



Payment System Management to Prevent Fraud in Micro, Small, and Medium Enterprises (MSMEs) at Disa Olshop

Rudy Usman^{1*}, Andi Indriani Ibrahim², Muh Riswandi Palawa³, Dina Faidahlya Putri Setiawan⁴,
Sawitri Setiati Hamdani⁵, Dhiza Syafitri⁶

^{1,4,5,6}Accounting Study Program, Faculty of Economics and Business, Tadulako University

^{2,3} Management Study Program, Faculty of Economics and Business, Tadulako University

Article Info

Article history:

Received 27 Jul, 2025

Revised 14 Sep, 2025

Accepted 15 Sep, 2025

Keywords:

Payment Management;

Fraud;

MSMEs;

Digital Aystem;

Internal Control;

ABSTRACT

The development of e-commerce drives MSMEs to adopt digital payment systems, yet many still face fraud risks due to weak internal control mechanisms. This study aims to analyze how the payment system is managed by the MSME Disa Olshop in Palu City as a fraud prevention strategy. This research uses a qualitative approach with a phenomenological method, conducted through in-depth interviews with the business owner selected purposively. Data were analyzed thematically through transcription, coding, theme identification, and conclusion drawing. The findings indicate that the payment system remains manual and lacks verification technology, making it vulnerable to fraud such as fake transfer receipts. The absence of standard operating procedures and reliance on manual record-keeping increases the risk of financial loss. The business owner has acknowledged these weaknesses and is considering adopting digital systems such as QRIS and financial recording applications. This study concludes that strengthening the payment system through digital technology and internal controls is essential to prevent fraud and enhance consumer trust.

Corresponding Author:

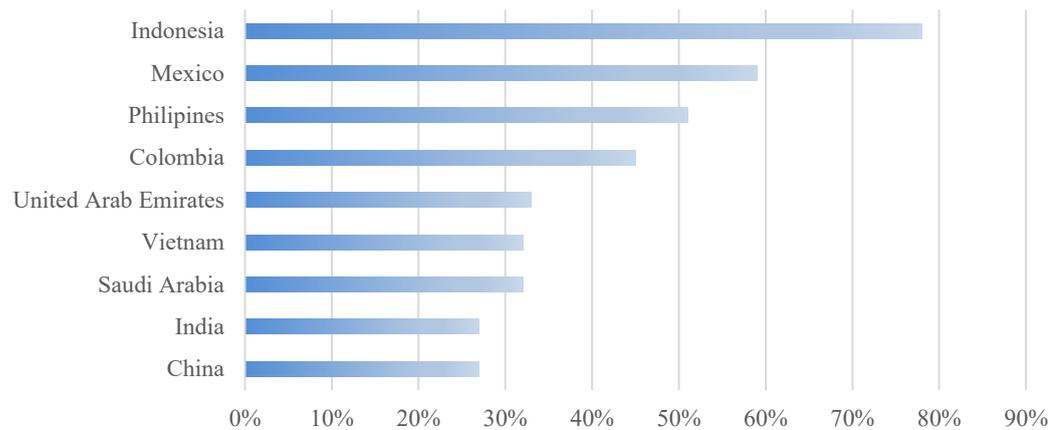
Rudy Usman

Accounting Study Program, Faculty of Economics and Business, Tadulako University

Email: rudjusman77@gmail.com

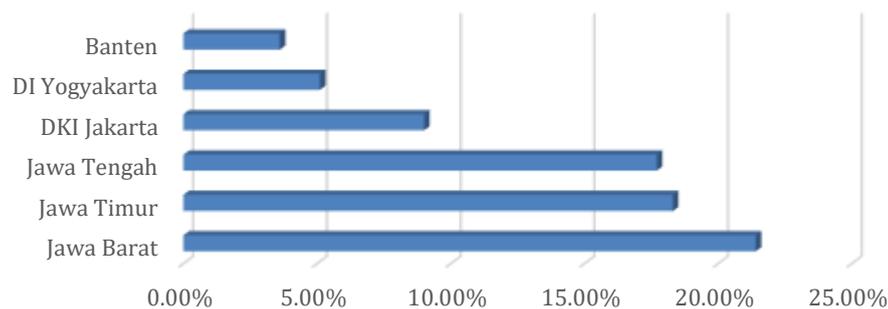
INTRODUCTION

In the midst of an increasingly advanced digital era, transaction activities have undergone a significant shift from conventional systems to digital-based platforms. Frahyanti et al. (2024) explain that shopping through e-commerce provides convenience for consumers to choose and purchase products without the need for face-to-face interaction with sellers, as transactions can be made anytime and anywhere through various applications. Payment processes have also become more practical through integrated features within these platforms. This transformation has encouraged Micro, Small, and Medium Enterprises (MSMEs) to adopt digital sales and payment systems in order to expand their market reach and improve operational efficiency. Wijoyo et al. (2020) note that approximately 9.4 million MSMEs have begun implementing digitalization in their business activities as an adaptive step to remain competitive at national and international levels. The digitalization of payment systems has become one of the strategic instruments that MSMEs can utilize to minimize transaction risks and build consumer trust, especially considering the growing trend of online buying and selling in Indonesia through various e-commerce platforms.



Source: Merchant Machine. (2019). Saturated Sectors: Finding Gaps In The Ecommerce Market In 2020.

Fig.1. Global E-Commerce Growth



Source: Central Bureau of Statistics (2025). *E-Commerce Statistics 2023*

Fig.2. Distribution of E-Commerce Businesses in Indonesia in 2023

Figure 1 indicates that Indonesia is one of the countries experiencing the fastest global growth in e-commerce, with a growth rate of 78 percent in 2018 (Merchant Machine, 2019). This achievement reflects the increasing penetration of digital technology and growing public interest in online transactions, driven by broader internet access and the expansion of digital platforms. This national trend is further supported by data from the Central Bureau of Statistics, which shows that the number of e-commerce business actors in Indonesia reached 3.82 million in 2023, with the highest distribution located in West Java, East Java, and Central Java provinces (Badan Pusat Statistik [BPS], 2025). These findings demonstrate that e-commerce growth in Indonesia is not only rapid in terms of the number of businesses but is also geographically widespread across the country's major economic regions.

At the national level, the government continues to encourage the acceleration of MSME digitalization through technological ecosystem development and the integration of payment systems. However, in practice, many MSMEs still face various obstacles in managing payment systems. A major issue is the risk of fraud, such as falsified transfer receipts, fictitious transactions, and weak financial recording. Febrianti et al. (2021) emphasize that many MSMEs in Indonesia still face limitations in financial management and internal control systems. Sandag et al. (2025) also found that transaction recording among MSMEs remains poorly organized. This issue is also evident at the local level in areas such as Palu City, where many MSMEs continue to rely on manual, non-digitalized payment systems.

Based on this background, this study aims to analyze how payment system management is implemented by the MSME Disa Olshop in Palu City as a strategy to prevent fraud. The study also seeks to evaluate the weaknesses that create opportunities for fraud and explore opportunities to strengthen the system through digital and managerial approaches. The findings of this study are expected to offer practical contributions to MSME actors, technology providers, and support institutions in creating secure, efficient, and integrated payment systems.

Literature review

Fraud

Asriningrum et al. (2023) define fraud as a theory that explores various types of deception that may occur within an organization and the factors influencing its occurrence. Wijaya et al. (2023) argue that fraud is a form of misconduct committed to gain benefits for individuals or groups by causing harm to others, such as individuals, organizations, or institutions. Fraud occurring within a company may result in both financial and non-financial consequences. Financially, the company may suffer substantial losses, while non-financially, its reputation can be severely damaged. Offenders, often from among employees or management, may face dismissal, and legal resolutions such as reconciliation might be necessary.

Payment System

Handayani et al. (2022) explain that a payment system is a mechanism used to transfer a certain monetary value from one party to another. The system involves various types of payment instruments, ranging from simple to complex forms, and engages multiple institutions and regulatory frameworks. The stability of the payment system is under the responsibility of Bank Indonesia, which has full authority to regulate it as mandated by the Bank Indonesia Act.

Micro, Small, and Medium Enterprises (MSMEs)

According to Undari et al. (2021), MSMEs play a strategic role in the national economy due to the high level of community involvement in economic activities. MSMEs have also demonstrated resilience during times of crisis through their contribution to job creation and direct reinforcement of the people's economy. Furthermore, Dahrani et al. (2022), referring to the Law of the Republic of Indonesia No. 20 of 2008 Article 1, state that micro enterprises are productive businesses owned by individuals and/or individual business entities, in accordance with criteria stipulated in Article 8. Small enterprises are independent economic ventures operated by individuals or entities, not part of medium or large businesses either directly or indirectly, and must meet the specific requirements mentioned in the law. Meanwhile, medium enterprises are self-reliant ventures managed by individuals or entities, not subsidiaries or branches of larger businesses, and are subject to net sales thresholds as outlined in Article 8.

Financial Management

Atikasari (2024) emphasizes that management plays a vital role in financial governance to ensure that all organizational activities operate efficiently and align with intended objectives. In line with this, Azzahra et al. highlight that financial management behavior is closely related to the individual's responsibility in managing finances properly and accountably. Andriana and Thamrin (2021) identify four key aspects of financial management behavior. First, financial planning, which refers to the process of designing fund usage to meet future needs. Second, financial budgeting, which involves allocating expenses based on available funds within a certain timeframe. Third, financial evaluation, which entails reviewing and refining financial plans to ensure alignment with initial goals. Lastly, financial control, which involves actions to ensure optimal use of funds according to the established plans.

METHODOLOGY

This study employs a qualitative approach using the phenomenological method aimed at understanding the experiences of MSME actors in managing payment systems and addressing fraud risks. According to Nasir et al. (2023), the phenomenological approach emphasizes the subjective meaning of individual experiences in real-life contexts. The research was conducted in July 2025 in Palu City, Central Sulawesi. The population in this study consists of MSME actors conducting both online and offline transactions. The sampling technique used was purposive sampling, with criteria including direct experience in managing business transactions and having encountered issues related to fraud risks. The main informant in this study was the owner of Disa Olshop, an MSME operating in the fashion retail sector through both online and offline platforms.

Data collection was carried out through semi-structured in-depth interviews, allowing the researcher to explore information flexibly while remaining focused on the research objectives. The interview questions focused on the transaction systems used, types of fraud experienced, and fraud prevention strategies implemented by the business owner. The collected data were analyzed using thematic analysis techniques, involving the stages of transcription, data coding, theme identification, and conclusion drawing. Through this approach, the study aims to provide a comprehensive understanding of how payment system management serves as a strategic measure to prevent fraud in the MSME sector.

RESULTS

The informant in this study is the owner of Disa Olshop, an MSME engaged in selling fashion products online through social media platforms (Facebook and Instagram), as well as offline via a home store in Palu City. The business has been operating since 2020 and accepts online payments via bank transfers and offline payments in cash. The payment system used in the business activities remains manual and has not been integrated with digital technology. All transaction records are still maintained manually using notebooks and an internal WhatsApp group.

Based on in-depth interviews with the owner of Disa Olshop, it was found that the current payment system lacks verification technology, and the transfer proof is checked visually. Buyers usually place orders via comments during Facebook live sessions and then send transfer receipts through private messages. The absence of a system or application to verify the authenticity of these receipts creates a vulnerability to fraud. In one case, a customer sent a fake transfer receipt, and the goods were shipped due to weak internal verification. This incident resulted in a financial loss in the form of packaging and shipping costs that could not be recovered. Meanwhile, offline transactions were perceived as safer because payments are made directly without intermediaries.

The business owner acknowledges this weakness and has started considering the adoption of digital-based payment systems such as QRIS and cash recording applications. These efforts are considered important to improve accuracy, enhance security, and reduce the risk of fraud in transactions, especially for online sales.

DISCUSSION

Based on the research findings, the manual payment system with minimal internal control has proven to open opportunities for fraud in online transactions. The visual verification process of transfer receipts without automatic validation is a major vulnerability exploited for fraud. This experience aligns with the findings of Kamila et al. (2024), who state that the implementation of effective internal control is a primary means of fraud prevention, as it enables early detection of suspicious transactions.

This study is also consistent with the findings of Febrianti et al. (2021), which reveal a significant negative relationship between internal control and the tendency for fraud to occur. In other words, the stronger the internal control system implemented by business actors, the lower the potential for fraud. In the case of Disa Olshop, the absence of verification SOPs, digital transaction recording systems, and technological tools in the payment process reflects weak business control aspects.

Other literature supports these findings. Asriningrum et al. (2023) emphasize that digital fraud techniques often exploit the weaknesses of manual systems, especially in payment verification processes. Rafsanjani et al. (2022) also state that a strong internal control system can provide significant protection against fraud risks. The lack of automation and standard procedures at Disa Olshop highlights the urgent need for improvements in payment management.

Furthermore, Handayani et al. (2022) stress that the digitalization of payment systems is an important step in supporting the sustainability and competitiveness of MSMEs. MSMEs that fail to adopt digital payment systems such as QRIS and integrated record-keeping are more vulnerable to fraud and risk losing customer trust. In this context, digital transformation is not merely an operational need but also a strategic measure for business protection.

Overall, this study affirms that payment system management plays a crucial role in fraud prevention. The use of technology, implementation of clear verification SOPs, and organized transaction recording are concrete steps that must be taken immediately by MSME actors, especially those conducting digital transactions, to enhance security, efficiency, and consumer trust.

CONCLUSION

This study reveals that the manual payment system implemented by Disa Olshop is not supported by adequate internal controls, particularly in verifying transfer proofs, which are still conducted visually without the aid of technology. This condition creates opportunities for fraud, such as cases involving fake transfer receipts, which have resulted in operational losses. Additionally, weak transaction recording and the absence of accounting applications further increase the potential for fraud. Although offline transactions are perceived to be safer, risks still exist if records are not maintained in an orderly and systematic manner. Therefore, a strong and integrated payment system management is crucial to support the security and operational efficiency of the business.

RECOMMENDATION

This study recommends that Disa Olshop begin adopting digital-based payment systems such as QRIS and e-wallets, as well as utilizing transaction recording applications to minimize errors and improve recording accuracy. The formulation of Standard Operating Procedures (SOPs) for the verification process of payment

proofs is also necessary to strengthen internal controls. Moreover, MSME actors are encouraged to receive assistance or training related to digital financial management in order to adapt to technological changes and comprehensively reduce fraud risks. Future research may be directed toward exploring the effectiveness of payment technology implementation across different MSME scales and its impact on business sustainability.prices.

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