

United International University

Internship Report

On

“GENERAL BANKING ACTIVITIES

AND

CUSTOMER SATISFACTION

OF

SONALI BANK LIMITED”

(MALIBAGH BRANCH)

Submitted To

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Submitted By

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Major: Marketing

Date of Submission: 24th December 2018

Letter Of Transmittal

24th December, 2018

Sarker Rafij Ahmed Ratan

Assistant Professor, SOBE

United International University

Dhaka-1212

Subject: Submission of the Internship Report on Sonali Bank Limited.

Dear Sir,

It is my pleasure to have the chance to submit my Internship Program Report on the basis of experience from my twelve weeks Internship Program at Malibagh branch, Sonali Bank Limited. I have prepared this report according to the guidelines provided by you. Despite some limitations I have tried to prepare an informative report for better understanding of the topic.

I hope I am able to meet all the requirements regarding preparing the report. And I would be glad to give any clarification if required.

Sincerely,

Sadia Jahan

ID: 111 141 220

Major: Marketing

United International University

Supervisor Declaration

This is certified that the Internship Report on “General Banking Activities of Sonali Bank Limited” has been submitted as the award of degree of Bachelor of Business Administration in Marketing of United International University is an authentic report prepared by Sadia Jahan major in Marketing, ID: 111 141 220 under my supervision. No part of this report has been submitted by her for any degree diploma title or recognition before.

She is permitted to submit the internship report and I wish her every success in life.

Supervisor

Sarker Rafij Ahmed Ratan

Assistant Professor

United International University

Acknowledgement

Internship is an integral part of BBA program. It is very useful for fresher's to step into actual workplace and experience practical knowledge. Banking sectors play an important role to our economy. So it is a great pleasure to fulfill my Internship Program from Sonali Bank Limited.

I would like to thank my honorable faculty Sarker Rafij Ahmed Sarker for helping me and providing me proper guidelines and feedback in preparing the report.

I would also like to appreciate Muhammad kamrul Alam Siddiqui the branch manager of Sonali Bank Limited for supporting me during my Internship period. And the bank officers for providing me important information. This working experience will be very beneficial for my career and future. And I will try to implement my experience I gathered during my Internship period in future.

Executive Summary

I have prepared this report based on the twelve week Internship Program which I have successfully completed from Sonali Bank Limited, Malibagh Branch. I started my Internship from 24th December, 2018 which is a requirement of my BBA program. As a fresher I got the opportunity to experience actual banking system which was completely different from the theoretical knowledge.

I have prepared this report in a sequence with several parts. At the beginning of the report I have discussed about the overview of Sonali Bank Limited including management system, various departments and people. Before explaining main information I have mentioned research methodologies and limitations. Later I discussed about the interactions I had with the supervisors and staffs. I have also mentioned some problems and recommendations to those problems.

I could learn a lot about banking during my Internship Program. This real life experience will be very beneficial to my career and future.

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CHAPTER ONE

INTRODUCTION

CHAPTER ONE

Introduction of the Study

1.1 Background of the Study

Internship is a part of our academic structure and it implies practical knowledge about workplace. So I have tried to associate myself with the practice of banking activities in real life.

Now a day's organizations are looking for graduates who can take challenges, adapt in new situation and have some creativity. Today's business world has become more competitive and dynamic. So the graduates should have both theoretical and practical knowledge about business activities in order to fit in the organizations.

Sonali Bank Limited has discovered a new horizon in the field of banking which offers General Banking, Investment and Foreign Exchange Banking System.

1.2 Objective of the Study

The study is providing the practical knowledge about real life banking activities. But the specific objectives are provided in the following sections.

A. Broad Objective:

To fulfill academic requirements and credits through this Internship Program.

B. Specific Objectives: The specific objectives are as follows-

- ❖ Provide an overview of Sonali Bank Limited
- ❖ To explore General Banking Activities of Sonali Bank Limited
- ❖ To be accustomed with management policy of Sonali Bank Limited
- ❖ To explore Foreign Exchange Activities of Sonali Bank Limited
- ❖ To observe the working environment of Sonali Bank Limited

- ❖ To apply theoretical knowledge in actual workplace
- ❖ To study the banker customer relationship
- ❖ To conduct a research and provide consultancy services in future related to banking activities.

1.3 Methodology

This report has been prepared on the basis of my practical experience I have gathered from my Internship Program and also under the supervision of my faculty. I have gathered information based on qualitative survey through face to face interview. The officers at the branch helped me by providing some information regarding customer satisfaction. In the remittance section the officer Farhana Islam helped me and provided some information related to customer satisfaction. There were twenty employees at the branch and all of them helped me to get information about customer satisfaction. Two types of sources have been used for collecting data. These are Primary Sources and Secondary Sources.

The Primary Sources are as follows-

- Conservation with the bank officials.
- Information collected from office record and annual reports.
- Informal conversation with clients.
- Practical work exposures from the different desks of different departments.

The Secondary Sources are as follows-

- Annual Report of Sonali Bank Limited.
- Prospectus of Sonali Bank Limited.
- Instruction circular and Information circular.
- Sonali Bank's website, online journals and some other informative sources.

1.4 Scope of the Study

I have been assigned to the Malibagh Branch of Sonali Bank Limited and got the chance to be familiarized with the banking environment. I got the opportunity to work in different departments of the branch and gather real life experience. The area of concentration of this report is to investigate different aspects of banking transaction and activities and provide recommendations as a solution to certain problems.

1.5 Limitations

I have faced some constraints while preparing this report like other research and studies.

- Time constraints.
- Lack of information and experience about the Sonali Bank's activities.
- It was hard to certain points to get confidential information.

CHAPTER TWO

AN OVERVIEW OF BANKING SECTOR IN BANGLADESH

CHAPTER TWO

An Overview of Banking Sector in Bangladesh

2.1 Definition of Bank

A bank is a financial institution licensed to receive deposits and make loans. Banks may also provide financial services such as- wealth management, currency exchange and safe deposit boxes.

In other way bank is an establishment authorized by a government to accept deposits, pay interest, clear checks, make loans, act as an intermediary in financial transactions and also provide other financial services to its customers. (Kagen, 2018)

2.2 Objectives of Bank

The objectives of Bank are as follows-

- Service quality focus
- Maintaining profitability
- Market/customer focus
- Operations/system/technology
- Credit portfolio management
- Productivity improvement
- Investment to stay competitive
- Stock market value
- Asset/liability management
- E-banking

2.3 Historical Background of Banking in Bangladesh

Bangladesh is a developing country. Banking sector is playing a significant role in the economic development of the country. A well organized and developed banking system is very crucial for modern trade and commerce. Banks not only act as a guardian of people's money but also play as a vital agent for the maintenance of sound financial position in the country.

In the year 1972 all the Nationalized Commercial Banks were established via merging of twelve commercial banks which were operating in pre-dependent Bangladesh. Some of their activities were- access to fund, increasing domestic investment etc. They wanted to distribute the wealth equitably to all but with the time they changed their strategies. From an evaluation it was observed that the banks were not progressing. Due to some government policies and programs they could not act properly. As a result in the mid 80's banks had to face the trend of demonetization. But the policies had changed regarding the economic management in 1972. In that year private sector played a significant role. At the government decided to allow Local Private Commercial Banks (PCB) in addition to Nationalized Commercial Banks (NCB) operating in the country. (Heitzman, 1989)

2.4 Banking Operation in Bangladesh

In Bangladesh the banking system is distressed specially in customer services. But now-a-days private banks are trying to cope up with the situation and imitate the structure of banking. As a central bank Bangladesh Bank is leading all the banks and banking activities. Banks also have to face some illegal monetary activities which are known as money laundering. With all the difficulties banks have to provide services to their customers.

Before Independence:

The first modern bank was Bank of Hindustan which was established in 1770 in Calcutta. Later in 1806 The Bank of Calcutta was established. And in 1809 it was renamed as Bank of Bengal. Later it got merged with Imperial Bank of India and in 1955 it became The State Bank of India. The first modern bank was established in Dhaka which was named Dacca Bank in 1864 . Later in

1862 Bank of Bengal purchased the bank. And the bank opened its branches in Sirajgonj and Chittagong. And in 1900 another branch was opened in Chandpur. In 1947 there were six branches which were in Dhaka, Chandpur, Chittagong, Rangpur, Narayanganj and Mymensingh. Later in the time of the partition some branches were shifted to India and some were closed down. And in 1951 there were 69 branches which were left in the East Pakistan. In 1959 and 1965 Eastern Mercantile Bank and Eastern Banking Corporation were established. These were the banks which used to provide loans to the businessmen and some local entrepreneurs.

After Independence:

At the time of independence there were two branches of the former State Bank of Pakistan and seventeen commercial banks. Two branches of the seventeen branches were operated by Bangladeshi interest. Later there were fourteen small commercial banks. Banks were operating mostly in urban areas. Then the independent government started the branch in Dhaka of the State Bank of Pakistan which was later renamed as Bangladesh Bank. The central bank controls every banking activity which includes- currency regulation, credit control, foreign exchange reserve, monetary policy etc. Later the insurance business became the potential source for funds. Then the new banking procedure helped in achieving managing credit and foreign exchange efficiently. In 1970 the main function of the bank was to provide loan to trade and public sector. And it could cover up to 75% of the total advance. After the liberation of Bangladesh there were twelve banking companies which were operating in Bangladesh. The nationalized banks were- Sonali Bank, Rupali Bank, Agrani Bank, Janata Bank, Pubali Bank and Uttara Bank.

In 1970 and 1980 there were changes in lending policies because of the development of agriculture and private sectors. Bangladesh Krishi Bank started lending to the farmers, fishermen. As a result the number of branches was 3330 in 1977 to 1985.

In 1986, at the end of financial year the foreign reserve is \$476 million. And it represented 20% increase in the reserve than the previous year. In that the major portion was from the remittance from the Bangladeshi workers. The import was reduced to 10% and as a result the amount was reduced to \$2.4 billion.

Grameen Bank was established in 1983 as an independent bank and provided extraordinary solution to the management problems. The bank continues to provide loans to the poor with flexible conditions. The bank had provided loans to 200000 landless people. And the most remarkable accomplishment of Grameen Bank is 4%. As Grameen Bank is growing rapidly they are planning to open 500 branches throughout the period of 1980.

As a result the recovery rate began to improve in 1987. In agricultural sector the recovery rate is 27% in 1987. The National Commission recommended some structural changes in financial intermediation in 1987. In 1987 Bangladesh signed a three year financing facility with IMF.

CHAPTER THREE

AN OVERVIEW OF SONALI BANK

CHAPTER THREE

An Overview of Sonali Bank

3.1 Background of Sonali Bank Limited

Sonali Bank was established in 1972 under the Bangladesh Bank's nationalization order, through the amalgamation and nationalization of branches of National Bank of Pakistan, Bank of Bhawalpur and Premier Bank branches located in East Pakistan until the 1971 Bangladesh Liberation War. At the time of establishment Sonali Bank had a paid up capital of 30 million taka. In the year 2001, its authorized and paid up capital were 10 billion taka AND 3.272 billion taka respectively. Currently, the authorized and paid up capital is 10 billion taka and 9 billion taka respectively. The bank's reserve funds were 60 million taka in 1979 and 2.050 billion taka in the year 2000. In 2013, \$250,000 was stolen from bank by Cyber criminals by the use of Swift International payments network. In 2016, the bank signed a Memorandum of Understanding with PayPal.

3.2 Management

The Governing body consists of Board Of Directors and effective strategy is followed which is constituted as per as Bangladesh Bank's rule,1972. The Board Of Directors has self ruling power, work and deal with its undertakings on business which is subject to wide approach of administration. The Managing Director (MD) is the Chief Executive Officer (CEO) of the Bank. He has got all the authority of the board.

3.3 Branches Of Sonali Bank

Sonali Bank has 1212 branches and among those 242 are situated in urban zones, 854 branches are in country zone and 2 branches in abroad. The branches in abroad are- Sonali Exchange Company Inc. (USA) and Sonali Bank (UK). Sonali Bank (UK) dispatches up to 14 locations over Bangladesh. The cities in which it operates are- Dhaka, Chittagong, Sylhet, Maulobibazar, Beanibazar, Balaganj, Bishwanath, Jagannathpur, Sunamgong, Gopalgong, Nabigonj, Habigonj,

Kulaura and Tajpur. There are three branches in UK one is in Brick Lane, the other two branches are in Birmingham and Manchester.

3.4 Vision

Socially committed leading banking institution with global presence. (www.sonalibank.com.bd)

3.5 Mission

Dedicated to extending a whole range of quality products that support divergent needs of people aiming at enriching their lives, creating values for the stakeholders and contributing towards socioeconomic development of the country. (www.sonalibank.com.bd)

3.6 Slogan

Your trusted partner in innovative banking. (www.sonalibank.com.bd)

3.7 Departments

There are various departments in Sonali Bank, For instance- General Banking, HR, Foreign Exchange. General Banking includes- SD, CD, SND, STD, FDR, TT, DD, MT, SP and SALE OF PRIZE BOND. Foreign exchange department deals with export and import. General Banking department has sub department like- cash, account opening, clearing and remittance. Cash department deals with all kind of cash transactions.

3.8 Sonali Bank's Services

Sonali Bank offers various services which are as follows-

- Land development tax
- Source tax and VAT
- Corporate Banking
- Project Finance
- SME Finance
- Money Market Operation

- Capital Market Operation
- NGO-Linkage Loan
- Investment
- Government Treasury Function
- Remittance
- Loan Syndication

3.9 Corporate Profile of Sonali Bank

Name	Sonali Bank Ltd.
Chairman	Mr. Fazle Kabir
CEO & Managing Director	Mr. Pradip Kumar Dutta
Company Secretary	Mr. A.K.A Sajedur Rahman Khan
Legal Status	Public Limited Company
Date of Incorporation	3 rd June, 2007
Date of Vendor's Agreement	15 th November, 2007
Head office	35-42,44 Motijheel Commercial Area, Dhaka-1000

(Sonali Bank Wikipedia)

3.10 About Malibagh Branch

The Malibagh branch is located in Malibagh. And Muhammad Kamrul Alam Siddiqui is AGM and head of this branch. The branch has different departments such as- cash department, remittance department, accounting department and credit department. There are less than 30 employees in the branch. In the help desk there is one official, in the cash department there are 2 officers and in the voucher section there are 2 officers as well. And in the remittance section there are 3 officers.

3.11 Work Environment

Employees have got an open chance of communication if needed. Other than that they can visit manager's room for any approval or signature. Mostly officers who are in remittance and cash department go to the manager's room to ask for things or approval if needed. There is a friendly and cohesive environment at the branch. They work as a team with a positive attitude. They also help each other if they face any difficulty. Also the working condition is quite pleasant. The office hour is from 10 am to 6 pm but the manager has to be at the bank till 8 pm.

3.12 Organizational Culture

The organizational culture is quite friendly and pleasant. People working there are cohesive and co-operative. They can communicate with each other and also with the branch manager very easily. Employees can get leave in case of some urgency. I also got some flexible working hours when I needed to attend my classes and exams. So in that way they helped me with flexible hours.

CHAPTER FOUR

GENERAL BANKING ACTIVITIES **OF SONALI BANK LIMITED**

CHAPTER FOUR

General Banking Activities of Sonali Bank Limited

4. General Banking Activities of Sonali Bank Limited

General Banking section allows clients to deposit and remit their money. Most of the banking operations are same but the services may vary. Banks always try to offer different services to its clients. In the general banking system they only focus on maximizing their clients. People can get all the basic information from the general banking section. So it can be called the introductory department of the bank. The general banking section has the following sections-

1. Account Opening Section
2. Cash Section
3. Bills and Clearing Section
4. Remittance Section
5. Loan Section
6. Foreign Exchange Section

4.1 Account Opening Section

Account opening section is the basic way to start a transaction between banker and a client. There are various kinds of accounts which are- current account, savings account, short-term deposit account, fixed deposit, check book issue and closing an account.

1. Current Account

A current account is a general use account where there is no limit on the transactions. No interest is paid due to the fluidity they offer. Usually businessmen use this account for ease of their businesses.

2. Savings Account

Savings account is an interest bearing account which provides interest to its holders. Banks do not provide checks in savings account.

3. Short- Term Deposit

Short-term account functions as current account. People keep their money for a very short period of time. And they can withdraw their money by providing a notice to the Bank. The short-term deposit holders can enjoy interest on a monthly basis.

4. Fixed Deposit

Fixed deposit account is similar to savings account. In this account money is deposited for a stated period of time and a fixed interest is paid to its holders. It is more safer than other bank accounts.

5. Check Book Issue

There are some procedures to be followed to issue a check book. At first customers need to fill up a form. Name and account will be written on the requisition slip. Then the officer in charge will sign the requisition slip and in the register.

6. Opening Account

There are procedures which are to be followed for opening a current account. The person has to collect prescribed application. Then he has to submit all those documents to the bank officer. Then provide NID and signature where it is needed. After all of the formalities the account is opened and number will be posted. And lastly the account holder will get the check book.

And along with the form the account holder will have to submit NID, passport size photograph, an identifiable signature, photocopy of bills like paper, telephone and electricity. And 1000 TK is needed to open the account.

7. Closing an Account

At first the person who wants to close his/her account has to submit an application to the bank. After that bank will deduct some amount as a closing charge. And the rest of the amount will be handed over to the account holder.

4.2 Cash Section

The most functional area of the bank is Cash section. The officers who are in charge in cash section have to deal with a lot of cash. Cash from the vault is handed over to the officers who are handling the cash opening balance.

Some procedures need to be followed in the cash section. A fixed balance with payments and receipts will be in cash opening section. And it will be the closing balance. Some amount will be added to the vault. And bank will adjust the amount at the end of the day. As Sonali Bank is a commercial bank so they have to deal with lots of receipts and payments.

- **Cash Payment:**

In order to draw money from his/her account the account holder has to issue a check. The check should be signed by the authorized officer. The receiver will have follow some instructions like account number, issuing date, the amount of money, signature of the customer. Then the officer will input every information in a register book. Later the validity of check will be verified by the Principle Officer. Again everything will be followed by second officer. And for cancellation the second officer will sign on the check.

- **Cash Receipt:**

In this section all of the deposit are in ledger book. The officers scan the deposit slip when a customer wants to draw money. They will check thoroughly whether everything

is placed or not. And then they will give the money and keep a record of all receipts in the book.

- **When check is dishonored by Bank:**

The reasons of dishonor of check are-

- i. When the amount written on the check is wrong
- ii. When the check is torn
- iii. When the date is not authorized
- iv. When payment is not completed accurately
- v. When issuing date exceeds more than 6 months
- vi. When the signature does not match

4.3 Bills and Clearing Section

The bills and clearing section is one of the complex section of Sonali Bank. In this section the officers check and send the deposited money to Bangladesh Bank clearing section. Banks have clearing account with central bank. After that if the amount exceeds 5 Lac then the branch will submit everything within 11 pm.

Now-a-days people are getting facilitated banking services. Therefore skilled people are getting hired, And the amount of checks and drafts have increased. But it is difficult and inconvenient for the bankers to follow up on a daily basis. So the clearance section help them to do their job easily and get done with liabilities.

4.4 Remittance Section

In this section bank transmits money from one account to another within in the country or outside the country. It is also one of the crucial area since the bank officers have to deal with a lot of money. During my internship period I have experienced how they work in the remittance section. In this section the officers receive the money from foreign branch and transfer the money to the proffered branch. If the amount exceeds \$ 2000 then the officers have to fill a 'C' form.

There are two types of Remittance, which are- Local Remittance and Foreign Remittance.

1. Local Remittance:

Local remittance deals with Pay-Order, Demand –Draft, Telegraphic-Transfer and Mail-Transfer.

- **Pay-Order:**

Pay-order is used to remit the money within local area. Usually people use this pay-order when they want to transfer money to a close distance.

- **Demand-Draft:**

It is used when a person wants to pay a certain amount to another person. It is used within the country.

- **Telegraphic-Transfer:**

In case of urgency of transferring the money people use telegraphic-transfer. In this way they can remit money immediately.

- **Mail-Transfer:**

Mail-Transfer is used to remit money outside the country. In this method bank communicates with other branches. And the holder cannot have the authority other than the bank officer.

2. Foreign Remittance:

In this remittance system people transfer money outside the country. The sender gets the receipt and the bank officer will send a confirmation mail to the receiving branch. For each 1000 TK the commission is 10 TK and for each 10000 TK the commission is 1 TK. The postal charge is 10 TK. And the issuing branch would send a message with date and amount for verification. After that they will receive some codes. If everything seem alright then they will make the payment.

4.5 Loans Section

Sonali Bank follow some criteria to provide loan which are liquidity and safety. So it lends to the any person or project in which there is an assurance of getting the money back. Sonali Bank allows loans to the concerned people who has liquidity of money. And for safety the borrower needs to show some security. He/she has to have the capacity and willingness to repay the ,loan amount. And provide surety to the bank of paying the loan amount. And Sonali Bank does not provide a loan of big amount as it increases the risk. So it will provide loan after some analysis.

There are various kinds of loans which are- Secured Overdraft, Cash-Credit, Mid-Term Loan, Demand Loan, Small Loan, Customer Loan, House Building Loan, Transport Loan and Staff Loan.

- 1) **Secured Overdraft:** In secured overdraft the account holder can over draw money from his/her current account. Sonali Bank allows this benefit to general, export and others. The general is provided to the individuals, export for foreign import or purchase of foreign currency and others for specific reasons.
- 2) **Cash Credit:** It is similar to the Cash Credit where bank allows the account holder to withdraw a certain amount of money. The charges of interest will be adjusted later by the

bank. There are two kinds of cash credit system which are- Cash -Credit Hypothecation and Cash-Credit Pledge.

- 3) **Mid-Term Loans:** Mid-Term loans are sanctioned for one year up to five years. After considering the liquidity of the borrower bank will allow for the loan. They are also providing loans for house building, agriculture and industrial for the time period ranging from 2-12 years.
- 4) **Demand Loan:** Demand loan is supposed to be paid either in cash or by saving account. It is kind o a fixed lending system. There will be no interest, premium, incidental charges for the security. No check or withdrawal is allowed for this kind of loan system.
- 5) **Small Loans:** Small loans are provided for any sort of pharmacy, grocery shop, hotel, restaurant, hardware shop, departmental store, parlor and agricultural product. Bank will provide the loan amount starting from 50000 TK to 5 Lac TK. And for industries, printing press, garments the amount will be 10 Lac TK.
- 6) **Staff Loan:** Staff loans are allowed for the purpose of buying motorcycles and bicycle. The loan amount will be recovered from the deduction from salary. And the interest in 5% for small loan.
- 7) **House-Building Loan:** Sonali Bank provides house building loan to the staff. The interest rate for house building is 16% and payment period is 12 years. In some cases the initial payment must be paid within 2 years.
- 8) **Consumer Loans:** Consumer loan is provided for the household items such as- TV, computer, AC, furniture. Sonali Bank provide the opportunity to purchase all those things with an easier repayment system.

9) Transport Loan: Sonali Bank provides transport loan where the interest rate 10% and the payment period is 2 years.

10) Purchase and Discount Bills: Sonali Bank purchase bill of exchange which is referred as discount.

CHAPTER FIVE

CUSTOMER SATISFACTION OF **SONALI BANK LIMITED**

CHAPTER FIVE

Customer Satisfaction of Sonali Bank Limited

Every bank or organization wants to provide services to the customers and achieve customer satisfaction. But the pattern of providing services is different in every organization. The main purpose of doing any business as well as for the banking sector is to maximize its profit. But in order to maximize profit they need to ensure customer satisfaction by providing best services. There are some dimensions for ensuring customer satisfaction which are- fulfilling changing and new needs, overall customer satisfaction, affective response, perceived value and fulfilling important needs.

Sonali Bank provides various services to its customers. There are some customer satisfaction factors which include- ATM (Automated Teller Machine) services, ancillary service, personal banking, automation status, banking amenities.

5.1 Customer Satisfaction Factors

- **ATM Facilities:**

People working at Sonali Bank Limited are entitled to enjoy credit card facility. Other than that officers of government, semi-government, autonomous body, teachers and officers of any public universities can enjoy if their salary is provided through any branches of Sonali Bank Limited. So people can enjoy ATM facilities from Sonali Bank Limited. And during my internship period I have experienced that the officers are very much co-operative when any problem arises. Once a customer was having some issue in withdrawing money from the ATM booth. Then the officer in-charge immediately solved her problem. So they are always there for the customers

- **Ancillary Services:**
 Sonali Bank Limited also provides ancillary services to its customers. They provide locker services to the customers against a charge. Bank guarantees that their belongings will be kept safely. Customers are satisfied with their ancillary service.
- **Personal Banking:**
 Sonali Bank Limited provides personal banking facilities which include- accounts checking, personal loans, mortgages, lending options, card services etc. The customers are satisfied with the personal banking services of Sonali Bank Limited.
- **Automation Status:**
 Sonali Bank Limited provides digital services from all of the 1212 branches to its customers. They try to ensure that customers are satisfied with their services.
- **Banking Amenities:**
 The customers can get other services like withdraw money, loans, transfer of funds, investments. They are satisfied with the services of Sonali Bank Limited.
- **SMS Banking:**
 Sonali Bank Limited has launched online banking services from July 23, 2009. They are focused on providing better to their clients by using modern technology. Customers can get account statement, exchange rates and interest rates through SMS banking. The services are provided from 53 branches across the country. The customers are getting better facilities as everything has become technology based. Sonali Bank Limited is also focusing on the betterment of this SMS banking to increase customer satisfaction level.
- **Customer Care:**
 Customers can get the toll free number from the headquarter of Sonali Bank Limited. They can call for any kind of help if they needed. And the officers will provide services to ensure customer satisfaction by solving their problems.

5.2 Scope for Improvement:

- Sonali Bank Limited should provide quick services to increase customer satisfaction
- It should increase online banking facilities as everything has become online based
- Sonali Bank should adapt new technologies to improve modern banking system
- Sonali Bank Limited should be prompt in providing account statement to the customers
- The bank should update all records as soon as possible to ensure customer satisfaction
- The facilities should be increased in terms of online banking
- Sonali Bank should be involved in some promotional activity so that they can get more customers
- Sonali bank should inform all the customer regarding the payments for their credit cards
- It should develop some application so that the customers can make transaction easily and check the records of their transaction
- Sonali Bank should have some portals where customers can provide their feedback about the services they get
- The bank should increase its focus on ATM services as customers face some difficulties at time of withdrawal of money
- Sonali Bank should provide all the information related to charges and fees such as interest on loans, credits etc to their customers so that they do not have to feel suspicious about the charges
- Sonali Bank should consider each feedback from its customers to increase banking services
- It should improve its server so that the customers can have swift transactions
- Sonali Bank should customize its services based on their need and desire
- Sonali Bank should introduce some new techniques such as text alert, online bills payment and SMS banking
- Sonali Bank should provide training programs to its employees related to customer satisfaction so that they can provide better services and ensure customer satisfaction

CHAPTER SIX

FINDINGS, RECOMMENDATIONS AND CONCLUSION

CHAPTER SIX

Findings, Recommendations and Conclusion

Findings:

After completing my internship program and preparing this report I have figured out some findings which are mentioned below:

- Sometimes the server is very slow and due to this the performance becomes poor.
- There is some shortage of equipments. They need to increase the number of printers and computers.
- There is a lack of employee motivation because of the bonus system.
- Less scope for refreshments and as a result lack of enthusiasm in work
- Sometimes it gets monotonous to work without any break
- There should be separate prayer room for both male and female employees
- The branch needs more space as the accommodation is not adequate
- Sometimes they fail to provide online services
- In the foreign remittance section sometimes they do not send mail on time
- Sometimes they fail to provide customer loan

Recommendations:

Some recommendations on the basis of findings are given below:

- The branch need more space so that they can operate more smoothly
- There should be some arrangements for refreshments
- The server needs to repaired for fast and effective banking operation
- More training program should be organized to increase employee motivation
- The number of equipments should be increased
- More bonus should be introduced to accelerate employee motivation
- They need to be more focused on online services as now-a-days everything has become online based

- They should be more careful about sending mail on time
- They should ensure that will provide customer loan
- They should develop their promotional policy
- There should be flexible career growth policy for the employees

Conclusion:

As a commercial bank Sonali Bank Limited is engaged in numerous financial services. The banking activities of Sonali Bank Limited are contributing to the nation's economy. One of the major contributions is from the remittance section along with other banking activities. But being successful in banking sector is largely depends on effective lending and maintain other activities.

But there are some drawbacks as well that Sonali Bank Limited should increase its focus on online banking and promotional activities. Time has changed so with the changing time Sonali Bank Limited should change some of their policies.

The internship experience was one of the best experiences and during this period I have learnt how to deal with work stress. I have been introduced with real job environment and banking activities. So I have got the theoretical knowledge from the course during BBA program and some practical knowledge from the internship program.

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Appendix

Journal-1

Week-1

In the first week of my internship program I have been given some tasks like filing, separating vouchers. I also wrote some accounts number.

First of all I could experience the real life work environment and along with that I could learn how to do filing, write accounts number. Though it was my first at the branch but I have observed that most of the work is done manually.

Week-2

In the second week I had to give input for the debit card numbers in a file. That was the very first experience that I could actually view how they input the card numbers and other information. Then the employee in the remittance section Farhana Islam gave me some vouchers and I had to separate according to category of expense.

Since it was my first experience I enjoyed a lot. And the employees at the branch were so much supportive and friendly.

Week-3

In the third week I sorted out some checks. I also typed some transfer and sectioned letters. The officer in charge helped me with the typing.

As my first experience I enjoyed typing the letters. And from that I experience I could learn a new thing.

Week-4

In the fourth week I was assigned to write down vouchers. And throughout the week I wrote 350 vouchers. Eventually it was a great experience because I could learn completely different activity.

Week- 5

In the fifth week I prepared an excel sheet based on the vouchers. During my BBA program I learnt to prepare excel sheet. And during my internship period I actually prepared an excel sheet. It was a great learning time for me and it will be beneficial in the coming time.

Week- 6

In the sixth week the officer whose name is Rezwana helped me preparing monthly ledger. She also helped me sorting pension scheme paper. The officers at the branch were so helpful and because of them I could learn a lot of things.

Week- 7

In the seventh week I was with the officer who in charge of remittance section Ms. Farhana Islam. She showed me how to send mail and record information related to remittance. It was totally a great learning experience since remittance section is one of the crucial sections of bank

Week- 8

In the last week I was given some task which was- sort out the old age allowance papers, providing some information to the clients and writing about 360 vouchers. Overall it was a great experience and I could learn about some banking activities. The real life working experience will help me in the long run.