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The Effect of Perceived Risk, Benefit, and Ease of Credit on Credit-Making Decisions Among MSMEs in Sragen Regency

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ABSTRACT

Micro, Small, and Medium Enterprises (MSMEs) are essential to economic growth MSMEs are considered a new economic wheel that can encourage the regional economy to contribute to employment. This study aimed to examine the effect of perceived risk, benefits, and ease of credit on taking credit decision-making in MSMEs in the Sragen regency. Data were collected from as many as 153 respondents who are MSMEs in Sragen regency using a Likert scale questionnaire. The sampling technique used is random cluster sampling in each sub-district in Sragen regency. The data analysis includes assumption, multiple linear regression, and hypothesis testing (t-test and F-test). The research results show that the perception of risk, the perception of benefits, and the ease of credit significantly affect the credit-making decisions of MSME actors in the Sragen regency. This research implies that capital providers need to pay attention to the public's view of the risks, benefits, and convenience of credit by socializing, being more responsive and informative about criticism and suggestions, and providing solutions for MSMEs with financial problems.

Keywords: Credit Decision Making, Ease of Credit, Perceived Benefits, Perceived Risk

INTRODUCTION

Micro, Small, and Medium Enterprises (MSMEs) are essential to economic growth (Hadiati, 2016). According to Rochdianingrum and Setyabudi (2019), MSMEs are considered a new economic wheel that can encourage the regional economy to contribute to employment. Data recorded that MSMEs contributed to a national income of 60.51% and absorbed 96.92% of the workforce (Avisena, 2021). A reasonably large number has made an immense contribution to economic development in Indonesia (Yuliana, 2019). However, things did not go smoothly. At the beginning of 2020, Indonesia experienced an economic shock due to the Covid 19 pandemic, and the economy was on the verge of recession.

The impact of the recession resulted in a decline in MSMEs and experienced a contraction in the second quarter of 5.3% in 2020 (Avisena, 2021). The pandemic that limits people's activities is admittedly the cause of the recession. The decline in income in the MSME sector significantly impacts the number of MSMEs going out of business. Moreover, not all financial institutions are willing to lend capital. It is undeniable that MSMEs have limited access to capital in financial institutions (Syamsulbahri, 2018).

For MSMEs in Sragen regency, Central Java, it is feared that the pandemic condition will impact the number of MSME actors who go out of business. MSMEs in the district. Even though Sragen is known as one of the creative groups, the number is significant. The Sragen MSME group even has its community, which can be accessed on the dinkopukm.sragenkab.go.id website and has become a forum for developing the MSME sector in the region. During the pandemic, the sluggishness of MSMEs was more evident than in conditions before the pandemic. The Sragen regency government provided assistance to MSMEs, but the assistance was incidental, and MSME actors felt their operational needs were still heavy without capital injection. In this situation, the vital role of the capital-providing institution sector is to become an alternative to meet capital needs (Setyaningsih et al., 2019), namely by providing credit to business actors who need capital.

Banks as capital providers have a vital role in helping MSMEs meet their funding needs. Especially when the economy is uncertain, such as during the pandemic, many institutions provide capital that offers various loans and interest rates. However, many business actors cannot reach use credit due to limited access to borrowing (Rusdiana et al., 2021). Therefore, through capital providers, it is hoped that they will be able to help MSMEs overcome capital limitations so that MSMEs can increase their production capacity (Diana, 2019).

However, in this case, business actors in taking credit also consider several factors, namely convenience, usability, and risk (Hidayati, 2018). According to Lestari (2016), the use of credit is said to be effective if the perceived benefits are high, such as meeting business capital needs and encouraging MSMEs to be more productive. It is not only in terms of benefits, but it is necessary to understand the risks before taking credit, such as ability (Nguyen, 2020). Moreover, the economic crisis due to a pandemic poses a direct risk of bad credit where customers cannot pay installments (Kristanto et al., 2020). One way to suppress bad loans is to limit the loan ratio (Lim & Nugraheni, 2017). In addition, MSMEs are also considering a simple loan application. The ease of applying for credit is related to disbursing funds. Fund distribution is a fast, safe, and easy flow from application to credit disbursement (Ronny et al., 2021).

Perceptions of risk, perceived benefits, and ease of credit influence credit decisions (Chahal et al., 2014). The greater the individual's perception, the greater the individual's belief in making decisions (Hoyer et al., 2012). Therefore, in increasing the number of customers, capital providers need to know how big the public's point of view is regarding the perception of risk, benefits, and ease of credit.

As a budget maker, the government has tried to raise MSMEs by providing various business capital loans (Kusuma et al., 2022). Like the government of the Sragen Regency, it tries to continue to revive MSMEs that have stopped production. This is done by providing various credit loans such as People's Business Credit (KUR), credit provided by Islamic banks and central banks, or credit by other capital-providing institutions (Bank Indonesia, 2022). Business actors can use various forms of loans to meet their capital needs. This capital can be used for operational costs and other costs.

Several previous studies often examine a person's decision to take credit. Hidayati (2018) conducted research on perceptions of ease of use, usefulness, and risk of interest in using credit cards. The research was conducted using an incidental sampling technique. The results show that perceived ease of use, usefulness, and risk significantly affect interest in using credit cards. Research conducted by Chahal et al. (2014) regarding perceived benefits, perceived convenience, perceived risk, sense of security, awareness in deciding to use a credit card shows that perceived benefits, perceived convenience, perceived risk, sense of security, and awareness significantly influence against credit card use. Meanwhile, Suhir et al. (2014) examined the perception of risk, benefits, and ease of credit for online purchases with an explanatory research model and data analysis using multiple regression. The results showed that the three variables perceived risk, convenience, and benefits influence online purchasing decisions. Meanwhile, Gustiany and Arjuna (2020) research interest in using credit at BCA shows an influence of perceived risk and benefit on credit-making decisions. On the other hand, Nguyen (2020) and (Dewi & Warmika, 2016) found out that the perception of benefits, risks, convenience, and trust significantly affected decisions to use digital banking.

LITERATURE REVIEW

Risk Perception

According to Gustiany and Arjuna (2020), the perception of risk is an unexpected result of something that has been done. According to Kurniawan et al. (2016), risk perception is the possibility of losing when unable to predict the negative impact. The primary aspects of risk revolve around uncertainty and the degree or consequences of potential loss (Kee et al., 2022). It includes performance risk, financial risk, time risk, and psychological risk (Fitri et al., 2021). Risk can be said to be an adverse impact associated with the incident. Hoyer et al. (2012) and Masoud (2013) stated that there are four risk dimensions: performance, financial, social, and physical.

Benefits Perception

Lubis and Lubis (2020) state that the perception of benefit is knowing how a person believes that using something can improve performance. Meanwhile, according to Marta and Satria (2015), the individual's perception of benefits is felt for the usefulness of using it. In the context of the perception of loans, the perception of benefits can be said to be the consideration of prospective borrowers on the benefits obtained through the loans made. According to Venkatesh & Davis (2000) and Irmadhani & Nugroho (2012), perceived benefits are effectiveness, importance to the task, usefulness, and productivity. This study uses three dimensions, namely, effectiveness, productivity, and usefulness.

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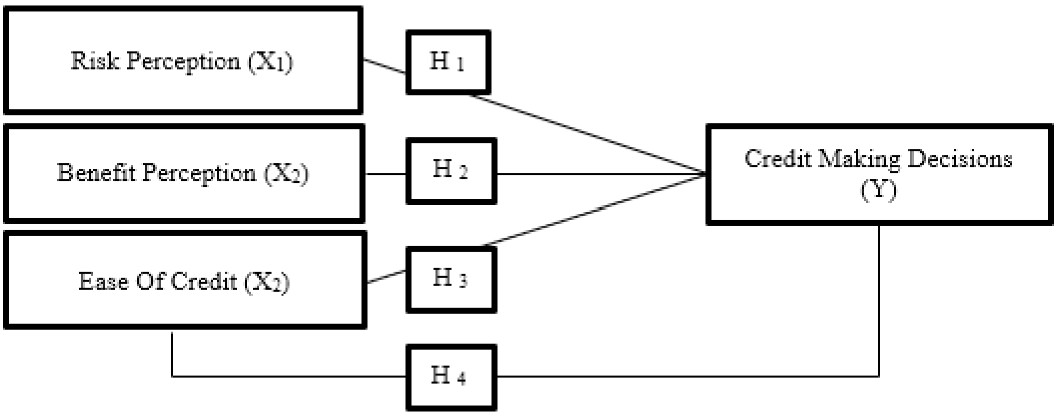
Credit Convenience
Ease of credit is often associated with the procedures used by capital providers in accepting or refusing a loan. According to Rochmawati & Purnomosidhi (2013), the ease of credit affects the intention to use credit. The convenience referred to is the ease of disbursement and requirements. Bastian and Suhardjono (2006) consider that the procedure for applying for credit must be clear. It is easy for the reader to understand in this context.

According to Jogiyanto (2007) and Pranoto & Setianegara (2020), the dimensions of credit convenience have five dimensions: easy to learn, easy to understand, simple, and easy to operate, and location. This study uses four dimensions: easy to learn, simple, easy to understand, and location.

Figure 1. Research Hypothesis



RESEARCH METHOD

This research is a type of objective quantitative research—collecting data using quantitative data analysis. This study aims to find out factual data in the form of numbers and measure using statistics as a testing tool (Sugiyono, 2013). Judging from the purpose of this study, using a correlational research design using multiple linear regression test and the analysis was carried out by t-test and f test. The aim is to determine whether there is a relationship between the perceived risk, perceived benefits, and credit convenience variables on credit decision making. Data collection takes approximately one month, namely March 2022. The data collection process is 200 questionnaires. This research site involves MSMEs in Sragen regency in 20 sub-districts. The data collection technique used Cluster Random Sampling. The questions asked were 28 questions. The answers used a Likert scale of 1 to 5. The questionnaires were distributed to 20 sub-districts in Sragen regency. In each sub-district, ten questionnaires were given. The timeframe for filling out the questionnaire is three weeks.

RESULTS

Table 1. Descriptive Statistics Example (*N* =158)

Construct	Min.	Max.	M	SD
Transformational	1.25	5.00	3.56	.78
Transactional	1.33	4.67	2.97	.77
Organizational commitment	2.13	4.73	3.38	.63

Note. M = Mean, SD = Standard Deviation.

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Respondents Overview
A total of 200 questionnaires were distributed to MSME owners both directly and indirectly, but the data that could be processed were only 153 respondents (76.5% of responses). The rest was filling in incomplete data so that it could not be processed.

Description of Respondents by Field of Business
The grouping of business fields aims to determine the types of business fields of the respondents. Based on the data collected from as many as 153 respondents in this study as follows:

Table 1. Business Type of MSME

Business Type	Number of Customers	Percentage
Culinary	24	16%
Fashion	22	22%
Agriculture	35	35,23%
Handcraft	26	26,17%
Cosmetics	8	5%
Souvenir	18	18,12%
Automotive	11	11,7%
Others	9	6%
Total	153	100%

Source: Processed questionnaire data, 2022.

Description of Respondents Based on Length of Business
The grouping of business durations aims to determine the length of time business actors have established their businesses. In this questionnaire, there is a choice of 1 to 5 years. Based on the data collected from as many as 153 respondents in this study as follows.

Table 2. Length of Business

Length of Business	Number of Customers	Percentage
≤ 1 year	5	3%
2 years	12	8%
3 years	34	22%
4 years	26	17%
≥ 5 years	76	50%
Total	153	100%

Source: Processed questionnaire data, 2022.

Description of Respondents Based on Length of Time as Customers
The grouping of old customers aims to find out how long it takes business actors to take credit at business capital providers. Based on the data collected as many as 153 customers obtained the following data.

Table 3. Length of Time as Customers

Length of Time as Customers	Number of Customers	Percentage
≤ 1 year	20	13%
2 years	40	26%
≥ 3 years	93	61%
Total	153	100%

Source: Processed questionnaire data, 2022.

Validity and Reliability Test
A validity test is used to measure the accuracy and accuracy of the instrument. The instrument is said to be valid if r count > r table. If r arithmetic > r table means that the instrument will be consistent even though the data is taken at different times.

The provisions of the reliability test are that if the Cronbach alpha value is more than 0.06, it is said to be reliable (Sujarweni, 2014). This means that the questions will show the same results if done repeatedly.

In table 4, it can be seen that the overall correlation value of each questionnaire item with a significance level of 0.05. R table set at 0.304 was obtained from the test results of 41 respondents. Based on the test of 29 questions, there is 1 question that is not valid. So, included in the reliability are only 28 questions. Based on the calculation as follows.

Table 4. Validity Test Result

Variable	Indicator	Question	Correlation Value	Description
Risk Perception	Refund period	I am not worried about the set refund time.	0.673	Valid
		I am ready to return the funds on time as agreed.	0.400	Valid
	Interest rate	I decided to take credit because I was not worried about the risk of the amount of interest being charged.	0.641	Valid
		The interest rate set by the capital providing institution is still considered standard.	0.506	Valid
	Monthly expenses	I do not worry about my monthly expenses if I take out credit.	0.568	Valid
		I am not worried about taking out credit because I feel like I can pay the bills.	0.458	Valid
	The view of the people around	I took business credit because I was not worried about the negative views of people around me.	0.541	Valid
		I do not care about the image of my business if I take credit.	0.612	Valid
Benefit Perception	Effectiveness	I feel that taking business capital credit is very effective in meeting business capital.	0.477	Valid
		I believe that by borrowing business capital, it will be used for operational activities, such as raw materials, employee	0.328	Valid

		salaries and other business needs.		
	Productivity	I feel that using credit can encourage more productive businesses.	0.405	Valid
		I feel that taking credit makes production activities more optimal.	0.642	Valid
	Profit	I feel that taking business capital credit will provide big benefits for my future business.	0.392	Valid
		Taking out credit helps me gain profits faster.	0.474	Valid
Credit Facility	Credit Realization	I feel that the process of applying for credit to its realization does not take a long time.	0.474	Valid
		The realization of credit at the capital provider institution that I borrowed from was faster than borrowing credit from other capital provider institutions.	0.533	Valid
	Credit convenience	I feel that the conditions put forward in the credit application are not complicated.	0.381	Valid
		I feel that the stages of the credit borrowing procedure are easy to understand.	0.573	Valid
		The established credit procedures will not make it difficult for me.	0.687	Valid
	Residence distance	I feel that the distance between residence and capital providing institutions is still within reach.	0.633	Valid
		The location of the institution providing the capital I borrowed from is very strategic compared to other institutions.	0.343	Valid
Credit Decision	Stability in taking credit	The benefits I feel outweigh the risks.	0.533	Valid
		My decision to take a loan was due to careful consideration.	0.395	Valid

	Habit of taking credit	My confidence in taking credit is based on accurate information.	0.539	Valid
		I took credit because I really needed business capital.	0.641	Valid
	Give recommendations to other	I would recommend UPK Kalijambe to parties who need funds.	0.360	Valid
		My recommendations are based on my personal experience.	0.585	Valid
	Take credit	When credit 1 is finished, I will take credit cycle 2.	0.445	Valid
		If I do credit, I will consider re-credit based on previous credit.	0.206	Invalid

Source: Processed questionnaire data, 2022.

Based on table 4, the validity results show that there is one invalid question. Invalid questions are not included in the reliability test. The questions used are only 28 questions. Question 29 is not used because the results show that it is not valid.

Table 5. Reliability Test

Variable	Cronbach's Alpha	Description
Risk Perception (X1)	0.767	Reliable
Benefit Perception (X2)	0.689	Reliable
Ease of Credit (X3)	0.692	Reliable
Credit Making Decisions (Y)	0.685	Reliable

Source: Processed questionnaire, 2022.

Based on table 5, it can be seen that the perception of risk, perceived benefits, and credit ease of Cronbach's Alpha score is more than 0.06. This means that all the research questionnaires are reliable. If done repeatedly, the results are relatively the same.

Assumption Test

Multicollinearity Test Results

Multicollinearity test to determine the regression model shows a correlation between the independent variables (Independent) as a form to meet the prerequisite test. According to Ghozali (2013), when using the tolerance value, multicollinearity occurs if the tolerance value is less than or equal to 0.10, and multicollinearity does not occur if the tolerance value is greater than 0.10. Using the VIF (Variance Inflation Factor) value, multicollinearity does not occur if the VIF value is less than 10,000, and multicollinearity occurs if the VIF value is greater than or equal to 10,000. The results of the multicollinearity test are as follows.

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Table 6. Tolerance and VIF Test

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	10.084	2.600		3.879	.000		
	X1	.134	.054	.187	2.462	.015	.813	1.230
	X2	.272	.084	.251	3.251	.001	.782	1.279
	X3	.303	.090	.272	3.369	.001	.717	1.395
a. Dependent Variable: Y								

Source: Processed questionnaire data, 2022.

Based on table 6, the results show that all variables have a tolerance value greater than 0.1 and a VIF value less than 10,000. So. it can be concluded that there is no indication of multicollinearity.

Heteroscedasticity Test Result

Heteroscedasticity test to determine whether there is an error variance. There is no heteroscedasticity if the significance value is greater than 0.05 (Singgih, 2015). The results of the calculation of heteroscedasticity are as follows.

Table 7. Heteroscedasticity Test

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.218	1.587		3.288	.001
	X1	-.052	.033	-.139	-1.576	.117
	X2	.045	.051	.080	.891	.374
	X3	-.096	.055	-.164	-1.739	.084
a. Dependent Variable: abs_res						

Source: Processed questionnaire data, 2022.

Based on table 7, the results show that all variables have a significance value greater than 0.05. Perceived risk (X1) has a significance value of 0.117, a perceived benefit (X2) has a significance value of 0.374, and a credit facility (X3) has a significance value of 0.084. It can be concluded that all variables do not occur in heteroscedasticity. Then the assumption of heteroscedasticity is fulfilled.

Normality Test Results

Normality test to determine if the data is normally distributed or not. According to (Singgih, 2015) in the test using the Kolmogorov Smirnov value if the significance value is more than 0.05. The results of the normality test are as follows.

Table 8. One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		153
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	2.27423758
Most Extreme Differences	Absolute	.066
	Positive	.044
	Negative	-.066
Test Statistic		.066
Asymp. Sig. (2-tailed)		.200[c, d]

Source: Processed questionnaire data, 2022.

Based on table 8, the results of the normality test show that the value of One-Sample Kolmogorov smirnov asym.sig 0.200 is more than 0.05, so it can be concluded that there is no heteroscedasticity.

Linearity Test

The linearity test aims to determine the existence of a linear relationship between the independent variable and the dependent variable. According to Sugiyono (2013), if the deviation from linearity value is > 0.05, it can be concluded that there is a linear relationship between the dependent and independent variables. The results of the linearity test are as follows.

Table 9. Deviation from Linearity

Model	Deviation From Linearity	Description
Risk Perception (X1)	.435	Linear Relationship
Benefit perception (X2)	.349	Linear Relationship
Ease of credit (X^3)	.113	Linear Relationship

Source: Processed questionnaire data, 2022.

Based on table 9, the results show that the deviation from the linearity value for all variables is more than 0.05. It can be concluded that there is a linear relationship between the three variables of risk perception, perceived benefits, and ease of credit on decision making.

Multiple Linear Regression Analysis

Multiple linear regression analysis to determine the dependence of the dependent variable with the independent variable. Multiple linear regression analysis was formulated in the t-test, f test, and coefficient of determination. The results of multiple linear regression analysis are as follows.

T-test

According to Widjarjono (2010), the t-test in the test criteria by looking at the significance level of each variable. If the significance value is > 0.05, then there is an influence of the independent variable on the independent variable. The results of the t-test are as follows.

Table 10. t-test

		Unstandardized Coefficients		T	Sig.	Description
		B	Std. Error			
1	(Constant)	10.084	2.600	3.879	.000	
	Risk Perception (X1)	.134	.054	2.462	.015	Hypothesis accepted
	Benefit perception (X2)	.272	.084	3.251	.001	Hypothesis accepted
	Ease of credit (X^3)	.303	.090	3.369	.001	Hypothesis accepted

Source: Processed questionnaire data, 2022.

The calculated t value of risk perception (X_1) is 2,462 with a risk perception significance of 0.015. It can be concluded that risk perception (X_1) positively affects credit decision-making (Y). Then $H0_1$ is rejected, and Ha1 is accepted.

The calculated t value of perceived benefits (X_2) is 3.251 with a significance perception of benefits (X_2) of 0.001. It can be concluded that the perception of benefits positively affects credit decision-making (Y). Then $H0_2$ is rejected, and Ha2 is accepted.

The value of t-count credit facilities (X_3) is 3.369. The significance value of credit facilities (X_3) is 0.001. It can be concluded that the ease of credit positively affects credit decisions (Y). Then $H0_3$ is rejected, and Ha_3 is accepted.

Multiple Linear Regression Model
Simple linear regression of risk perception (X_1), perceived benefit (X_2) and ease of credit (X_3) on credit decision making. Equation as follows.

$$Y = 10,084 + 0.134\ X1 + 0.272\ X2 + 0.303\ X$$

Test F
According to Kuncoro (2009), the F test is used to determine the simultaneous relationship of independent variables to independent variables. The test criteria if the significance level is less than 0.05 then the independent variables jointly affect the dependent variable. The results of the F test are as follows.

Table 11. F test

Model	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	3	114.249	21.653	.000[b]
	Residual	149	5.276		
	Total	152			

Source: Processed questionnaire data, 2022.

Based on table 11, the results show the calculated F value of 21,653 and a significance value of 0.000. It can be concluded that the independent variables, namely perceived risk (X1), perceived benefits (X2), furthermore, ease of credit (X3) positively and simultaneously affects credit decision-making (Y).

Coefficient of Determination
The coefficient of determination to determine how much the ability of the variable to explain the dependent variable. The value of the coefficient of determination is seen from the adjusted R square value. The results are as follows.

Table 12. Coefficient of Determination Test

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.551[a]	.304	.290	2.29702

Source: Processed questionnaire data, 2022.

Based on the coefficient of determination of the value of the adjuster R Square 0.29, it means that the ability of the independent variable to explain 29%, the remaining 71% is explained by other factors outside of this study.

DISCUSSION

The risk perception in the research results shows the lowest value even though it is significant. The results agree (Chahal et al., 2014; Hidayati, 2018; & Suhir et al., 2014) that risk perception has a significant effect on credit-making decisions. This is probably because business actors need business capital during the pandemic, so they are more concerned with capital needs and not too concerned with the risks they experience. Low-risk perception can be an indication that MSME actors who act like customers are already in an emergency financial situation. As long as the data is collected to coincide with the Covid-19 pandemic situation, government policies that limit the mobility and activities of citizens also have an impact on the income of MSMEs. They are faced with having to survive with low income or close their business either temporarily or permanently. MSME owners tend to be unable to develop their business in this unfavorable situation creativity and business ideas are difficult to apply. Therefore, it is quite natural that MSME owners tend not to pay attention to the risks if they cannot repay the loan funds. Based on Katadata (2021), as many as 21.4% applied for a delay in payment due to the pandemic. Most MSMEs choose a flexible solution to be able to return capital, namely by transforming their business model online. Marketing products online through the marketplace or social media seems to be a solution to remain active in earning income during the pandemic (Widiati et al., 2021).

The study results show that there is an influence between perceived benefits on credit decisions. This happens because business actors consider the benefits obtained in borrowing business capital. Other studies by Chahal et al. (2014), Suhir et al. (2014), and Hidayati (2018) provide an additional explanation that when business actors apply for a loan, they will first consider what purpose the funds are used for. Especially in a pandemic situation, loans will be assumed as additional capital whose comprehensive benefits range from business operations to business development. The existence of lending institutions can stimulate MSMEs to remain productive during the pandemic (Maksum et al., 2021). From the perspective of MSMEs, keeping them productive and operating can benefit the workers they own and other sectors directly related to MSME operations. For example, SMEs in the culinary field take raw materials from other parties and indirectly benefit the sustainability of other parties involved.

The results also show that the ease of taking credit has a significant effect on credit-making decisions. Syamsulbahri (2018) states that indicators of the ease of business credit can help the community absorb funds for national development through MSME activities. However, it should also be noted that not all MSMEs can return credit during the pandemic. If it is in massive numbers, it is feared that it could have a systemic impact, as happened in the dire credit crisis (Lee et al., 2021).

In another study, several funding institutions, such as banks, provided a credit restructuring policy by providing a delay in the installment period to prevent bad loans (Tombi et al., 2022). In some ways, this poses a risk to the funding institution, such as a decrease in income. In this case, the government and institutions providing capital need to collaborate in providing systems and policies to encourage credit convenience while providing appropriate benefits to MSMEs to support business continuity (Del Baldo et al., 2022).

CONCLUSION

Based on the statistical analysis and hypothesis testing results, it can be concluded that the perception of risk, the perception of benefits, and the ease of credit significantly affect the decision to take credit for MSMEs in Sragen regency. Among the three variables, the risk perception variable is smaller than the perceived benefit and credit convenience variable. This is because MSME actors are more concerned with capital needs during the current pandemic than the risks. The ease of credit variable has the highest value than the risk perception and perceived benefit variables. This is because MSME actors need urgent capital, so the rapid disbursement of business capital dramatically affects the interest in taking credit.

Business capital providers are advised to pay attention to public views regarding the risks, benefits, and ease of credit. MSME actors are expected to be more observant in considering their ability to repay loans because this study shows that risk perceptions tend to be influential but are not considered. Although this seems reasonable in a pandemic situation, considering the need for capital encourages MSME actors to ignore risk factors. In addition, the capital provider institutions are expected to be more selective and open in selecting prospective customers. It is not impossible if the lending institution provides leniency in terms of applying for credit, it will boomerang with the emergence of bad loans. Besides being detrimental to loan service providers, it can also affect the economy in general. The history of the global crisis in the United States in 2008 due to bad housing loans shows lessons that it is essential to be selective in lending. Through risk education, benefits and capital management strategies derived from loans can be an anticipatory step to avoid bad loans.

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