

SHARIAH CONTRACT IMPLEMENTATION IN BANK SYARIAH INDONESIA'S MOBILE BANKING: A COMPLIANCE PERSPECTIVE

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Abstract

This study examines the implementation of Shariah contracts (akad) in the use of mobile banking at Bank Syariah Indonesia (BSI). Formed through the merger of three major Islamic banks, BSI seeks to deliver digital financial services that comply with Shariah principles. This paper analyses the main contracts embedded in BSI's mobile-banking products and services, including murabahah, ijarah, and mudharabah. The study adopts a qualitative descriptive approach, drawing on a literature-based analysis and a case-study orientation to identify and evaluate Shariah compliance in digital transactions. The findings indicate that BSI has generally integrated Shariah contracts effectively within its mobile-banking system under the supervision of the Shariah Supervisory Board (Dewan Pengawas Syariah, DPS). Technological innovations implemented by BSI also play an important role in supporting financial inclusion and facilitating customer access to services. In conclusion, the implementation of Shariah contracts in BSI mobile banking is effective in meeting the growing demand for Shariah-compliant digital financial services.

Keywords: Mobile Banking, Bank Syariah Indonesia, Financial Inclusion, Shariah Principles, Technological Innovation

INTRODUCTION

Bank Syariah Indonesia (BSI) is a financial institution that operates based on Islamic Shariah principles. BSI was established in 2021 through the merger of three major Islamic banks in Indonesia—Bank Syariah Mandiri, BNI Syariah, and BRI Syariah (Irawan et al., 2021). This consolidation aimed to strengthen the Islamic banking industry and improve competitiveness in the global market. Alongside rapid technological development, BSI not only provides conventional branch-based services but has also developed mobile banking to enable customers to conduct financial transactions quickly and efficiently (Ramadan, 2021).

The use of BSI mobile banking has increased significantly since its launch, with many customers relying on the service every day. Recent data indicate that the number of BSI mobile-banking users exceeded five million in

2023, reflecting substantial growth compared with the previous year. Nevertheless, this figure remains relatively small compared with large conventional banks such as Bank Central Asia (BCA), which reportedly has more than 20 million mobile-banking users.

The 2023 disruption (“BSI error”) drew public attention and caused losses for many customers. For several days, customers experienced difficulties accessing BSI mobile-banking services, including fund transfers and bill payments. The incident led to financial losses and inconvenience, and it also reduced public trust in BSI. BSI acknowledged technical problems and committed to strengthening its technology infrastructure to prevent similar incidents in the future (Kompas, 2023).

Advances in information technology have changed how people interact with banks. Mobile banking has become a dominant trend among customers because it enables access to banking services anytime and anywhere (Syifa, 2019). Mobile banking allows customers to perform a wide range of transactions—such as fund transfers, bill payments, and the purchase of financial products—without visiting a branch office. In Islamic banking, however, mobile-banking implementation must also comply with Shariah principles, especially regarding the contracts (*akad*) used in each transaction.

Islamic banking operates based on Shariah principles that prohibit *riba* (interest), *gharar* (excessive uncertainty), and *maysir* (speculation). Therefore, every transaction in Islamic banking must employ Shariah-compliant contracts, such as *murabahah* (cost-plus sale), *mudharabah* (profit-sharing partnership), *musyarakah/musharakah* (equity partnership), and *ijarah* (leasing) (Pusvisasari et al., 2023). These contracts must be clear and transparent to ensure that transactions do not violate Shariah rules and that they provide fair benefits for all parties involved (Djamil, 2023).

The implementation of Shariah contracts within BSI’s mobile-banking services is therefore critical. Each product and service offered via mobile banking should have a clear contractual basis consistent with Shariah principles (Rantemangiling, 2022). For example, *murabahah* is commonly used in financing products for purchasing goods on installment, while *ijarah* is used for leasing services. Applying the appropriate contract not only ensures Shariah compliance but also strengthens customers’ trust in BSI (P. A. Anggraeny, 2022).

Despite its potential, implementing Shariah contracts in mobile banking entails several challenges. A key challenge is ensuring that all digital transaction processes remain compliant with Shariah principles. This includes verifying the validity of the contract, ensuring transparency in each transaction, and maintaining rigorous supervision over every product and service offered.

Moreover, educating customers about Shariah contracts and how they are applied in mobile banking is an additional challenge.

A case study on the implementation of contracts in BSI's mobile-banking services can provide a clearer picture of how BSI integrates Shariah principles into modern banking technology. Analysing the products offered, transaction processes, and customer feedback helps identify areas for improvement and opportunities for further innovation. Through this study, an optimal and efficient model of contract implementation is expected to be identified to support the development of Islamic banking in the digital era.

Implementing Shariah contracts in BSI mobile banking is an important step in advancing Indonesia's Islamic banking industry. By leveraging modern technology while maintaining Shariah compliance, BSI can offer services that are not only efficient but also meet customers' spiritual and ethical expectations. Going forward, Shariah-compliant mobile-banking innovation is expected to continue developing, enabling BSI to remain a leader in Islamic banking and to contribute meaningfully to the national economy.

METHODOLOGY

This study employs a literature-review approach to analyse the implementation of Shariah contracts (akad) in the use of mobile banking at Bank Syariah Indonesia (BSI). A literature study is selected as the primary methodology because it enables the researcher to collect and evaluate information from a range of relevant sources, including academic journal articles, books, industry reports, and legal documents. This method also helps identify trends, challenges, and opportunities in implementing Shariah contracts within mobile-banking services.

RESULTS AND DISCUSSION

Mobile-Banking Technology in Islamic Banking

Mobile-banking technology has developed rapidly in recent years, in line with the growing penetration of smartphones and wider internet access. Mobile banking offers convenience and flexibility, enabling customers to conduct various financial transactions without visiting a bank branch (Rahmawati & Fianto, 2020). Islamic banks, including Bank Syariah Indonesia (BSI), have utilised these developments to deliver services that are more efficient and easier to access. Mobile banking in Islamic banking typically includes features such as fund transfers, bill payments, the purchase of financial products, and access to financial consultation services.

Mobile banking provides several benefits for Islamic banking customers. First, customers can access banking services anytime and anywhere, which is

especially useful for those with high mobility. Second, mobile banking increases transaction speed and efficiency, reducing the need to queue at a branch or ATM. Third, such services are often equipped with advanced security features—such as two-factor authentication and data encryption—providing additional protection against fraud and unauthorised access. Moreover, mobile banking can help customers manage their finances through features such as transaction notifications and monthly financial statements.

Despite its benefits, implementing mobile banking in Islamic banking also involves challenges and risks. One major challenge is ensuring Shariah compliance across all aspects of digital services, including verifying the validity of Shariah contracts used in mobile-banking transactions. Data security is also a critical issue given the increasing scale of cyber threats. Banks must ensure that their systems have strong safeguards against hacking and data leakage. Other risks include technical errors or service disruptions that can affect customer experience and reduce trust in mobile-banking services.

Bank Syariah Indonesia (BSI) has adopted mobile-banking technology to extend service reach and improve customer convenience. The BSI mobile-banking application is designed to comply with Shariah principles, ensuring that each transaction is conducted in accordance with Shariah requirements. BSI has integrated several advanced features, such as online account opening, zakat and infaq payments, and Shariah-compliant financing services. To enhance security, the BSI mobile-banking application uses advanced encryption and multi-factor authentication.

One of the main objectives of implementing mobile banking at BSI is to enhance Islamic financial inclusion. By providing fast and easy access to banking services, BSI can reach communities that previously lacked access to conventional banking services. Mobile banking allows BSI to serve customers in remote areas that are difficult to reach through physical branch networks. In addition, the technology helps BSI provide Shariah financial education to a wider public through information and educational features embedded in the application.

In the future, BSI plans to continue innovating and developing its mobile-banking services. This includes integrating emerging financial technologies such as artificial intelligence (AI) and big-data analytics to improve service personalisation and customer experience. BSI is also focusing on strengthening security and privacy features to protect customer data. Another innovation under development is collaboration with Shariah fintech firms to deliver more comprehensive and integrated financial services.

In sum, mobile-banking technology is an effective tool for expanding access to, and improving the convenience of, Islamic banking services. BSI has

adopted this technology to meet the needs of modern customers while maintaining compliance with Shariah principles. Although the bank faces various challenges, BSI continues to innovate and develop its services to ensure that customers receive a secure, efficient, and Shariah-aligned banking experience. By continuing to focus on technological and service improvements, BSI is expected to become a leader in Islamic banking and contribute significantly to the national economy.

Implementasi Mobile Banking BSI

Bank Syariah Indonesia (BSI) has adopted mobile-banking technology to extend service reach and enhance customer convenience. The BSI mobile-banking application is designed to comply with Shariah principles, ensuring that all transactions follow Shariah requirements. BSI has integrated various advanced features in the application, such as online account opening, zakat and infaq payments, and Shariah financing services. To improve security, the BSI mobile-banking application uses advanced encryption and multi-factor authentication.

Within BSI mobile banking, several products support different Shariah contracts. Some commonly used contracts include the following (Ridha, 2023):

- 1) Murabahah: A sale contract in which the bank purchases the goods needed by the customer and sells them to the customer at a price that includes an agreed profit margin. The customer repays the price in instalments.
- 2) Mudharabah: A partnership contract in which the bank provides capital and the customer manages the business. Profits are shared according to an agreed ratio, while losses are borne by the capital provider, unless they result from negligence or misconduct by the business manager.
- 3) Musharakah: A partnership contract in which the bank and the customer both contribute capital to a specific venture. Profits and losses are shared according to the proportion of capital contribution.
- 4) Ijarah: A leasing contract in which the bank leases an asset to the customer for an agreed rental payment. At the end of the lease period, the asset may be purchased by the customer if desired.
- 5) Wakalah: An agency contract whereby the customer authorises the bank to conduct certain transactions on the customer's behalf, such as paying bills or purchasing goods/services.

The implementation of Shariah mobile banking faces several constraints, including the following (Billah, 2021):

- 1) Mobile-banking technology must ensure the security and privacy of customer data. Cyberattacks and data theft are serious threats; therefore, robust security systems are required.
- 2) Every transaction and service offered through mobile banking must comply with Shariah principles. Strict verification and supervision processes are needed to ensure compliance.
- 3) Many customers do not fully understand Shariah contracts and how they apply in mobile banking. Education and improved financial literacy are important so that customers can use the services properly.
- 4) The availability and stability of technological infrastructure pose challenges. Technical disruptions—such as those experienced by BSI—can reduce customer trust and affect the bank’s reputation.
- 5) Shariah mobile banking must compete with conventional banks’ mobile-banking services, which often have a longer presence in the market and more comprehensive features.

The use of Shariah mobile banking, including at BSI, has significant impacts on society (Rahmawati & Fianto, 2020):

- 1) Mobile banking makes financial services more accessible, especially for communities in remote areas that are difficult to reach through physical branch networks.
- 2) Financial transactions can be conducted quickly and conveniently via mobile phones, saving customers time and effort.
- 3) Through information and educational features embedded in the application, mobile banking can help improve public literacy in Shariah finance.
- 4) Mobile banking contributes to greater financial inclusion by reaching segments of society that have previously been underserved by banks.
- 5) Technical constraints—such as service disruptions—can reduce public trust in banks; therefore, banks must continually improve service quality and technological infrastructure.

CONCLUSION

Bank Syariah Indonesia (BSI) was established on 1 February 2021 through the merger of Bank Syariah Mandiri, BNI Syariah, and BRI Syariah. Its vision is to become the largest and most trusted Islamic bank in Indonesia and to contribute to the economic empowerment of the ummah. BSI plays an important role in Indonesia's economy by providing Shariah-compliant financial products and services, supporting financial inclusion, and empowering micro, small, and medium enterprises (MSMEs). The bank is also committed to technological innovation including mobile banking to improve efficiency and extend service reach. Compliance with Shariah principles is ensured through the Shariah Supervisory Board (DPS). Going forward, BSI is expected to continue developing modern and inclusive services while safeguarding Shariah principles and enhancing Shariah financial literacy in the broader community.

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