

ABSTRACT

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"Handling Complent at Bank Syariah Indonesia KCP Uin Syarif Hidayatullah on Transaction Failure at ATM Machines"

Professional Work Activities at Universitas Pembangunan Jaya aim to improve student discipline, responsibility, and integrity in the world of work. During the Professional Work period, students carry out various practical tasks such as opening and closing accounts, activating BSI Mobile, opening online deposits, making QRIS, handling customer problems or complaints, and administrative work. This activity not only helps students achieve their learning goals in the accounting study program at Pembangunan Jaya University, but also allows them to apply the theories learned in the Management Control System course directly in the work environment.

Keywords : Handling Comlent, PT Bank Syariah Indonesia, Transaction Failure