

3. Comparison Deposit Service Quality Offer

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COMPARISON DEPOSIT SERVICE QUALITY OFFER BETWEEN SYARIAH BANKS AND CONVENTIONAL BANKS

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ABSTRACT

The phenomenon of competition between Islamic banking with conventional banks in the banking industry is attractive. Various security and tranquility for the user customers of Islamic banks and conventional bank facilities are very appealing people. Main objective that the research is eager to achieve, namely to compare analysis outcome of deposit profit, facilities offered, and prerequisite of keeping deposits of either syariah or conventional banks. Sample data will be taken from seven (7) conventional banks (BCA, Bank Mandiri, Bank BUKOPIN, Bank Mega, Bank Niaga, Bank Permata, and Bank BTN) and 7 Syariah banks (3 syariah banks yaitu Bank Muamalat, Bank Syariah Mandiri, and Bank Syariah Mega Indonesia, and 4 Syariah Business Units namely Bank Danamon Syariah, BNI Syariah, BTN Syariah, and Bank DKI Syariah). Based on data processing outcome by using validity test method with method of product moment Pearson and reliability test using method of Cronbach's Alfa, Syariah bank deposit is more beneficial in comparison with conventional bank, either from side of interest or mutual sharing. To increase competitiveness and chase the abandoned or the left behind from conventional bank, it is better that Syariah bank shall pay attention again on provision of foreign currency option facility, and online banking.

Keywords : Syariah Banks, Quality, deposit

INTRODUCTION

Recently Syariah bank experiences a very rapid advance, the conventional bank seems to race in fulfillment of market share demanding existence of syariah bank or in minimum a syariah business unit. Existence of Shariah is required as financial transaction either utilized as loan or money depository. Foremost hope in the midst of society of a syariah bank existence is to provide serenity and security. The first public bank that uses syariah system in Indonesia namely Bank Muamalat Indonesia (BMI) having started to operate in 1992. Keeping abreast with the year of 1998 Bank Syariah Mandiri (BSM) had been established that was a branch of company the Bank Mandiri, namely the biggest BUMN (State-Owned Corporation) in Indonesia. Henceforth it was followed again by Bank Syariah Mega Indonesia in 2001. In entry of 2009 there were two new banks getting involved in enlivening market of syariah bank namely Bank Bukopin Syariah and BRI Syariah bank. Syariah Business Units are such as BNI, Bank Danamon, BII, HSBC, BTN, Bank Permata, and BCA bank. In the meantime, based on survey of BI for these two years public interest oriented toward syariah bank in the district is a bit large. In each province in which the majority is Muslim, almost half of the majority demands syariah banking. About 11% has understand products and services offered.

Due to a great number of syariah service requirements in district, it encouraged a number of banks in districts to open Syariah Business Unit (or abbreviated as UUS or *Unit Usaha Syariah*). Recently there are sixteen (16) BPDs having opened UUS, namely Bank NTB, Bank Sumut, Bank Aceh, Bank Sumsel and so forth. Beforehand, there have been syariah units like BPD DKI Jakarta, BPD Jabar-Banten, BPD Riau, BPD Kalbar, BPD Kalsel and BPD Sulsel.

In review of monetary policy up to August of 2009 Third Party Fund (or abbreviated as DPK or *Dana Pihak Ketiga*) increased to 39,56% in case compared to same position in year of 2008, namely from Rp32,36 trillion to Rp45,16 triliun. Generally, deposit of mudharabah provided biggest contribution (56,04%), followed by saving of mudharabah (31,78%) and giro of wadi'ah (12,18%). In comparison with DPK growth of conventional bank solely ranging from the rate of 3%, thus this growth is a bit delighting. A very tight competition among the existing banks in withdrawal of public fund colours banking world competition in this year. In case DPK growth of syariah bank is excellent, this is because rationally level for outcome/share offered by syariah bank is very competitive in comparison with conventional bank's rate of interest. Re-added with society comprehension on syariah banking is increasingly wider. Besides, Accruing network of syariah bank's offices also becomes a supporting factor. Increment of existing network causes society to become more easily to transact in syariah. This society fund contributes 87,4% from total of syariah bank's fund sources.¹

¹Infonews.com (2009). There is development space of 40%. Accessed on 28 April 2010.
<http://cetak.infobanknews.com/artikel/rubrik/artikel>

Syariah bank provides a very interesting yield sharing for customer therefore holding DPK collection growth of syariah banking higher than conventional bank, due to the latter, we conduct service quality research of syariah bank and conventional bank in relation to DPK storage particularly deposit.

objectives and benefits of research

Main objective that the research is eager to achieve, namely to compare analysis outcome of deposit profit, facilities offered, and prerequisite of keeping deposits of either syariah or conventional banks, while research benefit eager to achieve, namely:

- Gaining analysis outcome from comparison between Syariah bank and conventional bank for instance profit sharing or profit division, facility, and prerequisite of deposit storage.
- As evaluation matter of learning for Syariah bank.
- Enriching case study for learning particularly lecture subject of management accountancy and financial management.
- Becoming literature for university student going to inquire this topic.

LITERATURE REVIEW

Lexical definition generally used for quality is "degree or level of perfection"; in this latter, quality is relative measure from goodness. In other word, quality is customer satisfaction. Product or service qualified is one which fulfills or exceeds customer hopes in eight (8) dimensions such as:

1. Performance
2. Aesthetics
3. Maintenance easement and improvement
4. Feature
5. Reliability
6. Durability
7. Quality of conformity
8. Suitability of application

Syariah banking or Islam banking is a banking system developed in accordance with syariah (law) of Islam. This effort of establishing system is based on prohibition in Islam religion to collect or borrow with interest or it is referred to as usury (*riba*) as well as investment prohibition for businesses categorized as illegal in Muslim ways or called as *haram* (for instance: business related to *haram/illegal* food/beverage production, media businesses not Islamic etc), where this can not be guaranteed by conventional banking system.

Syariah principle is an agreement rule based on Islamic law between bank and other parties for fund storage and/or business activity financing, or other activities commensurate with syariah. Some principles / laws adopted by syariah banking system are such as:

1. Payment toward loan with value different from loan value with value determined earlier is not allowed.
2. Fund financier shall participate to share profit and loss as a consequence of institute business outcome that borrows fund.
3. Islam does not allow "to produce money from money". Money is exchange media and not as commodity due to having no intrinsic values.
4. Gharar elements (uncertainty, speculation) are not allowed. Both parties shall know well outcome that they will gain from a transaction.
5. Investment is just given to businesses that shall be illegal (*haram*) in Islam. Liquor business for instance shall not be financed by syariah banking.

Syariah bank issues service for fund storage,:

1. Wadi'ah (depositing service), is a fund depositing service where depositor can take fund anytime. By *wadi'ah* system thus Bank is not obliged, but allowed, to provide bonus for customer
2. Deposit of Mudhorobah, customer saves fund in Bank in certain time period. Profit from investment toward customer fund conducted by bank will be shared between bank and customer with ratio of certain mutual sharing (*mutual sharing is profit and loss sharing*).²

Deposit of Syariah bank VS Conventional Bank

In case in mechanism of conventional economics it applies instrument of interest, thus in mechanism of Islamic economics it applies instrument of instrumen of mutual sharing. One of instrument forms of institutionalization in application of mutual sharing instrument in syariah financial institute. Mechanism of Syariah finance institute in application of system of mutual sharing, seems to be one of alternatives for business society.

² Muhammad (2005). Manajemen Bank Syariah. Edisi Revisi. Yogyakarta: UPP AMPP YKPN

1. Mechanism of Mutual Sharing Calculation

Stipulation of incentive provision conducted by mutual sharing system is done as usual therefore incentive realization received by customer will be different each month in dependence on income of investment outcome conducted by the pertinent bank. Generally there are two methods of mutual sharing calculation, namely Nisbah/ratio and HI-1000 (read Ha-i-seribu)

▪ HI-1000 (read Ha-i-Seribu)

Stipulation of mutual sharing in Bank Muamalat and some other syariah banks are conducted earlier at first to calculate HI-1000, namely digit that shows investment outcome obtained from distribution of each one thousand (Rp. 1000,-) that is fund invested by bank. HI-1000 will be different in every day since investment and income obtained by every bank daily will also be different. HI-1000 is a parable like a currency rate. For instance: HI-1000 on May of 2009 is 11,99. The latter means that from every Rp. 1000,- fund invested by bank will produce Rp. 11,99,-. In case ratio/nisbah of mutual sharing between customer and bank for one-month deposit is 50:50, thus customer portion is 50% from Rp. 11,99,- so that for each Rp. 1000,- then customer fund will obtain mutual sharing in amount of 5,99,- generally the latter is formulated as follows:

Saving Simulation and Deposit

$$\text{Mutual Sharing of Customer} = \frac{\text{Average of Customer Fund} \times \text{HI-1000} \times \text{Customer Ratio}}{1000 \quad 100}$$

For instance, customer's saving deposit of Mudharabah in Bank Muamalat on 25 May 2009 in amount of Rp. 2.000.000,- with one-month term. It is known that ratio of one-month deposit is 50:50. HI-1000 for date of May 2009 is 12,16. Thus, knowing mutual sharing value that customer will get is as follows:

$$\begin{aligned} \text{Customer's Mutual Sharing} &= \text{Rp. } \frac{2.000.000,-}{1000} \times \frac{12,16}{100} \times 50 \\ \text{Customer's Mutual Sharing} &= \text{Rp. } 12.160 \end{aligned}$$

Thus mutual sharing that customer will gain on expiry date on 25 June 2009 the amount of Rp. 12.160,- + Rp. 2.000.000,- (as deposit fund invested by Bank Muamalat) = Rp. 2.012.160,-³

▪ Ration of Mutual Sharing

Mutual Sharing is ratio range stipulation of mutual sharing made during the contract in guidelines of possibilities of loss-profit.

The following is ratio calculation illustration for mutual sharing in Syariah bank:

Mr.Hasan owns deposit of Rp. 10.000.000,-, one-month time period and ratio of mutual sharing between customer and bank is 57% : 43%. If bank profit obtained for one-month deposit per 31 December 2008 is Rp. 20.000.000,- and average one-month term deposit is Rp. 950.000.000,- how many profit that Mr Hasan receives?

Answer:

$$\begin{aligned} \text{Profit that Mr Hasan receives} \\ (\text{Rp. } 10.000.000,- : \text{Rp. } 950.000.000,-) \times \text{Rp. } 20.000.000,- \times 57\% = \text{Rp. } 120.000,- \end{aligned}$$

2. Mechanism of Interest System Calculation

The following is calculation illustration of interest system sharing at conventional banks:

On date of 2 July 2009, Mr Adi opened deposit at Bank Mandiri in amount of Rp. 10.000.000,- for one-month term, with rate of interest of 9% How many interest that he gained during the expiry date?

Answer:

$$\begin{aligned} \text{Interest that Mr.Adi receives is:} \\ (\text{Rp. } 10.000.000,0 \times 31 \text{ days} \times 9\%) : 365 \text{ days} = \text{Rp. } 76.438,- \end{aligned}$$

From both above cases it concludes that:

For bank of mutual sharing, big or low of income that depositor gains relies on:

- Bank income
- Ratio of mutual sharing between customer and bank
- Nominal range of customer deposit
- Average deposit for same time period for bank
- Deposit term or deposit time period

At conventional bank, big or low income that the depositor gains depends on:

1. Rate of interest prevailing on nominal range of customer deposit
2. Deposit term or deposit time period.

³ Bank Muamalat (2010). H1-1000 Accessed on June 2010.
http://www.muamalatbank.com/index.php/home/produk/hi_1000

Basically, bank with mutual sharing provides profit for depositor with approaches of Loan To Deposit Ratio (LDR), while conventional bank with cost approach. It means, in acknowledgement of income, bank of mutual sharing consider/measure ratio between third party's fund and financing given, as well as income produced from the two factors. While conventional bank directly assumes all interests given as is cost, without calculating how many income that is produced from that collected fund.

In case we review further, thus system of mutual sharing at syariah bank has uncertainty element in acquirement of profit, since how many rupiahs of real income that the customer will gain very depends on income that the bank obtains. However, syariah bank will remain to be competitive with conventional bank without abandoning syariah-ship elements. Its way is by providing subsidy for depositor, in case in fact profit given is smaller in case compared to prevailing rate of interest. The following illustration will provide answers on that problem. For example, herein the assumption

Average financing per 31/03/2009 is Rp.5.263.362.000.000
 Average fund of third party per 31/03/2009 is Rp.10.824.597.000.000
 Income of mutual sharing from debtor per 31/03/2009 is Rp. 1.325.000.000 (source: balance of bank Muamalat)

How many income that will be distributed to depositor:

Answer:
 $(10.824.597.000.000/5.263.362.000.000) * Rp. 1.325.000.000$
 = Rp. 2.724.986.619,-

Thereby it is clear that bank of mutual sharing remains to be profitable and provides just profit portion/share to all the pertinent parties, namely customer (debtor and depositor) and bank (share holder). Profit obtained is not based on interest calculated but based on saving balance/depositor/financing. However percentage of real income of debtor customer and bank. Bank income is admitted by the time mutual sharing is received (or *cash based*) not interest still being received (*accrual based*).⁴

METHOD OF RESEARCH

Method of research is conducted by doing surveys to have information regarding:

1. Is syariah bank's deposit more profitable than conventional bank or otherwise
2. Is syariah bank's facility safer than conventional bank or otherwise.
3. Is easement/facility of prerequisite to save deposit is simpler for Bank Syariah than conventional bank.

While research variable used in research, first variable is profit namely interest percentage given by conventional bank and mutual sharing from syariah bank. Second variable is facility for two types of bank given to customer. And third variable is condition to save deposit.

In this research sample data will be taken from seven (7) conventional banks (BCA, Bank Mandiri, Bank BUKOPIN, Bank Mega, Bank Niaga, Bank Permata, and Bank BTN) and 7 Syariah banks (3 syariah banks yaitu Bank Muamalat, Bank Syariah Mandiri, and Bank Syariah Mega Indonesia, and 4 Syariah Business Units namely Bank Danamon Syariah, BNI Syariah, BTN Syariah, and Bank DKI Syariah). Customer quantity is 5 respondents from each bank. Researc venue is in Jakarta,

Research instruments used to collect data are brochures, interviews, questionnaires.

Analysis technique used is validity test with method of *product momen pearson* and reliability test using method of *Cronbach's Alfa*, with the following hypothesis:

Ho: Deposit of Bank Syariah is profitable, safer from facility side, and in possession of easy / simple prerequisites same as that in conventional bank. In other word, mutual sharing of syariah bank is also profitable with interest sharing from conventional bank, facility given by each bank is also same to provide convenience, and prerequisite stipulated by each bank is same to easement/facility for its customer. (Ho : $\mu A1 = \mu A2$)

H1: Deposit, facility, and prerequisite of Syariah bank are not the same as deposit, facility, and prerequisite of conventional bank. In other word, there is possibility that syariah bank deposit is more profitable or less profitable in comparison with conventional bank, either from side of mutual sharing or interest sharing, better or worst facility, and condition of harder or easier deposit storage.

(HA : $\mu A1 \neq \mu A2$)

RESULT AND DISCUSSION

⁴ Nadia (2009). Final Assignment of D3 LP3i Jakarta.

Following description of survey outcome data having been done by syariah and conventional banks.

1. Ratio

Ratio is portion or portion range that becomes rights of each party on distribution process of mutual sharing between Customer with Bank. Number in front (for instance digit 60 from 60:40) means 60% that is portion for Customer and another 40% is for bank portion.

The following is information ratio of February 2009 at Bank Muamalat Indonesia (BMI)

Type of Saving (Rp)	Ratio (Customer)	Hi-1000 (Customer)	Equivalent Rate
1-month Deposit	50,00	5.61	7.31%
3-month Deposit	51,00	5.72	7.46%
6-month Deposit	53,00	5.95	7.76%
12-month Deposit	54,00	6.05	7.90%

The following is ratio information of BMI for saving type of US\$

Type of US\$ Saving	Ratio (Customer)	Hi-1000 (Customer)	Equivalent Rate
1 month Deposit	51,00	0.90	1.17%
3-month Deposit	51,25	0.90	1.17%
6-month Deposit	51,50	0.91	1.19%
12-month Deposit	51,75	0.91	1.19%
Saving	22,00	2.47	3.22%

The following is ratio information per November 2009 at Bank Syariah Mega Indonesia (BSMI)

Jenis Simpanan (Rp)	Ratio (Customer)	Bank
1 month Deposit	26	74
3-month Deposit	25,5	74,5
6-month Deposit	25	75
12-month Deposit	25	75

The aforementioned note is for deposit storage type I from minimum Rp. 1.000.000,00 to Rp. 400.000.000,00. That percentage will increase for customer party if a number of customer deposit also increases.

The following is ratio information per November 2009 BTN Syariah

Type of Saving (Rp)	Ratio (Customer)	Bank
1-Month Deposit	50	50
3-Month Deposit	50	50
6-Month Deposit	51	49
12-Month Deposit	51	49

BTN Syariah holds ratio sharing or ratio division a bit competitive. Recently BTN bank does not yet receive dollar deposit.

The following is ratio information per November 2009 of Bank DKI Syariah

Saving type (Rp)	Ratio (Customer)	Hi-1000 (Customer)	Equivalent Rate
1-Month Deposit	55	7.49	45
3-Month Deposit	55	7.49	45
6-Month Deposit	55	7.49	45
12-Month Deposit	55	7.49	45

The following is ratio of Bank DKI Syariah for storage type in US\$

Saving type (US\$)	Ratio (Customer)	Bank
1-Month Deposit	20,85	79,15
3-Month Deposit	20,85	79,15
6-Month Deposit	20,85	79,15
12-Month Deposit	20,85	79,15

Bank DKI Syariah offers the above deposit ratio higher in comparison with BMI, BTN Syariah, and BSMI.

The following is ratio information per November 2009 at Bank Syariah Mandiri (BSM)

Saving type (Rp)	Ratio (Customer)	Equivalent Rate	Bank
1-Month Deposit	51	6.45	49
3-Month Deposit	52	6.58	48
6-Month Deposit	53	6.7	47
12-Month Deposit	54	6.83	46

BSM, holds ratio a bit competitive such as BMI, BTN Syariah, or either BSMI for type of Rupiah deposit.

The following is ratio information per November 2009 at Bank BNI Syariah:

Loan Type (Rp)	Ratio (Customer)	Bank
1-month deposit	64	36
3-month deposit	66	34
6-month deposit	68	32
12-month deposit	70	30

The following is ratio information per November 2009 at Bank Danamon Syariah

Loan Type (Rp)	Ratio (Customer)	Bank
1-month deposit	57	43
3-month deposit	60	40
6-month deposit	62	38
12-month deposit	65	35

Deposit percentage of Bank Danamon Syariahpun is included to be high since having its competitive ratio bid that attains average 60% tapi, Bank Danamon also has highest deposit storage condition namely in minimum Rp 8.000.000,-

It concludes that from comparison evaluation of the three banks and 4 UUS thus BNI bank has highest rupiah ratio sharing than other banks, due other banks, since having bid up to the amount of 70%.

2. Deposit calculation with Conventional Deposit with Rate of Interest

Rate of interest of Deposito Per 09 Desember 2009

Bank	1 Month (IDR/USD)	3 Months (IDR/USD)	6 Months (IDR/USD)	12 Months (IDR/USD)
BCA	6,00/1,13	6,25/1,00	6,00/0,75	6,00/0,75
BANK MANDIRI	5,88/1,13	6,00/1,13	6,25/1,13	6,50/1,13
BANK BUKOPIN	7,00/2,75	7,00/2,75	7,00/2,75	7,00/2,75
BANK MEGA	5,75/3,50	5,75/3,50	5,75/3,50	5,25/3,50
BANK NIAGA	6,25/1,88	6,38/1,93	6,50/2,00	6,63/2,35
BANK PERMATA	6,50/2,13	6,50/2,13	6,00/2,13	6,38/2,13
BTN	6,13/1,50	6,13/1,50	6,38/1,50	6,38/1,50

Remark:

* : Average rate of interest from some Bank processed by PIPU

Source: financial Market Informational Central

The above evaluation shows that Bank BUKOPIN produces percentage of deposit highest in amount to 7%. Formula to compare deposit interest is $=[(\text{nominal}) \times (\text{annual interest rate}) \times (\text{duration of staying})] / 365 \text{ hari}$.

3. Minimal placement of Deposit and Prerequisite in Syariah and Conventional Bank

Condition requested during deposit opening of either conventional and syariah churches is generally in the same condition:

1. Accompanying and signing application form.

2. Bringing and delivering self identity copy still prevailing, KTP/SIM/Passport for Indonesian nationality and KIM as well as KIM and Passport untuk WNA

The following is deposit minimal placement of conventional and syariah banks.

Bank	Conventional	Syariah
Bank Syariah Mandiri		500.000
Bank DKI Syariah		1.000.000
BTN Syariah		1.000.000
BNI Syariah		1.000.000
Bank Syariah Mega Indonesia		8.000.000
Bank Muamalat Indonesia		1.000.000
Bank Danamon Syariah		1.000.000

Bank	Conventional	Syariah
BCA	8.000.000	
Bank Mandiri		
▪ Java island	10.000.000	
▪ Outside Java island	5.000.000	
Bank BUKOPIN	8.000.000	
Bank Mega	8.000.000	
Bank Niaga	8.000.000	
Bank Permata	10.000.000	
Bank BTN	5.000.000	

Deposit minimal placement for conventional bank average in minimum is Rp 8.000.000 except BTN bank, while Syariah bank in minimum does deposit placement started from Rp 500.000 and the in highest placement is bank mega syariah in amount of Rp 8.000.000

4. Facilities of Conventional and Syariah Bank

a. Currency and Choice of Time Period

The following is data about about time period based on data obtained from survey outcome either that is conventional bank or syariah bank. The following is survey outcome such as:

Survey outcome of time period:

Bank	Conventional Pilihan Jangka Waktu (Bln)				Syariah Pilihan Jangka Waktu (Bln)			
	1	3	6	12	1	3	6	12
Bank Syariah Mandiri					√	√	√	√
Bank DKI Syariah					√	√	√	√
BTN Syariah					√	√	√	√
BNI Syariah					√	√	√	√
Bank Syariah Mega Indonesia					√	√	√	√
Bank Muamalat Indonesia					√	√	√	√
Bank Danamon Syariah					√	√	√	√
BCA	√	√	√	√				
Bank Mandiri	√	√	√	√				
Bank BUKOPIN	√	√	√	√				
Bank Mega	√	√	√	√				
Bank Niaga	√	√	√	√				
Bank Permata	√	√	√	√				
Bank BTN	√	√	√	√				

Note:

For choice of time period is in fact between conventional bank and syariah bank providing same facilities name choices 1, 3, 6, and 12 months. Particularly conventional ones like Mandiri bank, Mega bank BTN bank provide choice of time period such as 1, 3, 6, 12, and 24 months.

Choice Survey Outcome of Currency Types

Bank	Conventional		Syariah	
	Rupiah	Dollar	Rupiah	Dollar

Bank Syariah KLPandiri			√	√
Bank DKI Syariah			√	√
BTN Syariah			√	-
BNI Syariah			√	√
Bank Syariah Mega Indonesia			√	√
Bank Muamalat Indonesia			√	√
Bank Danamon Syariah			√	-
BCA	√	√		
Bank Mandiri	√	√		
Bank BUKOPIN	√	√		
Bank Mega	√	√		
Bank Niaga	√	√		
Bank Permata	√	√		
Bank BTN	√	√		

While for choice of currency types, actually conventional bank is more frequent to provide facilities of currency-types choice in comparison with syariah bank. The latter can be seen on table that not all syariah bank provides deposit opening facility in dollar currency forms.

There are conventional banks providing choices other than deposit of rupiah and dollar currency, also providing deposit in other foreign currencies like bank BCA providing deposit in currencies of SGD, HKD, AUD, JPY, GBP, and EUR, mega bank provides deposit in currencies of SGD, EUR and AUD.

b. Interest, mutual sharing, and Added Facilities

Facilities provided by conventional bank in average provides same facilities. Added facilities of NON ARO is only provided by BCA, and internet banking for opening and closure of deposit are the facility addition provided by BCA and Bank Mandiri.

Facilities of Bank	Bank *						
	1	2	3	4	5	6	7
Deposit interest automatically is transferred to the account or account at another bank..	√	√	√	√	√	√	√
ARO (<i>Automatic Roll Over</i>): Nominal extension of deposit deposito in automocatic way	√	√	√	√	√	√	√
ARO+: Nominal extension of deposit plus interest in automatic way during expiry with same time period.	√	√	√	√	√	√	√
Non ARO: Bila tidak ada permintaan dari deposan, maka deposito yang sudah jatuh tempo tidak akan diperpanjang secara otomatis.	√						
Rate of interest that is competitive	√	√	√	√	√	√	√
Can be used as credit guarantee.	√	√	√	√	√	√	√
Internet Banking (opening and closure of deposit)	√	√					

- *)
- | | | | |
|---|--------------|---|--------------|
| 1 | BCA | 5 | Bank Niaga |
| 2 | Bank Mandiri | 6 | Bank Permata |
| 3 | Bank BUKOPIN | 7 | Bank BTN |
| 4 | Bank Mega | | |

Acceptance for deposit outcome is obtained in beginning and end of month, depends on the policy of bank, acceptance of that outcome is equalized to Rupiah or foreign currency and taking in effect for company or individual.

Bank	Conventional Bank		Syariah Bank	
	Received in Beginning (Prepaid)	Received in The End (Post-paid)	Received in Beginning (Prepaid)	Received in The End (Post-paid)
Bank Syariah Mandiri				√
Bank DKI Syariah				√
BTN Syariah			√	√
BNI Syariah			√	√

Bank Syariah Mega Indonesia				√
Bank Muamalat Indonesia				√
Bank Danamon Syariah			√	
BCA		√		
Bank Mandiri	√	√		
Bank BUKOPIN		√		
Bank Mega		√		
Bank Niaga		√		
Bank Permata		√		
Bank BTN		√		

c. Deposit Opening

Deposit opening can be done on behalf of 1 person atau 2 persons (joint account) and this is same to prevail for deposit of either Rupiah or Dollar, but the latter is up to bank policies.

Bank	Conventional		Syariah	
	Single Account	Joint Account	Single Account	Joint Account
Bank Syariah Mandiri			√	-
Bank DKI Syariah			√	-
BTN Syariah			√	√
BNI Syariah			√	-
Bank Syariah Mega Indonesia			√	√
Bank Muamalat Indonesia			√	√
Bank Danamon Syariah			√	√
BCA	√	√		
Bank Mandiri	√	√		
Bank BUKOPIN	√	√		
Bank Mega	√	---		
Bank Niaga	√	---		
Bank Permata	√	√		
Bank BTN	√	√		

Either conventional or syariah banks, comparison for average account opening can use 2 names (*joint account*).

5. Questionnaire Outcome Data Processing

This research is explorative research by survey method in inquiry of Deposit service quality offered between Syariah Bank with Conventional Bank. Research instrument is questionnaire using Likert scale with valuation level of priority 1 up to 7 and variable item consisting of: Convenience, Facility, ease of condition, security, belief, professionalism and profitability. In this research it takes sample data from 7 conventional banks and 7 Syariah banks with a number of customer in amount of 23 respondent taken from each bank. Research venue is in Jakarta, Research instrument used to collect data is brochure, interview as well as questionnaire.

In accordance with the aforementioned, thus before exploring research data test, it has been done toward research instrument (questionnaire) used by using validity test by method *product moment pearson* and reliability test using method of *Cronbach's Alfa*. From the above two test it results in data having been collected earlier can be accepted as valid and reliable therefore can be continued into next processes. From questionnaire data outcome, then respondent score of each object is continued for two types as follows:

For item/variable of safety (Syariah)

	1	2	3	4	5	6	7
f	5	1	5	7	4	1	0
P=f/N	0,22	0,04	0,22	0,31	0,17	0,04	0,00
pk	0,22	0,26	0,48	0,78	0,96	1,00	1,00
pk-t	0,11	0,24	0,37	0,63	0,87	0,98	1,00
z	-1,202	-0,700	-0,303	0,303	1,103	2,006	3,409
z-(z paling kiri)	0,000	0,502	0,899	1,506	2,305	3,208	4,611

With the same way for Conventional bank then it calculates as follows:

For item/variable of convenience (Conventional)

	1	2	3	4	5	6	7
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f	3	5	3	5	3	2	2
p=f/N	0,13	0,22	0,13	0,22	0,13	0,09	0,09
pk	0,13	0,35	0,48	0,70	0,83	0,91	1,00
pk-t	0,065	0,239	0,413	0,587	0,761	0,870	0,957
z	-1,501	-0,701	-0,202	0,202	0,701	1,103	1,702
z-(z paling kiri)	0,000	0,800	1,299	1,703	2,202	3,203	3.203

For item/variable of Benefit (Syariah)

	1	2	3	4	5	6	7
f	2	3	3	0	1	9	5
p=f/N	0,09	0,13	0,13	0,00	0,04	0,39	0,22
pk	0,09	0,22	0,35	0,35	0,39	0,78	1,00
pk-t	0,043	0,152	0,283	0,348	0,370	0,587	0,891
z	-1,701	-1,003	-0,507	-0,309	-0,303	0,202	1,203
z-(z paling kiri)	0,000	0,698	1,194	1,392	1,398	1,903	2.904

With the same way for Conventional Bank it calculates as follows:

For profitable item/variable (Conventional)

	1	2	3	4	5	6	7
f	3	2	6	1	1	5	5
p=f/N	0,13	0,09	0,26	0,04	0,04	0,22	0,22
pk	0,13	0,22	0,48	0,52	0,57	0,78	1,00
pk-t	0,065	0,174	0,348	0,500	0,543	0,674	0,891
z	-1,501	-0,904	-0,309	0,000	0,101	0,405	1,203
z-(z most left)	0,000	0,597	1,192	1,501	1,602	1,906	2.704

For item/variable of Easement of Condition (Syariah)

	1	2	3	4	5	6	7
f	2	3	7	4	4	2	1
p=f/N	0,09	0,13	0,31	0,16	0,14	0,09	0,04
pk	0,09	0,22	0,52	0,70	0,91	1,00	1,00
pk-t	0,043	0,152	0,370	0,609	0,804	0,957	1,000
z	-1,701	-1,003	-0,303	0,208	0,806	1,702	3,409
z-(z most left)	0,000	0,698	1,398	1,909	2,507	3,403	5.110

With the same way for Conventional Bank then it can be calculated as follows:

For item/variable of Easement of Condition (Conventional)

	1	2	3	4	5	6	7
f	1	2	5	3	5	3	4
p=f/N	0,04	0,09	0,22	0,13	0,22	0,13	0,16
pk	0,04	0,09	0,30	0,43	0,65	0,78	1,00
pk-t	0,022	0,065	0,196	0,370	0,543	0,717	0,891
z	-2,001	-1,500	-0,806	-0,303	0,101	0,507	1,203
z-(z paling kiri)	0,000	0,501	1,195	1,698	2,102	2,508	3.204

For item/variable of facility (Syariah)

	1	2	3	4	5	6	7
f	0	1	2	2	2	6	10
p=f/N	0	0,04	0,09	0,09	0,09	0,26	0,43
pk	0	0,04	0,13	0,22	0,30	0,57	1,00
pk-t	0,000	0,022	0,087	0,174	0,261	0,435	0,783
z	3,409	-2,001	-1,306	-0,904	-0,604	-0,106	0,708
z-(z most left)	0,000	1,408	2,103	2,505	2,805	3,303	4.117

With same way for Conventional Bank it calculates as follows:

For item/variable of facility (Conventional)

	1	2	3	4	5	6	7
F	6	5	3	5	2	2	0
p=f/N	0,26	0,22	0,13	0,22	0,09	0,09	-
Pk	0,26	0,48	0,61	0,83	0,91	1,00	1,00
pk-t	0,130	0,370	0,543	0,717	0,870	0,957	1,000
Z	-1,102	-0,303	0,101	0,507	1,103	1,702	3,409
z-(z most left)	0,000	0,799	1,203	1,609	2,205	2,804	4.511

1
For item/variable of security (Syariah)

	1	2	3	4	5	6	7
f	0	8	5	5	3	1	1
p=f/N	0	0.35	0.22	0.22	0.13	0.04	0.04
pk	0	0.35	0.57	0.78	0.91	0.96	1.00
pk-t	0.000	0.174	0.457	0.674	0.848	0.935	0.978
z	-3.409	-0.904	-0.101	0.405	1.003	1.502	2.001
z-(z most left)	0.000	2.505	3.308	3.814	4.412	4.911	5.410

With the same way for Conventional Bank thus it can be calculated as follows:

For item/variable of security (Conventional)

	1	2	3	4	5	6	7
f	5	5	1	5	5	3	0
p=f/N	0.21	0.21	0.04	0.21	0.21	0.13	-
pk	0.21	0.42	0.46	0.67	0.88	1.00	1.00
pk-t	0.104	0.313	0.438	0.563	0.771	0.938	1.000
z	-1.206	-0.409	-0.106	0.106	0.704	1.504	3.409
z-(z paling kiri)	0.000	0.797	1.100	1.312	1.910	2.710	4.615

For item/variable of Trust (Syariah)

	1	2	3	4	5	6	7
f	14	5	1	0	2	1	0
p=f/N	0.61	0.22	0.04	0	0.09	0.04	0
pk	0.61	0.83	0.87	0.87	0.96	1.00	1.00
pk-t	0.30	0.72	0.85	0.87	0.91	0.98	1.00
z	-1.202	-0.700	-0.303	0.304	1.103	2.006	3.409
z-(z paling kiri)	0.000	0.502	0.899	1.506	2.305	3.208	4.611

With the same way for Conventional Bank thus it can be calculated as follows:

For item/variable of Trust (Conventional)

	1	2	3	4	5	6	7
f	0	2	3	1	6	3	8
p=f/N	0	0.09	0.13	0.04	0.26	0.13	0.35
pk	0	0.09	0.22	0.26	0.52	0.65	1.00
pk-t	0	0.043	0.152	0.239	0.391	0.587	0.826
z	-3.409	-1.701	-1.003	-0.701	-0.207	0.202	0.904
z-(z paling kiri)	0.000	1.708	2.406	2.708	3.202	3.611	4.313

For item/variable of Professional Service (Syariah)

	1	2	3	4	5	6	7
F	0	2	1	5	4	4	7
p=f/N	0	0.09	0.04	0.22	0.17	0.17	0.30
Pk	0	0.09	0.13	0.35	0.52	0.70	1.00
pk-t	0.000	0.043	0.109	0.239	0.435	0.609	0.848
Z	-3.409	-1.701	-1.203	-0.701	-0.106	0.208	1.003
z-(z paling kiri)	0.000	1.708	2.206	2.708	3.303	3.617	4.412

With the same way for conventional bank it can be calculated as follows:

For item/variable of Professional Service (Conventional)

	1	2	3	4	5	6	7
f	5	3	2	3	2	5	3
p=f/N	0.22	0.13	0.09	0.13	0.09	0.22	0.13
pk	0.22	0.35	0.43	0.57	0.65	0.87	1.00
pk-t	0.109	0.283	0.391	0.500	0.609	0.761	0.935
z	-1.203	-0.507	-0.207	0	0.208	0.701	1.502
z-(z most left)	0.000	0.696	0.996	1.203	1.411	1.904	2.705

Next stage is to inquire whether proportion of syariah bank deposit is profitable, safe and holds condition easy in comparison with conventional bank. In order to obtain answer on the above prerequisite, thus it takes hypothesis with the following forms:

Hypothesis (H_0) No difference on deposit service quality (easy condition, safe, profitable) between Syariah bank and conventional bank.

Alternative (H₁) There is difference on deposit service quality (easy condition, safe, profitable) between Syariah bank with conventional bank.

Test used by using **chi-kuadrat** and contingency table measurement is : 7 x 2 (7 row and 2 column) → db = degree of liberty = (7-1)(2-1) = 6 with test degree (α = 5 %).

	Syariah Bank	Conventional Bank	Total Row
Safety	1,04 0	0,96 2	2
Profitable	5,22 5	4,78 5	10
Easement of Condition	2,60 1	2,39 4	5
Facility	5,22 10	4,78 0	10
Security	0,52 1	0,48 0	1
Belief	4,17 0	3,83 8	8
Professional service	5,22 7	4,78 3	10
Total Column	24	22	46

To test scientifically whether frequency difference is significant or not, it takes technique of **chi_kuadrat**.

Table value of chi-kuadrat db = 6, α = 0,05 → x² tabel = 12,59

Critical region: Rejection Ho, if x² calculates > x² table, while calculation x²

$$\text{is hope frequency} = \frac{\text{Total column} \times \text{total row}}{\text{Total observation}}$$

Therefore frequency of hope is:

Safety = (24 x 2)/46 = 1,04 for Syariah bank and formula as it does the same to all item components.

Table of calculation X² as follows:

Category	oi	ei	(oi - ei)	(oi-ei) ²	(oi-ei) ² / ei
Convenience	0	1,04	1,04	1,08	1,0384
Profitable	5	5,22	-0,22	0,05	0,0096
Easement condition	1	2,60	-1,60	2,56	0,9846
Facility	10	5,22	4,78	22,85	4,3774
Security	1	0,52	0,48	0,23	0,4423
Belief	0	4,17	-4,17	17,38	4,1678
Professional Service of syariah bank	7	5,22	1,78	3,17	0,6072
Convenience	2	0,96	1,04	1,08	1,1250
Profitable	5	4,78	0,22	0,05	0,0105
Easement of condition	4	2,39	1,61	2,59	1,0837
Facility	0	4,78	-4,78	22,85	4,7803
Security	0	0,48	-0,48	0,23	0,4792
Belief	8	3,83	4,17	17,38	4,5378
Professional service of conventional bank	3	4,76	-1,76	3,10	0,6324
Total x ² calculate					24,2762

From the above calculation outcome it results in x^2 calculated $> x^2$ table (24,2762 $>$ 12,5916) meaning that H_0 : rejected or H_1 received.

CONCLUSION AND SUGGESTION

Conclusion

1. Based on data processing outcome by using validity test method with method of *product moment pearson* and reliability test using method of *Cronbach's Alfa*, syariah bank deposit is more beneficial with conventional bank, either from side of interest or mutual sharing,
2. Survey outcome shows for assessment:
Ratio Provision Highest ratio given by BNI Syariah with comparison of 70% for deposit customer and 30% for bank. While conventional bank namely BUKOPIN bank provides interest percentage of highest deposit in amount of 7%.
For deposit placement condition
Lowest rupiah deposit placement of syariah bank is Rp 1.000.000 (Bank Muamalat, BSMI, and BNI Syariah), while the highest is Rp. 8.000.000 (Bank Danamon Syariah). For conventional bank, lowest deposit placement is BTN and Mandiri bank for outside of Java island in amount of Rp. 5.000.000. While, highest placement of conventional deposit is Permata bank dan Mandiri bank for Java island in amount of Rp. 10.000.000,-
Facility of currency option
Facilities of Bank Syariah Mandiri, Bank DKI Syariah, BNI Syariah, Bank Syariah Mega Indonesia, and Bank Muamalat Indonesia have options or choices for foreign currency, While conventional bank overall has given deposit-option facilities in foreign currency such as Dollar US, Poundsterling, Yen.
Deposit Opening - Joint Account
For deposit opening, joint account can be performed at BTN Syariah, Bank Syariah Mega Indonesia, Bank Muamalat Indonesia, and Bank Danamon Syariah. While joint account in conventional bank can just be performed at BCA, Bank Mandiri, Bank Bukopin, Bank Permata, and Bank BTN.
3. Profit sharing or profit division, convenience, easement, condition and professional service of Bank Syariah can be said to be competitive sufficiently with Conventional Bank.

Suggestion

To increase competitiveness and chase the abandoned or the left behind from conventional bank, it is better that Syariah bank shall pay attention again on provision of foreign currency option facility, and online banking. The two are existing weaknesses of syariah bank management. By increasing the two above things can increase service and quantity of customer in forthcoming time. Consequently Syariah bank also is supposed to be better to make the anticipation steps if overload of customer quantity occurs while not lessening the given service.

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