



School of Business and Economics  
United International University

**Impact of workload on Operational risk**  
**An Internship Experience Perspective**

Internship Report

Submitted to:

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## Letter of Transmittal

To  
Dr. Md. Mohan Uddin  
Professor  
School of Business & Economics  
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### **Subject: Submission of Internship Report**

Sir,

With due respect, I would like to say you that I have completed my Internship Report on “Impact of workload on Operational risk An Internship Experience Perspective”. This particular report helps me to get an insight of the impact and affects workload can have in the day-to-day business and organizational scenarios. I have presented initial understanding of operational risk and topics to clarify the idea. I also have presented a literature review to find out just how much different factors affect the workload and their Impression on the operational risk.

Finally, I would like to thank from my heart for your supportive thoughts and giving me your time for help me to make this report. At every situation, I have given my best effort to make this report. Without any doubt, this experience helps me to achieve a greater degree. If you have any queries over any part of this report, I would gladly answer them.

Sincerely yours,  
Iftekhhar Azim Navid  
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## Acknowledgement

At first, I would like to thank Almighty Allah for providing me with the mental and physical strength to make this report. A part of that, I am grateful to those people who gave me the support for made on this report. I am extremely grateful to Dr. Md. Mohan Uddin, my respective instructor and the advisor of my internship report, who assigned me this topic and guided me during the entire process. He helped me complete this report successfully. I would not have been able to finish my report without his support. I also like to thank my bank Supervisor, Tania Islam, FAVP & Manager Operation, Southeast Bank PCL. Pragati Sarani Branch, has been really helpful. She assisted me and provided me with all the information I required to make my report. Also, I am very grateful to all of the people in the bank who gave me information; without them, the report would not have been completed. I would also like to thank all of the people who helped me prepare for it. This report would not have been possible without their assistance, suggestions, and participation.

## Executive Summary

This Internship report delves in the wide scopes of Operational risk that happens in the business world within the banking sector and other sectors, on the background of the banking sector and the role in the development of our country since the liberation war is also discussed, with emphasizing on the role of southeast bank PLC. Generally Operational Risk, mean the losses a business face due to internal failure and regular business processes like fraud, equipment failure and calamity

The literature review factors that influence the individual risk and the Organizational risk and also the operational risk that in turn impacts the overall psychological well-being of employees of the police department. Came to an understanding that workload and the burden of work load impacts the occurrence of operational risk in business and organizational scenarios. The relationship it has with each other and the impacts it projects is also discussed in this report for better understanding of what different researchers think of operational risk and the workload.

The report then shifts toward the internship of mine and delve into the discussion of the experience I had while in the internship, discussion about the training I got from my supervisor in the bank and the responsibilities I had while I was an intern in the southeast bank PLC, and also discussed about the Day-to-day operational risk the office faced due to different factors that makes the occurrence of operational risk more obvious and frequent. With a limited number of employees and staff members the operations of EFT and RTGS, Voucher posting and many more important

works are done in the office environment. The impact effective communications have in the small branches is notable and its importance for free and swift workflow immune to operational risk.

The report assists to have a comprehensive grasp of the idea of operational risk and topics and factors having impact on it. The internship experience will provide a magnifying observation of the operational risk organization face in different situations for different reasons. Overall, the report provides valuable insight for bankers and policymakers to keep in mind while making decisions and setting up ground rules while starting an organizational setting and will assist them to grasp the ideal and equip them with tools that will assist them to tackle any type of operational risk they will face while in the hurdles of running a bank or any type of business.

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*Chapter 1: Background of Banking System*

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## 1.1. The Banking System and Its Evolution

One of the main aspects of the economic aggregation of our countries economic development is the development in our banking sectors since the time of our liberation war till now with its fair share of ups and down along the long fifty-two years of independence. After the death of Isa (AS) where the Christians starts their yearly calendar, it was the Jews that initiated the concept of lending money to others to gain profit at the end of certain period, from lending out that money in Jerusalem. On a very normal day when civilians were going about their day the Jews sitting on long benches on the park and open space sat down with the goal to make profit from their own money, by making money work from them, by lending their money to the people in need for a certain period of time and charging interest for that lent out money. Thus, making a huge profit while doing so.

The word bank was originated from those benches where the money lending was initiated. In the early stages of the development of civilization the first central bank came into existence by the European Knights Templar during the Middle Ages. Kublai Khan forcibly confiscated specie, introducing fiat currency to China at the same time in Asia. In Europe commodity money like gold and silver was in practice and widely in use in the 17<sup>th</sup> century. As the first public bank, Bank of Amsterdam was formed in the 1609 started its operation and was open for business, signifying the turning point of the finance industry. Subsequently, in 1668 the 'Svingss Pis Bank' was founded in Stockholm officially released new stage of contemporary banking in the European midland with the emergence of the banking sector during Adam Smith's lifetime (1776), the banking paradigm underwent a dramatic change in the 18th century. The rapidly changing structure of the concept of

ownership and investment brought with it changes and important consideration in the part of the economic actors. The English government started to show interest in the inauguration of the world's first true bank and that in the city of London "The Bank of England", the interest from the English to establish the bank was primarily to finance the ongoing war that was going on in the then England, this bank in particular set the stage of how the future of the banking industry would be shaped in the upcoming years.

Initial formation of the Hindustan Bank in Kolkata in 1700 and the Dhaka Bank in 1806, the impetus throughout South Asia maintained. Many banks were established in South Asia during the British era. These include Kurigram Bank (1887), Kumarkhali Bank (1896), Mahalaxmi Bank, Chittagong Bank (1910), Dinajpur Bank (1914), Comilla Banking Corporation (1914), and Comilla Union Bank (1922). The Indian banks started to increase their footprints in this region and played an important role in the changed, lowered standard of the gold after the second world war. With the Independence of the Indians in the 1948 the State bank of Pakistan was divided and from that the emergence of Central bank of Bangladesh emerged after the liberation war against the West Pakistan in 1971 (Bangladesh Bank, n.d.).

## **1.2. Banking System in the Economy of Bangladesh**

Six nationalized commercial banks, three state-owned specialized banks, and nine foreign banks were established in Bangladesh after the liberation war. There are six state-run commercial banks, three state-run specialized banks, nine foreign banks, and forty-three private commercial banks in

the contemporary banking scene. Notably, 12 pre-independence banks integrated to become six nationalized banks; each ancestor bank was formed by uniting with another. The 1980s saw the establishment of private banks in the post-war era as well, including National Bank in 1983 and Arab Bangladesh (AB) Bank in 1982, which significantly boosted the banking industry. Over time, the banking sector has been important to Bangladesh's economic growth, especially in bolstering important industries like agriculture and the ready-made garment (RMG) sector. Banks have been instrumental in reacting to disasters like the COVID-19 pandemic and are actively involved in attaining the Sustainable Development Goals (SDGs). The government's goal of making Bangladesh a developed nation by 2041 is in line with banks' continued contribution to the country's economic progress, even in the face of obstacles like poor management and ethical quandaries. (*Banks' Fight for Economic Freedom in Independent Bangladesh*, 2023). Bangladesh's GDP increased from US\$5.70 billion in 1972 to US\$285.82 billion in 2018, demonstrating the country's impressive economic progress. It is now ranked 31st in PPP and 42nd in nominal GDP around the world. Bangladesh, which just moved up from being the least developed to a lower-middle-income nation, hopes to become developed by 2041. The four stages of development of the economy of Bangladesh are given in the following page:

Table 1.1: Four phases of Growth in economic sector of Bangladesh(*Economic Growth in Bangladesh and the Role of Banking Sector, 2019*)

Phase	Period	Growth Rate (Aggregate)	Growth Rate (Per Capita)
First Phase	1990-1996	Less than 4.0%	Less than 3.0%
Second Phase	1996-2003	4.0% to >5.0%	Around 4.0%
Third Phase	2004-2013	Around 6.0%	Around 5.0%
Fourth Phase	2013--	>6.0%, reached >7.0%	-

As a vital budgetary facilitator, the banks played a critical part in the advancement of our country after the Country gained its freedom within the 1971. Commercial banks among the banks plays a more crucial part within the improvement because it presents the open and the business of the nation with investable capitals that will be able and play an imperative part within the development of business. Their commitment to the development of the Ready-Made Garments (RMG) commerce, which accounts for roughly 82% of all trades, has been critical. In addition to the help within the improvement of diverse trade the bank also plays and imperative part in gathering the cash sent by the inside foreigner of the and the settlement they send to the nation additionally plays an imperative part within the advancement of the little and medium measured undertaking, which are fundamentally the spine of our nation as they are the one that create the foremost of the gaining for the nation. The economy of Bangladesh is basically subordinate on agribusiness as from the begin of the Pakistan run the show, East Pakistan was the source of all the developed and

agrarian products. Regardless, the keeping money industry has impediments such lacking authority, lacking oversight, and non-adherence to ethical standards, underscoring the need of improved viability and openness to increase their part in cultivating financial development.

A number of important variables influence Bangladesh's economic expansion. The ready-made garment industry, which accounts for about 82% of total exports, is the backbone of the country, which has experienced significant growth since the late 1970s. Garment exports rose from \$6.8 billion in 2005 to over \$30 billion in 2018. After a brief decline in 2010–11 and 2016–17, remittances fell from almost zero. A key factor is Bangladesh's 5 million migrant workers per year, about 11.5 million in 2017. The liberalized input market has contributed to the development of the agricultural sector and led to a significant increase in food grain production over four decades. In addition, small and medium-sized enterprises have played a key role in development; In FY2017, BDT 1,439.7 billion was disbursed, exceeding the target of BDT 1,338 billion.

*.(Economic Growth in Bangladesh and the Role of Banking Sector, 2019)*

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## *Chapter 2: Operational Risk*

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## 2.1. Introduction to Operational Risk

Starting to talk about the Risk there are in the Risk management we come to realize that risk are basically four types. They are 1. Credit risk 2. Market risk 3. Liquidity and 4. Operational risk (Jarrow, 2008). Focusing our view to only the Operational Risk we generally mean the losses a business face due to internal failure and regular business processes like fraud, equipment failure and calamity (Coleman, 2011). According to a study conducted in the early 2000s, a functional organization typically sets aside 15–25% of its budget to address the obstacles and interruptions brought on by operational risk. (Frachot et al., 2001). Numerous articles have discussed the multifaceted nature of risk, which includes possible losses due to insufficient internal procedures, human mistake, system malfunctions, fraud, and outside occurrences(Kühn & Neu, 2003).

Operational risk is the possibility of suffering financial losses as a result of shortcomings or malfunctions in internal procedures. These inadequacies might be the result of a number of things, such as problems with information technology, flaws in operating protocols, human mistake, or the influence of adverse outside events(Nava, 2021). (Araz et al., 2020) described the difficulties that financial institutions face on a regular basis, such as stock market volatility, supply chain interruptions, and unforeseen calamities like natural catastrophes. It's managed using Data analytics and tools to make better decisions and handle uncertainties effectively.

Table 2.1 Examples of some operational risks

Operational Risk	Description
Supply Chain Disruptions	Related to supplies of raw materials are materials needed for business affecting the overall supply of business
Regulatory Compliance	risky situation occurred from the breaking of rules are from the use of a modified rule
Third-Party Relationships	risk associated when there is a relationship between a broker in these cases the company's confidential information is at risk
Product or Service Quality Issues	risk associated with any problems in the product as a business manufacturer
Market Risks	Irregularities in the market demands, the differs from the preplanned strategies
Currency Exchange and Foreign Exchange Risks	difficult is that the company faces when there is a issue regarding the exchange rate that influences the financial performance in a negative way
Political and Geopolitical Events	Exposure to uncertain situations the business space if there is a development or change in Geo political government that will affect the continuation or profit of the business
Talent and Succession Planning	hazards to personnel availability, retention, and succession planning that compromise the effectiveness and continuity of operations.
Intellectual Property Risks	Operational difficulties arise from the issues of patent dispute and individual property in fragment or unlawful takeover
Environmental Risks	risks arising from environmental issues that might affect operations, such as resource shortages, climate change, or environmental legislation.



## 2.2. Types of Operational Risk

According to (Cristea, 2021) Operational risk can be divided into 1. Operational Risk 2. Legal Risk 3. Information Technology Risk 4. Model Risk 5. Uncontrollable Risk (Cristea, 2021). Then again doing research in a Nigerian point of view we came across to how Operational risk can be further divided 1. People Risk (Moral Hazard Risk- Ethics Risk- Human Error Risk) 2. Legal Risk (Compliance Risk- Dispute Risk) 3. System Risk (Hardware Risk- Software Risk- Model ICT Risk (Information and Communication Technology)) 4. External Risk (Event Risk- Client Risk- Security Risk- Supervisory Risk)(Ebenezer et al., 2018).

Observing through the article of Coleman we come to the conclusion on the types of operational risk seen in the banking and insurance company are as followed 1. Internal Fraud (IF) 2. External Fraud (EF) 3. Employment Practices and Workplace Safety (EP and WS) 4. Clients, Products, and Business Practices (CP and BP) 5. Damage to Physical Assets (DPA) 6. Business Disruption and System Failures (BD and SF) 7. Execution, Delivery, and Process Management (ED and PM)(Coleman, 2011)

Among from these, common types of operational risk across different authors are:

1. People Risk: The term "people risks" refers to both deliberate (fraud, malicious harm) and inadvertent (fatigue, ineptitude, lack of supervision, inadequate staffing) mistakes that members of an organization may commit or assist in. By putting policies in place to stop intentional wrongdoing and lower the possibility of mistakes through appropriate

supervision, training, and resource allocation, these risks may be managed. Maintaining the efficacy, security, and integrity of an organization's activities depends on this. become a noteworthy aspect that is recognized by both (Coleman, 2011) and (Ebenezer et al., 2018). In the Nigerian perspective offered by (Ebenezer et al., 2018), People Risks are dissected into Moral Hazard Risk, Ethics Risk, and Human Error Risk, providing a nuanced understanding of the human elements contributing to operational risk. The concept of "People Risks" is underscored by both (Coleman, 2011) and (Ebenezer et al., 2018). Specifically, in the Nigerian perspective presented by (Ebenezer et al., 2018), The risks associated with people are further described, including the risks of moral hazard, ethics, and human error. This categorization, which addresses behavioral, ethical, and error-related aspects within operational risk concerns, emphasizes the importance of human factors. organizations

2. Legal Risk: "Legal Risks" arise from noncompliance with regulations, whether from either staff negligence or inconsistencies between the company's policies and the law. A firm may also face legal issues if individuals or groups file a lawsuit against it, or if dishonest behavior occurs both inside and outside the organization. Companies must ensure that all employees follow the law and are aware of any updates in order to limit legal risk. Its significance is highlighted by (Coleman, 2011), (Cristea, 2021), as well as (Ebenezer et al., 2018). Further insight is provided by (Cristea, 2021), We provide a thorough analysis of the legal aspects within operational risk concerns, breaking down legal risk into compliance risk and dispute risk.
3. IT Risk: The term "information technology risk" refers to any risk associated with computers and electronic communication in the workplace. This covers every tool, system,

set of regulations, and piece of information. In order to ensure that the digital portion of an organization operates seamlessly and safely, managing IT risk is important. "Information Technology (IT) Risk" is a field that is clarified by (Cristea, 2021), with an emphasis on subcategories like Model ICT Risk (Information and Communication Technology), Software Risk, and Hardware Risk in particular. This brings a level of detail to the concept of operational risk and emphasizes the critical role that technology components play in it.

4. Model Risk: "Model risk" refers to the possibility of errors occurring when a business bases decisions on its internal models. These errors might result in losses for the business and could occur during the development, application, or usage of these models. To ensure that the models are accurate and dependable, model risk management is crucial. The aspect of "Model Risk" is duly recognized by (Cristea, 2021), contributing to a comprehensive exploration of operational risk factors. Finally, the notion of "Uncontrollable Risk" is identified as significant by (Cristea, 2021), encompassing subcategories like Event Risk, Client Risk, Security Risk, and Supervisory Risk in the Nigerian context. This broad categorization underscores the multifaceted nature of operational risks that extend beyond organizational control.

### **2.3. Dynamics of Operational Risk:**

Operational risk, sometimes known as "oprisk," is the term used to describe the daily risk that a business or organization encounters when doing its daily operations for commerce. It is limited to the risks that arise from making less-than-ideal decisions. It includes the possibility of suffering from tragedies resulting from an unproductive, poorly organized framework, human cruelty, problems arising from both internal and external factors connected to the business or organization. The financial industry has been more aggressive in analyzing and reducing operational risk as a result of these occurrences, which have an influence on the world outside professional settings and raise concerns about administrative compliance. However, there are still difficulties in finding and protecting important data (Coleman, 2011).

In the banking sector, the term "operational risk" refers to the potential for losses resulting from both internal issues like human error and inadequate protocols and external events like natural disasters. When moral hazard is brought on by information asymmetries, it becomes more problematic, particularly when it involves human, internal, or external events. Because of the uneven trends in the frequency and severity of these events, banks usually have difficulties in forecasting and effectively managing operational risk. (Knežević Marija, 2013). The primary emphasis is on how outside influences affect businesses in response to the challenges posed by unforeseen occurrences such as the COVID-19 pandemic and global precariousness. stresses the importance of information and cutting-edge technology to the growth of operational hazard management (ORM), namely blockchain and synthetic intelligence. Investigates the utilize of

motivating force contracts to progress supply constancy and the evaluation of decision-makers' hazard demeanors. All things considered, it promotes scientific operations administration inquire about to assist for-profit and nonprofit organizations alike utilize information analytics for sound ORM hones in a turbulent advertise (Araz et al., 2020). In a nutshell, operational risk is the dynamic interplay that often occurs throughout company operations between systems, human factors, internal processes, and external events. The fact that it impacts a diverse array of organizations and that the financial sector is leading efforts to understand and address the related challenges underscores its importance. The banking sector highlights the intricacies of operational risk management, since complicated strategies are required due to moral hazard and unforeseen events.

## **2.4. Stages of Operational Risk Management**

According to (Coleman, 2011, he has divided the stages of operational risk for us according to him the stages are: 1. Finding the Risks 2. Figuring Out Possible Losses 3. Watching Closely 4. Managing Risks.

These phases can be realised in the financial environment as: To keep everything safe, the bank needs to consider the following: 1. Assessing the Risks: They must determine all the potential negative outcomes, such as system hacking attempts or errors. 2. Calculating Potential Losses: They must consider what may be lost, such as cash or crucial information, in the event that something goes wrong 3. Observing Closely: They constantly monitor everything. They observe intently to address any issues promptly, just like you monitor your game to make sure you're winning. 4. Managing Risks: They prepare for potential issues by making strategies for them.

## **2.5. Tools for Operational Risk management:**

Different management tools are used by organizations to handle operational hazards in an efficient manner. The Risk and Control Self-Assessment (RCSA), a procedure that entails locating, analyzing, and gauging the efficacy of major hazards, is one such instrument. Questionnaires, seminars, tracking key performance indicators (KPIs), and independent evaluations are the methods used to do this. To improve the RCSA procedure, external regulatory body approaches can also be included. Another important tool is loss event monitoring, which is centered on

gathering and keeping track of both real loss events and near misses with consistent reporting. Incorporating near-miss incidents into the mix may help organizations not only achieve regulatory obligations but also go above and beyond by providing valuable insights into potential future losses. By recording and monitoring particular indicators to offer early warnings of areas so concern, Key Risk Indicators (KRIs) are an important part of the risk management toolbox. Although their predictive usefulness may be questionable, KRIs are useful markers of possible hazards. In order to prepare for unfavorable occurrences, such as contract-related payments or the aftermath of natural or terrorist-related calamities, stress and scenario testing is a crucial procedure. With this tool, you can assess the organization's resilience and impact tolerance to make sure you're ready for any kind of situation. When used in tandem, these management techniques provide a thorough operational risk management framework that aids businesses in successfully navigating ambiguities and difficulties. (Coleman, 2011).

We face many different obstacles in the modern world, and these issues give rise to a great deal of unanticipated operational risk that is difficult to understand and mitigate. (Araz et al., 2020) proposed to deal with operational risk with data analysis tools. The article claims that organizations are overloaded with data due to the widespread impact of digital technologies and the quick development of analytics tools like blockchain and artificial intelligence. For increased operational risk management (ORM), profit-making and non-profit organizations alike must strategically use data analytics in order to navigate a dynamic market and an uncertain global economy. This strategy is necessary to provide flexibility in a changing and unpredictable environment by quickly identifying and addressing new risks. Data analytics tools to deal with Operational risk according to (Araz et al., 2020) are given in the following page:

Table 2.2: Data analytics tools to deal with Operational risk according to (Araz et al., 2020)

<b>Technology/Technique</b>	<b>Use in Management of Operational Risk</b>
Artificial Intelligence Tools	Facilitates risk prediction, detection, and decision-making by simulating human intelligence.
Big Data Analytics	Enables the analysis of vast datasets for identifying patterns, trends, and potential risks.
Blockchain	Enhances transparency, traceability, and security in transactions, reducing fraud and errors.
Machine Learning Techniques	Empowers risk modeling, prediction, and automation of decision-making processes.
Predictive Analytical Tools	Utilizes historical data and algorithms to forecast potential risks and future operational trends.
Data-Driven Approach	Informs risk management strategies and actions based on data analysis and interpretation.
Ordinary Least Squares Method	Supports statistical modeling for risk estimation and parameter optimization in regression.



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*Chapter 3: Literature Review*

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### **3.1. Literature Review**

I reviewed through journal publications about workload and operational risk, with a particular focus on shaping how workload affects operational risk. Here will inspect the several elements that drive operational risk in day-to-day business operations and how they affect the company and the workers that work there. Goal, to point elements influencing operational risk in a positive or negative way.

Doing thorough examination of several reports from various websites and Google Scholars, I found publications, review papers, and conference papers that discuss operational risk and workload. Many journal publications that directly addressed the main topic of my study, which was "The Impact of workload on Operational Risk." The remaining entries examined a variety of operational risk-related aspects, but lacked specific information about the variables that directly affect operational risk. As these papers strayed from the main topic of my research, they were out of consideration in my review.

### 3.2. Factors Affecting Operational Risk

(Sherwood et al., 2019) discuss the issue collaboratively considering factors related to behavior organizational dynamics and operational challenges. Their investigation reveals that these elements collectively have an impact, on the well being of police personnel. The study highlights the significance of neuroticism, limited social support and passive coping strategies as contributors to adverse psychological outcomes among individuals at risk. Additionally the combination of workloads, resource constraints and inadequate compensation poses organizational hazards. The intricate interplay between these variables not increases risks but also amplifies operational hazards within the police department. Consequently it is imperative to address these concerns and mitigate the effects, on staff members mental health.

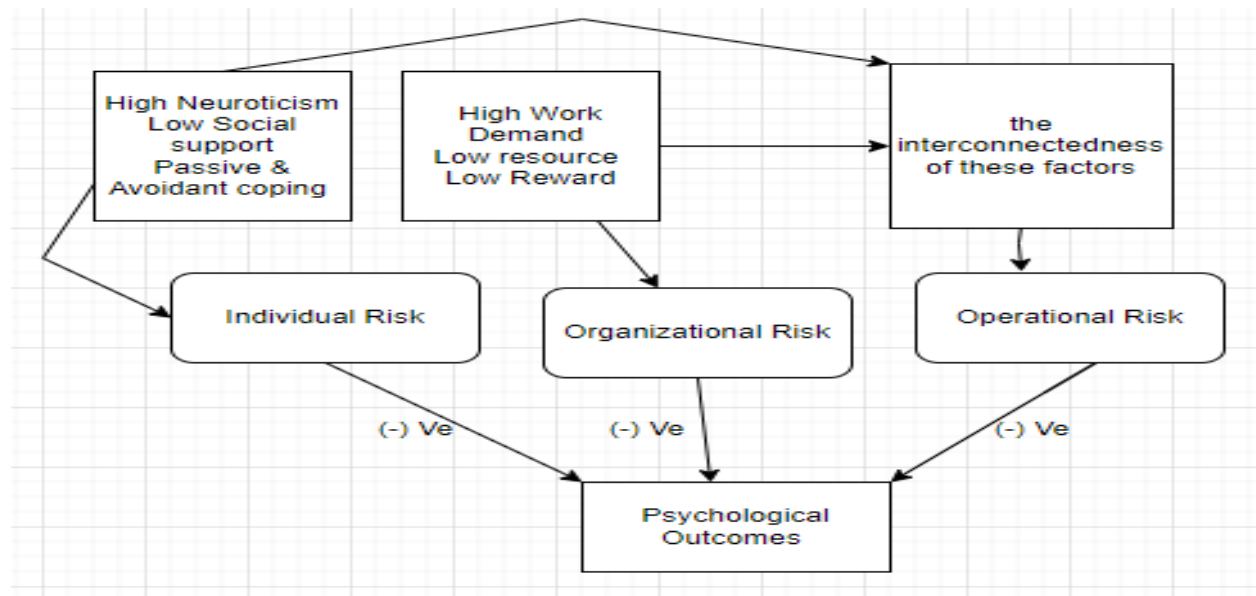


Figure 3.1: Individual risk, Organizational risk and Operational risk Having negative impact on Psychology

In (Xu et al., 2017) it was stated in the journal study that workload has a significant impact on the frequency and severity of operational hazards. According to the author, operational risk and workload are inversely correlated, and a U-shaped curve would result from plotting their mathematical connection graphically. By supporting the use of efficient staffing techniques as a form of mitigation, the study offers a way to handle operational risks.

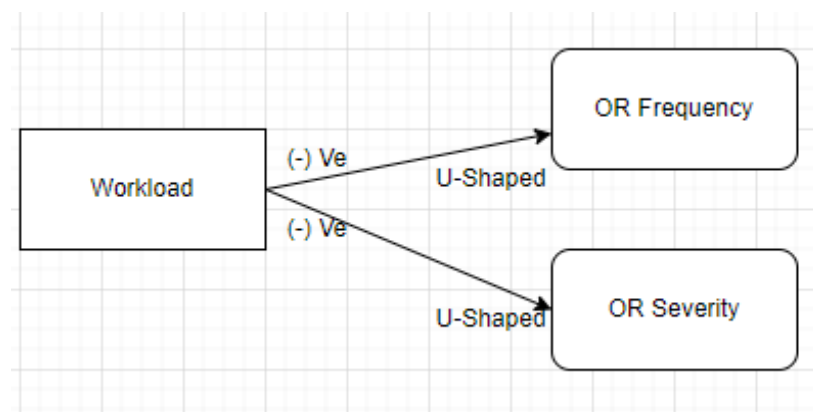


Figure 3.2: Workload impacting Operational risk severity and frequency having a U-shaped relationship

(Liang Yu et al., 2012) he noted that operational risk and workload are directly correlated. The association is primarily negative, indicating that an increase in workload increases the probability that operational hazards may manifest. Operational hazards may appear in settings when workloads are heavy and demanding.

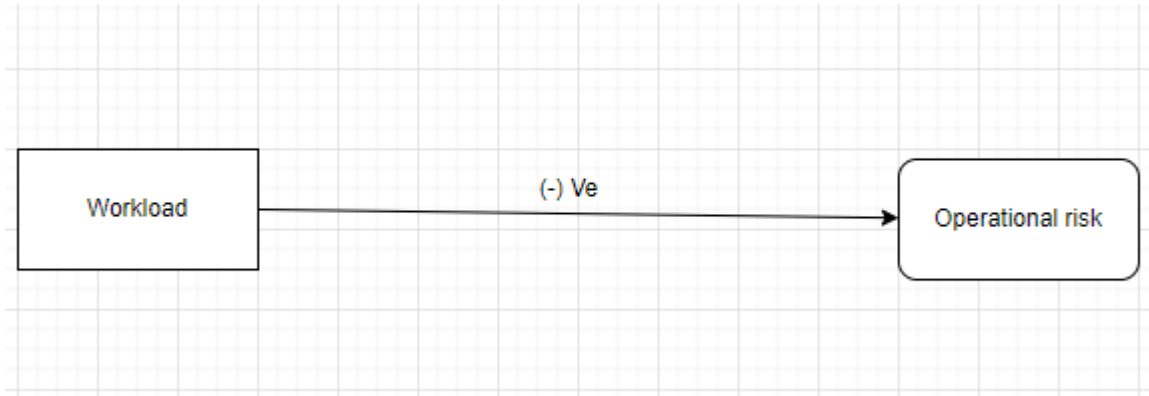


Figure 3.3: Negative Impact of Workload on Operational risk

(Rao et al., 2011) similar to (Liang Yu et al., 2012) upon closely monitoring the day-to-day operations of the internet data center and gaming operations, an assessment was drawn suggesting that the accumulated workload has a detrimental impact on operational risk.

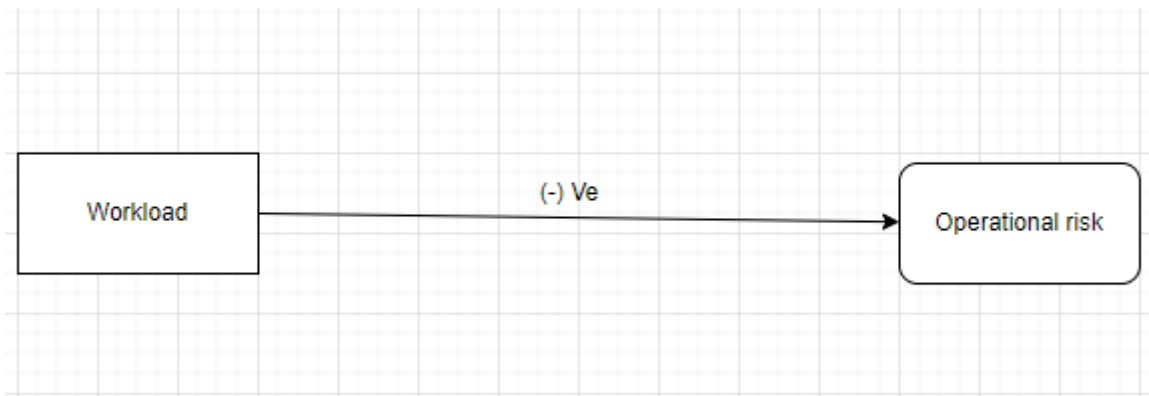


Figure 3.4: Negative Impact of Workload on Operational risk

(Yuxin et al., 2022) said that an increase in workload has a detrimental influence on operational safety as well as operational effectiveness. A "go flow model" is presented as a potential remedy

to this issue, with the goal of improving operational efficacy and safety. It is crucial to remember that this is only a recommended course of action.

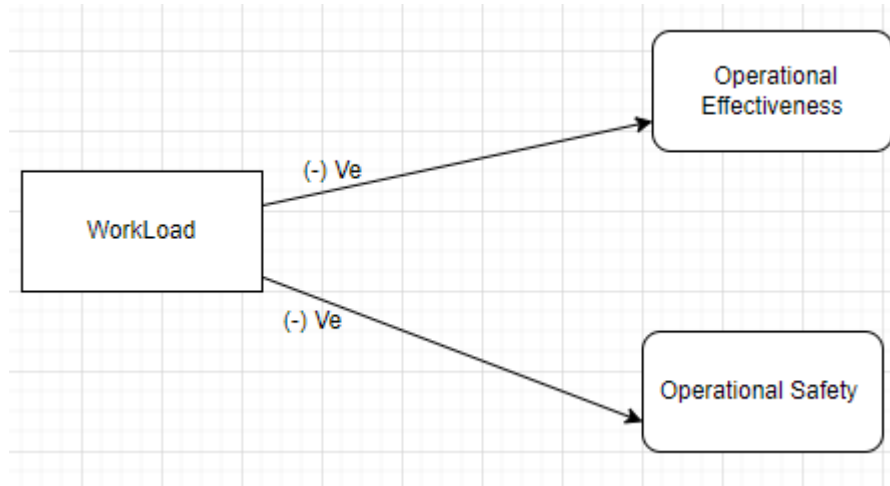


Figure 3.5: Negative impact of workload on Operational Effectiveness and Operational Safety.

Overuse of a cell phone by the pilot during operations greatly increases the possibility of human mistake and, thus, the potential for operational dangers. The pilot's regular tasks are seriously threatened by this increased risk. Although the study offers a solution, it is important to highlight the relationship that has been found between increased phone use, increased human error, and the consequent increase in operational hazards (Diffenderfer et al., 2018)

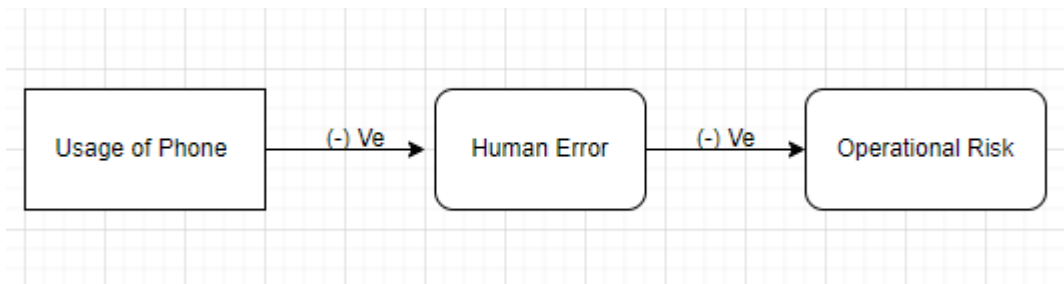


Figure 3.6: Excessive usage of phone impacting the incident of Operational risk.

### 3.3. Summary of Literature Review

There are many different and related aspects that affect operational risk when it comes to police department employees. The combined consideration of human, organizational, and operational aspects was highlighted by Sherwood et al. (2019). According to their results, police officers who have negative psychological effects are more likely to have high levels of neuroticism, insufficient social support, and passive coping mechanisms. Organizational dangers may result from growing workloads, few resources, and inadequate pay. The intricate interaction of these variables increases the danger to the individual as well as the business, hence preventative actions are required to lessen the negative psychological impacts on employees. Workload is shown to be a strong predictor of operational risks in Xu et al.'s 2017 study, which also shows an inverse relationship between workload and operational risk. Their results visually depict a U-shaped connection that shows how workload affects the frequency and seriousness of operational hazards. An effective personnel plan is suggested as a mitigating measure. Liang Yu et al. (2012), in contrast, discovered a clear positive link between operational risk and workload, suggesting that a higher workload increases the probability of operational hazards. This finding was supported by Rao et al. (2011), who observed that increasing workload had a negative effect on operational risk in internet data center operations.

The harmful impact of an increased workload on operational safety and effectiveness was highlighted by Yuxin et al. (2022). They suggested a "go flow" paradigm as a possible fix to improve operational effectiveness and security. According to Diffenderfer et al. (2018), excessive mobile use during flight operations is cited as a major cause of operational hazards and human

mistake in the aviation industry. According to the study, proactive steps are necessary to resolve the connection that has been found between increased phone usage, greater human error, and a rise in operational dangers.

Table 3.1 Factors of operational risk

Factors	Reference
Low social support, High work demand, low reward, Low resource.	(Sherwood et al., 2019)
Work load	(Xu et al., 2017)
Workload	(Liang Yu et al., 2012) (Rao et al., 2011)
Operational Effectiveness and Operational safety	(Yuxin et al., 2022)
Usage of Phone (Human error)	(Diffenderfer et al., 2018)



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*Chapter 4: Internship Experience*

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## 4.1. Southeast Bank PCL Background

Since the Establishment of the bank in 1995, SEBL Has work devotedly for the betterment of the country's financial development. Sector, that is the peak reason for all other development. The bank has aimed to provide efficient service to the individual and the businesses that deals with this bank to imprint A better outlook of the bank on the path of development of this country. The bank has equipped itself with different financial products and services for client and businesses, who maintained relationship with this bank. SME banking, retail banking, corporate banking and trade financing. With the advancement of Technology is in passing days new challenges arises for the bank to maintain its normal functionality, as a bank that is open to new challenges and more incline to embracing logical advancement and incorporate providing Technical Services to their client the bank has been able to stay afloat and speed through different challenges. SEBL has been proving itself as a important player and contributor in the development of the country as it is a reputed bank and has made a name of itself through hard work and dedication towards it clients.

Vision: To be a premier banking institution in Bangladesh and contribute significantly to the national economy.

Mission: To provide exceptional financial services that are enhanced by state-of-the-art technology. We place a high priority on providing excellent customer service, guaranteeing timely and effective support. Our expansion plan is based on sustainability, and we do every business with the highest moral standards. Our goal is to continuously increase shareholders' equity while

delivering innovative banking services at a cost that is competitive. The main goal of our purpose is to build a committed team by attracting and keeping top talent. In addition, we have never wavered in our dedication to CSR, with the goal of improving both the environment and society.

In the present time due to the development of technology there is a high risk of personal information theft from the internal server of the bank that could see banks client in great danger of information theft. That would be stabilize any balance the finances of many individuals and businesses that holds dealings with the bank. Southeast Bank has played to tackle this type of risk and mitigate any chances of such definiens that would distress the financial conditions of clients. The bank aims to be cautious in their day today activities to mitigate any type of risk that occurs due to operation failure. Bank has also included its operations to be aligned with green Strategies and environment friendly activities that would provide meaning to their clients in employees. The bank aims to provide its client with proper and up to date services today client as a result keeping them updated about financial sector of the country and making a reputation of itself through dedication and hard work. The bank has also culture to show reward attitude to those who projection integrity and also promises to be transfer in all the transactions for the sake of the country. The bank also has a group of experience board member that works to lead the bank in the correct direction, towards growth.

## **4.2. Details About the Internship**

On October 1st, I received an appointment letter that formalized my internship and outlined the terms and conditions of my involvement with Southeast Bank (MO). This marked the beginning of my obligations. This paperwork established the standards for the period of my internship in addition to acting as a formal acknowledgement of my position within the company. I was happy to get an experience letter at the end of my internship at the Pragati Sarani branch on December 24, 2023. It was a tribute to the abilities I had developed, the contributions I had made, and the overall value I had provided to the team. This official acknowledgement of my internship experience adds a great deal of value to my professional portfolio by giving concrete proof of my contributions and practical exposure in the banking industry.

Upon reflection, I can say that my internship at Southeast Bank (MO) gave me the chance to integrate into a professional banking atmosphere in addition to giving me a platform for experiential learning. The special schedule arrangement, official paperwork, and the release of an experience letter all add up to a thorough and rewarding internship that will definitely influence my future financial sector aspirations.

## **4.3. Responsibilities:**

During my internship by two cup varieties of duties that exposed me to different sectors of the general banking operation. With particular emphasis on how to provide the clients when they interact in banking environment. And also, how to do the voucher posting with how to deal with

customer so have come to take care debit card. I was responsible to add over there financial instruments without any hassle. This was crucial for me to make to make me realize how important details are in providing banking services to client. Collecting the casual preparing them for recalling was a Cruiser part of my deal responsibilities it was responsibilities that required high level of accuracy and to set financial rules.

I also told to duties to prepare different type of forms their form specifically related to personal accounts corporate account or fixed deposit receipt account. Significance of my dealing stroke the internship was reviewing an arranging files and proper order these duties and processes of work flow highlighted how crucial is it is to pay attention to the details in activities.

#### **4.4. Training**

I had the wonderful chance to acquaint myself with a range of activities during the first week of my internship, which helped me prepare for my role. With the help of more experienced interns, I eventually became proficient at voucher posting and learned all about the nuances of this important work. Workers helped me learn even more by explaining the meaning behind various forms, which improved my comprehension of the complex facets of standard banking operations. Furthermore, I was given thorough guidance about the appropriate procedure for handing over checks to customers, as well as knowledge about the actions that need to be done afterward. I was able to gain an overview of the distribution of tasks among the various jobs in the bank thanks to this first exposure.

## 4.5. Application of Academic Knowledge

My internship experience was balanced around business communications, which highlighted developing productive communication with clients and coworkers. Focus on communication functioned for negotiation in the workplace. I took part in both written and verbal communication, making sure that information was communicated clients and team members. My ability in software like Excel was important to my job; used it mostly to prepare datasets. Even though formatting was my main focus while using Excel. Although the application was focused on formatting, it showed the importance of technical proficiency in corporate.

I understood how important it was to build soft skills to fit my profession. Another important topic was developing polite communication skills, acknowledging that professionalism involves more than just technical proficiency. Every side of my duties was guided by devoted work ethic. Even though I have a degree in finance, it's important to highlight that during my three-month internship, I was not able to put my financial knowledge to use in real-world scenarios. Although my background in finance gave me a solid basis, my internship experience showed me how important it is to adjust to the unique needs of the workplace—in this case, they were more focused on data formatting and communication.

## **4.6. Scope of improvement**

### **4.6.1 Workplace:**

The Pragati Sarani branch of Southeast Bank must to improve the way it greets arriving interns and extend the training programmed, particularly for interns working in the credit section. Some interns have been burdened with personal chores; it is imperative that bank staff treat them with more respect. A comprehensive workplace is required, one in which staff members abstain from forcing, personal ideologies on interns and stop from undervaluing them because of things like the institution they go to. Rather of viewing interns as outsiders, staff personnel should work to fully incorporate them into the organizational culture.

### **4.6.2 Self**

At first neglected to follow business communication protocol, preferring to communicate in a relaxed and kind manner. Establishing a connection is important, especially in first meetings, professionalism must be present maintaining a delicate balance. A serious and professional image may be helped by using more formal communication. Notable failing of mine, my incapacity to turn down personal requests from coworkers. Assertiveness is a key ability that entails expressing ideas, opinions, and judgements with clarity, confidence, and respect for others. Shortcoming result in a schedule that is too full and priorities at work that aren't met. Setting limits, communicating clearly, and realizing that saying no can be done politely without destroying relationships are necessary for assertiveness. Setting up boundaries in the workplace is important

to prioritizing professional responsibilities and preserving a positive work-life balance. Acknowledging areas for development is a good first step towards developing both personally and professionally.

## **4.7. Improvement Suggestions**

### **4.7.1 Workplace**

The SEBL Pragati Sarani branch needs to hire skilled employees who possess a strong understanding of software programs like Excel. It became clear to me from my observations that certain staff members were uncomfortable communicating in English, even when interacting with the operations manager. For me, this language barrier was a demotivating element. The branch employees didn't seem as cooperative, showing a partiality to put their own desires ahead of the needs of the circumstance. It was clear that the branch was having difficulties as a result of a shortage of workers, which frequently resulted in operational dangers.

### **4.7.2 Self**

Need to improve communication skills is a start in the accurate direction. A variety of abilities are included in proficiency, including as flexibility, decision-making, problem-solving, and effective communication. Initiative to look for chances to learn more about organizational tactics, business dynamics, and industry trends will help you become more proficient. In the workplace, patience is a highly valued quality, especially when tackling challenging tasks or collaborating with others.



The propensity to make snap decisions might affect how one makes decisions and interacts with others. Making more informed decisions may be facilitated by taking the time to collect data, take into account other viewpoints, and conduct in-depth situational analysis. Input from mentors or coworkers to learn about perspectives and improve decision-making process. How I make decisions. Frequent evaluation of myself and input from peers or superiors can give important insights into my development. It is a great display of self-awareness to see the need for development in corporate interactions, patience, and judgement formulation. Making a conscious effort to improve my skills and build positive attributes can help me not only advance professionally but also be more adept at handling the demands of the corporate world.

#### **4.8 Operational Risk Incidents Observed in My Internship:**

Throughout my internship, I saw that human mistake occasionally resulted in operational hazards for bank staff. The main problems were misprints in cheque processing during Electronic Funds Transfer (EFT) and Real-Time Gross Settlement (RTGS), as well as authorization issues in transactions, including misprints in cheque numbers, names, and phone information. Furthermore, mistakes were made when getting account holders' signatures and nominee photos. Operational hazards emerged during office hours because of the branch's small workforce and poor inter-staff communication, which frequently led to daily operational difficulties.

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## *Chapter 5: Conclusion*

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The development of banking systems has had a significant influence on world economies. Bangladesh's economy has been greatly benefited from the banking industry, Southeast Bank Limited being one such example. Since its establishment in 1995, this private commercial bank made substantial contribution towards economic growth and financial inclusion by placing a high value on innovation and client pleasure. Bangladesh's banking sector continues to play a dynamic role in supporting important industries including small companies, agriculture, and the ready-made clothing sector. Bangladesh wants to be developed by 2041, and the banking industry's flexibility and ongoing support will be decisive to overcoming obstacles and guaranteeing steady economic growth. We go into operational risk it discusses typical risk types (people, legal, IT, model, and uncontrolled risk), banking difficulties, and solutions such as RCSA and data analytics. In a changing corporate world, effective operational risk management is important to an organization's performance and resiliency.

Explored the relationship between workload and operational risk from a variety of angles. Proactive interventions are recommended by (Sherwood et al., 2019), who stress the solid effects of human, organizational, and operational aspects. (Xu et al., 2017) highlight the implication of acceptable personnel by proposing a U-shaped link between workload and operational risk. (Liang Yu et al., 2012) and (Rao et al., 2011), on the other hand, discover a optimistic association. A "go flow model is put out by (Yuxin et al., 2022) to progress operational effectiveness and safety in the face of an increasing workload. (Diffenderfer et al., 2018) highlight, need for proactive measures for the negative effects of excessive mobile phone use on operational safety in aviation.

My internship in the Pragati Sarani branch of Southeast Bank gave me invaluable experience about banking operations, with a focus on duties such backend procedures and the distribution of debit

cards. I see how important it is to grow personally, especially in terms of boldness and communication. Simplifying workplace processes might be aided by hiring more qualified personnel and improving the onboarding of interns. The occurrences involving operational risk that have been seen emphasize the necessity of addressing human error and enhancing staff communication in order to reduce difficulties. Determined to pursue further education, flexibility, and skill development. In the ever-changing business environment, acknowledging opportunities for development is important for both individual and institutional progress.

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