was founded in 1993 and is one of the leading insurance companies in Indonesia. PT Asuransi Jasaraharja Putera is a subsidiary of PT Jasa Raharja (Persero). Currently PT Asuransi Jasaraharja Putera has 27 branch offices and 86 marketing offices spread throughout Indonesia. PT Asuransi Jasaraharja Putera provides various types of insurance products such as JP-ASTOR (Vehicle Insurance), JP-GRAHA (Asset Insurance), JP-ASPRI (Personal Protection Insurance), JP-ASKRED (Trade Transaction Protection Insurance). Developing on the basis of customer satisfaction, from year to year JP-INSURANCE always records good and increasing financial performance. The Company's increasingly solid balance sheet is proven by the company's rating with an ID rating of AA- (Double A minus: Stable Outlook).

Through a variety of quality insurance products and services, JP-INSURANCE has succeeded in proving good and continuously improving financial performance. The Company believes that this achievement is also the result of implementing the principles of good corporate governance in every operational aspect, as well as being supported by a strong corporate culture, namely Honesty, Discipline, Responsiveness, Carefulness and Politeness. JP-INSURANCE is increasingly gaining trust from customers and business partners, so it is increasingly confident that it will be able to become a leading insurance company in Indonesia in accordance with the Company's Vision.

It is this collection of receivables that occurs at the insurance company that must be monitored and supervised so that undesirable things do not happen. This is what requires the internal control department to carry out control and supervision and good preventive measures are needed at PT Asuransi Jasaraharja Putera so that fraud does not occur.

## 2. METHOD

The type of research carried out is qualitative descriptive case study research. Analyze data inductively, reduce, verify, and interpret or capture the meaning of the context of the problem being studied.(Nugrahani 2014). The research location for data collection was PT Asuransi Jasaraharja Putera Jakarta TB Branch. Simatupang Wisma Raharja, Jl. TB Simatupang Kav.1, East Cilandak, RT.10/RW.1, East Cilandak, Pasar Minggu. The time interval required for this research is 3 months. Population and Sample This research is a case study so that respondents only cover several sections, namely:

1. Head of Finance and Collections Section of PT Asuransi Jasaraharja Putera Jakarta Branch TB Simatupang.
2. Head of Accounting Verification Section of PT Asuransi Jasaraharja Putera Head Office.
3. Internal Audit of PT Asuransi Jasaraharja Putera Head Office.

Data Collection Techniques and Instruments used are Observation, Literature, Interviews, Documentation. Types of data collected in research The type of data collected in this research is primary data. The data analysis technique in this research was carried out using the comparative method in the following way:

1. Collecting data related to the company structure chart, SOP for premium receivables at PT. Jasaraharja Putera Insurance Jakarta Branch TB Simatupang and theories according to experts regarding premium receivables.
2. Conduct interviews with related departments.
3. Create Internal Control Questionnaires to see whether there are similarities between SOPs and direct activities in the company.

## 3. RESULTS AND DISCUSSION

### Research Data Results

#### A Brief History of the Company

PT. Jasaraharja Putera Insurance is a loss insurance company formerly known as PT. Bintang Bali Insurance, which was founded in 1986, then on December 1 1986 changed its name to PT. Tis Insurance, which was the forerunner to the birth of PT. Jasaraharja Putera Insurance. In line with the inclusion of the PT. Employee Pension & Welfare Fund Foundation. Jasaraharja (Persero) which was followed by changes to the capital structure and management structure, the company name PT. Tis Asih Insurance was changed to Aken Raharja. Founded in 1993, PT Asuransi Jasaraharja Putera or JP-INSURANCE is a subsidiary of PT Jasa Raharja.

Currently, JP-INSURANCE services can be enjoyed throughout Indonesia through 111 service networks consisting of 27 branch offices and 25 marketing offices, 1 digital outlet and 59 service unit offices. JP-INSURANCE provides various solutions for various needs, such as General Insurance and Suretyship which are packaged as JP-BONDING, JP-ASTOR (Motor Vehicle Insurance), JP-GRAHA (Fire Insurance), JP-ASPRI (Personal Accident Insurance) JP-ASKRED (Credit Insurance), Engineering Insurance, and Sharia Insurance. These diverse services reflect the Company's determination to become a one stop insurance service company.

Developing on the basis of customer satisfaction, from year to year JP-INSURANCE always records good and increasing financial performance. The Company's increasingly solid balance sheet is proven by the company's rating with an ID rating of AA- (Double A minus: Stable Outlook).Through a variety of quality insurance products and services, JP-INSURANCE has succeeded in recording good financial performance and continues to improve. The Company believes that this achievement is also the result of implementing the principles of good corporate governance in every operational aspect, as well as being supported by a strong corporate culture, namely Honesty, Discipline, Responsiveness, Carefulness and Politeness. JP-INSURANCE is increasingly gaining trust from customers and business partners, so it is increasingly confident that it will be able to become a leading insurance company in Indonesia in accordance with the Company's Vision.

PT. Jasaraharja Putera Jakarta Special Branch is a Type A branch office of PT. Jasaraharja Putera. This company is located in the Wisma Raharja Building, Jl. TB Simatupang Kav. 1 East Cilandak, South Jakarta 12560. PT. Jasaraharja Putera Medan has branch offices in Cibubur and Bogor((PT ASURANSI JASARAHARJA PUTERA) nd).

### Vision and mission of the company

The company's vision, which is the goal and aspiration for the future, is to become the leading insurance company in Indonesia (To be the Foremost Insurance Company in Indonesia). The company's mission, which is a step to realizing its vision, is to provide appropriate products with excellent service (To Provide Appropriate Products With Excellent Service).

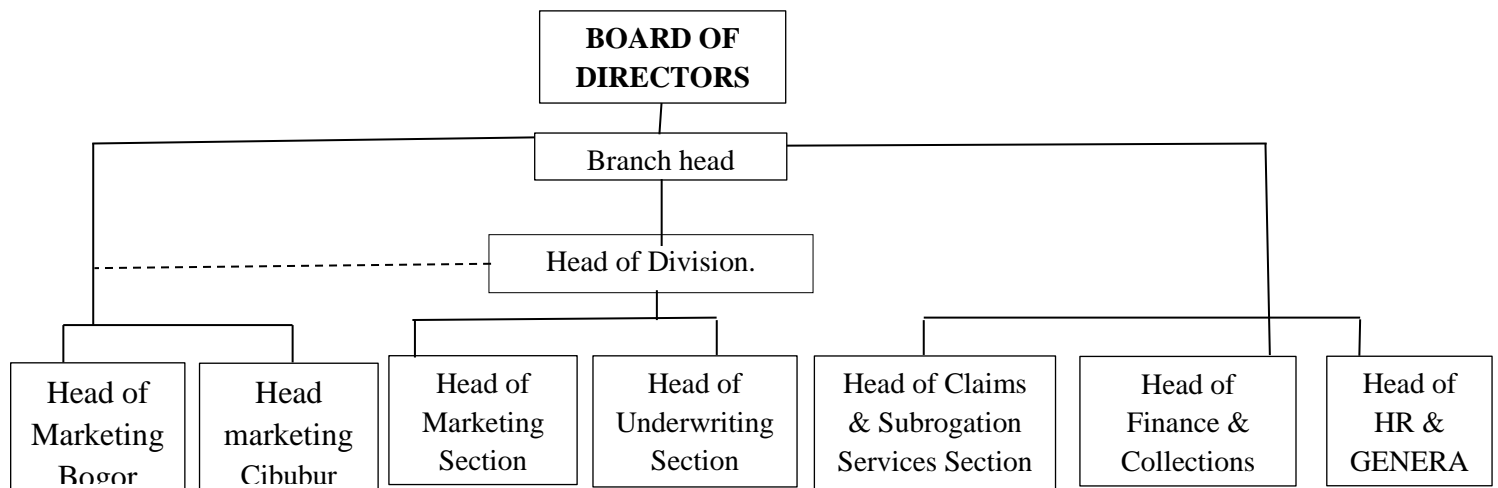
### Insurance Products

In this case, PT Jasaraharja Putera has various insurance products that offer various loss risk coverage product services to customers. The details of the company's insurance products are as follows:

- a. JP-BONDING (SURETY BOND)  
JP-BONDING provides guaranteed protection against risks that may occur during the preparation, implementation and completion of the project so that it runs according to plans and expectations. PT JASARAHARJA PUTERA as the pioneer of Surety Bonds in Indonesia.
- b. JP-ASTOR (MOTOR VEHICLE INSURANCE)  
JP-ASTOR provides compensation guarantees for damage/losses experienced by motor vehicles due to collisions, malicious acts, fire, lightning strikes or third party responsibility.
- c. JP-GRAHA (FIRE INSURANCE)  
JP-GRAHA is fire insurance for property, whether in the form of a residence, office, shop, shophouse or factory that suffers loss or damage due to fire or other events covered by the policy.
- d. JP-ASPRI (PERSONAL ACCIDENT INSURANCE)  
JP-ASPRI provides protection for the insured in the event of an accident by paying compensation in the event of death/permanent disability or providing medical compensation in the event of temporary disability or injury.
- e. JP-ASKRED (TRADE CREDIT INSURANCE)  
This insurance product provides protection against the risk of trade transaction losses experienced by producers, Distributors, Sub-Distributors, Agents due to a number of receivables (outstanding amounts) that are not paid by Debtors (buyers), due to experiencing Protracted Default and Insolvency.

### Organizational structure of the company

Organizational structure is an arrangement for dividing tasks and responsibilities based on roles and positions in a company to achieve its goals. To carry out its operational activities, PT Jasaraharja Putera TB Branch. Simatupang created an organizational structure to make it easier for employees to carry out each part((PT Asuransi Jasaraharja Putera) 2021).



**Figure 1** Organizational structure of the company

From the organizational structure of the company, each has its own functions and duties, namely:

1. Branch head

- a. Assist the Board of Directors in implementing the Company's Vision and Mission through Company Operational and Administrative activities within the scope of the Branch Office's work area to support the achievement of Branch Office and Company targets.
  - b. Monitoring the implementation of Standard Operating Procedures (SPO), Orderly Administration, Triangle Priority, Company Culture (Honest, Disciplined, Responsive, Careful & Courteous), Continuous Improvement steps, Risk Management, Compliance, Good Corporate Governance (GCG), Customer Relationship Management Program (CRM), Keep, Get & Grow Customer Strategy, Service Quality Standards & Service Level Agreement (SLA), Achieving Levels of Effectiveness and Efficiency in the implementation of company operations, Compliance with Regulations and Inherent Supervision in Branch Offices.
  - c. Monitoring all activities at the Branch Office.
  - d. Fostering partnership relationships with work partners and other external parties related to the Branch Office.
  - e. Monitoring Branch Office support activities
  - f. Coordinating with other Branch Offices in order to carry out tasks smoothly.
  - g. Monitoring guidance to Marketing Offices and Service Units under Branch Offices.
  - h. Monitoring the results of analysis and evaluation of the performance of Branch Offices, Marketing Offices and Service Units.
  - i. Determine Branch Office reports for internal and external needs.
  - j. Carry out other work as directed by the leadership.
2. Head of Operations
- a. Optimize the implementation of all operational and administrative activities at the Branch Office.
  - b. Optimizing the development of partnership relationships with work partners and other external parties related to the Branch Office.
  - c. Represent the Branch Head for certain tasks.
  - d. Optimizing the implementation of Branch Office support activities.
  - e. Risk management.
  - f. Coordinate with staff at other Branch Offices in order to carry out tasks smoothly.
  - g. Optimizing coaching for Marketing Offices and Service Units under Branch Offices.
  - h. Ensure the implementation of analysis and evaluation of the performance of Branch Office Operations, Marketing Offices and Service Units.
  - i. Ensure Branch Office reports for internal and external needs.
  - j. Carry out other work as directed by the leadership.
3. Head of Marketing Section
- a. Assist the Head of Operations in implementing the Company's Vision and Mission through operational and administrative activities in the Marketing Sector within the scope of the Branch Office's work area to support the achievement of Branch Office and Company targets.
  - b. Carry out marketing activities for General Insurance, Suretyship, Miscellaneous Insurance and Direct Closing Credit Insurance and Co-Insurance / Co-Surety, including marketing activities for Sharia Insurance products which are the authority of the Branch Office.
  - c. Represent the Branch Head for certain tasks.
  - d. Analyze and evaluate the performance of the Marketing Operations Division of Branch Offices, Marketing Offices and Service Units.
  - e. Preparation of Branch Office reports for internal and external needs.
4. Head of Underwriting Section
- a. Assist the Head of Operations to implement the Company's Vision and Mission through operational and administrative activities in the Underwriting Sector within the scope of the Branch Office's work area to support the achievement of Branch Office and Company targets.
  - b. Carrying out all Underwriting activities in the Branch Office.
  - c. Carrying out supporting activities in the Branch Office Underwriting Sector.
  - d. Analyze and evaluate the performance of Underwriting Branch Offices, Marketing Offices and Service Units.
  - e. Preparation of Branch Office reports for internal and external needs.

5. Head of Claims and Subrogation Services Section
  - a. Assist the Head of Operations in implementing the Company's Vision and Mission through operational and administrative activities in the Claims & Subrogation Sector within the scope of the Branch Office's work area to support the achievement of Branch Office and Company targets.
  - b. Carry out all activities in the Claims & Subrogation Services Sector.
  - c. Carrying out supporting activities in the Branch Office Claims & Subrogation Services Sector
  - d. Become Person in Charge (PIC) for Claims in assisting the Surveyor/Adjuster in handling and accelerating the settlement of Claims.
  - e. Analyze and evaluate the performance of the Claims & Subrogation Services Division of Branch Offices, Marketing Offices and Service Units.
  - f. Preparation of Branch Office reports for internal and external needs.
6. Head of the Finance and Receivables Collection Section
  - a. Assist the Head of Operations in implementing the Company's Vision and Mission through activities in the Finance Sector and Collections Sector within the scope of the Branch Office's work area to support the achievement of Branch Office and Company targets.
  - b. Carry out all Accounting Management activities:
  - c. Create Debit/Credit Notes and prepare Head Office and Branch Office Current Accounts.
  - d. Make reports about Branch Office expenses which are borne by the Head Office.
  - e. Create/arrange concepts for implementing capital expenditure.
  - f. Create/compile Daily Cash/Bank/Memorial Register and Ledger.
  - g. Make bookkeeping journals for Debit/Credit Notes.
  - h. Prepare Branch Office Business Results Reports every month.
  - i. Check and control data supporting accounting transactions from related work units to ensure financial transactions are prepared based on existing data/facts.
  - j. Following up on research results on Branch Office bookkeeping data.
  - k. Verifying the Marketing Office's financial reports.
  - l. Carry out all Cash Management activities
  - m. Carry out all Bank Management activities
  - n. Carry out all Receivable Collection management activities:
  - o. Supervise and control the distribution of receipts and proof of premium receipt.
  - p. Prepare an AR collection journal to provide accurate information about outstanding AR in a certain period, as well as carry out follow-up actions with Insureds/Co-Insurance partners who still have outstanding AR.
  - q. Create monthly AR Aging Reports and AR Reconciliation to confirm and check their conformity with financial reports.
  - r. Create, analyze and carry out coordination steps for settling premium receivables.
  - s. Carry out all Verification management activities
  - t. Carrying out supporting activities in the Finance Sector and Accounts Receivable Collection Sector of the Branch Office
  - u. Acting as PIC for preparing the Company Work Plan & Budget (RKAP) for Branch Offices, including Marketing Offices and Service Units.
  - v. Conduct analysis and evaluation of the performance of the Financial Sector and Receivables Collection Sector of Branch Offices, Marketing Offices and Service Units.
  - w. Preparation of Branch Office reports for internal and external needs.
7. Head of HR & General Section
  - a. Assist the Branch Head in implementing the Company's Vision and Mission through Human Resources and General Affairs activities within the working area of the Branch Office to support the achievement of Branch Office and Company targets.
  - b. Carry out all activities in the field of Human Resources Management
  - c. Carrying out Tax Management
  - d. Carry out all General Sector activities
  - e. Carry out supporting activities in the Human Resources Sector and General Sector of the Branch Office

- f. Acting as Person in Charge (PIC) for the implementation of Branch Office Risk Management, carrying out Risk Identification, Analysis & Evaluation, creating a Risk Register, creating a Risk Management Report and carrying out Evaluation, Monitoring and Follow-up steps at the Branch Office.
- g. Acting as Person in Charge (PIC) for managing correspondence and archives at Branch Office level.
- h. As Person in Charge (PIC) handling consumer complaints.
- i. Analyze and evaluate the performance of the Human Resources Sector and General Sector of Branch Offices, Marketing Offices and Service Units.
- j. Preparation of Branch Office reports for internal and external needs.

**Analysis of Research Results**

**Procedures for company receivables PT Asuransi Jasaraharja Putera Jakarta TB Branch. Simatupang.**

The data taken in this research is premium receivable report data from 2018 to 2020 which can be seen as follows.

**Table 1** Data on Premium Receivables 2018 – 2020

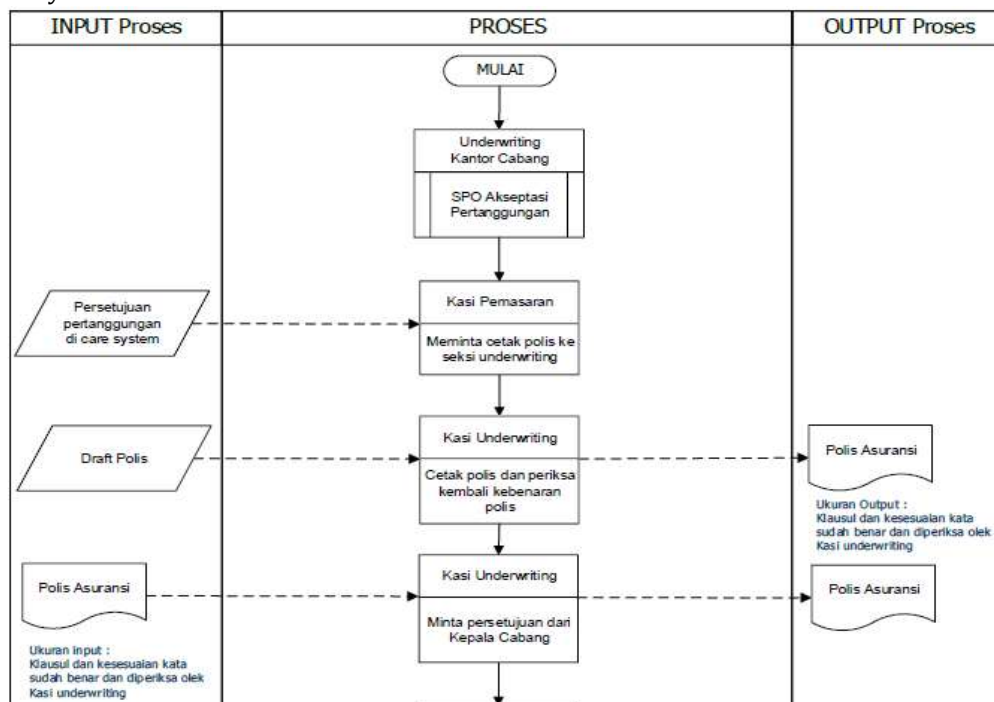
Year	Amount of Premium Receivables (Rp)
2018	1,579,546,010.33
2019	8,724,198,760.13
2020	4,488,486,436.06

Source: Data from PT Jasaraharja Putera Cab. TB. Simatupang

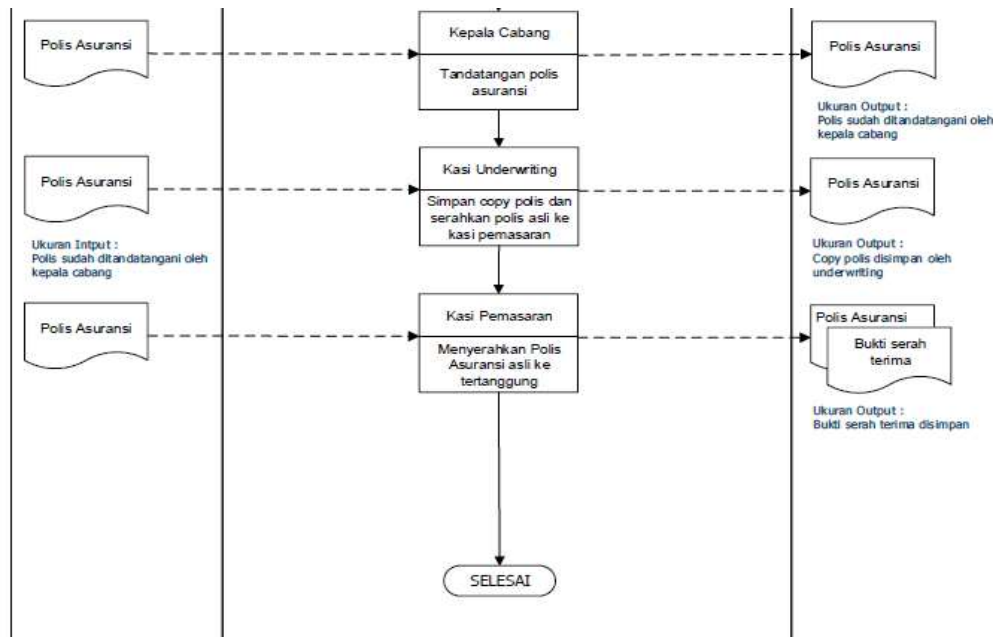
The data above shows an increase in the amount of premium receivables in 2019. This is due to the large number of insureds or brokers who have not paid their debts. In 2020, PT Jasaraharja Putera Cab. TB. Simatupang is able to control the level of premium receivables.

The implementation of internal control over receivables plays an important role in supporting the smooth running of company activities, minimizing the occurrence of fraud and errors that will harm the company. The procedure carried out is starting from the marketing department which offers PT Jasaraharja Putera products and looking for customers who want to work together. Then, if you have agreed to the terms and conditions of the collaboration, then proceed to issuing a policy to the insured or broker who uses PT Jasaraharja Putera's insurance services. Then, the finance department starts processing the invoice to collect the receivables. The more detailed stages are as follows:

1. Policy Issuance Procedure



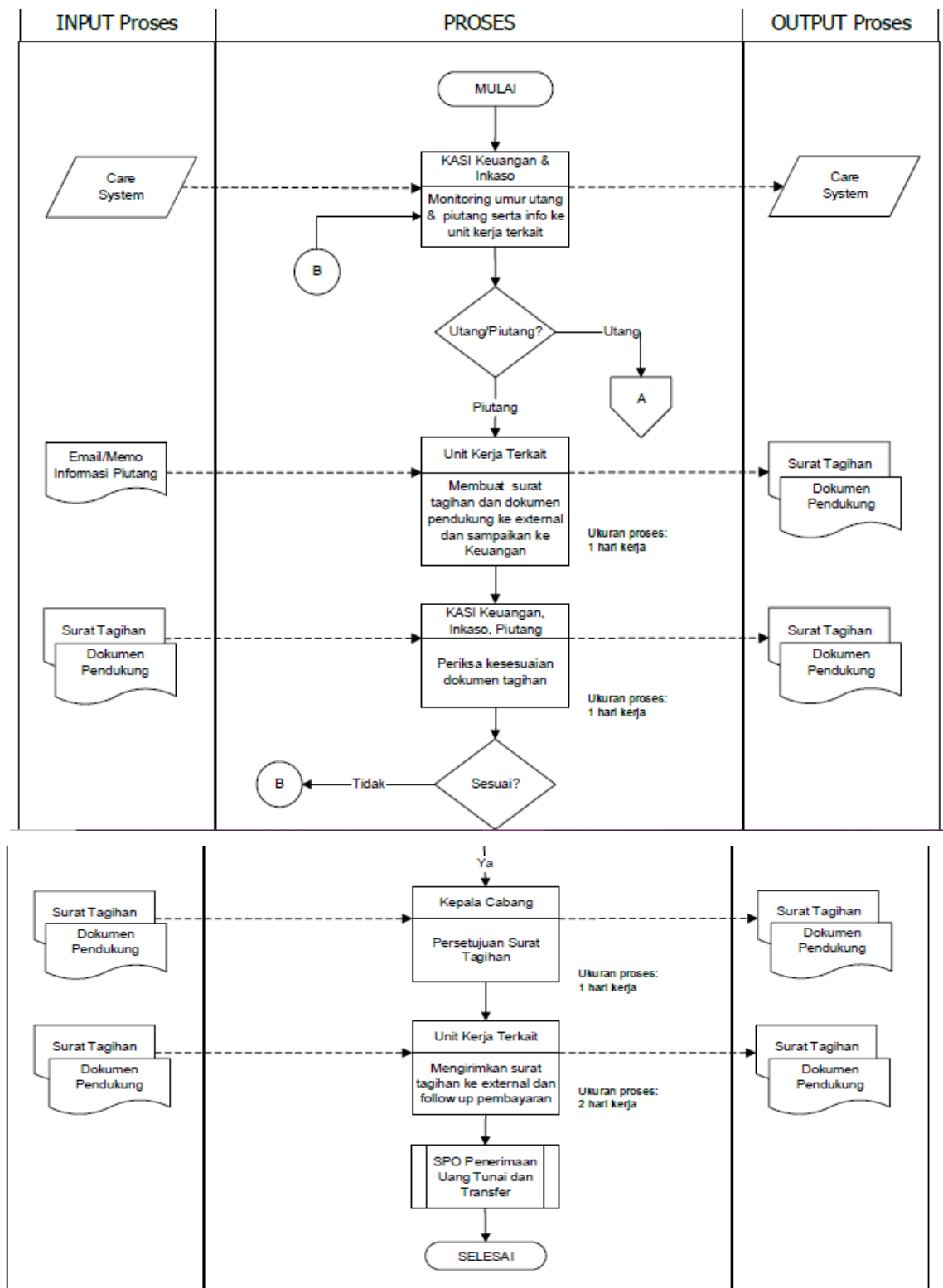
*Analysis Of Internal Control On Premium Receivables At Pt Asuransi Jasaraharja Putera Branch Jakarta Tb. Simatupang. Miyana Oktaviani, et.al*



**Figure 2** Policy Issuance Flowchart

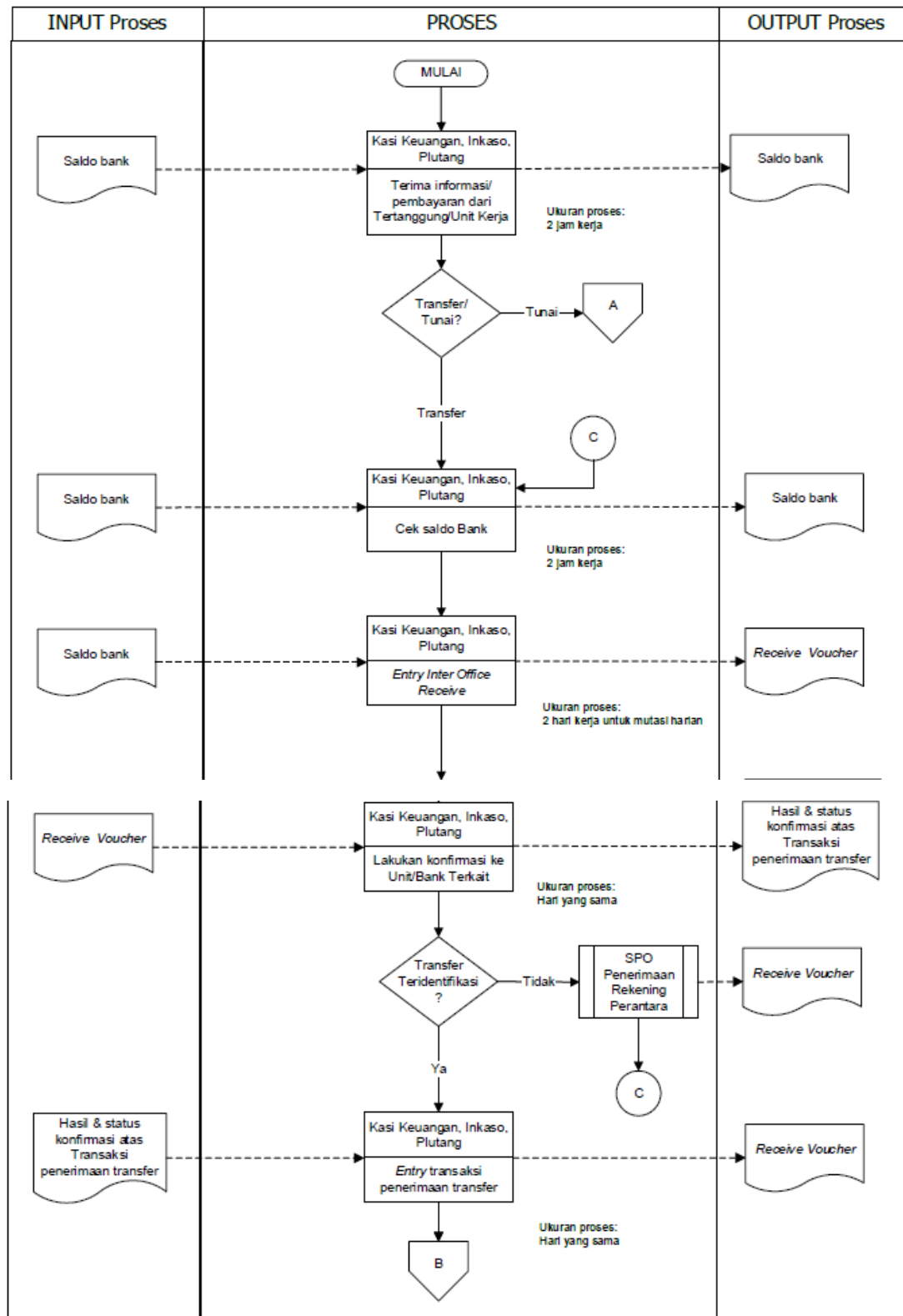
- a. The marketing department accepts applications for insurance closure by completing various documents, including filling out the SPPA (Insurance Closure Request Letter), which is a form that must be filled in by the prospective insured in order to close insurance which will be used by the insurer to evaluate the level of risk of the insured object, Quotation The slip is an offer form for insurance coverage, photocopy of KTP and other documents to support the requirements.
  - b. If it is complete, the Underwriting department will carry out a risk analysis and conduct a survey if necessary.
  - c. If it has been approved and is in treaty capacity, the underwriting department prepares acceptance recommendations.
  - d. The marketing department will ask for a printout of the policy carried out by the underwriting department and check whether the policy is appropriate.
  - e. If it is appropriate, the branch head will sign the policy and the marketing department will hand over the original insurance policy to the insured and the underwriting department will keep a copy of the policy for archives.
2. Premium Receivable Collection Procedure
- a. The Finance and Collections Department must routinely monitor the maturity of debts and receivables so as not to cause premium receivables to increase and coordinate with related work units.
  - b. Then make a letter containing the bill by attaching supporting documents to external parties (the insured party or broker).
  - c. Then the Finance, Collections and Receivables sections check whether it is in accordance with the billing documents.
  - d. Then ask for approval from the branch head.
  - e. After receiving approval, the relevant work unit must send the bill to an external party and monitor whether payment has been made or not.

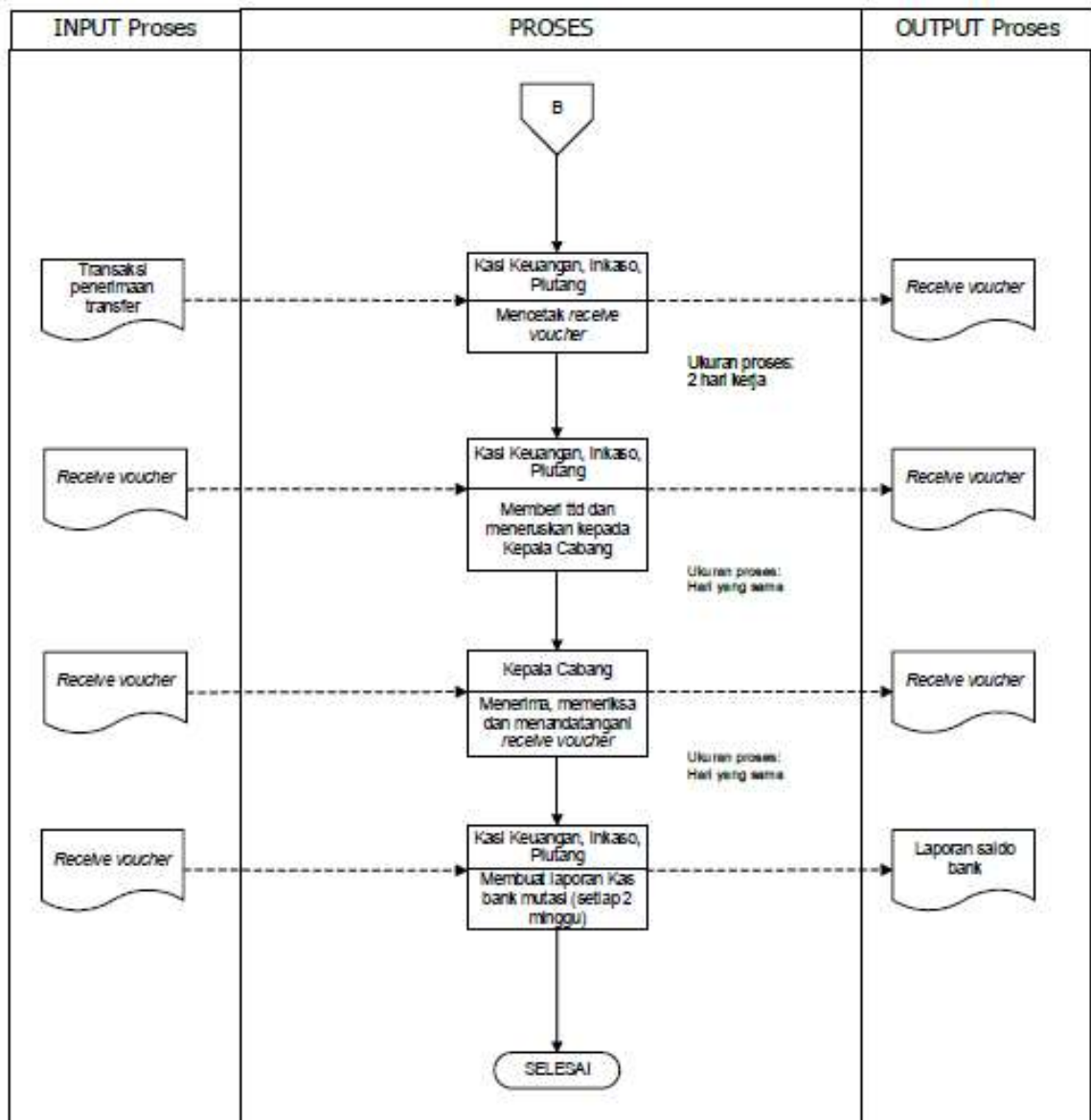




**Figure 3** Receivables Collection Flowchart

### 3. Procedures for Receiving Money by Cash and Transfer





**Figure 4.** Procedure for Receiving Money by Cash and Transfer

- First, the Finance, Collections and Receivables section will receive information regarding payment of receivables from the insured or related work units. Then whether payment is via transfer or cash.
- If via transfer, the finance department will check the bank balance to see whether it has been received or not.
- If it has been received, the finance department will confirm with the relevant unit and make an entry in the inter office receive entry.
- When the insured pays via cash, the finance department will prepare the data to be paid and receive the money.

**Implementation of internal control over company receivables at PT Asuransi Jasaraharja Putera Jakarta TB Branch. Simatupang is adequate.**

After carrying out a review aimed at obtaining data and information, the next objective is to assess the control of premium receivables. In carrying out the assessment, the author provides ICQ which contains interview questions related to the process of controlling premium receivables. The ICQ scoring system for this determination, the answer "YES" is intended for activities carried out and shows the correctness of the company's control system, if "NO" means the activity was not carried out and shows

*Analysis Of Internal Control On Premium Receivables At Pt Asuransi Jasaraharja Putera Branch Jakarta Tb. Simatupang. Miyana Oktaviani, et.al*

that it is a weakness in the company's control system. And the results obtained from the review include the following.

**Table 2** Internal Control Questionnaires

QUESTION	YES	NO
<b>RECEIVABLES (Control Environment)</b>		
Does PT Asuransi Jasaraharja Putera TB Simatupang Branch have a Standard Operating Procedure for handling collection of premium receivables?	✓	
Do you think that the Standard Operating Procedure for collecting premium receivables that has been determined is appropriate for the conditions for handling PT Jasaraharja Putera's premium receivables?	✓	
Are the billing results immediately submitted to the accounting department within a short time and in the amount that should be received?	✓	
Does the accounting department create an AR Form as proof that the receivables have been paid?	✓	
Does the company have written receivables payment procedures & policies?	✓	
Employees who carry out billing know and understand their procedures, policies, duties and responsibilities?	✓	
Are disputes with customers handled by the credit department or superiors or other people who are authorized and not by the accounts receivable administration officer?		✓
<b>Risk Determination/assessment</b>		
There is an evaluation of premium receivables	✓	
Is an analysis of the age of receivables periodically carried out and those that are past due followed up?	✓	
<b>Control Activities</b>		
Is there a write-off of receivables? If yes:		
a. Do corrections to invoices and write-offs of receivables have to be approved by the competent authorities?	✓	
b. Is evidence for collection of written-off receivables secured to prevent misuse?		
Proof of collection of receivables that have been written off is secured to prevent misuse.	✓	
The billing function is only carried out by one section, so that no other function has more than one authority, namely in carrying out billing and surveys?	✓	
There is a periodic examination of estimated customer receivables regarding:		
a. Customers who are late paying.	✓	
b. Proof of partial repayment.		
c. Evidence of write-off of unreported receivables.		

d. Something unusual	
In billing, proof of receipt is made which has a serial number printed after first checking the post for each receivable balance.	✓
The billing function is only carried out by one section, so that no other function has more than one authority, namely in carrying out billing and surveys?	✓
<b>Supervision and Monitoring</b>	
There is an evaluation of the implementation of billing by the authorized parties periodically	✓
The auditor found weaknesses in the internal control of receivables collection	✓
There is an aging analysis of receivables that detects receivables that are due soon	✓
<b>Information and Communication</b>	
There is communication from the credit sales department to the billing department regarding customers who make credit sales	✓
The billing department confirms billing to customers who are due	✓
Other weaknesses not listed in the statement above: There are still many uncollectible receivables which result in high company expenses. Financial losses are inevitable considering treaty obligations for policies that have not yet been paid off. The lack of implementation of prudent underwriting also causes a large number of problematic receivables caused by the same brokers and insureds every year.	
Other Notes ..... ..... ..... ..... .....	
Rating conclusion (Good, Average, Poor)	Good
Revision of assessment conclusions (attachment of reasons)	
Filled in by: Management of PT Asuransi Jasaraharja Putera	
Reviewed by: Miyana Oktaviani	

### Control Environment

Based on the results of interviews conducted, PT Asuransi Jasaraharja Putera TB Branch. Simatupang has a standard operating procedure for handling receivables collection and the handling of premium receivables has been carried out appropriately in accordance with the SOP. This is a good first step, so that the finance, collections and receivables departments have a basis and responsibility and there is no accumulation of authority because billing is only carried out by 1 department. Payment of collection results is paid via bank transfer so that it goes directly to the finance, collections and receivables section so that it can be entered directly into the company system. This makes fraud lower

*Analysis Of Internal Control On Premium Receivables At Pt Asuransi Jasaraharja Putera Branch*

*Jakarta Tb. Simatupang. Miyana Oktaviani, et.al*

because it goes directly into the company's account and in. Then the finance, collections and receivables section also creates a receivable account as proof of payment of receivables that have been billed and signed directly by the branch head. Employees who carry out billing know and understand the procedures, duties and responsibilities as billing officers. This must be done so that there is no confusion when employees are carrying out their duties. If there is a dispute or problem, the finance, collections and receivables department is the one who immediately handles the problem, so that the problem can be resolved immediately and the problem does not spread to unauthorized departments.

#### **Risk Determination/Assessment**

Based on the results of interviews conducted, PT Asuransi Jasaraharja Putera TB Branch. Simatupang has an evaluation of receivables every month so that branch heads know how much receivables the company has and provide solutions so that receivables do not increase. The company periodically makes aging analysis of receivables in order to control premium receivables.

#### **Control Activities**

Based on the results of interviews conducted, PT Asuransi Jasaraharja Putera TB Branch. Simatupang has a write-off of receivables. Corrections to invoices and write-offs of receivables obtain prior approval from authorized parties such as section heads, section heads and branch heads so that they know which invoices have been written off. Evidence of collection of receivables that have been written off is also secured to prevent misuse and misappropriation of files. Billing against brokers or insureds is only carried out by Kasie. Finance, collections and receivables so that there are no gaps in data and prevent abuse of authority. The company also periodically checks insureds who are late in paying their premiums so that they do not accumulate continuously and cause losses to the company. Evidence of partial repayment is also provided so that there is evidence at the time of repayment and billing at a later date. When billing, the receipt contains a registration number, this is done so that there are no discrepancies in data and create confusion between the insured and the employee who holds the receipt. When searching for archives later, it will be easier because you just have to look at the receipt number listed. Periodic checks are also carried out so that insureds who are late in paying can be notified and pay on time.

#### **Supervision and Monitoring**

Based on the results of interviews conducted, PT Asuransi Jasaraharja Putera TB Branch. Simatupang has an evaluation of implementation by the authorized parties periodically so that the branch head knows and can provide solutions if there is a broker or insured who defaults and violates the agreement when making the policy. There are still weaknesses found by internal audit in collecting receivables due to many reasons, and the existence of an aging analysis of receivables that detects receivables that are soon due.

#### **Information and Communication**

Based on the results of interviews that have been conducted, the Marketing Department communicates with the finance, collection and accounts receivable departments regarding new insureds or brokers who use insurance services so that there are no misunderstandings and collection can be carried out when the time is due. Then the finance, collections and accounts receivables department confirms and reminds customers who are due for collection so they can pay immediately and there will be no accumulation of receivables which will burden the company and the insured/broker.

#### **Other weaknesses not listed in the statement**

From the results of the interview, it was found that there were many factors that became obstacles in the internal control of premium receivables at PT Asuransi Jasaraharja Putera TB Branch. Simatupang. In 2019, problematic or uncollectible premium receivables were still high, causing the company's burden to increase on uncollectible receivables. The company also experienced significant financial losses considering its treaty payment obligations for policies that had not yet been paid off. Therefore, premium receivables that have exceeded the company's maximum receivable age limit cannot be recognized as one of the parts/components of company assets that are permitted in the Risk Based Capital (RBC) calculation.

PT Jasaraharja Putera TB Branch. Simatupang is still lacking in implementing risk selection (prudent underwriting) in insurance coverage because there are many problematic receivables from the same broker and the same insured every year.

Based on the obstacles above, one way to control receivables is PT Jasaraharja Putera TB Branch. Simatupang and the Marketing Office must implement risk selection (prudent underwriting) in closing

insurance access, especially for brokers or insureds who have problems every year. PT Jasaraharja Putera TB Branch. Simatupang can also implement OJK regulation number 71/POJK.05/2016 article 17 which states that reinsurance premium bills, with a maximum bill life of 2 (two) months, are calculated from the payment due date.

Then PT Jasaraharja Putera TB Branch. Simatupang must also ensure that when closing with a coinsurance mechanism there is a clear and complete written agreement as well as confirmation of premium and claim payments. In collecting receivables, PT Jasaraharja Putera TB Branch. Simatupang can maximize it either through letters or periodic direct visits, especially premium receivables for the last 3 years. Thus, the premium receivables control system can achieve effectiveness and efficiency.

#### 4. CONCLUSION

This research was conducted with the aim of analyzing the implementation of procedures for company receivables at PT Asuransi Jasaraharja Putera TB Simatupang Branch and analyzing whether the implementation of internal control over the company's premium receivables was adequate or inadequate. From the research obtained, the following conclusions can be drawn: The implementation of internal control over receivables plays an important role in supporting the smooth running of company activities, minimizing the occurrence of fraud and errors that will be detrimental to the company. The procedure carried out is starting from the marketing department which offers PT Jasaraharja Putera products and looking for customers who want to work together. Then, if you have agreed to the terms and conditions of the collaboration, then proceed to issuing a policy to the insured or broker who uses the insurance services of PT Asuransi Jasaraharja Putera, TB Simatupang Branch. Based on the results of research and analysis of the implementation of procedures for company receivables at PT Asuransi Jasaraharja Putera TB Simatupang Branch, it is good, adequate and effective. However, there are still many obstacles and weaknesses regarding internal control of premium receivables. Based on the results of research and analysis of the internal control of PT Asuransi Jasaraharja Putera's premium receivables, in terms of the control environment it is good and effective, risk determination/assessment includes an evaluation of receivables every month. The company periodically makes aging analysis of receivables in order to control premium receivables. Controlling activities include writing off accounts receivable. Evidence of collection of receivables that have been written off is also secured to prevent misuse and misappropriation of files. Billing against brokers or insureds is only carried out by Kasie. Finance, collections and receivables so that there are no gaps in data and prevent abuse of authority. Supervision and Monitoring includes an evaluation of implementation by the authorized party periodically so that the branch head knows and can provide solutions if there is a broker or insured who defaults and violates the agreement when making the policy. There are still weaknesses found by internal audit in collecting receivables because there are many matters, and the existence of an aging analysis of receivables that detects receivables that are soon due.

#### REFERENCE

- (Biro Hukum dan Humas Badan Urusan Administrasi Mahkamah Agung-RI). n.d. "KITAB UNDANG-UNDANG HUKUM DAGANG." 5(1).
- (CNBC Indonesia). n.d. "Terbebani Utang, TPS Food Miliki Piutang Usaha Rp 2,12 T." Retrieved February 4, 2022  
(<https://www.cnbcindonesia.com/market/20180719180355-1724426/terbebani-utang-tps-food-miliki-piutang-usaha-rp-212-t>).
- (OTORITAS JASA KEUANGAN). 2016. "PERATURAN OTORITAS JASA KEUANGAN NOMOR 71 /POJK.05/2016."
- (OTORITAS JASA KEUANGAN). 2019. *PERASURANSIAN - BUKU 4*. (PSAK No. 28). n.d. "PSAK28 Akuntansi Asuransi Kerugian."
- (PT Asuransi Jasaraharja Putera). 2021. "STRUKTUR ORGANISASI PT JASARAHARJA PUTERA CABANG JAKARTA TB SIMATUPANG."
- (PT ASURANSI JASARAHARJA PUTERA). n.d. *COMPANY PROFILE*.
- (UNDANG-UNDANG REPUBLIK INDONESIA). 2014. "UNDANG-UNDANG REPUBLIK INDONESIA NOMOR 40 TAHUN 2014 TENTANG PERASURANSIAN."
- Afifah, Natalia Nur, Santirianingrum Soebandhi, and Rony Wardhana. 2015. "ANALISIS SISTEM PENGENDALIAN INTERNAL ATAS PIUTANG PADA PT GIS." *E-Jurnal Spirit Pro Patria* 1(1).

*Analysis Of Internal Control On Premium Receivables At Pt Asuransi Jasaraharja Putera Branch  
Jakarta Tb. Simatupang. Miyana Oktaviani, et.al*

- Agoes, Sukrisno. 2012. *AUDITING BUKU 1 EDISI 4*.
- Arjuna. 2020. "PENGENDALIAN INTERN PIUTANG DALAM PENGELOLAAN PIUTANG MACET (STUDI KASUS PADA BANK BRI CABANG BULUKUMBA UNIT TANAH LEMO)." UNIVERSITAS MUHAMMADIYAH.
- Binanggal, Chansie. 2016. "ANALISIS SISTEM PENGENDALIAN INTERNAL PIUTANG PADA PT. TUNAS DWIPA MATRA CABANG MANADO THE INTERNAL CONTROLLING ANALYSIS OF ACCOUNT RECEIVABLES AT PT. TUNAS DWIPA MATRA BRANCH MANADO." *Jurnal EMBA* 4(3):147-55.
- Hamel, Gary. 2013. "EVALUASI SISTEM PENGENDALIAN INTERN TERHADAP PIUTANG PADA PT NUSANTARA SURYA SAKTI." *Jurnal EMBA* 1(3):274-81.
- Hartati, Dian. 2009. "ANALISIS PENGENDALIAN INTERN PIUTANG USAHA PADA PT. SFI MEDAN." universitas sumatera utara.
- Hery. 2020. *AKUNTANSI KEUANGAN MENENGAH SESUAI PSAK DAN IFRS*.
- irmayanti. 2018. "ANALISIS PENGARUH PENGENDALIAN PIUTANG TERHADAP LAPORAN ARUS KAS PADA PERUSAHAAN DAERAH AIR MINUM (PDAM) TIRTA JENEBERANG KABUPATEN GOWA." UNIVERSITAS MUHAMMADIYAH MAKASSAR.
- Irsutami, Sinarti, and Jessica Olifia. 2018. "Perancangan Sistem Pengendalian Internal Berbasis COSO Pada Program Studi Di Politeknik Negeri Batam ( Studi Kasus Prodi Akuntansi Manajerial, Jurusan Manajemen Bisnis )." *Journal of Applied Accounting and Taxation* 3(2):150-57.
- Jellyna, Arum. 2013. "KAJIAN SISTEM PENGENDALIAN INTERN TERHADAP SISTEM PENJUALAN PADA PT. GIA CABANG SURABAYA." *Jurnal Ilmu & Riset Akuntansi* 2(4).
- Mosey, Smitha, Linda A. O. Tanor, and Olviane Sumampouw. 2021. "ANALISIS PENGENDALIAN INTERN PIUTANG USAHA PADA PT. MUTIARA MULTI FINANCE." *Agustus* 2(2).
- Nugrahani, Farida. 2014. *Metode Penelitian Kualitatif*.
- Permata Hati, Ravika, and Nopiawati. 2018. "Analisis Sistem Pengendalian Internal Piutang Dan Kerugian Piutang Tak Tertagih Pada Badan Usaha Bandar Udara Hang Nadim Batam." *Measurement* 12(1):103-10.
- Sari, retno noor Indah. 2013. "Tinjauan Atas Informasi Akuntansi Piutang Premi Pada PT Taspen (Persero)." *Jurnal Riset*.
- Seoulinda, Nena, and Aries Wicaksono. 2012. "EVALUASI PENGENDALIAN INTERNAL DAN SISTEM AKUNTANSI ATAS PENERIMAAN KAS DAN PIUTANG PREMI ASURANSI PADA PT H." *BINUS BUSINESS REVIEW* 3(2):983-92.
- Siregar, Afifah, and Della Maretha. 2021. "Pengaruh Premi Bruto Dan Piutang Premi Terhadap Laba Usaha Pada PT. Asuransi Ramayana, Tbk Periode 2008-2015." *Jurnal Akuntansi FE-UB* 15(1):32-47.
- Sitepu, Sharon. 2012. "Sistem Pengawasan Manajemen Piutang Premi Terkait Dengan Kinerja Keuangan PT Asuransi XYZ, Tbk."
- Subagiyo, Dwi, and Melia Salviana. 2016. *HUKUM ASURANSI*.
- Tuanakotta, Theodorus m. 2020. *Buku Berbasis ISA ( International Standards on Auditing)*.  
<https://www.jrp.co.id/sekilas-perusahaan/> tanggal 22 januari 2022 jam 11.33 wib