

ABSTRACT

Bima Aji Putra (2021021048)

IMPLEMENTATION OF PROFESSIONAL WORK IN THE OPERATIONAL AND SERVICE SUPPORT SECTION AT PT BANK SYARIAH INDONESIA, TBK RADIO BRANCH OFFICE IN

The professional work program at Pembangunan Jaya University prepares students with practical experience in the industry in real life, practitioners carry out professional work at PT Bank Syariah Indonesia, Tbk, Radio Dalam Branch. For one month, practitioners were placed in the Operational and Service unit, practitioners were given routine Islamic banking tasks, such as opening customer accounts, administering gold installments, and digital marketing. This made the practitioners gain an in-depth understanding of the workflow of Islamic banking, sharia principles, usury-free products, and contracts such as wadiah, mudharabah, and murabahah. Direct interaction with customers, practicing communication and interpersonal skills, and broadening insights into the professional services applied by BSI, including professional, friendly, and neat appearance. Professional work is not just about industry experience, but also about developing relevant skills to enter the workforce. It is an important step in preparing students to become professionals who are ready to compete in a real work environment.

Keywords: PT Bank Syariah Indonesia, Administration, Operations