



ABSTRACT

With the digital transactions increasing, especially due to global pandemic of Covid-19, more digital platforms have been vulnerable to attacks from irresponsible parties or hackers. This occurrence is not new, therefore we know how bad the impact is to not only the platform itself, but also to the users. This study aims to find solution(s) especially for e-commerce platforms to prevent and minimize the risk of being hacked in the future. In this context, all parties involved is set to take part in creating a better, safer and more reliable security system.

With the initial process of doing research from various journal, news and videos, it gave provisional theories about what and how this happened. These findings allowed us to find the core problems that we carried to the professionals/experts who work in related industry, the e-commerce platform industry. By having one-on-one virtual interviews via Google Meet, we gained different views from the management board member, head of IT Department and government representative which enriched our knowledge about the problems in the industry. The results showed slightly different factors that caused the problems, where initially the one who has bigger responsibility was the government because there are no standardized rules, but turned out it already exists since 2017. Moreover, all three parties involved (the users, the government and the e-commerce platforms) are equally responsible to move forward and solve the problems.

The results of the study suggest that the urgency of the implementation of existing standards are high. One of the most suitable standards are ISO/IEC 27001, which recently has been in discussions among e-commerce platforms and government representatives. Based on this, with the help of all three parties involved, the implementation of ISO/IEC 27001 is a good first step that ensure every element of the organization including the stakeholders in order to create a better, safer and more reliable security system.

DISCLAIMER:

- *In order to respect the confidentiality of the companies, I will refer both of them as Company A and Company B.*
- *Company in Part III is not involved in the interview*