

ABSTRACT

Denis Berkah Yudanto (2018021007)

THE EFFECT OF MIGRATION OF SOME SHARIA-BASED BANKS IN INDONESIA ON CUSTOMER TRUST

While carrying out Professional Work (Internship) at Bank Syariah Indonesia (BSI) Cirendeui Sub-Branch Office (KCP). The address is at Jl. Raya Cirendeui No. 29F, Rw. 3, Cirendeui, East Ciputat, South Tangerang, Banten 15419. Professional work lasts for 3 months, from June 21, 2021 to August 30, 2021.

The writing of this Professional Work Report aims to serve as a medium of cooperation between the company and Pembangunan Jaya University, as well as so that students can gain broader knowledge before entering the world of work and can be useful in the PT. Bank Syariah Indonesia (BSI) Cirendeui Branch. In addition, it is also to fulfill academic requirements or graduation in obtaining a bachelor's degree in Management Economics at Pembangunan Jaya University.

Practical tasks (Professional Work) while at Bank Syariah Indonesia include work that combines 3 banks into 1 bank, namely BNI Syariah, BRI Syariah, and Mandiri Syariah into Bank Syariah Indonesia. Where from the bank must be migrated first by coming to the nearest BSI bank and bringing documents such as ID cards. Old ATM, and old Savings Book.

Keywords: Migration, Greeter Customer Service, Mobile Banking