

## **ABSTRACT**

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### **WORK ACTIVITIES OF THE OPERATIONAL DIVISION PT, BANK SYARIAH INDONESIA, Tbk. Pondok Labu Sub-Branch Office**

*The Professional Work Program owned by Pembangunan Jaya University, helps practitioners to implement the knowledge they have learned during lectures. With this program, the practitioner can learn the world of work. Starting from the importance of arriving on time, responsible, discipline, and communication. During carrying out the professional work, the practitioner is placed in the operational division of PT. Bank Syariah Indonesia, Tbk. Pondok Labu Sub-Branch Office. Practitioners are given the opportunity to be directly involved in the merger process of three largest Islamic bank in Indonesia. Practitioners assist Customer Service in serving customers who migrate cards and savings books from EX-BRIS and EX- BNIS to Bank Syariah Indonesia.*

**Keywords:** Professional Work, Pembangunan Jaya University, PT. Bank Syariah Indonesia, TBK., Mergers, Migration Operations, Customer Service.