

# The Analysis of Effectiveness on MSME Financing at Sharia Bankaltimtara Samarinda

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## ABSTRACT

The Micro, Small, and Medium Enterprise (MSME) sector has a significant role in improving the national economy, including employment, increasing people's income, and alleviating poverty. Until now, the main problem faced by MSMEs is capital. This study aims to analyze the effectiveness of financing the MSME sector at Sharia Bankaltimtara, Samarinda Branch. The method used is by using a survey method, namely the assessment of customer perceptions based on the procedure for submitting a financing application, the financing mechanism and the impact of the provision of financing on the customer's business development. The effectiveness of financing is measured through quantitative analysis and tested with descriptive statistics. This test informs the customer's assessment score and the average value of customer perceptions of the questions studied using a Likert scale. The population in this study is MSME business actors who receive financing from Sharia Bankaltimtara, Samarinda Branch, while the sample in this study was determined using a purposive sampling technique totaling 30 (thirty) respondents. The research instrument uses a questionnaire or a questionnaire distributed to MSME financing customers. Test the validity and reliability of the instrument using SPSS statistics. The results of the analysis show that the MSME financing of Sharia Bankaltimtara Samarinda Branch has been running effectively, customers assess the MSME sector financing has been carried out very effectively based on the ease of the procedure for submitting a financing application.

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## 1. INTRODUCTION

Islamic banks continue to grow significantly every year with the enactment of Law no. 21 of 2008 concerning Islamic Banking. The development of the Islamic banking industry nationally has a strong legal basis and is increasingly encouraging its development and growth. Currently, Islamic banking has assets of Rp. 448 Trillion [1]. Islamic banks are developed and directed to realize the benefit of the community through sharia principles that are applied in their operations. In addition to providing benefits for the community, Islamic banking also plays a role in dealing with the shocks of the global crisis in the national economy. Islamic banking is considered to be more capable and more resistant to the turmoil of the global crisis.

Several scientific studies have proven the existence of Islamic banking resilience in the face of the global crisis several years ago. In his research proves that Islamic banks are more stable than conventional banks when dealing with the global crisis [2]. The non-interest financial system of Islamic banks allows Islamic banks to survive or survive by fluctuations in interest rates which are the impact of the decline in the value of the rupiah due to the scarcity of dollars in the market. The financial performance of Islamic banks compared to conventional banks shows a consistent and efficient condition [3].

Apart from that, the resilience of Islamic banking to the global crisis was spurred by financing in the real sector, which tends not to be significantly affected when economic shocks occur. Micro, Small and Medium Enterprises which are abbreviated as MSMEs are proven not to be affected by the crisis, when the crisis hit in 1997-1998, MSMEs were able to remain firmly established. In fact, the dominant sector of the economy in Indonesia is the MSME sector. Therefore, this sector has a significant role in improving the national economy, including employment, increasing people's income, and alleviating poverty.

In line with Sharia Banking, the MSME Sector is expected to be able to withstand the impact of the global financial crisis on the business being carried out and be able to play a

rescue function in various sectors. Islamic Banking and the MSME Economic Sector have a close relationship in their duet to maintain economic stability and increase National Income. The Government and the Indonesian Banks hold various kinds of Financing Programs and Schemes to continue to increase MSME capital through the distribution of MSME financing.

The close relationship between Islamic banking and the MSME sector in increasing economic growth is also in line with the results of the thesis research from Ninik Hariyati, namely that there is a significant relationship between microfinance issued by Islamic banking for MSME actors and Indonesia's economic growth and there is also a significant relationship between development of MSMEs with Islamic banking. The mutually beneficial relationship that exists between Islamic banking and MSME actors indirectly also affects national economic growth. If the macro sector continues to struggle against the global crisis, the micro sector or MSMEs can still exist and develop without having to be affected by the crisis[4].

Until now, the problem of MSMEs that is still an obstacle in Indonesia is the problem of capital. According to Sri Adiningsih and quoted by Muslimin Kara in his journal, capital problems are the main problem faced by entrepreneurs in the MSME sector. MSME actors are constrained when they intend to increase capital through banks. This is due to the high level of financing interest rates and the problem of financing guarantees that are difficult to fulfill [5].

One of the Islamic banks that actively distributes financing to MSMEs is the Sharia Business Unit of the Regional Development Bank of East and North Kalimantan (Sharia Bankaltimtara). As a financial institution under the auspices of the regional government of East Kalimantan Province, it is required to participate in supporting local government programs in the development of the MSME sector. In the 2020 Central Statistics Agency report, East Kalimantan Province is ranked 8th as the province with the highest production index in Indonesia [6].

Sharia Bankaltimtara continues to grow as indicated by the growth in assets and third

party funds increasing every year. This positive development was influenced by improvements in capital, improvements in efficiency and liquidity. The total asset value as of September 2021 reaches Rp. 2.1 Trillion and ranks 9th out of all Sharia Business Units of Regional Development Banks in Indonesia. Meanwhile, from the value of financing distribution, Sharia Bankaltimtara has distributed financing worth Rp. 1.2 trillion as of September 2021[7].

In relation to the improvement of the regional MSME sector, Sharia Bankaltimtara has various kinds of MSME financing schemes in its role as one of the supporters and activists in the distribution of MSME financing to the Regional Government. However, in terms of the type of use, financing in the MSME sector is much smaller than financing for consumption, which shows inequality and imbalance in the large number of MSME actors in East Kalimantan and North Kalimantan.

From the financing data at Sharia Bankaltimtara which shows the small realization value of financing in the MSME sector which only reaches Rp. 104 billion in 2021. This raises the question of why financing for the MSME sector is still relatively small, how is the quality of financing for the MSME sector, and whether the goals and objectives of MSME financing have been achieved. Based on what has been described above, it is necessary to study how effectively the financing disbursed by Sharia Bankaltimtara as a bank that runs its business according to Islamic law to SMEs in Samarinda City is needed.

## 2. LITERATURE REVIEW

### 2.1 First Literature

Analysis of Effectiveness and Factors Affecting the Effectiveness of Sharia Financing in the Agribusiness Sector at PT. BPRS Amanah Ummah, Bogor. The method used is multiple linear regression analysis with Minitab software. The results of the study show that the independent/independent variables that have a significant influence are the composition of business capital, knowledge of financing contracts and profit-sharing ratios/margins, as well as the customer's business sector [8].

### 2.2 Second Literature

Financing Effectiveness of Sharia Microfinance Institutions on Customer Business Development in the Real Sector at KJKS Berkah Madani Cimanggis. The method used is Descriptive Statistical Analysis through a Likert scale and determinant test. The results of the study show that there is a strong and significant relationship between the financing provided to the customer's business development[9].

### 2.3 Third Literature

Analysis of the factors that affect the smooth return of People's Business Credit (Case Study at PT Bank BRI (Persero) Tbk. Tawang Sari II Unit, Sukoharjo Branch in 2013). The method used is logistic regression analysis. The results showed that the variables of business experience, number of family dependents, business turnover had a significant influence on the smooth return of KUR Micro. significant effect[10].

### 2.4 Forth Literature

Factors Affecting the Realization of Microfinance (Case Study at PT. Bank Syariah Mandiri KCP Bogor Merdeka). The method used is multiple linear regression analysis. The results of the study indicate that there are three variables that significantly influence the value of collateral, the amount of financing proposed and the type of business (trading) [11].

## 3. METHODS

The method used is by using a survey method, namely the assessment of customer perceptions based on the procedure for submitting a financing application, the financing mechanism and the impact of the provision of financing on the customer's business development. The population in this study is MSME business actors who receive financing from Sharia Bankaltimtara Samarinda Branch, while the sample in this study amounted to 30 (thirty) respondents of MSME financing customers which used purposive sampling technique. Test the validity and reliability of the instrument using SPSS statistics and the survey data were analyzed using a Likert scale.

The primary data in this study was obtained through the distribution of questionnaires while the secondary data was

obtained from documents and reports sourced from Sharia Bankaltimtara Samarinda related to the research. Secondary data were also collected through books, articles, and journals related to the research.

#### 4. RESULTS AND DISCUSSION

The effectiveness of MSME sector financing is a measurement of how far the bank's goals or objectives have been achieved in their activities of channeling funds in the form of financing to the MSME sector where these activities can be completed in accordance with the target and time specified and have a positive impact on both banks and MSME actors. Effectiveness is also related to the degree of success of an operation in the public sector, so that an activity is said to be effective if the activity has a major influence on the ability to provide public services that have predetermined targets [12].

The distribution of MSME financing at Sharia Bankaltimtara Samarinda in 2021 is concentrated in two economic sectors, namely the agricultural, hunting, forestry, and wholesale and retail economic sectors. Meanwhile, based on the type of use, financing is divided into working capital, investment and consumption financing. Financing in the MSME sector is used as business development capital, both in the form of working capital financing and investment financing.

The effectiveness of financing is measured through quantitative analysis through customer perceptions and tested with descriptive statistics. This test informs the customer's assessment score about the bank's financing mechanism and the impact of bank financing on the customer's business. The average value of customer perceptions of the questions examined with a Likert scale. The answer to each instrument item has a gradation from very positive to very negative, by giving a score:

- a. Very light, very easy, very fast, very friendly, very active given a score of 5
- b. Light, easy, fast, friendly, active scored 4
- c. Moderate, enough to be given a score of 3
- d. Heavy, old, unfriendly, inactive scored 2
- e. Very heavy, very long, very unfriendly, very inactive, rated 1.

#### Validity Test Results

Validity test was conducted to reveal the instrument's ability to measure the validity or suitability of the questionnaire used by researchers to obtain data from the respondents. The validity test in this study used 30 research samples. From the results of the validity test on the questions listed in the questionnaire regarding customer perceptions of the effectiveness of financing the MSME sector, it is declared valid.

This test is carried out by comparing the calculated  $r$  numbers with  $r$  tables at a significance of 5%. For the research sample as much as  $N = 30$  at a significance of 5%, it is found that the value of  $r$  table is 0.361. Based on the calculation of the output "correlations", it is known that the calculated  $r$  value (the Pearson Correlation value of each item with total score) is greater than the  $r$  table value (0.361).

Table 1. Instrument Validity Test Results

Question Items	coef. Validity	R Table	Information
Item_1	0.745	0.361	Valid
Item_2	0.769	0.361	Valid
Item_3	0.771	0.361	Valid
Item_4	0.856	0.361	Valid
Item_5	0.923	0.361	Valid
Item_6	0.906	0.361	Valid
Item_7	0.899	0.361	Valid
Item_8	0.894	0.361	Valid
Item_9	0.868	0.361	Valid
Item_10	0.814	0.361	Valid
Item_11	0.814	0.361	Valid
Item_12	0.793	0.361	Valid
Item_13	0.87	0.361	Valid
Item_14	0.863	0.361	Valid
Item_15	0.812	0.361	Valid

Source: Processed primary data (2021)

So, from the results of the validity test on the question items in the questionnaire, it is stated that all questions on the questionnaire regarding customer perceptions of the effectiveness of financing the MSME sector are declared valid.

**Reliability Test Results**

Reliability test shows the extent to which a measuring instrument can provide consistent results so that it can be relied upon to measure research variables, even though this study was carried out repeatedly with the same questionnaire or questionnaire.

This test is carried out by comparing the Cronbach alpha number with the r table at a significance of 5%, so the r table value is 0.361. So that the minimum value that can be accepted is 0.361, meaning that if the Cronbach alpha value is greater than 0.361, the questionnaire is declared reliable or consistent.

The test results state that the Cronbach alpha value is 0.775. This value is greater than the r table value, which is 0.361. So it is stated that the questionnaire or questionnaire used has met the reliable requirements.

**Quantitative Analysis Results**

Quantitative effectiveness analysis was carried out by distributing questionnaires to customers to determine customer perceptions of the MSME financing procedure at Sharia Bankaltimtara Samarinda. Assessment of financing procedures, namely from the financing application mechanism, the financing distribution mechanism, the financing return mechanism, and the impact of financing on the customer's business development [9].

By using the guidelines for the average value of customer perceptions based on the Likert scale, the score values for each variable of the assessment criteria can be calculated as follows:

**MSME Financing Submission Mechanism**

To measure customer perceptions of the mechanism for applying for financing, five question indicators are used, namely initial financing requirements, stages of the financing process, collateral value, financing administration costs, and bank officer services.

Based on the scoring guidelines above, on the variable of the financing application mechanism described in the five question indicators, the highest score is 5 x 5 questions x 30 people = 750. On the other hand, the lowest score is 1 x 5 questions x 30 people = 150. In the range of scores the lowest and highest scores, the

score interval is:  $(750-150)/5 = 120$ . Then it can be determined the interval to make 5 effective assessment categorizations as follows:

Interval	Category
150 – 270	Very ineffective
>270 – 390	Ineffective
>390 – 510	Effective enough
>510 – 630	Effective
>630 – 750	Very effective

The results of measuring customer perceptions on the mechanism for submitting MSME financing at Bankaltimtara sharia samarinda, can be seen in the table below:

Table 2. Respondent's Answer Score regarding Financing Application

Indicator	Score 5		Score 4		Score 3		Score 2		Score 1		Total Score
	Initial financing requirements	3	10%	1	37%	1	47%	2	7%	0	
Stages of the Financing Process	0	0%	1	40%	1	57%	1	3%	0	0%	101
Guarantee	0	0%	0	0%	1	40%	1	50%	3	10%	69
Financing Administration Fee	0	0%	0	0%	2	93%	2	7%	0	0%	88
Bank Officer Service	0	0%	2	67%	1	33%	0	0%	0	0%	110
Total Score											473

Source: Processed primary data (2021)

Based on the table above regarding the question regarding the ease of the mechanism for submitting MSME financing, the respondents' answers were obtained as follows:

Question no. 1 regarding the initial financing requirements, the majority of respondents as much as 47% answered quite easily, 37% of respondents answered easy, and 10% of respondents answered very easily. This means that the initial terms of financing provided by the Bank do not burden the customer, so that the customer can easily fulfill the requirements for applying for financing. Meanwhile, 2 people or as much as 7% answered that it was difficult because there were complete documents that were missing or expired, so it

was necessary to take care of these documents first before applying for financing.

Question no.2 regarding the process of financing stages, 40% of respondents answered that the process of MSME financing stages at Sharia Bankaltimtara Samarinda was quite fast and uncomplicated, the majority of respondents as many as 57% answered moderate, the process was not complicated but a bit slow because the officers needed time to analyze the application and survey the business location first. Meanwhile, 1 person or as much as 3% answered that the process was long and slow, usually because there were obstacles during the assessment of the collateral or the completeness of the financing application documents.

Question no.3 about the value of the guarantee, 40% of respondents answered moderate, namely the value of the guarantee is proportional to the value of the financing, 50% answered that the value of the guarantee is greater than the value of the financing, and 10% answered that it was very large or the value of the guarantee was very large compared to the value of the financing.

Question no.4 regarding administrative costs of financing, the majority of respondents as much as 93% answered moderate, namely the value of administrative costs was considered reasonable by the customer, not too small and not too big. However, there are also a small number of respondents who answered that administrative costs were of high value, namely 7% of respondents.

Question no.5 about the service of bank officers, the majority of respondents as much as 67% answered friendly, and 53% answered quite friendly. Bank officers are considered good and friendly when serving customers when applying for MSME financing.

Total score of 473 based on interval data is in the range > 390 – 510, it is obtained information that customers perceive the mechanism for submitting MSME financing in the category of being quite effective.

Results of the assessment mean that the application for MSME financing by prospective financing customers in terms of terms, procedures, stages, collateral value, administrative costs, and in terms of bank officer

services can be accepted by the customer. The customer does not object to the terms and procedures for applying for financing at the Bank, and the customer can fulfill these requirements quite well. In addition, customers are quite satisfied with the service of bank officers during the process of applying for MSME financing, the officers are considered good and quite friendly in serving customers.

**Financing Realization Mechanism**

To measure customer perceptions of the financing realization mechanism, three question indicators are used, namely the amount of financing and business needs, the length of the financing realization, and the length of the installment period.

On the financing realization variable is described in three question indicators, so the highest score is 5 x 3 questions x 30 people = 450. On the other hand, the lowest score is 1 x 3 questions x 30 people = 90. In the range of the lowest and highest scores, an interval score is obtained. namely:  $(450-90)/5 = 72$ . Then the interval can be determined to make 5 effective assessment categorizations as follows:

Interval	Category
90 - 162	Very ineffective
>162-234	Ineffective
>234-306	Effective enough
>306-378	Effective
>378-450	Very effective

The results of measuring customer perceptions on the mechanism for the realization of MSME financing at Bankaltimtara sharia Samarinda, can be seen in the table below:

Table 3. Respondents' Answer Score on Realization of Financing

Indicator	Score 5		Score 4		Score 3		Score 2		Score 1		Total Score
	Ppl	%	Ppl	%	Ppl	%	Ppl	%	Ppl	%	
The amount of financing and business needs	0	0%	0	0%	23	77%	7	23%	0	0%	83
The duration of financing realization	0	0%	3	10%	23	77%	4	13%	0	0%	89
Installment period	0	0%	0	0%	20	67%	10	33%	0	0%	80
<b>Total Score</b>											<b>252</b>

Source: Processed primary data (2021)

Based on table 3 above regarding the question regarding the mechanism and

procedure for the realization of MSME financing, the respondents' answers were obtained as follows:

Question no. 1 regarding the amount of financing and business needs, 23 respondents or 77% answered moderate, namely the amount of financing realization value was in accordance with the financing needs and in accordance with the value proposed by the customer. The remaining 7 people or 23% of respondents answered that it was small, namely the value of the financing realization was less than the value proposed by the customer but was still sufficient as additional business capital for the customer.

Question no.2 regarding the length of the financing realization, 3 people or as much as 10% of respondents answered that the realization of MSME financing at Sharia Bankaltimtara Samarinda was fast, i.e. within 5 - 7 days from the application for financing, while 23 people or 77% of respondents answered moderate, namely for 1 weeks - 2 weeks since the application for financing, and 4 people or as many as 13% of respondents answered that it was 2 weeks - 1 month since the application for financing. The standard time for realizing this MSME financing is 14 days or 2 weeks from the date of the financing application. As for if it is faster, the majority is because the customer is an old customer where the assessment of characteristics and collateral has been very well known by the bank, and if the realization of financing is more than 2 weeks,

Question no.3 regarding the installment period, the majority of respondents as many as 20 people or 67% of respondents answered moderate that is in accordance with customer submissions, and the remaining 10 respondents or as many as 33% answered long. This is because the bank adjusts the time period to the payment capability of the prospective customer as seen from the prospective customer's business income per month.

Total score of 252 based on interval data is in the range >234-306, then it is obtained information that customers perceive the mechanism for the realization of MSME financing at Sharia Bankaltimtara Samarinda to be in the quite effective category. This can be interpreted that the realization of MSME financing is considered quite effective in terms

of the magnitude of the realization, the length of time it is realized, and the period of financing that is assessed from the perception of the Bank's customers.

**Control & Refund Mechanism**

To measure customer perceptions of the mechanism for controlling and repaying financing, four question indicators are used, namely the amount of installments, the profit-sharing ratio/bank margin, the activeness of the officers in observing the business, and the activeness of the officers in collecting installments.

On this variable has four question indicators, so the highest score is 5 x 4 questions x 30 people = 600. On the other hand, the lowest score is 1 x 4 questions x 30 people = 120. In the range of the lowest and highest scores, the score intervals are: ( 600-120)/5 = 96. Then the interval can be determined to make 5 effective assessment categorizations as follows:

Interval	Category
120 - 216	Very ineffective
>216 - 312	Ineffective
>312 - 408	Effective enough
>408 - 504	Effective
>504 - 600	Very effective

Results of the measurement of customer perceptions on the mechanism for the realization of MSME financing at Sharia Bankaltimtara Samarinda, can be seen in the table below:

Table 4. Respondents' Answer Score on Control & Returns

Indicator	Score 5		Score 4		Score 3		Score 2		Score 1		Total Score
	Ppl	%	Ppl	%	Ppl	%	Ppl	%	Ppl	%	
Big installments	0	0%	0	0%	21	70%	9	30%	0	0%	81
Profit sharing ratio/bank margin	0	0%	0	0%	19	63%	11	37%	0	0%	79
Activeness of officers in business observation	0	0%	0	0%	16	53%	14	47%	0	0%	76
The activity of officers in collecting installments	0	0%	0	0%	12	40%	18	60%	0	0%	72
<b>Total Score</b>										<b>308</b>	

Source: Processed primary data (2021)

Based on table 4 above regarding questions regarding the control and return of MSME financing, the respondents' answers were obtained as follows:

Question no. 1 about the amount of installments, the majority of respondents as many as 21 people or 70% answered moderate, namely the amount of installments is still in a reasonable value, not too big and not too small. The remaining 9 people or 30% of respondents answered that the amount of installments was considered quite large by the respondents, but the customer was still able and still received the predetermined amount of installments.

Question no.2 regarding profit sharing ratio/financing margin, 19 people or as many as 63% of respondents answered moderate, and the remaining 11 people or 37% of respondents answered large. Bank margin represents income for banks used for banking operations.

Question no.3 regarding the activeness of officers in business observation, the majority of respondents as many as 16 people or 53% of respondents answered quite active, and the remaining 14 respondents or 47% answered that officers were less active in observing customers' businesses.

Question no.4 regarding the activity of officers in collecting installments, the majority of respondents as many as 18 people or 60% of respondents answered not active, and the remaining 12 respondents or 40% answered officers were quite active in billing. Refunds of bank installments are directly deducted from the customer's account, so that if the customer has a high awareness of making timely deposits to the account, the officer will no longer collect the customer. Meanwhile, for financing customers who are not on time in making installment payments, bank officers are required to remind and collect payments to these customers.

Total score of 308 based on interval data is in the range >312 - 408, it is obtained information that customers perceive the mechanism for controlling and returning MSME financing at Sharia Bankaltimtara Samarinda to be in the category of being quite effective, even though it is at the lowest score in that interval. This can be interpreted that the mechanism for controlling and repaying MSME financing is considered quite effective in terms of the amount of installments, profit-sharing ratio/bank margins, activeness of officers in observing business, and activeness of officers in collecting installments. However, in terms of the

activeness of the officers in observing the business, there are still many respondents who answered that the officers were less active in observing and fostering the business.

**Impact of Financing**

The measurement of customer perceptions regarding the impact of financing has a positive impact on customers, by using three question indicators, namely the benefits of financing, the impact of financing on increasing business, and the impact of financing on increasing income.

On this variable has three question indicators, so the highest score is 5 x 3 questions x 30 people = 450. On the other hand, the lowest score is 1 x 3 questions x 30 people = 90. In the range of the lowest and highest scores, the score intervals are:  $(450-90)/5 = 72$ . Then the interval can be determined to make 5 effective assessment categorizations as follows:

Interval	Category
90 - 162	Very ineffective
>162-234	Ineffective
>234-306	Effective enough
>306-378	Effective
>378-450	Very effective

Results of measurement of customer perception can be seen in the table below:

Table 5. Respondents' Answer Score on the Impact of Financing

Indicator	Score 5		Score 4		Score 3		Score 2		Score 1		Total Score
	Ppl	%	Ppl	%	Ppl	%	Ppl	%	Ppl	%	
Financing Benefits	27	90%	3	10%	0	0%	0	0%	0	0%	147
Customer Business Improvement	8	27%	15	50%	7	23%	0	0%	0	0%	121
Increased Customer Income	8	27%	15	50%	7	23%	0	0%	0	0%	121
<b>Total Score</b>											<b>389</b>

Source: Processed primary data (2021)

Question no.1 about how much the benefit of financing, the majority of respondents as many as 27 people or 90% answered very useful and the remaining 3 people or 10% of respondents answered useful. Respondents stated that the financing provided and



distributed was very beneficial for the customers.

Question no.2 about whether financing has an impact on increasing the customer's business, 8 people or as many as 27% of respondents answered that it really has an impact on increasing business, 15 people or 50% answered that it has an impact on increasing business, and the remaining 7 people or 15% answered quite impact on increasing business.

Question no.3 about whether financing has an impact on customer income, 8 people or as many as 27% of respondents answered that it had a very impact on customer income, 15 respondents or 50% answered that it had an impact on customer income, and the remaining 7 people or 15% answered that it had quite an impact on customer income.

Total score of 389 based on interval data is in the range >378-450, it is obtained information that customers perceive the impact of this financing in the very effective category. Customers stated that they were greatly helped by the existence of capital assistance in the form of MSME financing in developing their business and increasing the income and welfare of MSME actors.

Quantitative analysis analyzes the effectiveness of MSME financing at Sharia Bankaltimtara Samarinda based on customer perceptions of the procedures, realization, and impact of financing on customer business development using a Likert scale quantitative analysis tool. Based on the results of quantitative

analysis, a summary of the evaluation results is obtained as follows:

Table 6. Evaluation Results of Financing Effectiveness Assessment

No	Rating Category	Total Score	Evaluation
1	Financing Submission Mechanism	473	Effective enough
2	Financing Realization Mechanism	252	Effective enough
3	Refund mechanism	308	Effective enough
4	The impact of financing on business development	389	Very effective
Average value		356	Effective

Source: Processed primary data (2021)

Table 6 above is a summary table of the results of the analysis of the effectiveness of MSME financing at Sharia Bankaltimtara Samarinda through customer perceptions, and the results obtained indicate the effectiveness score of MSME financing at Sharia Bankaltimtara is included in the effective criteria.

## 5. CONCLUSION

The financing of the MSME sector at Sharia Bankaltimtara has been carried out effectively based on the financing process and has had a positive impact on MSME business development.

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