

## ABSTRAK

Tabungan Haji iBadalahsalahsatuproduk yang dimilikioleh PT Bank BTN Syariah KCP Surapati Core Bandung. Tugasakhiribertujuanuntukmengetahuiprocedurtabungan haji iB, keuntungandankenyamananlayanantabungan haji iBsertahambatandansolusitabungan haji iBpada PT Bank BTN Syariah KCP Surapati Core Bandung.

Metodestudi yang digunakanpenulisadalahmetodedeskriptifyaitudenganmemberikangambaran yang jelasmengenaipenelitian yang diamati. Teknik yang digunakanadalahwawancarapada PT Bank BTN Syariah KCP Surapati Core Bandung danpengumpulan data daribukuataureferensi yang berhubungandenganobjekpenelitian.

Hasilstudimenunjukkanbahwaprocedur yang dilakukandipada PT Bank BTN Syariah KCP Surapati Core Bandung berjalandenganbaiksesuaidengan SOP (*Standard Operating Procedure*)

Kata Kunci : Tabungan Haji iB, Bank BTN Syariah, Prosedur

## **ABSTRACT**

*Savings Haji iB is one of the products owned by PT Bank BTN Syariah KCP Surapati Core Bandung. This final task aims to find out the savings haji iB procedure, benefits and convenience of saving haji iB services as well as obstacles and solutions saving haji iB at PT Bank BTN Syariah KCP Surapati Core Bandung.*

*The method of study used by writer is descriptive method, that is by giving a clear picture about observed research. The technique used is an interview on PT Bank BTN Syariah KCP Surapati Core Bandung and collection of data from books or references related to the object of research.*

*The results of the study indicate that the procedures performed at PT Bank BTN Syariah KCP Surapati Core Bandung run well in accordance with SOP (Standard Operating Procedure).*

*Keyword : Savings Haji iB, Bank BTN Syariah, Procedure*

