

## ANALYSIS OF CUSTOMER FEASIBILITY CLASSIFICATION USING THE 5C1S PRINCIPLE TO OBTAIN HASANAH HOUSE FINANCING AT BSI KCP SIDOARJO KRIAN

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### Abstract

*The high demand for housing among the public has led to a significant increase in the need for home financing, making the role of Islamic financial institutions crucial in providing financing solutions that align with Islamic principles. Bank Syariah Indonesia (BSI), through its Griya Hasanah product, offers home ownership financing that is free from interest (riba) and based on Sharia contracts. However, the growing demand also heightens the potential risk of problematic financing, necessitating a strict and accurate classification of customer eligibility. This study aims to analyze the application of the 5C+1S principles in assessing the eligibility of customers for Griya Hasanah financing at BSI KCP Sidoarjo Krian. The method used is qualitative with a case study approach, employing in-depth interviews with the marketing team and Business Operational Staff (BOSM), along with data triangulation through financing documents and field observations. The findings reveal that the implementation of the 5C+1S principles (Character, Capacity, Capital, Collateral, Condition of Economy, and Sharia Compliance) contributes significantly to reducing the risk of problematic financing. The principles of Character and Capacity carry the highest assessment weight, as they are directly related to the customer's integrity and repayment ability. Meanwhile, the Sharia aspect serves as the main differentiator from conventional financial institutions, ensuring that all financing processes adhere to Islamic values.*

*Keywords: Hasanah House, Customer Eligibility, Sharia Financing, 5C 1S Principles.*

### Abstrak

*Tingginya kebutuhan masyarakat terhadap hunian memicu meningkatnya permintaan pembiayaan rumah, sehingga peran lembaga keuangan syariah menjadi sangat krusial dalam memberikan solusi pembiayaan yang sesuai prinsip Islam. Bank Syariah Indonesia (BSI) melalui produk Griya Hasanah menawarkan pembiayaan kepemilikan rumah yang bebas riba dan berbasis akad syariah. Namun, tingginya permintaan tersebut juga meningkatkan potensi risiko pembiayaan bermasalah, yang menuntut adanya klasifikasi kelayakan nasabah secara ketat dan akurat. Penelitian ini bertujuan untuk menganalisis penerapan prinsip 5C+1S dalam menilai kelayakan nasabah pada pembiayaan Griya Hasanah di BSI KCP Sidoarjo Krian. Metode yang digunakan adalah kualitatif dengan pendekatan studi kasus, menggunakan teknik wawancara mendalam terhadap tim marketing, dan business operational staff (BOSM), serta triangulasi data melalui dokumen pembiayaan dan observasi lapangan. Hasil penelitian menunjukkan bahwa penerapan prinsip 5C+1S (Character, Capacity, Capital, Collateral, Condition of Economy, dan Syariah Compliance) memberikan kontribusi signifikan dalam menurunkan risiko pembiayaan bermasalah. Prinsip Character dan Capacity memiliki bobot penilaian tertinggi karena berkaitan langsung dengan integritas dan kemampuan membayar nasabah. Sementara itu, aspek Syariah menjadi pembeda utama dengan lembaga keuangan konvensional, yang digunakan untuk memastikan bahwa seluruh proses pembiayaan sesuai dengan nilai-nilai Islam.*

*Kata Kunci: Griya Hasanah, Kelayakan Nasabah, Pembiayaan Syariah, Prinsip 5C 1S*



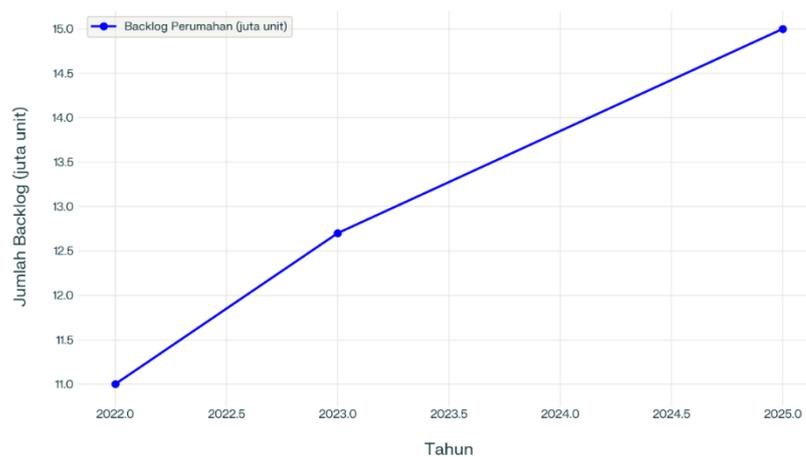
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## INTRODUCTION

Indonesia is currently facing a shortage of new housing, commonly known as a backlog. Backlog refers to the imbalance between the demand for and the availability of habitable housing. The backlog is estimated to reach 15 million units by 2025. This represents an increase of 2.3 million units in the past two years.<sup>1</sup> Population growth, urbanization, and the increasing number of new families are the main factors driving the surge in demand for housing every year.<sup>2</sup>

Picture 1  
Backlog Growth Chart 2022-2025



Source: Central Statistics Agency

Looking at the graph above, it can be concluded that the demand for new housing in Indonesia is very high each year, estimated at between 600,000 and 800,000 units. This graph shows a consistent trend from year to year, where the number of homes needed is consistently higher than the number of homes available, creating an imbalance between supply and demand.<sup>3</sup>

This situation not only impacts housing availability but also poses social and economic challenges to the community. The housing backlog crisis is inextricably linked to issues of financial access, particularly for lower-middle-class households, who are the most impacted. Every individual needs a place to live, so in an unstable economy, developers are required to innovate to attract consumers.<sup>4</sup> This is where the role and support of the financial sector, particularly Islamic

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<sup>1</sup> Danica Adhitiawarman, "Duh! Fahri Ungkap Data Terbaru Backlog Perumahan Capai 15 Juta Unit," *Detikproperti*, 2025, <https://www.detik.com/properti/berita/d-7880048/duh-fahri-ungkap-data-terbaru-backlog-perumahan-capai-15-juta-unit>.

<sup>2</sup> Ryzwanda Enggar Pramudita, "Prosedur Pemberian Pembiayaan BSI Griya Hasanah Di BSI KCP Sidoarjo Gajah Mada" (diploma, Universitas Hayam Wuruk Perbanas Surabaya, 2021), <http://eprints.perbanas.ac.id/8197/>.

<sup>3</sup> Badan Pusat Statistik BPS, *Proyeksi Penduduk Indonesia 2020–2050*, n.d., <https://www.bps.go.id>.

<sup>4</sup> Fadli Alanshari and Doni Marlius, *Prosedur Pemberian Kredit KPR Pada PT. Bank Tabungan Negara (Persero) TBK Cabang Pembantu Bukittinggi*, 2018, <https://osf.io/preprints/inarxiv/rsfhc/>.

banking institutions, is needed to provide easy and affordable access to housing financing for the public, free from usury.

Sharia banks are financial institutions that play a role in the community's economic activities. The development of the Sharia banking industry in Indonesia has experienced significant growth in recent years.<sup>5</sup> One of the important milestones in this development was the formation of Bank Syariah Indonesia (BSI) in 2021 through the merger of three state-owned Islamic banks, namely Bank Syariah Mandiri, BNI Syariah, and BRI Syariah. Thus, the merger of the three banks is a form of strategy to strengthen the position of Islamic banking in Indonesia and increase competitiveness in the global market.<sup>6</sup> As a financial institution operating based on sharia principles, BSI provides a variety of financing products tailored to the needs of the community.

One of these products is Griya Hasanah Financing, which is specifically designed to meet home ownership needs based on sharia values such as justice (adl), transparency, and the prohibition of usury practices.<sup>7</sup> In addition to Griya Hasanah, BSI also offers other financing products such as Hasanah Vehicle Financing, Sharia KUR, iB Micro Business Financing, and various savings products such as Easy Wadiah Savings, Mudharabah Deposits, and Hajj & Umrah Savings.<sup>8</sup> BSI has several strategic advantages, including an extensive branch network throughout Indonesia, digital services based on the BSI Mobile application that facilitates financial transactions, and a commitment to sharia principles overseen by the Sharia Supervisory Board (DPS).<sup>9</sup> In addition, BSI also actively supports the development of the people's economy through financing productive sectors, MSMEs, and Sharia-based financial inclusion programs.<sup>10</sup>

Griya Hasanah Financing is one of BSI's flagship products that is in high demand among the public.<sup>11</sup> Griya Hasanah offers several types of financing, namely purchasing a new home, a second-hand home, refinancing, and takeovers that can be used by the public.<sup>12</sup> Based on existing data, the need for housing financing in Indonesia reaches IDR 157 trillion per year, while the housing backlog remains relatively high.<sup>13</sup> The development of sharia-compliant housing financing

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<sup>5</sup> (BPS) Badan Pusat Statistik, *Data Kebutuhan Dan Ketersediaan Rumah Nasional.*, n.d., <https://www.bps.go.id>.

<sup>6</sup> Ahmad Rizal et al., "Analisa Efisiensi Bank Syariah Indonesia (BSI) Sebelum Dan Sesudah Merger," *IRTIQO': Postgraduate Journal of Islamic Economics, Finance and Accounting Studies* 2, no. 2 (2023): 320–71.

<sup>7</sup> Juni Hanggara A, "Inovasi Produk Pembiayaan Perumahan Syariah Di Bank Syariah Indonesia," *Urnal Ekonomi Islam Dan Perbankan Syariah*, ahead of print, 2024, [https://doi.org/15\(1\), 55–67](https://doi.org/15(1), 55–67).

<sup>8</sup> Risky Eka, "Produk Yang Ada Di BSI," March 21, 2025.

<sup>9</sup> Otoritas Jasa Keuangan OJK, *Perkembangan Perbankan Syariah Indonesia 2023.*, 2023, <https://www.ojk.go.id>.

<sup>10</sup> Hanggara A, "Inovasi Produk Pembiayaan Perumahan Syariah Di Bank Syariah Indonesia."

<sup>11</sup> Pramudita, "Prosedur Pemberian Pembiayaan BSI Griya Hasanah Di BSI KCP Sidoarjo Gajah Mada."

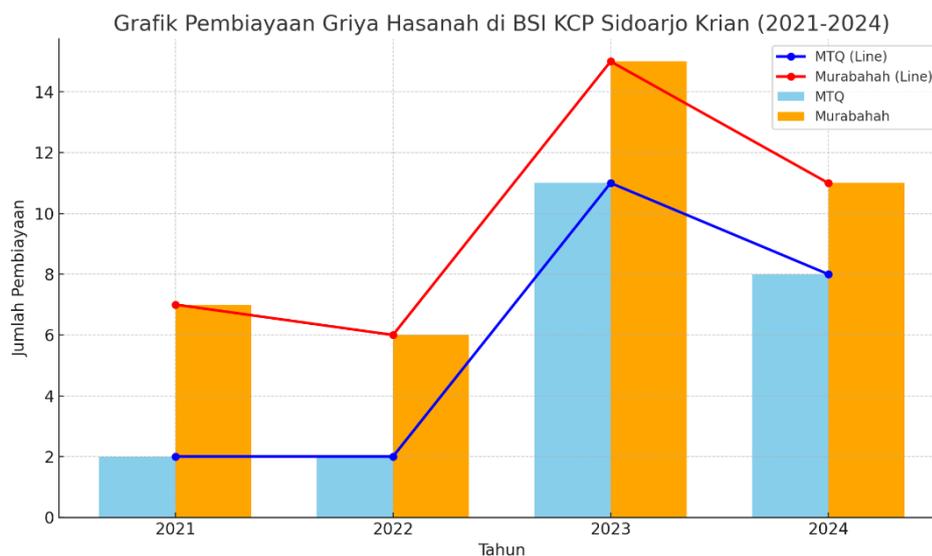
<sup>12</sup> Eka, "Produk Yang Ada Di BSI."

<sup>13</sup> Adhitiawarman, "Duh! Fahri Ungkap Data Terbaru Backlog Perumahan Capai 15 Juta Unit."

products, such as Griya Hasanah, is becoming an increasingly popular alternative solution, as evidenced by the 12.4% increase in sharia-compliant housing financing disbursement in 2022.<sup>14</sup>

Griya Hasanah is one of the flagship products at BSI KCP Sidoarjo Krian due to its strategic location, surrounded by numerous industrial areas and the continued expansion of residential areas. The Krian region is known for its high population mobility and rapid economic growth, resulting in a significant increase in demand for residential housing.<sup>15</sup> This gives BSI KCP Sidoarjo Krian significant potential in distributing home ownership financing. From 2021 to 2024, this product exhibited fluctuations in financing volume, with upward and downward trends influenced by various factors, including economic conditions and the customer's feasibility analysis system.

*Picture2*  
Financing chart for Griya Hasanah at BSI KCP Sidoarjo Krian 2021-2024



Source: Interview Results

Based on the graph above, we can see that BSI KCP Sidoarjo Krian experienced both increases and decreases in financing for hasanah houses. In 2021-2022, there was a decrease in financing for houses under the murabahah contract (purchasing new or second-hand homes). In 2023, there was a significant increase compared to the previous year, and a decrease again in 2024.<sup>16</sup> This fluctuation indicates inconsistencies in the customer eligibility selection process. Furthermore,

<sup>14</sup> Juni Hanggara, "Efektivitas Pembiayaan KPR pada Perumahan BSI Griya Hasanah Berdasarkan Akad Murabahah pada PT Bank Syariah Indonesia, Tbk KC Bandar Lampung Diponegoro" (diploma, UIN Raden Intan Lampung, 2024), <https://repository.radenintan.ac.id/34702/>.

<sup>15</sup> BSI, "BSI GRIYA - Produk Dan Layanan | Bank Syariah Indonesia," 2025, <https://www.bankbsi.co.id/produk%26layanan/tipe/individu/parent/produk/bsi-griya>.

<sup>16</sup> Risky Eka, "Jumlah Nasabah Pembiayaan Griya Hasanah 2021-2025," March 21, 2025.

initial observations indicate several cases of non-performing financing, dominated by customers with irregular incomes, despite having gone through the 5C+1S principle analysis.

This raises questions about whether the approach used by BSI KCP Sidoarjo Krian in assessing customer eligibility differs from that of other branches, or whether there was an error in interpreting the principle indicators. This incident could have occurred due to financing provided to customers without in-depth analysis, potentially increasing the risk of non-performing financing, which could impact the bank's health.<sup>17</sup> Therefore, BSI KCP Sidoarjo must apply the principle of prudence and require a comprehensive and in-depth feasibility analysis before disbursing financing for Griya Hasanah.

One of the analysis methods commonly used in assessing customer eligibility is the 5C principle, which includes Character, Capacity, Capital, Collateral, and Condition of Economy and Sharia Compliance.<sup>18</sup> Although this approach has been proven to reduce the risk of non-performing loans, its application in practice has not been systematically compared with other methods, such as technology-based credit scoring, machine learning, or other quantitative approaches used by modern banking.<sup>19</sup> One of the main reasons why modern credit scoring methods have not been widely adopted by Bank Syariah Indonesia (BSI) is the limited digital infrastructure and the need to be cautious in ensuring the technology's compliance with Sharia principles. Furthermore, limited data literacy and the suboptimal integration of customer financial data nationally are also obstacles to the implementation of artificial intelligence-based technology in the Islamic banking sector.<sup>20</sup> This situation adds to the relevance and urgency of evaluating the implementation of the 5C+1S principles, ensuring they can address contemporary challenges while maintaining sharia-compliant characteristics in the financing distribution process.

The application of the 5C 1S principle in customer feasibility analysis is not only aimed at protecting the bank's interests from the risk of problematic financing, but also to ensure that customers who receive financing truly have the ability to fulfill their obligations responsibly.<sup>21</sup> However, in practice, problematic financing cases are still found, particularly for Griya Hasanah products, one of the main causes of which is inaccuracy in customer eligibility analysis. Integrating

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<sup>17</sup> Supriyanto & Hariyanti, *Pengaruh Analisis Kelayakan Terhadap Tingkat Non-Performing Financing Bank Syariah.*, 3(1), 56-72. (2021).

<sup>18</sup> Batubara, "Penerapan Prinsip 5C 1S Dalam Meningkatkan Kualitas Pembiayaan Perumahan," *Jurnal Perbankan Syariah*, ahead of print, 2022, [https://doi.org/10\(1\), 77-89](https://doi.org/10(1), 77-89).

<sup>19</sup> Yuliana Dewi Sartika, "Efektivitas Implementasi Prinsip 5C Dalam Mengurangi Pembiayaan Bermasalah Pada Pembiayaan Murabahah Di BMT Rahmat Semen Kediri" (undergraduate, IAIN Kediri, 2023), [https://doi.org/10/931405518\\_surat\\_pernyataan-1.pdf](https://doi.org/10/931405518_surat_pernyataan-1.pdf).

<sup>20</sup> A. Rahman and T. Yuliani, "Tantangan Implementasi Digitalisasi Pada Perbankan Syariah Di Indonesia.," *Jurnal Transformasi Digital Syariah* 3(2), 45-57. (2022).

<sup>21</sup> Batubara, "Penerapan Prinsip 5C 1S Dalam Meningkatkan Kualitas Pembiayaan Perumahan."

sharia aspects into the 5C 1S principles is believed to improve assessment accuracy, build customer trust, and reduce the risk of moral hazard in financing transactions.<sup>22</sup>

Sharia principles in this context are typically measured through a customer's commitment to Islamic values, such as honesty, responsibility in fulfilling contracts, and involvement in halal and sharia-compliant businesses. This assessment is generally conducted through interviews, observations of the customer's business or work, and analysis of supporting documents such as business reports and certificates of religious domicile. However, in practice, sharia indicators in customer eligibility analysis are still not standardized nationally. This leads to inconsistencies in their application by bank officers, depending on individual perceptions and the internal policies of each branch office.<sup>23</sup> The absence of standard guidelines presents a challenge in objectively assessing the spiritual dimension of customers, necessitating system updates and more comprehensive training for financial analysis officers.

The novelty of this research lies in its comprehensive evaluation of the effectiveness of the 5C 1S principle and its weaknesses compared to other analytical methods, in order to produce a more accurate and adaptive feasibility evaluation system. The urgency of this research is even higher considering that the fluctuation of Griya Hasanah financing at BSI KCP Sidoarjo Krian indicates inconsistencies in financing distribution that can have implications for asset quality and bank health. The location of Bank Syariah Indonesia (BSI) Sidoarjo Krian Branch Office was determined based on the characteristics of the area that are considered strategic, marked by high demand for housing and many middle-class customers with diverse risk profiles. This research differs from previous research because it not only examines the application of the 5C 1S principle descriptively, but also compares its effectiveness with conventional methods, and formulates applicable strategic recommendations to strengthen the financing feasibility analysis system in Islamic banks.

Therefore, this research is crucial as an evaluation of the process of determining the eligibility of prospective debtors at BSI KCP Sidoarjo Krian, particularly in Griya Hasanah financing. The goal is to identify the strengths and weaknesses of the 5C 1S principle implementation and to evaluate the method's effectiveness and efficiency in addressing housing financing challenges amidst the high national housing backlog.

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<sup>22</sup> Asmaindar, *Analisis Penerapan Prinsip 5C + 1S dalam Penyaluran Pembiayaan Musyarakah pada PT Bank Aceh Syariah Cabang Jeuram*, 2022.

<sup>23</sup> A. Rachmawati and R. Fauziah, "Evaluasi Penerapan Prinsip Syariah Dalam Penilaian Kelayakan Nasabah: Studi Pada Bank Syariah Di Indonesia," *Jurnal Perbankan Syariah Indonesia* 9(1), 22–31. (2021).

## LITERATURE REVIEW

Research on customer feasibility analysis using the 5C 1S principle has been widely conducted, both in terms of financing characteristics and products. Salsabila (2023) in her research entitled *Analysis of Customer Feasibility in Providing Micro People's Business Credit (KUR) Financing Study at Bank Syariah Indonesia Syiah Utama 2 Bener Meriah Branch Office*, focused her research on customer feasibility in applying for KPR financing and the strategies implemented by BSI in providing KPR financing to customers.<sup>24</sup> Furthermore, Fathia (2024) with the research title *Analysis of the Assessment System for Debtor Customer Eligibility in Obtaining KUR Financing from BSI Banda Aceh Branch*, focuses on discussing the steps taken by BSI Aceh Branch in deciding whether or not a customer is eligible for micro business credit financing as well as the obstacles and efforts faced by the bank in providing financing.<sup>25</sup> And also research conducted by Reggie Priandi (2022) with the title *Strategy for Determining Customer Eligibility in KPR Financing During the Pandemic at BSI KC ITC BSD Tangerang in 2020*. This research discusses practical strategies for Islamic banks in assessing the eligibility of KPR customers during the pandemic.<sup>26</sup> Departing from the limitations of previous studies, this study is present to fill the gap in the study by analyzing the classification of customer eligibility through the lens of the 5C 1S principle in obtaining Griya Hasanah financing at the BSI KCP Sidoarjo Krian institution.

To support this analysis, the literature review in this study will theoretically outline the concepts of customer eligibility classification, Griya Hasanah financing, and the 5C 1S principle in customer eligibility analysis. These three theoretical elements form the foundation of this research.

### Griya Hasanah Financing

#### 1. Financing

According to Ratih Ardyanti (2021), financing is funding provided by another party to support planned investments, whether undertaken by individuals or institutions. Financing is funds allocated to support investment plans.<sup>27</sup> Meanwhile, Ismail (2017) explains that financing is an activity of Islamic banks in distributing funds to parties outside

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<sup>24</sup> Asri Salsabila, *Analisis Kelayakan Nasabah dalam Pemberian Pembiayaan Kredit Usaha Rakyat (KUR) Mikro*, 2023.

<sup>25</sup> Salsabilla Fathia, *Analisis Sistem Penilaian terhadap Kelayakan Nasabah Debitur dalam Mendapatkan Pembiayaan KUR BSI Cabang Banda Aceh (Studi Tentang Sistem Penilaian Usaha Debitur)*, 2024.

<sup>26</sup> Muhammad Reggie Priandi, *Strategi Penetapan Kelayakan Nasabah dalam Pembiayaan KPR di Masa Pandemi pada Bank Syariah Indonesia KC ITC BSD Tangerang Tahun 2020*, 2022.

<sup>27</sup> Ratih Ardyanti, *Penilaian Kelayakan Nasabah dalam Pemberian Pembiayaan Mikro di Bank Syariah Mandiri KC Metro*, 2021.

the bank based on Islamic principles. This distribution of funds is carried out based on trust from the fund owner to the recipient.<sup>28</sup>

In the Islamic banking system, the term credit is known as financing. Essentially, financing is an agreement between a bank and a customer who needs funds to finance a specific activity.<sup>29</sup> Financing agreements between banks and customers can be differentiated based on the type of contract used.<sup>30</sup> Financing contracts in Islamic banking can take the form of sales and purchase contracts, capital investment, leases, or other forms of contracts.<sup>31</sup> Sharia financing is a form of funding based on Islamic sharia principles, with the aim of realizing transactions that are fair, ethical, and in accordance with Islamic teachings.<sup>32</sup>

In sharia financing practices, there are several main principles that must be adhered to. First, the principle of prohibiting usury (interest). Usury or interest is strictly prohibited in Islam, in accordance with Islamic teachings contained in Surah Al Baqarah verse 275;

الَّذِينَ يَأْكُلُونَ الرِّبَا لَا يَقُومُونَ إِلَّا كَمَا يَقُومُ الَّذِي يَتَخَبَّطُهُ الشَّيْطَانُ مِنَ الْمَسِّ ذَٰلِكَ بِأَنَّهُمْ قَالُوا إِنَّمَا الْبَيْعُ  
مِثْلُ الرِّبَا وَأَحَلَّ اللَّهُ الْبَيْعَ وَحَرَّمَ الرِّبَا فَمَنْ جَاءَهُ مَوْعِظَةٌ مِنْ رَبِّهِ فَاتَّقِهَا فَلَهُ مَا سَلَفَ وَأَمْرُهُ إِلَى اللَّهِ وَمَنْ  
عَادَ فَأُولَٰئِكَ أَصْحَابُ النَّارِ هُمْ فِيهَا خَالِدُونَ

Meaning: "Those who indulge in usury cannot stand except as those who are possessed by Satan because they are crazy stand. This is because they say that buying and selling is the same as usury. In fact, Allah has permitted buying and selling and forbidden usury. Whoever has received a warning from his Lord and then stops, then for him is what he has previously obtained and his business is with Allah. However, whoever repeats, those are the inhabitants of hell, they will abide therein forever" QS Al Baqarah 275

This verse is the primary basis of the Islamic banking system, including Griya Hasanah financing. In its implementation, Bank Syariah Indonesia (BSI) does not apply an interest system as in conventional banking, but instead uses a sale and purchase agreement,

<sup>28</sup> Drs Ismail MBA Ak, *Perbankan Syariah* (Kencana, 2017).

<sup>29</sup> Maryam Batubara, "Analisis Efektivitas Penyaluran Pembiayaan KPR Syariah Bersubsidi di Bank BTN KC Syariah Medan," *Jurnal Ilmiah Ekonomi Islam* 8, no. 2 (2022): 2, <https://doi.org/10.29040/jiei.v8i2.4506>.

<sup>30</sup> Hamdan Firmansyah et al., *Teori dan Praktik Manajemen Bank Syariah Indonesia* (Penerbit Insania, 2021).

<sup>31</sup> BSI, "BSI GRIYA - Produk Dan Layanan | Bank Syariah Indonesia."

<sup>32</sup> Nur Asia Azis et al., "Tinjauan Hukum Islam terhadap Mekanisme Pembiayaan BSI Griya Hasanah," *Iqtishaduna: Jurnal Ilmiah Mahasiswa Hukum Ekonomi Syari'ah*, June 25, 2022, 282–93, <https://doi.org/10.24252/iqtishaduna.vi.27560>.

such as murabahah, in which the selling price and profit margin are transparently agreed upon from the outset by the bank and the customer. Therefore, in Islamic financing there is no payment or receipt of interest. The second principle is profit sharing (mudharabah and musyarakah). In Islamic financing, the concept of profit sharing applies. Mudharabah is a form of cooperation between the capital owner (shahibul maal) and the business manager (mudharib), where profits are shared according to the agreement of both parties. Meanwhile, musyarakah is a collaboration between two or more parties with the aim of gaining profits, where the distribution is based on the portion of each party's capital contribution.<sup>33</sup> The third principle is fair trading, implemented through the murabahah and salam contracts. This principle emphasizes fairness and transparency in sales transactions. Murabahah is a sale and purchase contract with an agreed-upon profit margin, while salam is a purchase contract with upfront payment and delivery at a later date. The fourth principle is the prohibition of speculation and elements of uncertainty (gharar). Sharia financing avoids speculative practices and transactions that could potentially harm either party. The fifth principle is social responsibility and business ethics. Sharia financing encourages the implementation of social responsibility and high standards of business ethics, including avoiding funding sectors prohibited by Islamic teachings, such as the liquor industry, gambling, and products containing pork.<sup>34</sup>

Types of financing in Islamic banking according to Nurnasrina & Putra (2018) can be classified as follows;<sup>35</sup>

- a. Working Capital Financing, namely financing provided by banks to customers to meet their business working capital needs based on sharia principles.
- b. Sharia Investment Financing, namely medium or long term investment of funds with the aim of obtaining benefits and profits.
- c. Sharia Consumer Financing, namely financing provided to individuals for non-business purposes.
- d. Syndicated Financing, namely large-scale financing carried out by several financial entities, is usually aimed at cooperatives.
- e. Take Over Financing, namely financing that arises as a result of the transfer of non-sharia transactions to sharia banks at the request of customers.

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<sup>33</sup> Lukman Haryoso, "Penerapan Prinsip Pembiayaan Syariah (Murabahah) pada BMT Bina Usaha di Kabupaten Semarang," *Law and Justice* 2, no. 1 (2017): 1, <https://doi.org/10.23917/laj.v2i1.4339>.

<sup>34</sup> Eka Wahyu Hestya Budianto, "Pemetaan Penelitian Akad Mudharabah Pada Lembaga Keuangan Syariah: Studi Bibliometrik Vosviewer Dan Literature Review," *J-EBIS (Jurnal Ekonomi Dan Bisnis Islam)*, April 29, 2022, 43–68, <https://doi.org/10.32505/j-ebis.v7i1.3895>.

<sup>35</sup> Nurnasrina and P. Adiyes Putra, *Manajemen Pembiayaan Bank Syariah* (2018).

- f. Letter of Credit Financing, namely financing provided to support customer import and export transactions.
2. Hasanah House

Griya Hasanah Financing is an initiative from Bank Syariah Indonesia to provide home ownership solutions that comply with sharia principles.<sup>36</sup> Griya Hasanah is a home ownership financing service that covers various needs, such as purchasing a new home, a used home, a shophouse (ruko), an apartment, a ready-to-build plot, home renovation, takeover, and refinancing facilitated by Bank Syariah Indonesia.<sup>37</sup>

In its implementation, Griya Hasanah uses sharia contracts such as Murabahah and Musyarakah Mutanaqisah (MMQ)<sup>38</sup> A murabahah contract is a sale and purchase transaction in which the bank first purchases the property, then sells it to the customer with a mutually agreed profit margin.<sup>39</sup> Meanwhile, the musyarakah mutanaqisah contract is a form of ownership cooperation between the bank and the customer, which allows the bank's portion of ownership to decrease over time as payments are made by the customer.<sup>40</sup>

Given the long-term nature of home financing and the significant amount of funds involved, Islamic banks need to implement rigorous feasibility assessments for prospective customers. This step aims to minimize the risk of non-performing financing and protect third-party funds managed by the bank. Hosen and Muhari (2020) explain that Islamic financing requires the application of prudential banking principles through customer eligibility assessments based on the 5C+1S principle.<sup>41</sup> Furthermore, the home financing feasibility analysis also aims to ensure that the customer has integrity, the ability to pay, and compliance with sharia principles, so that each transaction reflects the value of justice and provides benefits for all parties involved.<sup>42</sup>

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<sup>36</sup> Hanggara, "Efektivitas Pembiayaan KPR pada Perumahan BSI Griya Hasanah Berdasarkan Akad Murabahah pada PT Bank Syariah Indonesia, Tbk KC Bandar Lampung Diponegoro."

<sup>37</sup> Azis et al., "Tinjauan Hukum Islam terhadap Mekanisme Pembiayaan BSI Griya Hasanah."

<sup>38</sup> Eka, "Produk Yang Ada Di BSI."

<sup>39</sup> Azis et al., "Tinjauan Hukum Islam terhadap Mekanisme Pembiayaan BSI Griya Hasanah."

<sup>40</sup> Winda Armayani Sijabat, "(PDF) Financing Provision and Sharia Compliance in the BSI Griya Hasanah Product with a Musyarakah Mutanaqisah Contract: A Case Study at BSI KCP Cemara Asri," *ResearchGate*, ahead of print, March 15, 2025, <https://doi.org/10.32505/jurisprudensi.v17i1.10998>.

<sup>41</sup> Hosen and Muhari, "Implementasi Prinsip 5C+1S Dalam Analisis Kelayakan Pembiayaan Perbankan Syariah," *Jurnal Al-Mashrafiyah: Jurnal Ekonomi Dan Perbankan Syariah*, 2020.

<sup>42</sup> Haryadi and Nugroho, "Manajemen Risiko Pembiayaan Rumah Di Perbankan Syariah," *Jurnal Muamalah*, 2021.

### 5C 1S Principle in Customer Feasibility Analysis

According to Kasmir as quoted by Djuarni & Ratnasari, before providing financing facilities, banks must have confidence that the funds disbursed will be returned.<sup>43</sup> This trust is based on the bank's level of trust in prospective customers, which is obtained through the financing feasibility assessment process before funds are disbursed. One of the assessment methods commonly used by banks, including Islamic banks, is the 5C + 1S analysis, as explained by Asy'ari and Wigati, which consists of;<sup>44</sup>

1. *Character*

Character reflects the nature or disposition of a prospective customer. Character greatly influences a person's intention to fulfill their obligations. Therefore, banks need to ensure that customers have good intentions in fulfilling their obligations under the agreement. Character assessment can be conducted by reviewing the prospective customer's personal and professional background.

2. *Capacity*

Capacity is the potential customer's ability to meet financing obligations. This assessment includes financial or business management skills, which can be assessed through educational background, experience, and business or financial management history.

3. *Capital*

Capital is the assessment of a potential customer's effective use of capital. This assessment is generally conducted through an analysis of financial statements such as balance sheets and income statements. The greater the capital owned and the more committed the business, the greater the bank's confidence in providing financing.

4. *Collectoral*

Collateral is an asset pledged as collateral by a prospective customer before obtaining financing. Collateral can be a physical or non-physical asset, and its value must be greater than the amount of financing provided. This collateral serves to reduce the risk of non-performing financing by providing a replacement if the customer fails to meet their obligations.

5. *Condition of economy*

Economic condition is an assessment of the prospective customer's current and future economic situation. If the prospective customer has a business, the bank needs to assess

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<sup>43</sup> Wenny Djuarni and Rita Ratnasari, "Implementasi Prinsip 5C dalam Menentukan Kelayakan Pemberian Kredit pada Nasabah," *Ar-Rihlah : Jurnal Keuangan dan Perbankan Syariah* 2, no. 2 (2022): 99, <https://doi.org/10.35194/arps.v2i2.2626>.

<sup>44</sup> Mochammad Syahrul Asy'ari and Sri Wigati, "Analisis Kelayakan Nasabah Menggunakan Prinsip 5C 1S Dalam Pembiayaan Pemilikan Rumah (PPR) (Studi Pada KB Bank Syariah KC Sidoarjo)," *JURNAL ILMIAH EKONOMI DAN MANAJEMEN* 2, no. 11 (2024): 11, <https://doi.org/10.61722/jiem.v2i11.2921>.

their potential and seriousness in running it. The assessment can also include occupation and lifestyle, as these factors influence the smoothness of loan payments.

6. Sharia is the primary distinguishing aspect in assessing the feasibility of financing in Islamic banks compared to conventional banks. This aspect assesses the suitability of the use of funds with Sharia principles and the halal nature of the customer's income sources. Sharia assessments are conducted by examining the intended use of the financed property, whether it is for halal activities or contrary to Islamic teachings. For example, if financing is requested to purchase a shophouse, but the shophouse will be used for activities contrary to Sharia, the bank has the right to reject the application. Provisions regarding Sharia compliance are stipulated in the National Sharia Council Fatwa Number 04/DSN-MUI/IV/2000.

## RESEARCH METHODS

This research uses a qualitative method with a case study approach. The selection of this method is based on the research objective, namely to gain an in-depth understanding of the application of the 5C 1S principle in analyzing customer eligibility for Griya Hasanah financing at BSI KCP Sidoarjo Krian. The selection of BSI KCP Sidoarjo Krian as a case study location is based on the characteristics of the area that are considered strategic, such as the high demand for housing financing, the presence of industrial areas, and the growth of residential areas. This branch is also active in distributing Griya Hasanah financing compared to several other branches in the Sidoarjo area, making it relevant as a research object.<sup>45</sup> This study is contextual in nature, and the findings are not intended to be broadly generalized, but rather to provide specific insights into the application of the 5C+1S principles in a specific branch context.

The data sources used in this study are primary and secondary data. Primary data is information obtained directly from the perpetrators and original data sources without any intermediaries.<sup>46</sup> The primary data in this study are the results of direct interviews with the marketing staff of BSI KCP Sidoarjo Krian and BOSM BSI KCP Sidoarjo Krian who can provide information regarding the research. The interview procedure was conducted in a semi-structured manner, with interview guidelines covering topics such as the implementation of the 5C + 1S principle, experience in analyzing customer feasibility, and obstacles faced in the financing process. Interviews were conducted directly at the branch location, with each session lasting between 30 and

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<sup>45</sup> Eka, "Produk Yang Ada Di BSI."

<sup>46</sup> shinta Athiya Wulandari, "Identification of Problems and Handling of Home Ownership Financing (PPR) Through Murabahah Contracts at Bank Syariah Indonesia (BSI) KCP Rungkut 1 Surabaya | Perisai : Islamic Banking and Finance Journal," 2023, <https://perisai.umsida.ac.id/index.php/perisai/article/view/1644>.

45 minutes and recorded with the informant's consent. Meanwhile, secondary data is pre-existing data, this data is obtained from secondary sources, such as scientific publications, websites and journals that can be used to complement the writing.<sup>47</sup> The secondary data of this research comes from journals, books, and other documents related to the theme of feasibility classification in the 5C 1S principle.

To ensure data validity and reliability, this study employed data triangulation techniques. Data triangulation was conducted by comparing interview results with financing documents or non-performing financing (NPF) statistical reports. Method triangulation was achieved by combining data from interviews, field observations, and document reviews. Furthermore, member checking, a process of verifying interview transcripts with informants, was conducted to ensure the accuracy of the information interpreted by the researcher.

There are three stages in the data analysis process, namely data reduction, data presentation (data display), and drawing conclusions (verification).<sup>48</sup> The data analysis technique used in this study involved simplifying the raw data from interviews, or data reduction. Data reduction itself aims to produce more concise and relevant data by eliminating unnecessary data.<sup>49</sup> The next stage is data presentation, which is the process of organizing information in a structured manner to support analysis and decision-making. The goal of this stage is to convey information effectively to facilitate further analysis or decision-making.<sup>50</sup> The final stage is drawing conclusions, which is done by reviewing the interview or discussion notes to gain a deeper understanding of the underlying problem. The purpose of this stage is to validate the data and its interpretation. This process is conducted flexibly to produce more detailed and accurate conclusions.

## RESULTS AND DISCUSSION

### Financing for Griya Hasanah at BSI KCP Sidoarjo Krian

Griya Hasanah financing is a service that significantly helps people fulfill their dream of owning a home. Particularly at BSI KCP Sidoarjo Krian, this financing has received a positive response from the local community. An interview with Ms. Risky Eka, a member of the BSI KCP Sidoarjo Krian marketing team, stated,

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<sup>47</sup> Resha Ahmad et al., "Penerapan Syariah Compliance Pada Manajemen Risiko Produk Mikro Ekspres Berbasis Akad Murabahah (Studi Kasus BPRS Mandiri Mitra Sukses Gresik)," *Jurnal Ilmiah Ekonomi Islam* 10, no. 3 (2024): 3, <https://doi.org/10.29040/jiei.v10i3.14654>.

<sup>48</sup> Sugiyono, "Welcome to UPN Veteran Jatim Repository - UPN Veteran Jatim Repository," 2020, <https://repository.upnjatim.ac.id/26796/>.

<sup>49</sup> Dr Umar Sidiq et al., *Metode Penelitian Kualitatif di Bidang Pendidikan*, 2019.

<sup>50</sup> Dimas Assyakurrohim et al., "Metode Studi Kasus dalam Penelitian Kualitatif," *Jurnal Pendidikan Sains dan Komputer* 3, no. 01 (2022): 1–9, <https://doi.org/10.47709/jpsk.v3i01.1951>.

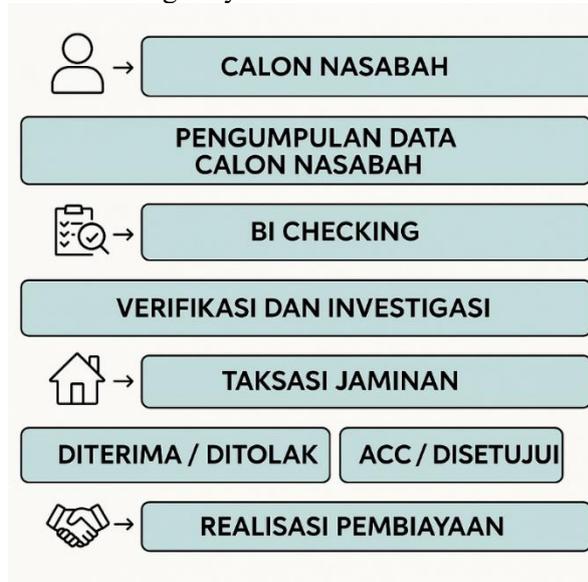
*"Griya Hasanah is called a mortgage at conventional banks, but at BSI it's called Griya Hasanah. The difference lies in its intended use: for purchasing a new, second-hand, reclaimed, or taken over home. So, there are four options available for financing and facilitation at BSI Griya Hasanah."*

So, BSI Griya Hasanah offers various financing facilities available to customers. The contracts used in Griya Hasanah financing are Murabah and Musyarakah Mutanaqisah, depending on the type of financing chosen.<sup>51</sup> Griya Hasanah financing can be given to prospective customers who meet the terms and conditions for housing financing.

### **Financing Mechanisms and Procedures for Griya Hasanah at BSI KCP Sidoarjo Krian**

In the process of implementing BSI Griya Hasanah financing, there are a number of procedures and mechanisms that must be fulfilled by prospective customers in applying for financing, starting from the document collection process to the verification and approval stage of financing. The stages or procedures for applying for Griya Hasanah financing at the BSI Sidoarjo Krian Branch Office (KCP), as explained by Mrs. Risky Eka from the BSI KCP Sidoarjo Krian marketing team, are as follows:

*Picture3*  
Procedure Flow for Financing Griya Hasanah at BSI KCP Sidoarjo Krian



Source: BSI Marketing Team Interview Results

The image above shows the financing scheme for Griya Hasanah at BSI KCP Sidoarjo Krian. The scheme can be explained as follows:

<sup>51</sup> Risky Eka, "Implementasi Prinsip 5C 1S Di BSI KCP Sidoarjo Krian," April 4, 2025.

1. Prospective customers come to the BSI Sidoarjo Krian branch office and meet with Customer Service to apply for BSI Griya Hasanah financing. Customer Service will explain the terms and conditions and then provide a form to complete.
2. Collecting prospective customer data, things that must be fulfilled include;
  - a. Fill out the Hasanah Home financing application form
  - b. Customer and Spouse's ID Card/Passport
  - c. Family card
  - d. Marriage certificate
  - e. Salary slip
  - f. Copy of Bank Account for the last 3 months (Bank Statement)
  - g. Business Legality (if entrepreneur)/ Employment Certificate (PNS/Permanent Employee)
  - h. Guarantee
3. BI Checking: Before a bank provides financing to a customer, a BI Checking system is used to determine the customer's previous financing history. This check aims to determine whether the customer is blacklisted, as determined by Bank Indonesia.
4. Verification and Investigation: Financing feasibility analysis is conducted using the 5C principle, which consists of five main aspects. Character refers to the personality or integrity of the prospective borrower, where trust is a key factor in providing financing. Capacity assesses the customer's ability to meet payment obligations. Capital reflects the financial condition or capital owned by the prospective borrower, especially when managing a business. Condition relates to economic conditions that affect the continuity of the prospective borrower's business. Collateral is a guarantee provided by the customer, either in the form of physical or non-physical assets, as a form of security for the financing provided.
5. Collateral appraisal is the process of estimating the value of collateral a customer will submit as a condition for obtaining financing. In BSI Griya Hasanah financing, the collateral is generally the property itself, such as a house, shophouse, office building, or plot of land.
  - a. Financing applications will be processed if all the requirements specified by BSI Griya Hasanah have been met by the customer.
  - b. On the other hand, financing applications can be rejected due to several factors, one of which is that the physical condition of the building object used as collateral does not meet the requirements.

If all requirements are met, the financing application will be approved or approved by the bank.

6. Griya Hasanah financing approval is granted after the customer has successfully completed all stages. The customer must not be on the National Blacklist (DHN) or Bank Indonesia's blacklist, must have completed all required documentation, must be able to repay the mortgage, and must not be in retirement. Furthermore, the appraised value of the collateral is deemed sufficient to cover the financing amount in the event of a non-performing loan.
  - a. Implementation of the Agreement: At this stage, the customer or debtor will meet with representatives from the sales division, operational division, and notary to implement the financing agreement.
  - b. Financing Realization: Funds will be disbursed to the debtor's or customer's account, then transferred back to the developer's account. This process aims to provide legal certainty that the customer has received financing from the bank and is aware that a house or land sale or purchase transaction has occurred between the customer and the developer or seller, facilitated by the bank. Meanwhile, for financing intended for home renovations, the funds will be directly credited by the bank to the customer's account.

### **Implementation of the 5C 1S Principle at BSI KCP Sidoarjo Krian**

The 5C 1S principle implemented by BSI KCP Sidoarjo Krian is a set of assessment instruments used to determine a customer's eligibility for financing. Essentially, every financing disbursement by a bank carries risks that must be considered and minimized to protect both parties, especially the customer as the recipient of the financing.<sup>52</sup> This effort also aims to maintain the stability and financial health of the bank.<sup>53</sup> A customer eligibility analysis based on the 5C 1S principles is a crucial part of the financing application evaluation process. This analysis serves as the basis for careful and responsible decision-making by the bank, whether approving or rejecting a financing application.<sup>54</sup>

Based on an interview with Risky Eka, a member of the BSI Sidoarjo branch marketing team, a comprehensive explanation was obtained regarding the application of the 5C 1S principle in the financing disbursement process. The following is an analysis of the implementation of this principle in determining customer eligibility.

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<sup>52</sup> Etty Mulyati, "Penerapan Manajemen Risiko sebagai Prinsip Kehati-hatian dalam Pemberian Kredit Perbankan," *SUPREMASI: Jurnal Hukum* 1, no. 1 (2018): 1, <https://doi.org/10.36441/supremasi.v1i1.155>.

<sup>53</sup> Anang Sejati and Hadratullah, *Analisis Penerapan Prinsip 5C+1S dalam Meminimalisir Risiko Pembiayaan Murabahah Modal Kerja pada Bank Syariah*, 2024.

<sup>54</sup> Asy'ari and Wigati, "Analisis Kelayakan Nasabah Menggunakan Prinsip 5C 1S Dalam Pembiayaan Pemilikan Rumah (PPR) (Studi Pada KB Bank Syariah KC Sidoarjo)."

### 1. *Character* (Characteristics)

Character is the initial assessment for customers. Character assessments typically focus on a person's honesty, responsibility, and personality. This is done to identify potential risks. Based on interviews with sources from the BSI KCP Sidoarjo Krian Marketing Team, the following were conducted:

*"To assess a prospective customer's character, we first conduct an ID check to determine whether the customer has a history of fraud (problems) in transactions. If a customer is detected as having three calls (problems), we will not proceed with the financing."*

From Based on the interview results, it can be seen that the Character aspect of the 5C principle is an initial indicator in the customer selection process. Checking iDeb (Debtor Information) through the OJK's SLIK is the main step in determining a customer's financial track record, particularly regarding discipline and responsibility in repaying financing obligations at previous financial institutions. The fraud trail in question includes not only late installment payments but also a history of bad credit, misuse of financing facilities, and submission of fictitious data. Data from iDeb serves as the main reference for assessing a debtor's collectibility level, ranging from current status (collectibility 1) to non-performing (collectibility 5).<sup>55</sup>

In addition, banks also assess character through in-person interviews, workplace references, and previous banking history. This aligns with the findings of research by Maulidiyah and Susanto, which found that assessing prospective debtors' character through iDeb SLIK can improve the accuracy of credit risk analysis and reduce the potential for problematic financing.<sup>56</sup> In the context of Islamic banking, character reflects not only financial integrity but also moral integrity in accordance with Islamic values, such as honesty, trustworthiness, and good faith. Therefore, this process is part of the prudential banking principle, which must be consistently applied to maintain financing quality and minimize the risk of non-performing financing (NPF).<sup>57</sup>

### 2. *Capacity*

In assessing a potential customer's capacity, BSI assesses their financial ability to meet their installment obligations. This can be seen from the customer's fixed income, employment, and the installment-to-income ratio.

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<sup>55</sup> Eka, "Implementasi Prinsip 5C 1S Di BSI KCP Sidoarjo Krian."

<sup>56</sup> Maulidiyah and Susanto, "Analisis Penerapan Prinsip 5C Dalam Menilai Kelayakan Pembiayaan Pada Bank Syariah.," *Jurnal Ekonomi Syariah Teori Dan Terapan*, ahead of print, 2020, [https://doi.org/7\(5\), 389-400](https://doi.org/7(5), 389-400).

<sup>57</sup> Hasibuan, *Dasar-Dasar Perbankan* (2022).

*"There are usually differences in income acceleration. We have a threshold. For private sector employees earning under 5 million, we'll accelerate 40-50%. For those earning over 6 million, we can accelerate 60% of their salary. But we also look at the salary components. For basic salary, we accelerate 100%, but for overtime, etc., we average it out, maybe 80%. For civil servants, overtime pay is rare; usually, it's performance allowances and meal allowances. For civil servants, we can accelerate 70%, if the salary is above 8 million."*

In assessing the capacity of prospective customers, BSI KCP Sidoarjo Krian applies a tiering system based on income level and type of employment. For customers who are private employees with incomes below Rp5,000,000, the bank sets an income acceptance rate of 40%–50%. Meanwhile, for customers with incomes above Rp6,000,000, the acceptance rate can reach 60%, depending on the income composition. The basic salary is usually received in full (100%), while non-fixed income components, such as overtime, are recognized at around 80% after being averaged. For civil servants (PNS), who generally receive fixed allowances such as performance allowances and meal allowances, the acceptance rate can reach 70%, especially if income exceeds Rp8,000,000 per month. This assessment aims to ensure that prospective customers have sufficient capacity to meet financing installment obligations routinely and sustainably.

### 3. *Capital*

Capital analysis is conducted by assessing a customer's wealth or assets. This serves as an indicator of a potential customer's financial resilience.

*"For capital, we look at the customer's ability to provide a down payment of at least 20% of the property price."*

The capital assessment of BSI KCP Sidoarjo Krian doesn't solely rely on the down payment. The bank also considers other indicators such as ownership of movable and immovable assets, savings balances, investments, and financial management history as reflected in bank statements or personal financial statements.

In certain cases, if a prospective customer is unable to provide a down payment, this does not necessarily result in the loan application being rejected. Instead, it will be further analyzed using alternative approaches, such as providing additional collateral or a strong ability to repay the loan. This aligns with the findings of research by Kusuma and Wibowo (2021), which states that in assessing capital, Islamic financial institutions need to consider

the overall wealth aspect, not only based on cash liquidity but also assets that can be used as collateral or demonstrate long-term financial capacity.<sup>58</sup>

#### 4. *Collectoral*

Collateral assessment plays a crucial role, especially since houses or plots of land are commonly used as collateral for financing. This collateral must have sufficient market value to cover the loan amount in the event of default. The collateral valuation or appraisal results serve as the primary basis for determining the eligibility and amount of financing to be disbursed. As explained by Risky Eka, a member of the BSI KCP Sidoarjo Krian marketing team,

*"We can provide collateral in the form of a certificate. After the initial contract, the certificate is held by BSI. So, for example, if someone buys a new house, a second-hand house, or a refinancing, the certificate is already in the hands of the customer, so it must be brought at the time of the contract. Once the contract is finalized, the certificate will be taken to the notary for processing. Once completed, it will be placed in the BSI document center."*

From this statement, it can be concluded that the process of submitting and managing collateral documents, such as certificates, is carried out systematically, through stages supervised by a notary and the bank's documentation division. However, the implementation does not always run smoothly. Several obstacles are often encountered, such as delays in collecting original documents from the developer, inconsistencies in ownership legality, or disputes over the land and buildings used as collateral. Furthermore, it is sometimes found that the appraisal value does not match the customer's expectations, which impacts the approved financing amount.

#### 5. Condition of Economy

The overall economic conditions and the prospective client's employment sector are also considered in the assessment. BSI applies stricter selectivity to clients working in the informal sector, particularly those vulnerable to economic fluctuations.

*"For economic conditions, we look at where he works, whether his lifestyle is in accordance with his income."*

From the interview results, it can be understood that BSI KCP Krian assesses the employment background of prospective customers by considering the stability and prospects of the sector. For example, customers who work in government agencies or companies with good reputations tend to be considered more stable than informal workers

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<sup>58</sup> Kusuma, A. and Wibowo, M, "Analisis Penilaian Kelayakan Pembiayaan Berdasarkan Prinsip 5C Di Lembaga Keuangan Syariah," *Jurnal Ekonomi Dan Perbankan Syariah* 9(2), 110–121 (2021).

without a steady income. Furthermore, the prospective customer's lifestyle is also an indicator in assessing eligibility. This lifestyle includes consumption patterns, monthly expenses, and financial habits, as observed through interviews, account transaction data, and field survey results. If it is found that a customer's expenses are disproportionate to their income, this can be a negative note in the analysis of the customer's character and capacity.

#### 6. Sharia

As a distinctive feature that distinguishes Islamic banking from conventional banking, Sharia principles form the primary foundation of the entire financing process. Prospective customers are required to come from halal-compliant business sectors that do not conflict with Sharia principles. Furthermore, an understanding of Sharia contracts, such as murabahah, ijarah, and other contracts, is a crucial part of the customer education process. As expressed by Ms. Risky Eka,

*"Sharia principles are our main differentiator from conventional banks. This is an absolute requirement for both customers and the businesses we finance."*

Based on this statement, BSI KCP Sidoarjo Krian places sharia principles as a fundamental requirement in assessing financing eligibility. However, prospective customers who do not fully understand sharia contracts will not be immediately rejected. BSI will first provide an explanation and education regarding the contract to be used in the financing so that customers understand their rights and obligations according to sharia provisions. Indicators used to assess compliance with sharia principles include the type of business being run must be free from haram elements such as usury, gambling (maysir), uncertainty (gharar), and activities that are detrimental to morals or the environment. This verification process is carried out through interviews, field surveys, and legal documentation of the customer's business. With this approach, the bank not only implements the principle of prudence but also ensures the alignment between the customer's business activities and sharia values.

The interview results show that BSI KCP Sidoarjo Krian systematically applies the 5C 1S principle in the process of assessing customer eligibility for Griya Hasanah Financing. Each component of the 5C 1S principle has a measurable assessment indicator with different weights according to its level of significance in determining customer eligibility.

*Table 1*  
Components and Weighting of Customer Eligibility Assessment

Component	Weight	Key Indicators
Character	30%	Credit history (BI Checking), reputation in social and professional circles, consistency of payment of previous obligations
Capacity	25%	Installment to income ratio (maximum 40%), income stability, career prospects
Capital	15%	Ability to provide down payment, assets owned, debt to asset ratio
Collateral	15%	Guarantee value, marketability, legal aspects
Condition of Economy	5%	Prospects of the customer's industry/work sector, macroeconomic conditions
Sharia	10%	Compliance of the use of funds with sharia principles, the halal nature of the customer's source of income

Source: Interview Results

Based on the data obtained, character received the highest weighting (30%) in the assessment of customer eligibility. This aligns with the findings of Suprianto and Hariyanti (2021), who stated that character is the primary determinant in determining financing quality.<sup>59</sup> An interview with BOSM BSI KCP Sidoarjo Krian confirmed the importance of character aspects:

*"We place a strong emphasis on character when assessing customer eligibility. Even if a customer has good financial capabilities, if their character is poor based on their track record or BI Checking, the potential for problematic financing remains high. Good character reflects a customer's commitment to fulfilling their obligations."*

Based on an analysis of the application of the 5Cs and 1S principles, this study developed an integrated customer eligibility classification model that combines financial and sharia aspects within a single assessment framework. This model uses a scoring approach with a minimum passing score of 70 on a scale of 100.

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<sup>59</sup> Supriyanto & Hariyanti, *Pengaruh Analisis Kelayakan Terhadap Tingkat Non-Performing Financing Bank Syariah*.

*Table 2*  
Assessment Matrix in the Customer Eligibility Classification Model

Aspect	Assessment Sub-Indicators	Weight (%)	Maximum Score	Assessment criteria
<b>Character</b>	Track record of morals, discipline, integrity, compliance with contracts	30%	25	Good credit history, never defaulted, consistently fulfilling payment promises, assessed through BI Checking and personality interviews.
<b>Capacity</b>	Ability to pay, income stability, financial responsibilities	25%	15	Calculated based on regular income, household cash flow analysis, and installment to income ratio $\leq 40\%$ .
<b>Capital</b>	Personal assets or equity owned	15%	10	Proof of asset ownership such as savings, land, vehicles, or business capital. The higher the equity, the higher the score.
<b>Collateral</b>	Additional guarantees provided	15%	10	A house certificate, vehicle certificate, or other valuable asset that can be used as collateral. The collateral value must be at least 125% of the loan limit.
<b>Condition</b>	External conditions: business sector, job stability, and macroeconomics	5%	5	This is based on business trends or the sector in which the customer works, long-term prospects, and external influences such as inflation or the pandemic.
<b>Sharia (IS)</b>	Compliance of business/income with halal principles, worship and Islamic ethics	10%	5	Checked through the type of business (not contrary to sharia), religious activities (for example, Friday prayer attendance records), and Islamic insight.

The analysis of the customer eligibility classification matrix using the new weighting system shows that character and capacity are the dominant factors in determining financing decisions at BSI KCP Sidoarjo Krian. The character aspect received the highest weighting, at 30%,

because the customer's integrity, honesty, and commitment to fulfilling contracts are the main indicators in assessing moral hazard. Meanwhile, the capacity aspect, with a weighting of 25%, assesses the customer's income stability and ability to repay installments on time. These two aspects are directly related to the customer's long-term reliability and responsibility. Capital and collateral aspects were each given a weighting of 15%, acting as a safety net in the event of default. Conditions, on the other hand, were only given a weighting of 5% because they are external and difficult for both the bank and the customer to control. The sharia aspect was given a weighting of 10%, indicating that Islamic values remain an important element, although not yet fully a primary consideration in the eligibility assessment. These findings indicate that although sharia principles have been integrated into the analysis process, their application remains more complementary than financial aspects.

Therefore, strengthening sharia indicators is necessary to ensure a more strategic and measurable role in supporting Islamic-based prudential principles. This classification model is implemented in the form of a scorecard, facilitating financing analysts in evaluating customer eligibility objectively and in a structured manner. Research shows that this model can increase the efficiency of the customer eligibility assessment process by up to 35%, with an accuracy of 87.5% in predicting problem financing.

## CONCLUSION

Based on the research results, it can be concluded that the application of the 5C+1S principle in the process of analyzing the feasibility of Griya Hasanah financing customers at BSI KCP Sidoarjo Krian was carried out systematically and comprehensively. Each aspect—Character, Capacity, Capital, Collateral, Condition of Economy, and Sharia—has specific indicators used to objectively assess the level of customer eligibility. The results show that the Character and Capacity aspects received the highest assessment weighting because they are considered the most influential in determining the smoothness of financing payments. The Sharia aspect is the main characteristic that distinguishes the analysis system at BSI compared to conventional banks, where the assessment considers not only economic aspects but also compliance with Sharia principles. In addition, the feasibility classification model developed in this study was able to increase the effectiveness of the analysis by up to 35% and had an accuracy rate of 87.5% in predicting potential problematic financing. This research provides a practical contribution to improving the Sharia-based financing distribution system as well as a theoretical contribution in confirming the validity of the 5C+1S principle approach in the Islamic banking environment.

While this model does not fully extend existing theory with new indicators, this study successfully strengthens the position of the 5C+1S principles as a relevant framework by integrating

sharia values into a more measurable and applicable scoring system. However, this study has methodological limitations that require attention. The qualitative approach, using a single case study at a single branch office, limits the generalizability of the findings to a broader context. Furthermore, limited access to comparative quantitative data from other branches and internal digital systems reduces the possibility of testing the model more broadly and longitudinally. Therefore, while this study offers an effective and relevant eligibility classification model in the local context, further development is needed through testing across various BSI units using a more comprehensive quantitative approach. This is crucial to test the model's consistency and the potential for more systematic and standardized integration of sharia indicators in the future.

## **RESEARCH IMPLICATIONS**

The results of this study have important implications for the world of Islamic banking, particularly in strengthening the feasibility analysis system for housing finance customers. The systematic application of the 5C+1S principles has been proven to minimize the risk of problematic financing and increase the accuracy of financing decision-making. The developed customer feasibility classification model can serve as a strategic tool for financing analysts in evaluating customers objectively and measurably, thus making the financing process more efficient and accountable. Furthermore, the integration of sharia principles in customer feasibility assessments reinforces the unique characteristics of Islamic banks, which assess not only economic aspects but also spiritual and moral dimensions. In an academic context, this research contributes to the development of feasibility analysis theory based on Islamic values and opens up space for further study on technology-based and sharia-based classification systems simultaneously.

## **LIMITATION**

This study has several limitations that require attention. First, the use of qualitative methods with a single case study approach at BSI Sidoarjo Krian Branch Office limits the scope of generalizability of the research results. The findings and classification model developed are contextual and have not been tested on other BSI branch units with different characteristics. Second, limited access to quantitative data and internal digital systems prevents longitudinal or comparative analysis across time and locations. Third, the assessment of sharia aspects within the 5C+1S principles still relies on subjective interpretation by analysts, due to the lack of a national standard for measuring sharia compliance indicators for prospective customers.

## SUGGESTION

Based on the research findings and existing limitations, it is recommended that Bank Syariah Indonesia develop national standards for the application of sharia indicators in customer creditworthiness analysis to ensure objective and consistent implementation. Furthermore, training and competency development for financing analysts are needed to understand the 5C+1S principles and utilize technology such as sharia-based credit scoring. Further research is recommended using a quantitative or mixed methods approach at various BSI units in different regions to test the validity and reliability of the developed classification model. The development of a digital-based system integrated with sharia principles is also expected to improve the accuracy and efficiency of the customer creditworthiness analysis process in the future.

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