

ABSTRAK

Khofifah, Analisa Faktor-Faktor Permintaan Gadai Di Pegadaian Syariah Sebelum dan Selama covid-19 (Studi Kasus Pegadaian CPS Bangkalan)

Penelitian ini berjudul “Analisa Faktor-Faktor Permintaan Gadai Di Pegadaian Syariah Sebelum dan Selama covid-19”. Tujuan penelitian ini adalah menganalisis peran sistem syariah dalam permintaan gadai di pegadaian syariah Jl Ki lemah duwur bangkalan, menganalisis prosedur pencairan terhadap permintaan gadai di pegadaian syariah Jl Ki lemah duwur bangkalan, menganalisis lokasi terhadap permintaan gadai di pegadaian syariah Jl Ki lemah duwur bangkalan, dan menganalisis kualitas pelayanan terhadap permintaan gadai di pegadaian syariah Jl Ki lemah duwur bangkalan. Dalam penelitian ini, penulis menggunakan metode studi kasus kualitatif. Teknik pengumpulan data dalam penelitian ini adalah wawancara dan dokumentasi. Dalam penelitian ini digunakan triangulasi sumber dan teori, kemudian data dianalisis dan ditarik kesimpulan. Hasil penelitian Berdasarkan data peneliti pegadaian syariah bangkalan memiliki tata cara prosedur pencairan telah sesuai syariat islam. Lokasi strategis memudahkan nasabah untuk melakukan transaksi. Kualitas Pelayanan untuk nasabah Pegadaian Syariah Bangkalan sesuai dengan keinginan atau permintaan nasabah yakni seperti merespon dengan sigap keluhan nasabah.

Kata Kunci : Pegadaian Syariah, Permintaan Gadai, Sistem Syariah

ABSTRACT

Khofifah, Analysis of Pawn Demand Factors at Sharia Pawnshops Before and During Covid-19 (Case Study of Bangkalan CPS Pawnshops)

This research is entitled "Analysis of Pawn Demand Factors at Sharia Pawnshops Before and During Covid-19". The purpose of this research was to analyze the role of the sharia system in the demand for pawning at the sharia pawnshop on Ki Lemah Duwur Bangkalan, analyze the disbursement procedure for the demand for pawn at the sharia pawnshop on Ki Lemah Duwur Bangkalan, analyze the location of the demand for pawn at the sharia pawnshop on Ki Lemah Duwur Bangkalan, and analyze the quality of service on the demand for pawns at the sharia pawnshop on Ki Lemah Duwur Bangkalan. In this study, the author used a qualitative case study method. Data collection techniques in this study were interview and documentation. In this study, source and theory triangulation was used, then the data were analyzed and conclusions were drawn. Research results Based on the data of the Bangkalan sharia pawnshop researchers, the disbursement procedures are in accordance with Islamic law. The strategic location makes it easy for customers to make transactions. Service quality for Bangkalan Syariah Pegadaian customers is in accordance with customer wishes or requests, like responding swiftly to customer complaints.

Keywords: Sharia Pawnshop, Request for Pawn, Sharia System