



IBIK

ORGANISASI BANK

Praktikum Bank Konvensional



BANKING OPERATIONAL

Product

Assets

Lending
(Loan, Credit, etc.)

Liability

Funding
(Saving, CA,
Deposit, etc.)

Services

Transfer, Remittance, Cheque, Forex,
Safe Deposit Box, etc.



DRIFT The
Job (Do It
Right The
First Time)



Focus on
Customer
(Excellent
Service)



Positive Output = Benefit

(Customer satisfaction,
customer loyalty, good
reputation, etc.)

Negative
Output!



BAGIAN/UNIT KERJA di BANK

Front Office

Customer
Service, Teller,
Marketing,
Treasury

Middle Office / Middle-Back Office

Risk, Compliance, IT,
Product & Financial &
Business Support, dsb.

Back Office

Settlement, HRD,
Accounting,
Remittance,
General Affair, dsb.



TUJUAN PRAKTIKUM BANK KONVENSIONAL

01

Memberikan gambaran mengenai organisasi dan operasional bank.

Memahami fungsi dari masing-masing bagian atau unit kerja di bank dan kaitannya dengan bagian atau unit kerja lainnya.

02

03

Bagaimana menerapkan *service quality* atau *service excellent*.

Melakukan praktek secara simulasi mengenai tata cara kerja dan prosedur di masing-masing bagian atau unit kerja.

Note: tidak semua bagian atau unit kerja bisa di-simulasikan

04



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TERIMA KASIH

Topik Perkuliahan