## Internship Title

# Performance Analysis of Dhaka bank Limited

## Submitted To:

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BBA


## Date of submission:29/06/2019

## United International University

Bangladesh Information

DHAKABANK

LIMITED

## Internship Report On

## Performance Analysis of Dhaka Bank Limited

# Letter of Acknowledgment

At the beginning I want to thank my almighty Allah, who made me capable to continue my everyday tasks in the workplace during the whole period of my internship program. I also like to express my sincere gratitude & appreciation to my advisor Mr. Mohammad Tariq Hasan Assistant Professor, School of business and economics, United International university, who has been glad to give me right approach, guidance and support which helped me a lot in writing this report. I am grateful to him for his constant help and supervision, proposals and giving me important data that was especially required for the fulfillment of this report. The report titled "Performance Analysis of Dhaka Bank Limited. Has been prepared to satisfy The necessary of BBA degree.

It was not the easiest task to complete the report on "performance analysis of Dhaka bank limited' 'where all the information need to be gathered properly, analyzed and represent in a descriptive manner. There are so many individuals who had helped, encouraged to complete the report successfully.

This report couldn't be proficient without association of a few people. It is particularly lucky to get nearly and genuine direction, guidance and co-activity from different individuals. Without precise data, it couldn't be breaking down and introduced the report appropriately in spellbinding way.

Last of all I want to thanks to all of my friends and work colleagues who helped me giving guidance and provide adequate for preparing this report

# Letter of Transmittal

29th Jun 2019

To

Mohammad Tariq Hasan

Assistant professor

School of Business & Economics

United International University, Dhaka

Subject: Submission of Internship report on "Performance Analysis of Dhaka Bank Limited"

Dear sir,

I am happy to present my internship report on "performance Analysis of Dhaka Bank Limited" for the incomplete satisfaction of the level of BBA in Department from United International University. This report is a consequence of my down to earth work that I have directed amid determined time to my temporary job program. I gathered data that I thought would serve to prove mu points in this report. This practical information and experiences assembled through my report planning will limitlessly help in my future.

I am truly grateful on the enhance that you edify me with your consideration and perspective in regards to the report. Additionally, on the off chance that you wish to enquire about a part of my report, I would happily answer your questions. Much thank to you for your help and tolerance.

Your sincerely,

Murtaza Tabassum

ID:111 143 224

Dept.: BBA

# Letter of Endorsement

This is to clarify that Murtaza Tabassum a student of United International University has successfully complete her internship program entitled “Performance Analysis of Dhaka Bank Limited” at Dhaka Bank Limited my effective supervision as the partial completion for the program of BBA degree. She has established her process according to my guideline and active Participation. She tried her level best to make this report informative and efficacious. I hope her hard work will assist her in pursuing a great career path in future.

…………………………....

Mr. Mohammad Tariq Hasan

Assistant Professor

School of Business & Economics

United International University

# Declaration

This is to announced that this report entitles "Performance Analysis of Dhaka Bank Limited" has been showed as a piece of temporary job customs. It is a compulsory part of my Bachelor of Business Administration program to submit an internship report, I was inspired and instructed by My supervisor Mr. Mohammad Tariq Hasan, Assistant Professor, United International University.

…………………………...


Murtaza Tabassum

ID:111 143 224

United International University

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# Executive Summary

This report is about Dhaka Bank Limited and its concert sign in the performances analysis of Dhaka Bank Limited.. The Dhaka Bank is one of the fundamental budgetary bank in the country. During my internship period ,I have to generate knowledge that’s help to make the report.My main task is  collected to the ratio last five year financial performance analysis. Ratio analysis is the most popular trend to evaluate a bank’s performance.The main purpose of the study is to get knowledge about Dhaka bank.And also achievement the real experience of corporate life and the theoretical knowledge in the real life. This internship report discloses the background , overview of the bank,history of the organisation, corporate information, product and services by the bank.Last five year financial analysis, ratio,Interpretation. Recommendation and conclusion given experiences gathered. And also include their mission and vision .Main focus of this report is financial ratio  analysis with graph  of  Dhaka Bank .During my internship period I gather more knowledge about banking sector.I gain different experiences in several department. By the way,I learn first  one month general banking activity.next one month I learn card department and last month I gain how to given loan to the customer. Lastly, this report includes with some positive and negative findings from my overall internship at Dhaka bank Limited. Therefore, it is very necessary for every organization whether the company’s size is to make financial statement and to analyze it by ratios.

## List of Acronyms

DBL=Dhaka Bank Limited

NIM= Net Interest Margin

EPS= Earning Per Share

ROA= Return On Assets

ROE=Return On  Equity

IDLC=Industrial Development   LearningCompany

IPDC=Industrial Promotion And Development Company

BBL=Brac Bank Limited

DBBL=Dutch Bangla Bank Limited

MTB=Mutual Trust bank

NPM=Net Profit Margin

DPS=Deposit Pension Scheme

FDR=Fixed Deposit Receipt

SDS=Special deposit Scheme

# *Chapter 1*

# *Introduction*

## 1.1 Background

An internship is a program of a student who works in an organization to achievement real knowledge of the working environment ,gather experiences and fulfill requirements for qualification .As a mandatory requirement to complete graduation, the internship program is being completed in a renowned banking institution named “Dhaka Bank limited” .It is 3 months long Internship program and during the whole program, it is a great opportunity to collect practical knowledge about banking systems and operations. Officially appointment was given to General banking division of the bank. This report is based on “Performance Analysis of Dhaka Bank Limited” It will present the historical background of the company, Different products and services of the company, findings and recommendations based on the experiences gathered.

## 1.2 Brief Introduction of the Dhaka Bank Limited

Dhaka Bank Limited is one of the important Private Sector Banks in Bangladesh offering full range of Personal, Corporate, International Trade, Foreign Exchange, Lease Finance and Capital Market Services. Dhaka Bank Limited is the ideal choice in Banking for Friendly and Modified Services, cutting edge Technology, tailored solutions for Business needs, Global reach in Trade and Commerce and high yield on Investments, assuring Excellence in Banking Services. Dhaka Bank Limited is a scheduled bank that was incorporated under the Companies Act 1994, started its operation on July 1995 with a target to play the vital role on the socio-economic development of the country. This organization achieved customers’ confidence immediately after its establishment. Now it has 56 branches all over Bangladesh, an offshore banking unit at EPZ, Dhaka, 6 SME Service Centers and 6 units of Capital Market Services(CMS).

## 1.3 Objectives of the study

The core objectives of the appointment of program is to gather applied information about the banking sector find out the connection between theories and practicalities of the banking systems the objects of the report can be viewed in two forms:

### Broad objectives:

The board objectives of the study are to investigate performance analysis of Dhaka Bank limited. The main purpose of this topic is to present knowledge of bank and its orientations. It is to gain practical working experiences and to fulfill graduation program and also proper use of academic knowledge in the practical field.

### Specific Objectives:

- To provide a brief overview of Dhaka Bank and their historical background
- To present my observation and suggestion to the bank
- To analyze the financial performance of Dhaka Bank limited in the last five years (2013,2014,2015,2016,2017)
- To identify the strength and weakness of bank based on the financial performance in the last three years (2013 to 2017)

## 1.4 Rational of the study

This report is on Financial performance analysis of Dhaka Bank limited commence as it is a part of my internship program which is required by the Bachelor of business Administration to perform a practical knowledge in any organization. For this requirement to fulfill I have done 3 months' internship program in Dhaka Bank Ltd, Progoti Saroni Branch. This internship program is very much helpful for every student to understand the corporate environment and gain real life experiences My BBA program is a total mix of hypothetical and useful information which will assist me with defining and build up my profession.

## 1.5 Scope of the study

In this internship report, the study of performance analysis of Dhaka Bank Limited. From this report one can see how the performance analysis of Dhaka Bank. The data and related information are collected from various sources for making this report. The report also details the internship research focus, financial performance of Dhaka Bank Limited. This report has been prepared according to general analysis of financial statements.

## 1.6 Limitation of the study

There are some constraints that I have faced during making the report. Those are as follows:

- This report did not include all the financial ratios to find out the actual financial position of Dhaka Bank Ltd.
- Unsatisfactory records and publications have been another limitation in preparation of the report.
- Time is a big restraint for my research. I had to carry out my day to day job responsibilities. Therefore, I had less time to spend to work on the report.
- The banks policy limits disclosing some data about the performance of the bank.
- Ratio analysis explains relationship between past information while users are more alarmed about current and future information.
- Duration of report was very short to have a better understanding of the overall banking.
- Performance analysis of the Bank is not an easy task.
- This study completely depended on official records and annual reports.

# *Chapter 2*

## *Methodology of the Study*

## 2.1 Methodology

### 2.1.1. Study Design

The study entails methodology to make the report. The information and data are collected and shared into some categories. All data is collected from the bank and related sources. It was showed using both quantitative & qualitative implements. The main motive was to get an idea about the whole method of the bank. Depth interviews as well as assessment of different historical data were used to analyze the performance of Dhaka Bank.

### 2.1.2. Data collection method

Primary and secondary both sources have been used to collect data.

1) Primary Data

- ❖ Face to face communication with officer
- ❖ Practical work
- ❖ Face to face communication with client
- ❖ Informal conversation with the employees also helped to collect information
- ❖ Some data have been gathered complete personal observation

2) Secondary Data

- ❖ Annual Reports and other published documents of Dhaka Bank
- ❖ Official website & Facebook page of Dhaka Bank Limited.
- ❖ Previous internship report
- ❖ Different books, bank manuals, annual report etc.
- ❖ Related links available in the internet

### 2.1.3. Data analysis

Data is analyzed by using Microsoft word. Supposed this report organized based on information collecting from different sources and the core focus is being given on the information collected from practical experiences. All data made this report more informative.

# *Chapter 3*
# *Organizational Background and Industry Perspective*

## 3.1 Banking Industry Scenario in Bangladesh

The banking part is one of the main contribute to the Bangladesh economy with the commercial sector playing vital role in the financial sector. There are different types of banks like central banks, commercial banks, savings banks, investment banks, industrial banks and co-operative banks etc. After the liberation, Bangladesh went concluded a very weak phases of development in banking sector. Banks are between the most important sources of short term working capital for businesses and have become regularly active in recent years in making long-term business. Thus banks inspire the flow of money to productive use and investment which accelerates the flow of economic growing. The nationalization of Banks in the post liberation period was Proposed to innocent the Organizations and the Interest of the investors. The banking separation in Bangladesh enter with six nationalized commercialized banks, two state, owned particular banks are three foreign banks after Bangladesh attained independent 1971. Merchant banks were the first banks, with trader's exchange in merchandises like grain crediting it to squires and merchants who carried merchandise between urban communities. The Bangladesh Bank started adopting measures for putting banking institutions on right track. In general, the alertness among the insolvents operates the banking sector as a whole. In effect, an avoidance culture, among other effects, seemed on the scene. The approval of private banks was considered to create opposition among the banks and competition in the form of usefulness within and the output in enterprises funded by banks. They sometimes showed magnified equity to get money for Investment in businesses and industry. Until now the occurrence of public sector management of banks left some depressed effects in the money market and in the economy. For this cause, new capitalists are not getting capital while default entrepreneurs have started locating. But now the scenario is changed. The primary function of a bank is to borrow from individuals, on-individuals as saving and give them interest on their savings and make loans at a higher interest rate These initiative are not only good for banks but also good for Bangladesh economy as investors are improving their business decision and constructing more innovative business plan.

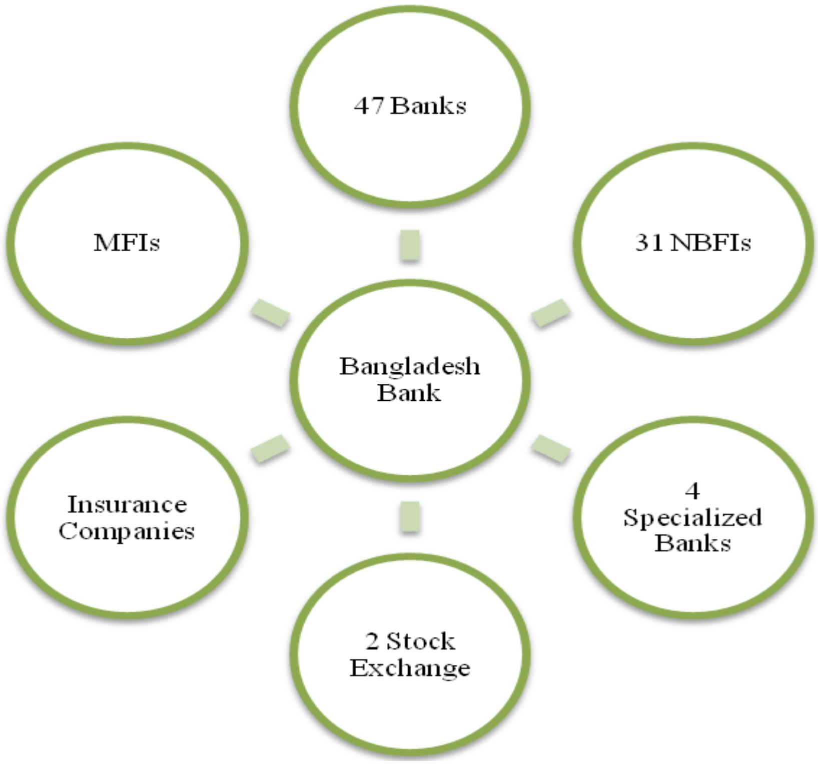



Figure 3.1

Feature of banking sector

## 3.2 Objectives of Bank

The basic purpose of banking management is to protection the firmness of the financial system, in order to prevent the vital role of the banking sector in the economy from suffering noteworthy shocks or even failing. A bank is financial organization which main function is borrowing and giving money. The bank these deposits to lend to other customers. Bangladesh economics sector is essentially run by the banking sector. Now, private banks are trying to develop banking sector by the following the developed countries. Types of banking sectors are:

1)Commercial Banks (BBL, DBBL, Bank Asia etc.)

2)Non-Commercial Banks (IDLC, IPDC, Langka Bangla etc.)

## 3.3 Overview of Dhaka Bank Ltd

The Bank has launched Online Banking service and being fully equipped with industry standard IT infrastructure, Online Banking, E-Commerce, Internet Banking (bank) and SMS Banking – Dhaka Bank is one of the fastest growing private banks in Bangladesh. The Bank offers the full variety of banking and investment services for personal and corporate customers, assisted by the state–of–the-art technology and a team of greatly interested Professionals' he Bank offers the full range of real-time online banking services concluded its all Branches, ATMs and Internet Banking Channels. Dhaka bank Limited was born on the 5$^{th}$ July in 1995. DBL was incorporated as a public limited company under the Companies Act. 1994. The bank started its commercial operation on July 05, 1995 with an authorized capital of Tk. 1000 million and paid up capital of Tk. 100 million.

## 3.4 Corporate information

- Name of the Bank: Dhaka Bank Limited
- Status: Public Limited Company
- Date of Incorporation: April 06, 1995
- Date of Commencement: July 05, 1995
- Registered Office: BimanBhaban (1st Floor) 100 Motijheel C/A Dhaka-1000 Bangladesh
- Telephone: 9554514
- Telex: 9556584, 9571013, 9565011
- Swift Code: DHBLBDDH
- E-mail: info@dhakabank.com.bd
- Web Page: www.dhakabankltd.com
- Chairman: Mr. Reshadur Rahman
- Managing Director: Khondker Fazle Rashid

## 3.5 Mission Statement

To be the highest financial institution in the country providing high quality product and services supported by latest technology and a team of highly motivated personal to deliver excellence in banking. Our vision is to promise a standard that makes every banking transaction a satisfying experience. Our goal is to achieve a different forethought. Our prime objective is to deliver a quality that establishes a true reproduction of our vision- Excellence in Banking.

## 3.6 Vision Statement

At Dhaka Bank Limited we draw our motivation from the reserved stars. Our team is committed to declare a standard that makes every banking transaction an enjoyable experience. Our attempt is to offer you the razor harsh energy through accuracy, reliability, timely delivery, cutting edge technology, tailored solutions for business needs, global reach in trade and commerce and high yield on your investments. Our people, products and procedures are ranged to meet the demand of our sensitive customer. Our goal is to achieve a discrepancy like the personalities in the skies. Our prime objective is to deliver a quality that establishes a true reflection of our vision Excellence in Banking.

## 3.7 Achievement and Awards

- Dhaka Bank wins “The Bankers Award-2018” Oscar of the Banking Industry.
- Bangladesh remittance Awards – 2009
- CSR Award – 2009
- Best Bank Award – 2009
- Certificate of Merit from lCAB – 2008

## 3.8 Focus of Dhaka Bank

Dhaka Bank main attention is to deliver all types of services and facilities to customers. The services they cover are basically.

- Creates loan deposits
- Dhaka Bank assists in the foreign exchange by issuing leer of credit.
- Deposits /saving accounts
- The main task of DBL is to accept deposits from several customer's complete various accounts.
- Invests its account into profitable segments.
- Delivers loans on easy terms and conditions.
- Assures the safeties of valuable documents of clients.

## 3.9 Strategies objective of Dhaka Bank

Strategic objectives of DBL are to deportment obvious and high quality business operation based on market instrument within the legal and social framework. It also has following objectives:

- The maximum concerns are customers to offer them capable, innovative and high quality products with excellent delivery system.

- Promote employees 'welfare through attractive compensation package, helping staff confidence through training, development and career planning.

- To operate banking activities in the most efficient and effective manner
- To develop financial performance and control cost
- To gain client satisfaction through provide better on a timely basis
- As a corporate citizen contribute to the development of the nation as its corporate social responsibility.

## 3.10 Products and services of Dhaka Bank Limited

Dhaka Bank Ltd is doing all banking connected business. The bank matters ATM Card to the account holders and it issues Credit Cards to the customers complete its retail-banking section. The accountholders of the bank can enjoy the SMS banking and Internet banking services, which are the portion of current technology. Major products are highlighted below:

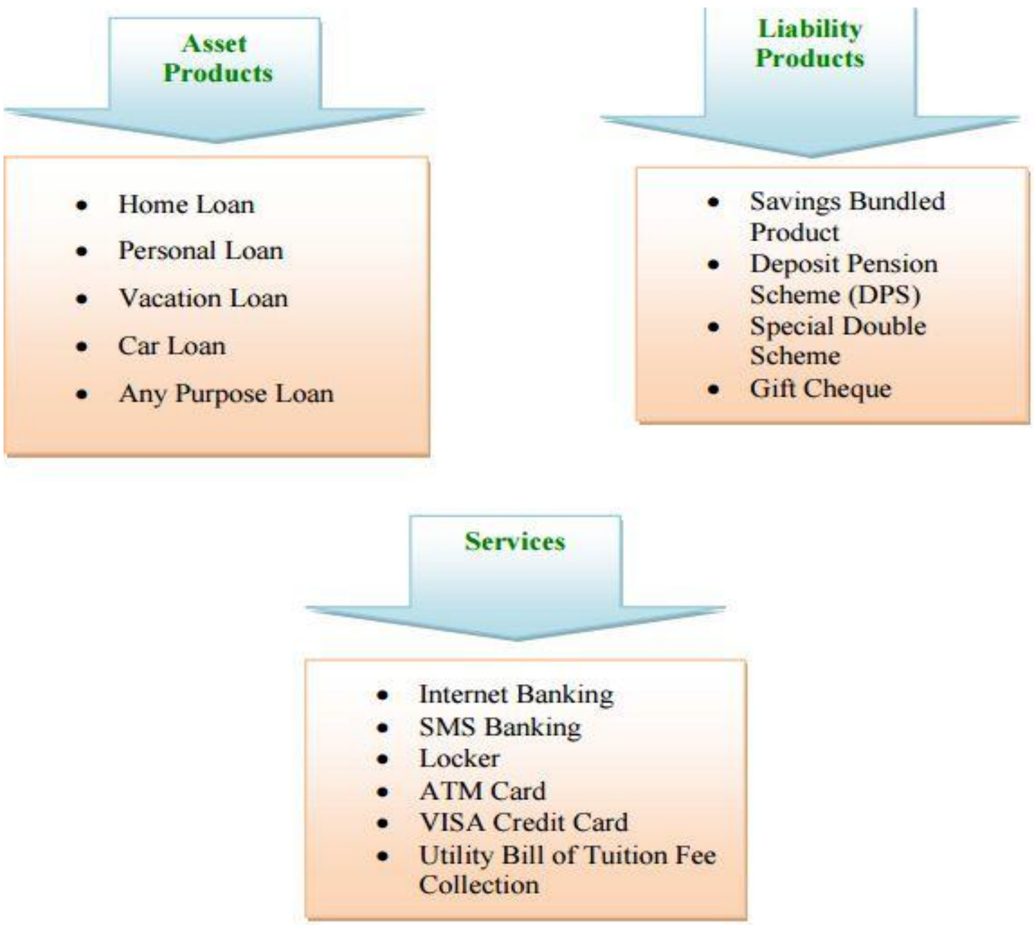



Figure 3.2

List of Product and Services

## 3.11 Ratio analysis of Dhaka bank Ltd:

### 3.11.1 Current ratio

Current ratio represents how much liquid assets a firm has to pay off its liabilities. The ratio gives easy thoughtful whether to invest or lend money of the bank. But if the ratio is too high if may signify that the firm has unutilized money.

**Table 3.1**

**Current Ratio of Last Five Years**

| Year | Current ratio |
|---|---|
| 2013 | 3.260 |
| 2014 | 1.689 |
| 2015 | 1.407 |
| 2016 | 1.480 |
| 2017 | 0.635 |

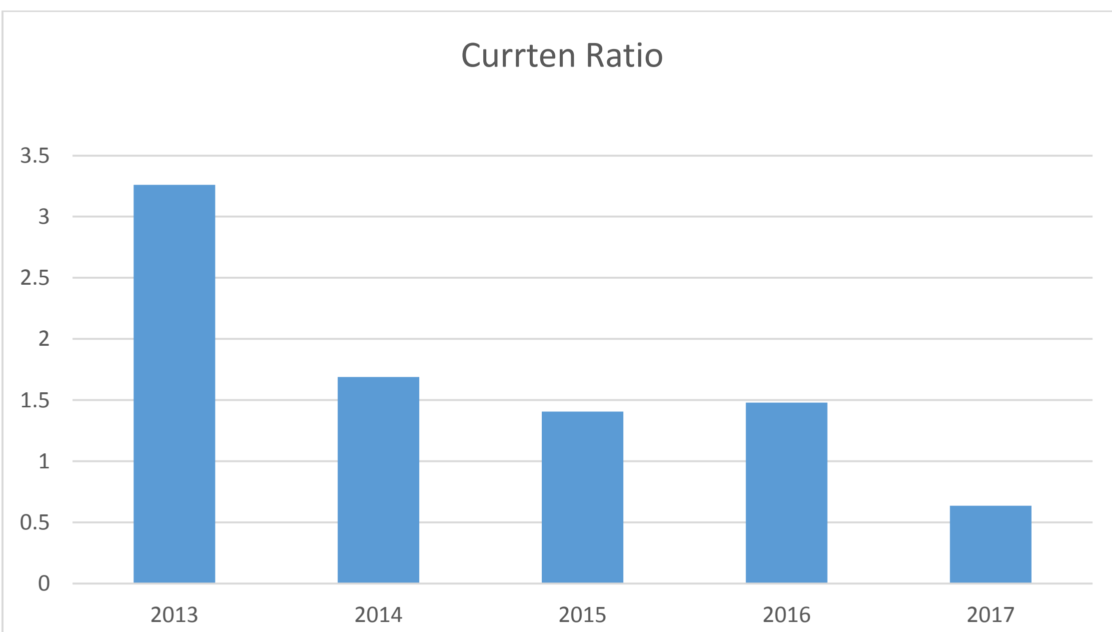



**Figure 3.3**

**Current Ratio of Last Five Years**

From this diagram show that, the Dhaka bank had 3.260 in 2013 but suddenly flow down in 2014-2016 and 2017, current ratio again decreases from previous years.so we can understand that firm situation is not good.

### 3.11.2 Cash Ratio:

The current ratio signify how well the company can pay off the current liability with cash and cash equivalent. Here, this is the restraint that can pay its creditors only by cash not by other current assets. Creditors look for cash ratio because it is more appropriate for them as if the company is extra liquid by cash than it is more likely that they will pay the debt within the time.

**Table 3.2**

**Cash Ratio of last Five years**

| year | Cash ratio |
|---|---|
| 2013 | 12.2% |
| 2014 | 16.8% |
| 2015 | 16.8% |
| 2016 | 17.1% |
| 2017 | 13% |

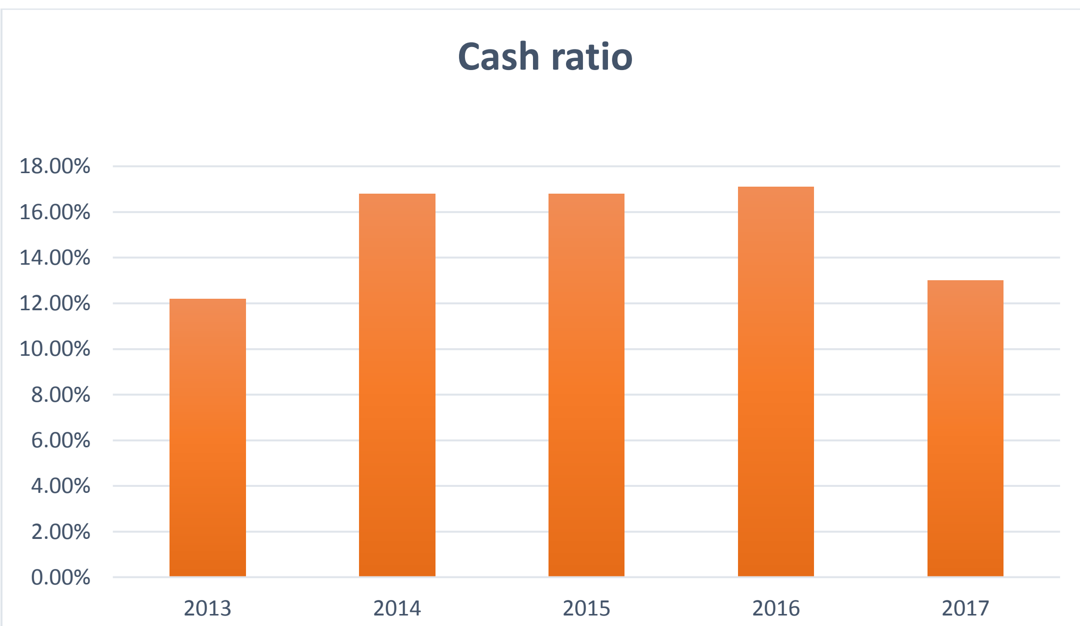



**Figure 3.4**

**Cash Ratio of last Five years**

This Chart show that, the bank had 12.2% in 2013 but suddenly raise from year 2014 to 2016.Year 2016 suddenly increase from previous years which is higher compare to other years. The Dhaka Bank are holding enough cash to meet their short-term debt and repay them. Dhaka Bank has a strong cash ratio overall. This situation is not bad.

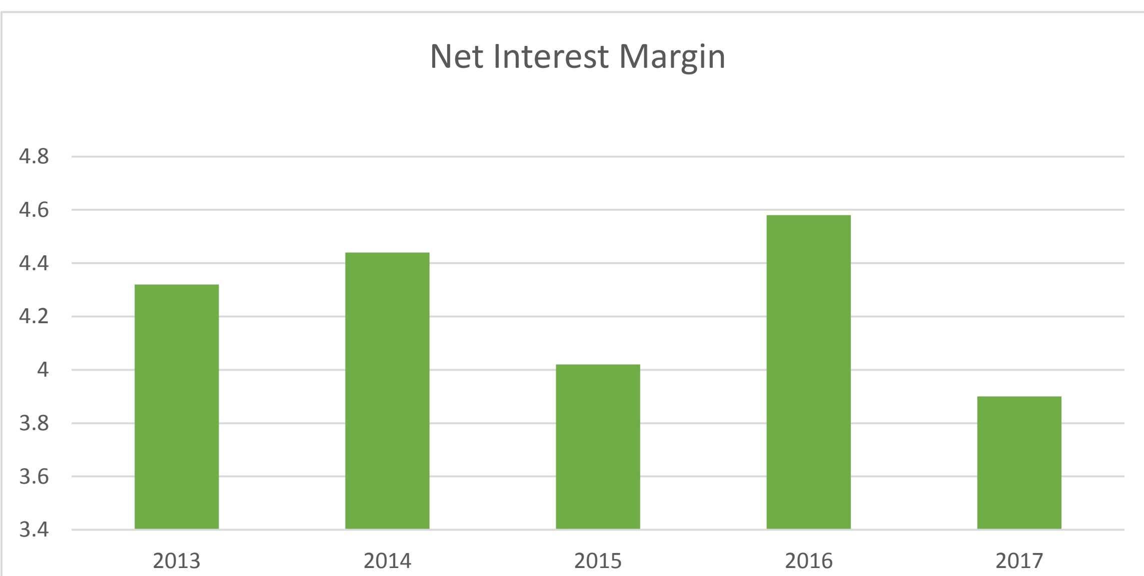
### 3.11.3 Net Interest Margin:

Net interest margin measure that the company has earned as net interest income than its expense .Net interest margin used for banks or any financial institution.Net interest margin show that investment situation of company. A positive values means the Bank has made an optimal decision and negative values means the Bank did not take optimal decision. . Investment decision is made very carefully and it is significant to perceive how much profit has been earned from the bank lend the money.

### Table 3.3

### Net Interest Margin of last Five Years

| Years | Net Interest Margin |
|---|---|
| 2013 | 4.32 |
| 2014 | 4.44 |
| 2015 | 4.02 |
| 2016 | 4.58 |
| 2017 | 3.90 |



## Figure 3.5

## Net Interest Margin of Last Five Years

This diagram show that, the Dhaka Bank earns its interest from the deposits from customer. This diagram we can see that there are no negative values from 2013-2017.Dhaka bank net interest margin was so good from years 2013-2016.The ratio is so lower in 2015, but ratio increase in 2016 by 4.58. But suddenly Net interest margin ratio decrease in 2017 by 3.90. So This situation is not bad for Dhaka bank.

## 3.11.4 Net Profit Margin:

Net profit margin is a significant productivity indicator that shows the financial situation Increase and decrease of profit margin and firm’s current performs and estimate profit based on revenue.

## Table 3.4

## Net Profit Margin of Last Five Years

| Years | Net Profit Margin |
|---|---|
| 2013 | 30.125% |
| 2014 | 29.590% |
| 2015 | 21.426% |
| 2016 | 16.774% |
| 2017 | 15.950% |

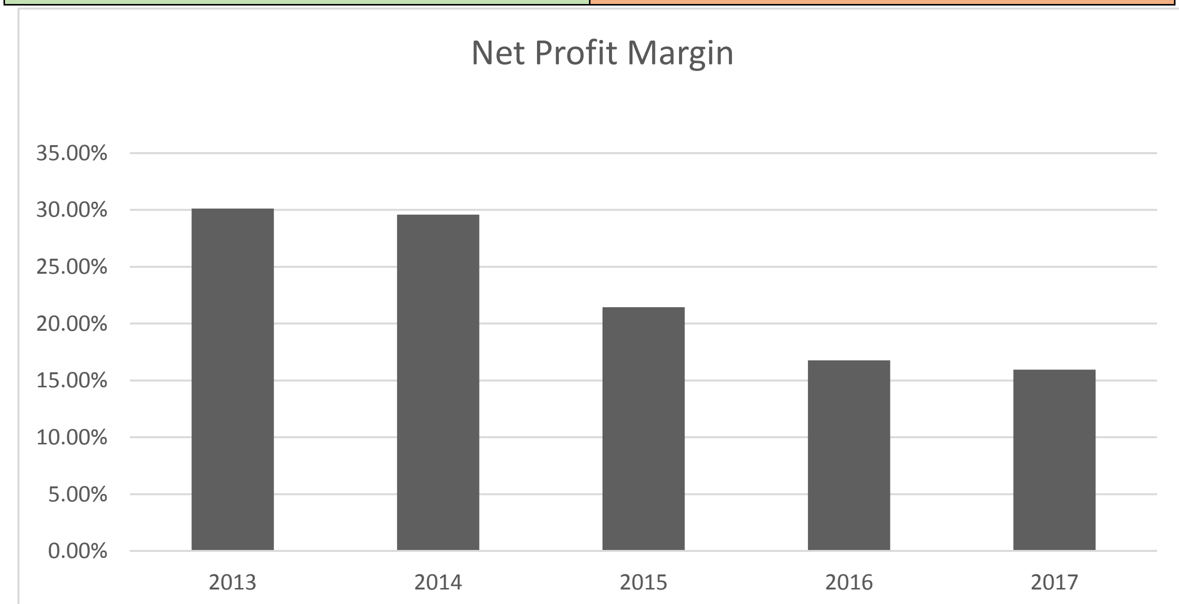



**Figure 3.6 Net Profit Margin of Last Five Years**

From this graph show that, Dhaka bank net profit margin situation is not good cause their net profit margin from years 2014-2017 respectively decrease. just only 2013, there net profit margin was increase by 30.13%.

### 3.11.5 Debt Ratio:

Debt ratio means the ratio of total debt above total assets. If the ratio larger than one indicate that Company has extra money owing than assets and lesser than one indicate that company has more assets to meet up the debt.

**Table 3.5**

**Debt Ratio of Last Five Years**

| Years | Debt Ratio |
|---|---|
| 2013 | 0.918 |
| 2014 | 0.920 |
| 2015 | 0.924 |
| 2016 | 0.929 |
| 2017 | 0.934 |

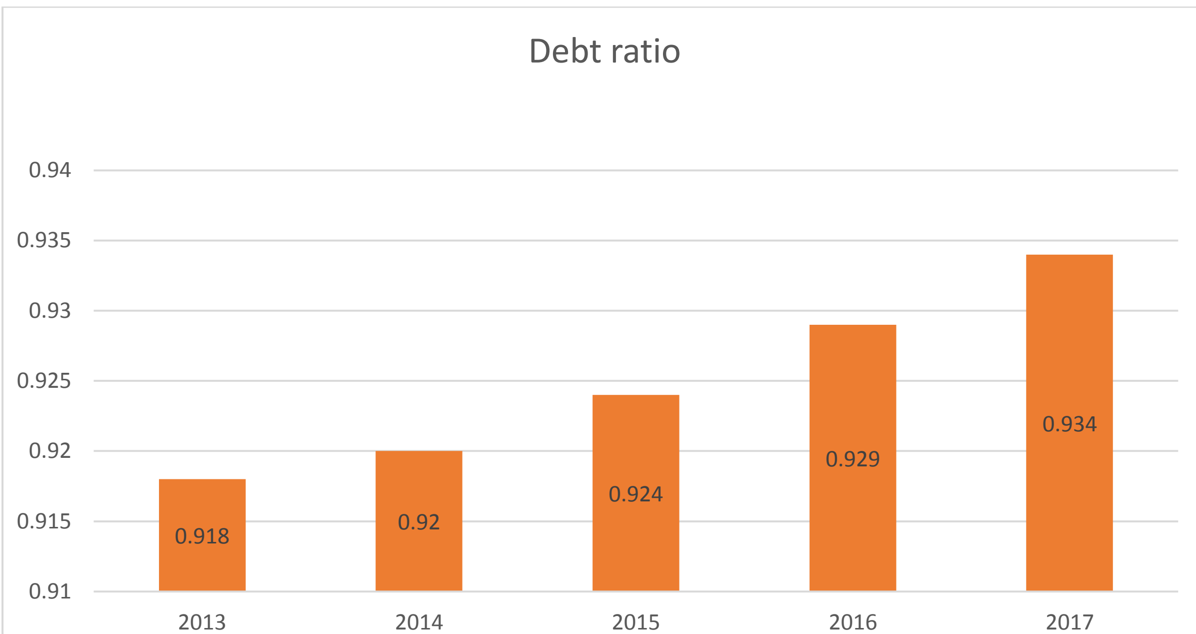



**Figure 3.7**

**Debt Ratio of Last Five years**

From this diagram show that, Dhaka bank debt ratio situation is so good cause their ratio was increase year to year. Debt ratio respectively increase 2013-2017.

### 3.11.6 Equity Debt Ratio:

Debt to equity ratio is expressive the relative percentage of the shareholder's equity and debt used to investment company's assets. A higher debt to equity ratio means that a company has been more negative in financing.

**Table 3.6**

**Equity Debt Ratio of Last Five Years**

| Years | Equity Debt Ratio |
|---|---|
| 2013 | 11.149 |
| 2014 | 11.455 |
| 2015 | 12.173 |
| 2016 | 12.997 |
| 2017 | 14.051 |

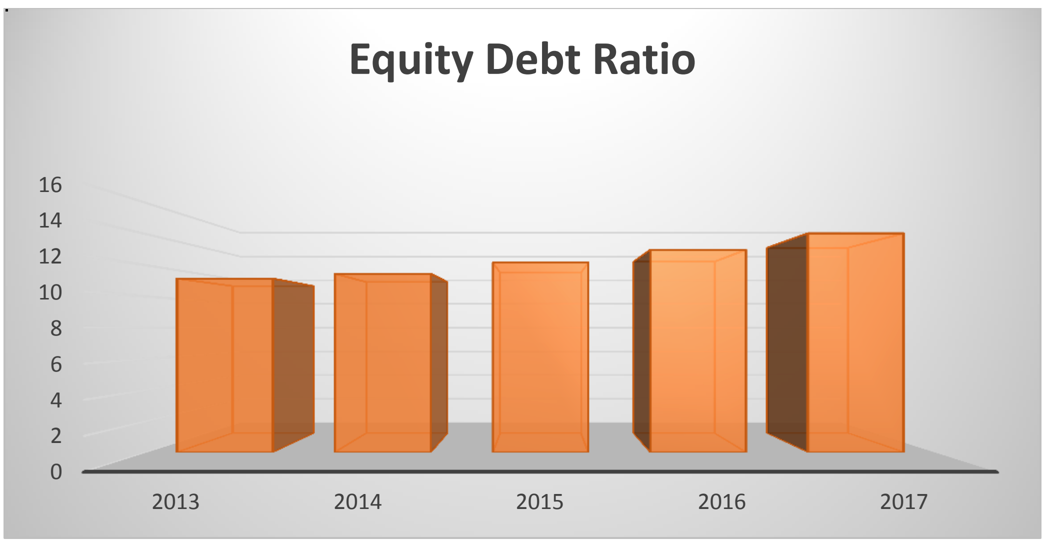



**Figure 3.8**

**Equity Debt Ratio of Last Five Years**

This diagram show that, Dhaka bank Equity Debt ratio. This ratio situation is so good cause. This ratio was increasing year to year 2013to 2017 respectively.

## 3.11.7 Equity to Assets Ratio:

This ratio explain how much substantial amount receive of the shareholders when company goes to liquidation position. Its express by total equity divided by total assets.

**Table 3.7**

**Equity Assets Ratio of Last Five Years**

| years | Equity to assets ratio |
|---|---|
| 2013 | 0.082 |
| 2014 | 0.080 |
| 2015 | 0.076 |
| 2016 | 0.071 |
| 2017 | 0.066 |

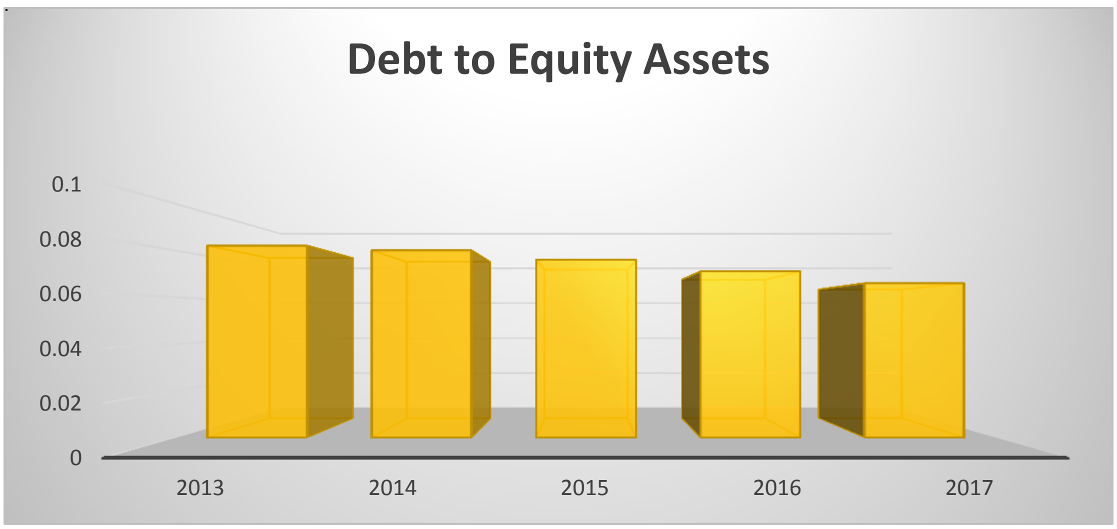



**Figure 3.9**

**EquityAssetsRatioOfLastFiveYears**

From this graph means that, The Dhaka Bank Equity to assets Ratio was decreasing year to year from 2013-2017.there ratio was higher in 2013 better than other years.

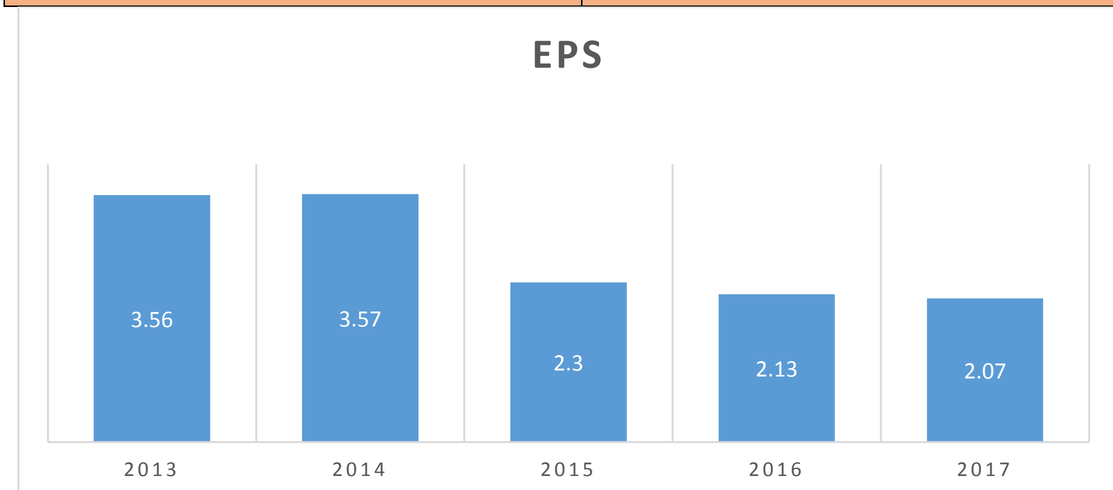
## 3.11.8 Earning Per Share:

EPS is a generally used method of measuring a company's success as it takes about a connection between the amount of equity and the level of return accomplished. It is often taken to be one of the most important ratio used by investment analysts, because it not only allows a through proportional measure of units operating in the same industry, but also allows analysts to relate an entity's performance over a period of time.

### Table 3.8

### Earning Per Share of Last Five Years

| Years | EPS |
|---|---|
| 2013 | 3.56 |
| 2014 | 3.57 |
| 2015 | 2.30 |
| 2016 | 2.13 |
| 2017 | 2.07 |




### Figure 3.10

### Earning Per Share of Last Five Years

This diagram show that, Dhaka Bank EPS was so high in 2014 and low in 2017. So the last five years that is, in 2014 the rate of earnings are greater than rate of increase in the number of shares outstanding and in 2017 the earnings is less than the number of shares.

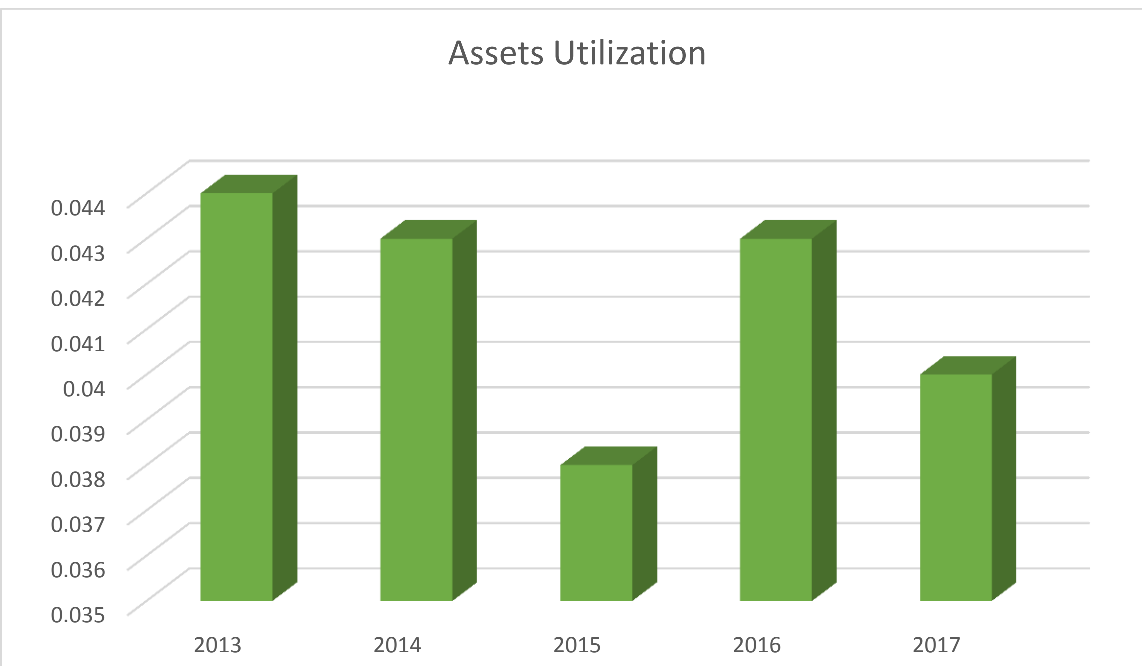
### 3.11.9 Assets Utilization:

Asset utilization ratio is that how competently bank uses its asset to create revenue. Asset utilization procedures how much revenue is produced from investing assets. Asset utilization ratio found total operating revenue/ total asset.

## Table 3.9

## Assets Utilization of Last Five Years

| years | Assets utilization |
|---|---|
| 2013 | 0.044 |
| 2014 | 0.043 |
| 2015 | 0.038 |
| 2016 | 0.043 |
| 2017 | 0.040 |




## Figure 3.11

## Assets Utilization of Last Five Years

From this graph means that, The Dhaka Bank assets utilization ratio was higher in 2013and 2014 but suddenly ratio fall down in year 2015.And also year in 2016 ratio was again increase. But further ratio decrease in 2017.So this condition is not continuous process. It is not stable.

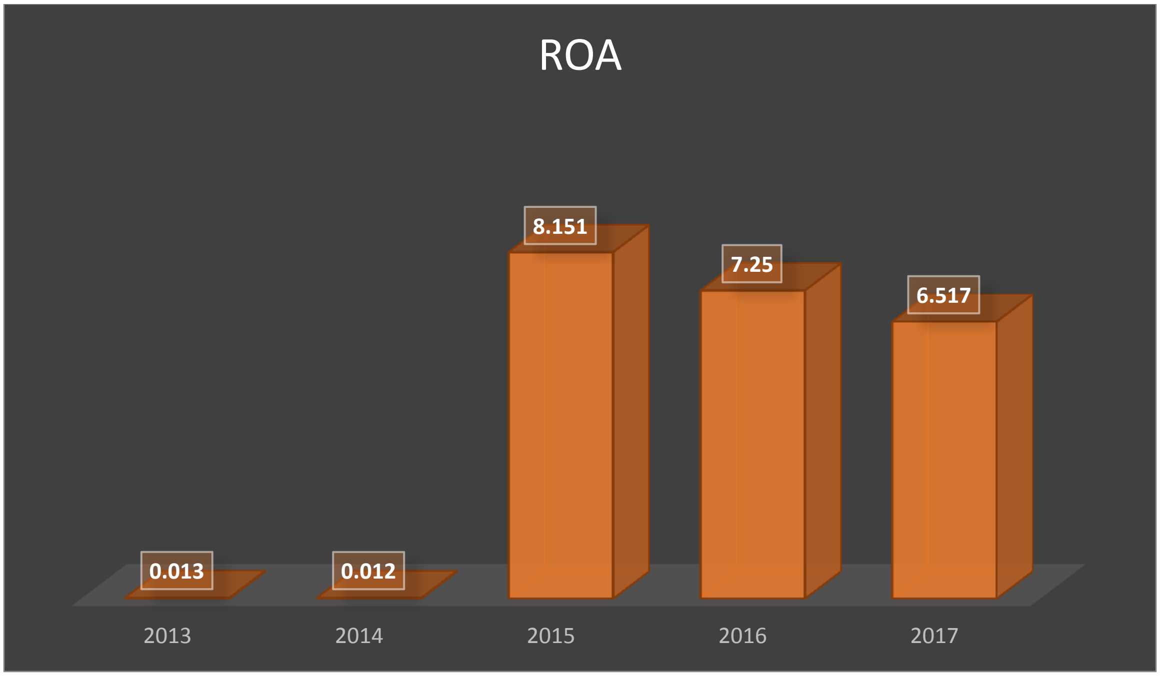
### 3.11.10 ROA:

ROA requires how a company earn profit to the competent of total assets. ROA specifies that how proficiently management uses their assets to produce revenue in a assessment of similar industries or over the years. It is also called as return on investment.

### Table 3.10

### ROA of Last Five Years

| years | ROA |
|---|---|
| 2013 | 0.013 |
| 2014 | 0.012 |
| 2015 | 8.151 |
| 2016 | 7.250 |
| 2017 | 6.517 |




## Figure 3.12

## ROA of Last Five Years

This diagram show that Dhaka bank ROA ratio was high ration in 2015 .2013& 2014 ratio was very low compare with other ratio. But suddenly ratio was decrease in respectively 2016& 2017.In 2017 return fall down from year 2016.so The Dhaka Bank management should more conscious about the return on asset.

## 3.11.11 ROE:

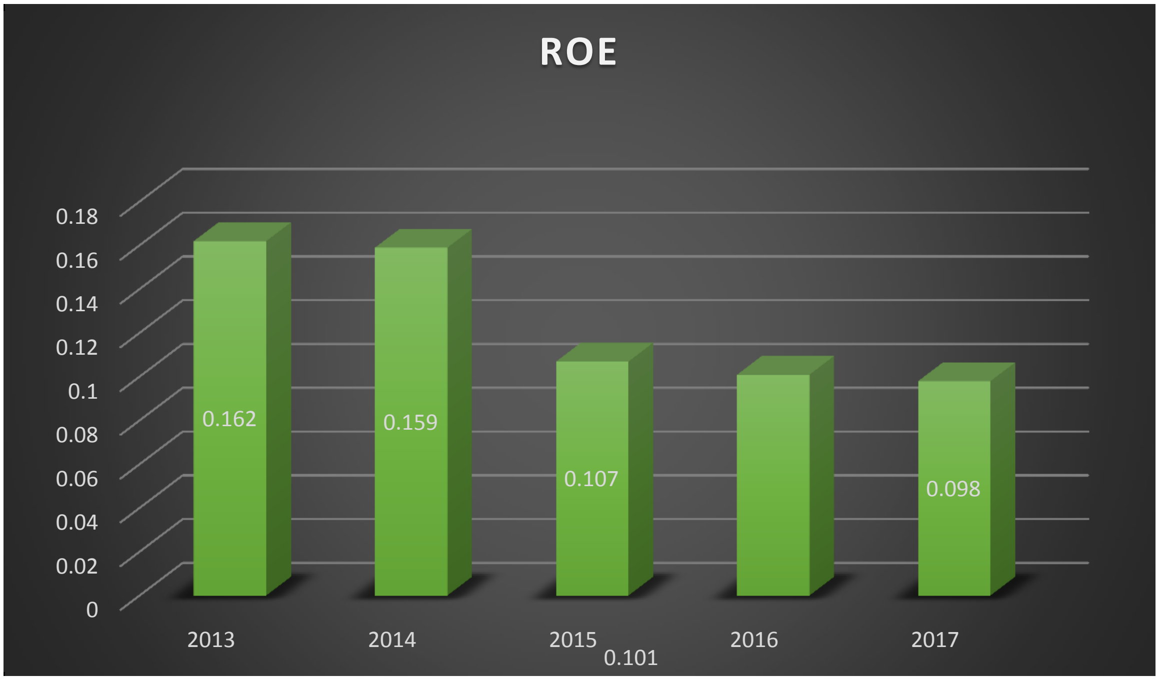
Return on equity is the main effectiveness ratio for investors use to measure the company's financial position. This ratio high or low may vary from one and only to other industry.

## Table 3.11

## ROE of Last Five Years

| years | ROE |
|---|---|
| 2013 | 0.162 |
| 2014 | 0.159 |

| | |
|---|---|
| 2015 | 0.107 |
| 2016 | 0.101 |
| 2017 | 0.098 |




## Figure 3.13

## ROE of Last Five Years

From this diagram show that ROE ratio of Dhaka Bank. This Ratio was higher in 2013 but suddenly this ratio decrease respectively,2014 to 2017.

## 3.12 SWOT Analysis of Dhaka Bank:

SWOT analysis delivers insights about the strengths and weakness of a business thing and an image of the business environment the opportunity and threats. SWOT analysis helps the organization to recognize how to evaluate its performances and the macro environment. It helps the organization to evaluate its performances. Since it was an important used for an initiative to classify four simple devices as Strength, Weakness, opportunity and Threat.


**Figure3.14**

**SWOT**

## Strength:

- Dhaka Bank have strong financial position
- Well management
- Good operation with banker customer relationship
- The bank has well reputation in the market
- Efficient performance
- Strong employee attachment and possessions
- Hospitable Working Environment
- Young excited workforce
- Internet banking, mobile banking and all other internet based advanced technologies and provided to its customer at free of cost
- The working environment is very friendly

-

## Weakness:

- Absence of strong marketing activities
- Diversification
- Discouraging small entrepreneurs
- Lake of proper training and motivation of the officer
- Cannot provide the branch service in rural area
- High charges of L/C

## Opportunity:

- Experienced Managers
- Distinct operating procedures
- Huge Population
- Provide SME Finance
- Profitable large business area
- Dhaka Bank can increase its customers saving options by providing more different saving systems
- Dhaka Bank can make its ATM services and online banking services easier to complete with other banks
- Dhaka bank transformed its target from product to customer it can allow them to increase some new group of customers
- Internet banking services

## Threats:

- Avoidance Loans
- Similar products are offered by other banks
- Financial Crisis

- New competitors are increased day by day
- Economic condition in Bangladesh is very poor
- Bangladesh bank puts on some rules and regulation to the private bank which may become difficult for Dhaka Bank

## *Chapter 4*

## *Findings and Analysis*

### 4.1 Finding and analysis:

I started my internship in Dhaka Bank, pragati sarani branch. It was my first experiences in my life. It was a great deal for me. This environment was so friendly. I did not know that I have to do and what will be task and how I will have to perform in the office. First time I was face this situation but I was handled this situation. The task in this department was finding check the document, take action for the correction, make communication with the other department. I have complete my internship during 3 months. After 3 months I gain some knowledge from Dhaka Bank.

## 4.2 Compare with the pear group 3rd generation banking:

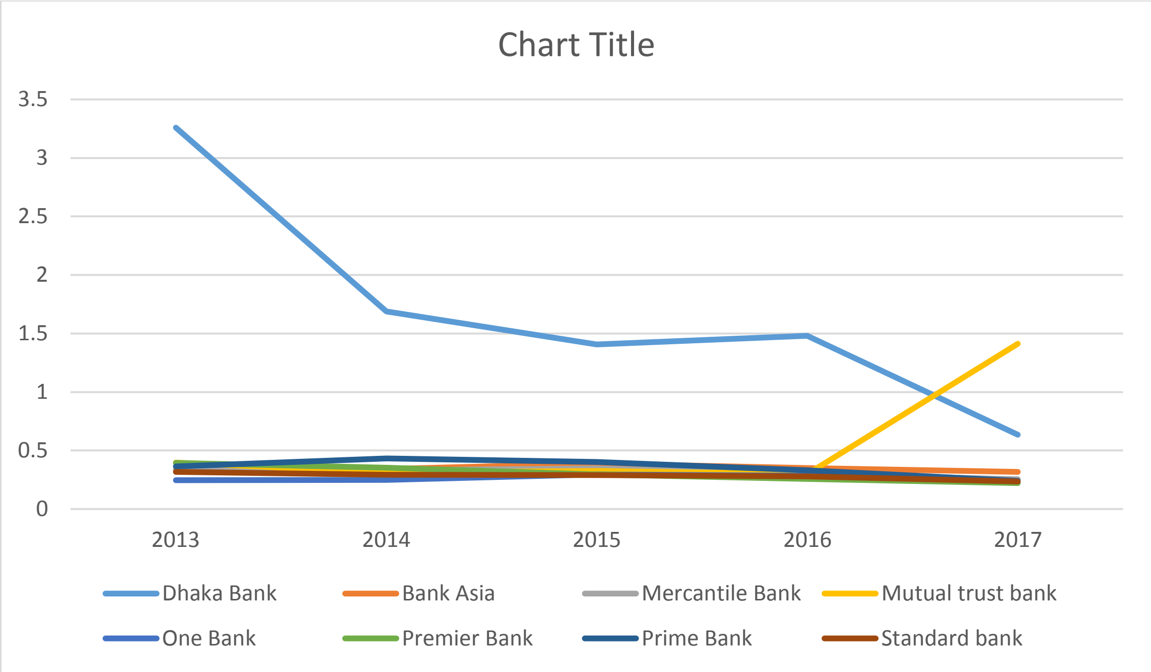
Compare with the 3rd generation banking given below such as

### 4.2.1 Current Ratio:

### Table 4.1

### Current Ratio of Pear Group of Last Five Years

| Year | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|
| Dhaka Bank | 3.260 | 1.689 | 1.407 | 1.480 | 0.635 |
| Bank Asia | 0.332 | 0.341 | 0.389 | 0.350 | 0.316 |
| Mercantile Bank | 0.339 | 0.330 | 0.348 | 0.297 | 0.254 |
| Mutual Trust Bank | 0.397 | 0.313 | 0.325 | 0.297 | 1.412 |
| One Bank | 0.247 | 0.250 | 0.295 | 0.284 | 0.226 |
| Premier Bank | 0.394 | 0.353 | 0.296 | 0.258 | 0.222 |
| Prime Bank | 0.367 | 0.431 | 0.402 | 0.331 | 0.241 |
| Standard Bank | 0.316 | 0.294 | 0.290 | 0.278 | 0.236 |




## Figure 4.1

## Current Ratio of Pear Group of Last Five Years

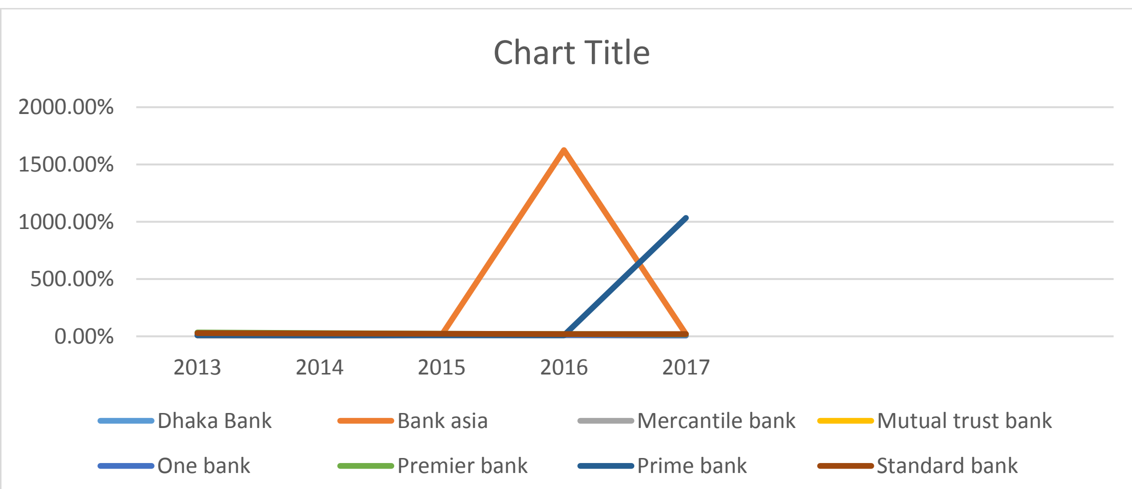
**Interpretation**: This diagram show that, Overall picture of $3^{rd}$ generation banking current ratio. This Graph show that Dhaka bank current ratio grow up in year 2013 but suddenly its fall down .so this situation is not good. But Mutual Trust Bank current ratio better than other bank cause their current ratio situation have to increase year to year

## 4.2.2 Cash Ratio:

### Table 4.2

### Cash Ratio of Pear Group of Last Five Years

| Year | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|
| Dhaka Bank | 12.2% | 16.8%1 | 16.8% | 17.1% | 13% |
| Bank Asis | 8.2% | 8.1% | 13.2% | 16.2% | 20% |
| Mercantile Bank | 9.2% | 9.8% | 11.5% | 9.7% | 7.7% |
| Mutual Trust Bank | 16.1% | 12.2% | 12.3% | 14.4% | 11.9% |
| One Bank | 12.8% | 10.6% | 12.4% | 11.2% | 9.3% |
| Premier Bank | 33.4% | 29.8% | 24.7% | 20.9% | 18.8% |
| Prime Bank | 9% | 9% | 9.7% | 9.8% | 10.3% |
| Standard Bank | 28% | 25.9% | 22.4%1 | 19.8% | 19.7% |




### Figure 4.2

### Cash Ratio of Pear Group of last Five Years

**Interpretation:** This graph show that overall picture of 3rd generation banking in cash ratio. Dhaka bank cash ratio show that it was not stay continuous process. Dhaka bank cash ratio was increase in 2014 to 2015 and suddenly decrease in 2017. But Bank Asia cash ratio picture was better than other bank. Bank Asia ratio increase year to year continuous process. Bank Asia ratio increase in respectively 2013 to 2017.And also premier bank ratio 2013 in higher ratio in other bank but their ratio year to year face fall down.

### 4.2.3 EPS

**Table 4.3**

**Earning Per Share of Pear Group of Last Five Years**

| year | 2013 | 2014 | 2015 | 20162 | 2017 |
|---|---|---|---|---|---|
| Dhaka Bank | 3.56 | 3.57 | 2.30 | 2.13 | 2.07 |
| Bank Asis | 1.91 | 2.91 | 2.92 | 1.75 | 2.07 |
| Mercantile bank | 2.68 | 1.61 | 1.88 | 3.01 | 3.89 |
| Mutual trust bank | 1.88 | 3.13 | 3.69 | 2.75 | 3.76 |
| One bank | 2.83 | 4 | 3.26 | 3.10 | 2.99 |
| Premier bank | 1.55 | 1.53 | 1.41 | 2.33 | 2.74 |
| Prime bank | 1.78 | 2.32 | 2.08 | 2.13 | 1.03 |
| Standard bank | 1.50 | 1.78 | 1.88 | 1.38 | 1.42 |

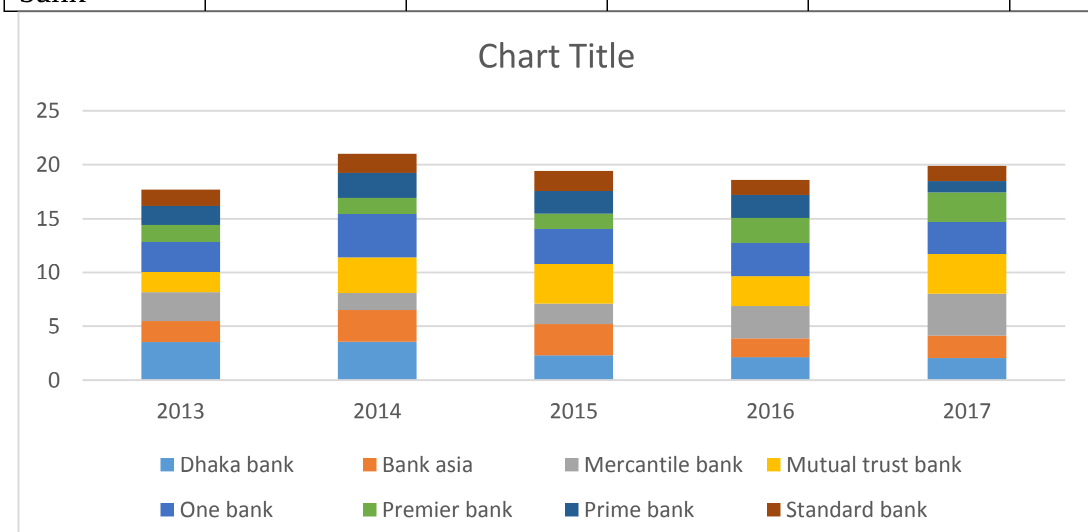



**Figure 4.3**

**Earning Per Share of pear group of Last Five Years**

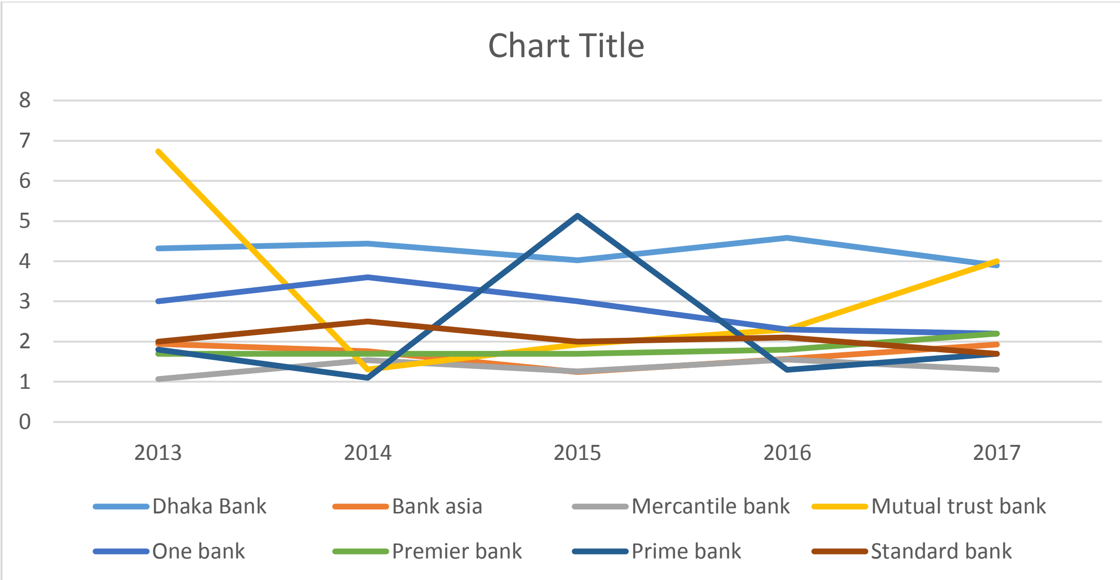
**Interpretation:** This diagram show that EPS of 3rd generation banking. This graph Dhaka bank situation was not bad. Dhaka bank EPS stay in average stage 1st two years their EPS was so good but last three years their EPS decrease from previous years. But Mutual trust bank and mercantile bank overall EPS situation was so good better than other bank.

### 4.2.4 Net Interest Margin:

### Table 4.4

### Net Interest Margin of Pear Group of Last Five Years

| Year | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|
| Dhaka Bank | 4.32 | 4.44 | 4.02 | 4.58 | 3.90 |
| Bank Asia | 1.94 | 1.76 | 1.24 | 1.57 | 1.93 |
| Mercantile Bank | 1.07 | 1.54 | 1.26 | 1.55 | 1.30 |
| Mutual Trust Bank | 6.73 | 1.31 | 1.93 | 2.3 | 4 |
| One Bank | 3 | 3.6 | 3 | 2.3 | 2.2 |
| Premier Bank | 1.7 | 1.7 | 1.7 | 1.8 | 2.2 |
| Prime Bank | 1.8 | 1.1 | 5.13 | 1.3 | 1.7 |
| Standard bank | 2 | 2.5 | 2 | 2.1 | 1.7 |




### Figure 4.4

### Net interest Margin of pear Group of Last Five Years

**Interpretation:** This graph show that Net interest margin of 3rd generation banking. Dhaka Bank Net Interest Margin situation was so better than other bank. Their net interest margin situation was continuous process. Dhaka Bank stay in better position. But other bank situation not good. Mutual trust bank net interest margin increase in 2013 and prime bank increase in 2015 but mutual and prime both bank situation same there are not a good position from other bank.

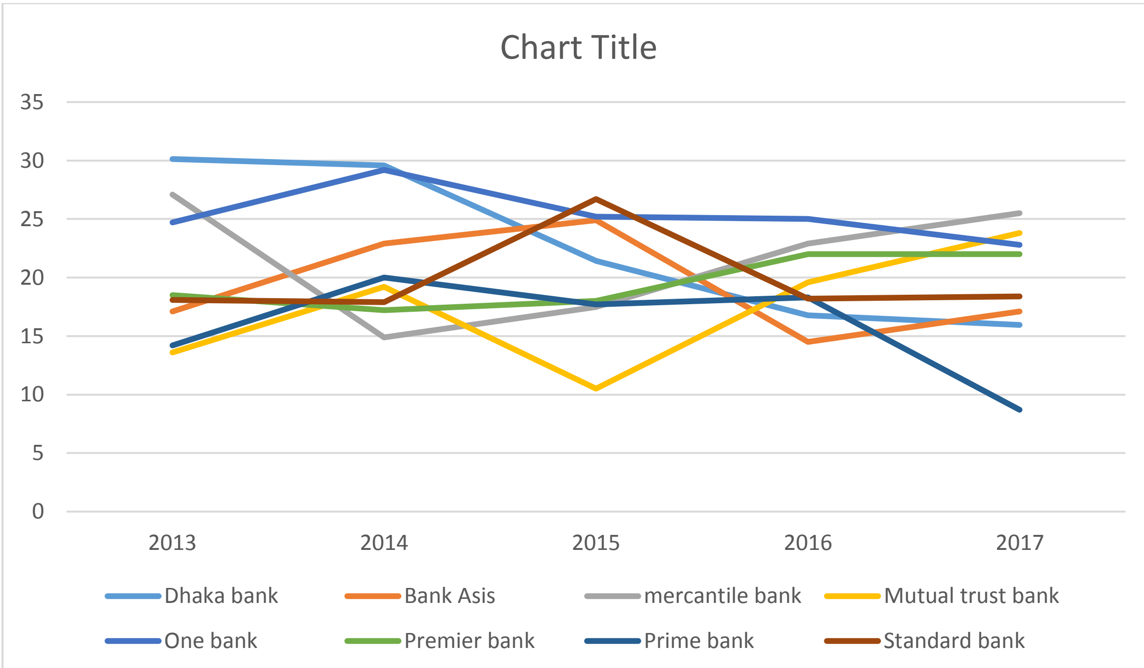
## 4.2.5 Net Profit Margin:

### Table 4.5

### Net Profit Margin of pear Group of last Five Years

| Year | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|
| Dhaka Bank | 30.12 | 29.59 | 21.42 | 16.77 | 15.95 |
| Bank Asis | 17.1 | 22.9 | 24.9 | 14.5 | 17.1 |
| Mercantile bank | 27.1 | 14.9 | 17.5 | 22.9 | 25.5 |
| Mutual Trust Bank | 13.6 | 19.2 | 10.5 | 19.6 | 23.8 |
| One Bank | 24.7 | 29.2 | 25.2 | 25 | 22.8 |
| Premier Bank | 18.5 | 17.2 | 18 | 22 | 22 |
| Prime Bank | 14.2 | 20 | 17.7 | 18.3 | 8.7 |
| Standard | 18.1 | 17.9 | 26.7 | 18.2 | 18.4 |

| | | | | | |
|---|---|---|---|---|---|
| Bank | | | | | |




## Figure 4.5

## Net Profit Margin of Pear Group of Last Five Years

**Interpretation**: This diagram show that net profit margin, Dhaka Bank condition is not good cause Dhaka bank net profit margin year to year face loss respectively Dhaka bank net profit margin year to year become decrease. But mutual trust bank, mercantile and premier bank condition so much better than other bank. This bank respectively has to be increase.

### 4.2.6 Debt Ratio:

**Table 4.6**

**Debt Ratio of Pear Group of Last Five Years**

| Year | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|
| Dhaka Bank | 0.918 | 0.920 | 0.924 | 0.929 | 0.934 |
| Bank Asia | 0.911 | 0.908 | 0.915 | 0.925 | 0.927 |
| Mercantile Bank | 0.913 | 0.910 | 0.915 | 0.918 | 0.932 |
| Mutual Trust Bank | 0.946 | 0.941 | 0.938 | 0.941 | 0.942 |
| One Bank | 0.916 | 0.916 | 0.925 | 0.931 | 0.938 |
| Premier Bank | 0.910 | 0.919 | 0.919 | 0.923 | 0.928 |
| Prime bank | 0.62 | 0.904 | 0.895 | 0.901 | 0.901 |
| Standard Bank | 0.915 | 0.918 | 0.914 | 0.917 | 0.914 |

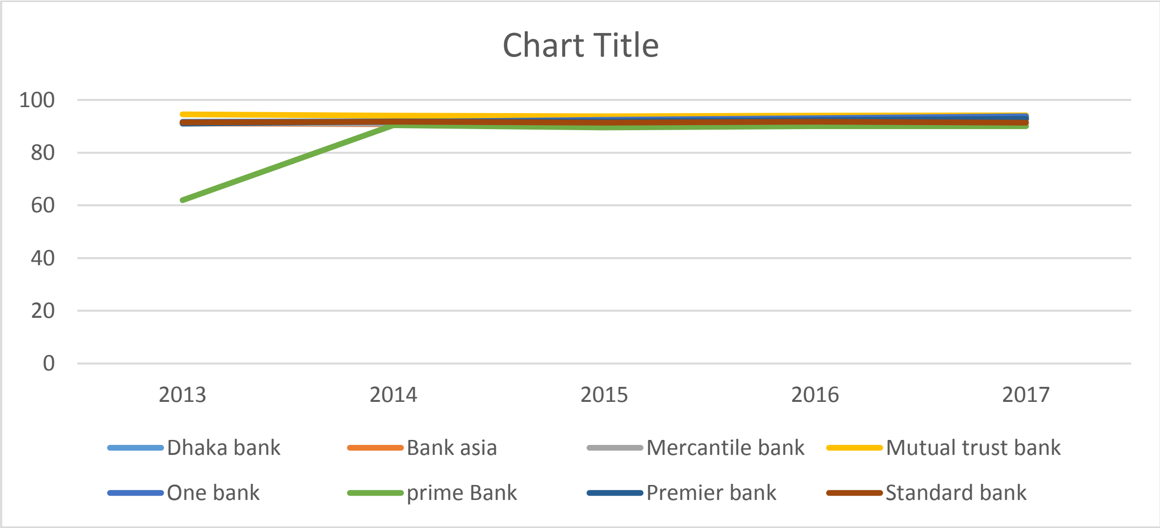



**Figure 4.6**

**Debt Ratio of Pear Group of Last Five Years**

**Interpretation:** This graph show that Debt Ratio 3rd generation banking. Overall bank debt ratio condition was so good. All bank debt ratio condition same. All bank stay in better position. But

Dhaka bank, Mercantile bank, Mutual trust bank l and one bank current condition much better other bank.

### 4.2.7 Debt Assets Ratio:

**Table 4.7**

**Debt assets Ratio of Pear Group of Last Five Years**

| Year | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|
| Dhaka Bank | 8.2 | 8.0 | 7.6 | 7.1 | 6.6 |
| Bank Asia | 8.9 | 9.2 | 9.5 | 7.5 | 7.3 |
| Mercantile Bank | 8.7 | 8.0 | 8.5 | 8.2 | 6.8 |
| Mutual trust Bank | 5.4 | 5.9 | 6..2 | 5.9 | 5.8 |
| One Bank | 8.4 | 8.4 | 7..5 | 6.9 | 6 |
| Premier bank | 9 | 8.1 | 8.1 | 7.7 | 7.2 |
| Prime Bank | 9.4 | 9.6 | 8.9 | 9 | 9.1 |
| Standard Bank | 8.5 | 8.2 | 8.7 | 8.2 | 7.6 |

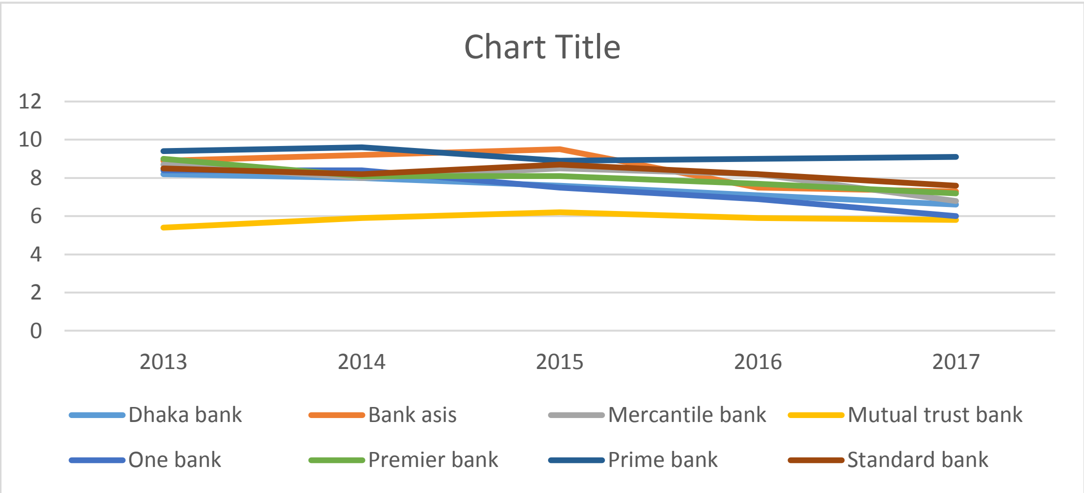



**Figure 4.7**

**Debt Assets Ratio of Pear Group of Last Five Years**

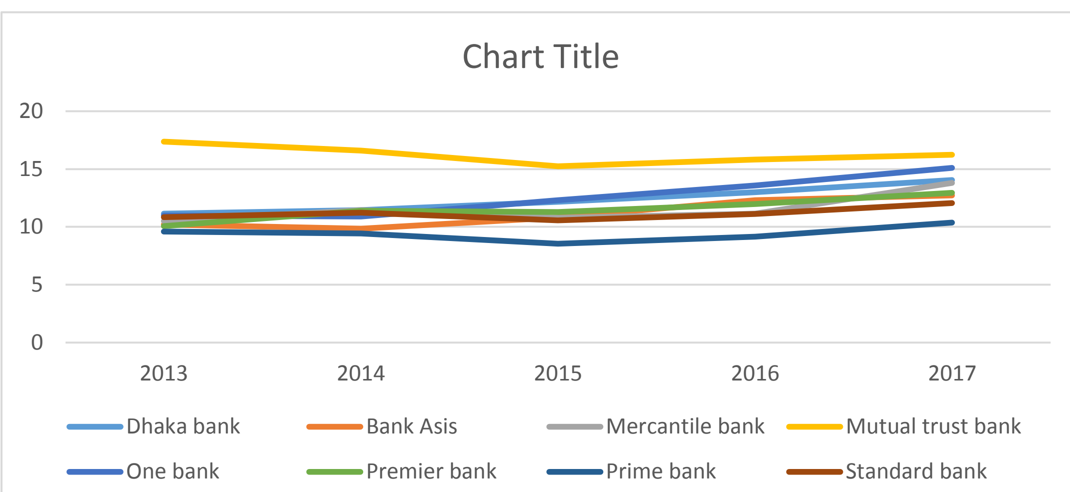
**Interpretation:** This diagram show that Debt assets ratio. Dhaka bank situation was not bad, Dhaka bank debt assets ratio condition was so better in 2013 but suddenly its fall down in 2017. From the 3rd generation banking higher ratio is prime bank and lower ratio is mutual trust bank. Overall banking condition average either good or bad.

### 4.2.8 Debt Equity Ratio:

### Table 4.8

### Debt Equity Ratio of Pear Group of Last Five Years

| Year | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|
| Dhaka bank | 11.15 | 11.45 | 12.17 | 12.99 | 14.05 |
| Bank Asia | 10.20 | 9.84 | 10.82 | 12.30 | 12.73 |
| Mercantile Bank | 10.52 | 11.46 | 10.78 | 11.14 | 13.80 |
| Mutual Trust Bank | 17.37 | 16.61 | 15.25 | 15.81 | 16.25 |
| One Bank | 10.98 | 10.91 | 12.32 | 13.58 | 15.10 |
| Premier Bank | 10.07 | 11.39 | 11.29 | 11.98 | 12.94 |
| Prime Bank | 9.59 | 9.42 | 8.55 | 9.15 | 10.38 |
| Standard Bank | 10.83 | 11.24 | 10.57 | 11.11 | 12.07 |




### Figure 4.8

### Debt Equity Ratio of Pear Group of Last Five Years

**Interpretation:** This graph show that Debt Equity Ratio. Dhaka Bank debt equity ratio position not bad Dhaka bank ratio year to year increase by respectively. Dhaka bank ratio higher in 2017 from previous year. But from the other bank mutual trust bank ratio so much higher and lower ratio in prime bank. And also one bank ratio was better than other bank. Dhaka bank and One Bank stay in same position Dhaka bank much better than one bank.

### 4.2.9 Assets Utilization:

### Table 4.9

### Assets Utilization of Pear Group of Last Five Years

| Year | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|
| Dhaka Bank | 4.4 | 4.3 | 3.8 | 4.3 | 4 |
| Bank Asis | 5.2 | 5.3 | 4.6 | 4.2 | 4.1 |
| Mercantile Bank | 5 | 4.7 | 4.3 | 4.9 | 4.6 |
| Mutual Trust Bank | 4.2 | 4.3 | 4.3 | 4.3 | 3.8 |
| One Bank | 5.3 | 5.9 | 5 | 4.4 | 4.2 |
| Premier bank | 4.9 | 4.5 | 2.6 | 2.5 | 4.8 |
| Prime Bank | 2.2 | 2.2 | 2.4 | 2.4 | 2.4 |
| Standard Bank | 1.7 | 5.1 | 4 | 3.7 | 3.5 |

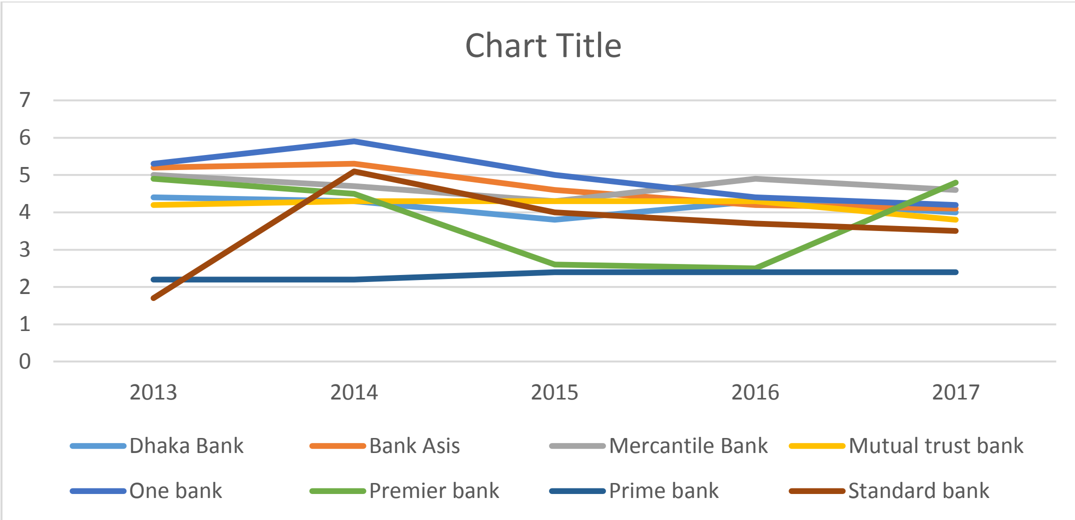



**Figure 4.9**

**Assets Utilization of Pear Group of Last Five Years**

**Interpretation:** This graph show that, Assets Utilization. Dhaka bank condition was good. Dhaka bank and one bank stay same position. Premier bank assets utilization ratio much higher from other bank in current year and lower ratio is prime bank. Mercantile Bank assets utilization ratio is stable.

### 4.2.10 ROA:

**Table 4.10**

**ROA of Pear Group of Last Five Years**

| Year | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|
| Dhaka Bank | 0.013 | 0.012 | 8.151 | 7.250 | 6.517 |
| Bank Asis | 8.908 | 0.012 | 0.011 | 6.102 | 7.083 |
| Mercantile bank | 0.0137 | 7.052 | 7.620 | 0.011 | 0.012 |
| Mutual Trust bank | 5.740 | 8.325 | 9.371 | 8.535 | 9.520 |
| One Bank | 13.133 | 17.206 | 12.469 | 10.946 | 9.601 |
| Premier Bank | 8.974 | 7.783 | 7.321 | 0.010 | 0.010 |
| Prime Bank | 7.450 | 9.384 | 8.483 | 8.554 | 3.761 |
| Standard Bank | 7.873 | 8.537 | 10.830 | 6.881 | 6.461 |

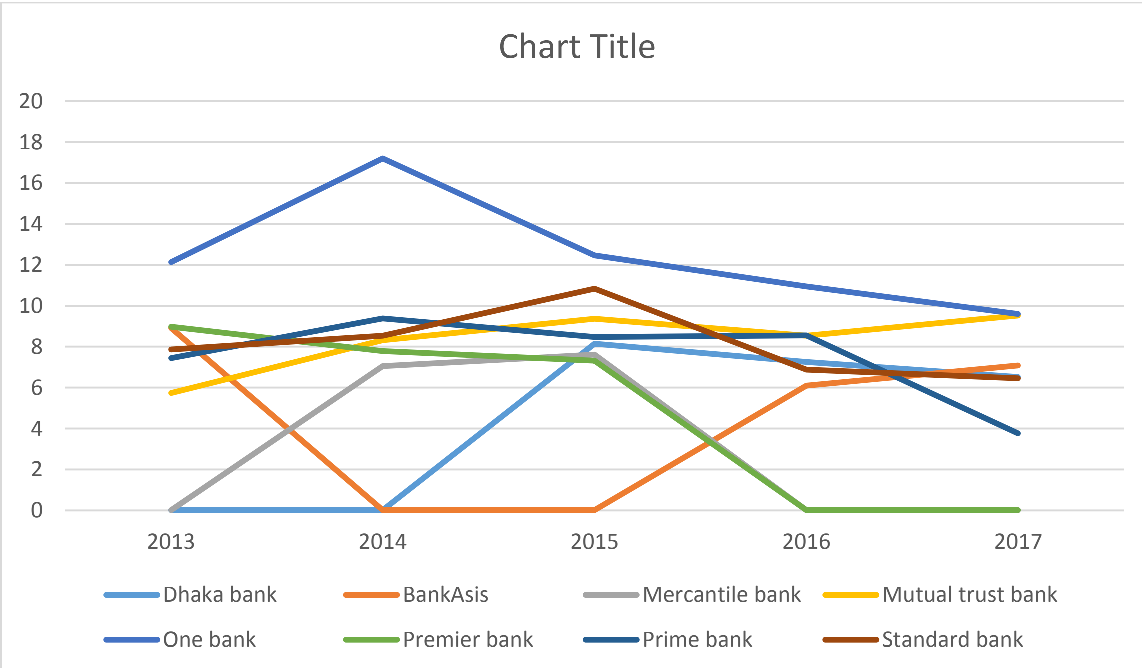



**Figure 4.10**

## ROA of Pear Group of Last Five Years

**Interpretation:** This graph show that, ROA ratio. Dhaka bank Situation stay in average positon. First two years Dhaka bank situation was so bad. But last three years Dhaka bank situation was stable. One bank ROA ratio was higher in other bank.one bank ROA ratio was highest in year in 2014.And also Standard bank and Mutual trust bank ratio condition was so good.

## 4.2.11 ROE

**Table 4.11**

**ROE of Pear Group of Last Five Years**

| Year | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|
| Dhaka Bank | 0.162 | 0.159 | 0.107 | 0.101 | 0.098 |
| Bank Asis | 0.099 | 0.132 | 0.136 | 0.081 | 0.097 |
| Mercantile Bank | 0.157 | 0.088 | 0.090 | 0.132 | 0.172 |
| Mutual trust bank | 0.105 | 0.142 | 0.0152 | 0.143 | 0.164 |
| One bank | 0.157 | 0.205 | 0.166 | 0.60 | 0.155 |
| Premier bank | 0.098 | 0.096 | 0.090 | 0.133 | 0.146 |
| Prime bank | 0.079 | 0.078 | 0.081 | 0.087 | 0.043 |
| Standard bank | 0.093 | 0.104 | 0.139 | 0.087 | 0.092 |

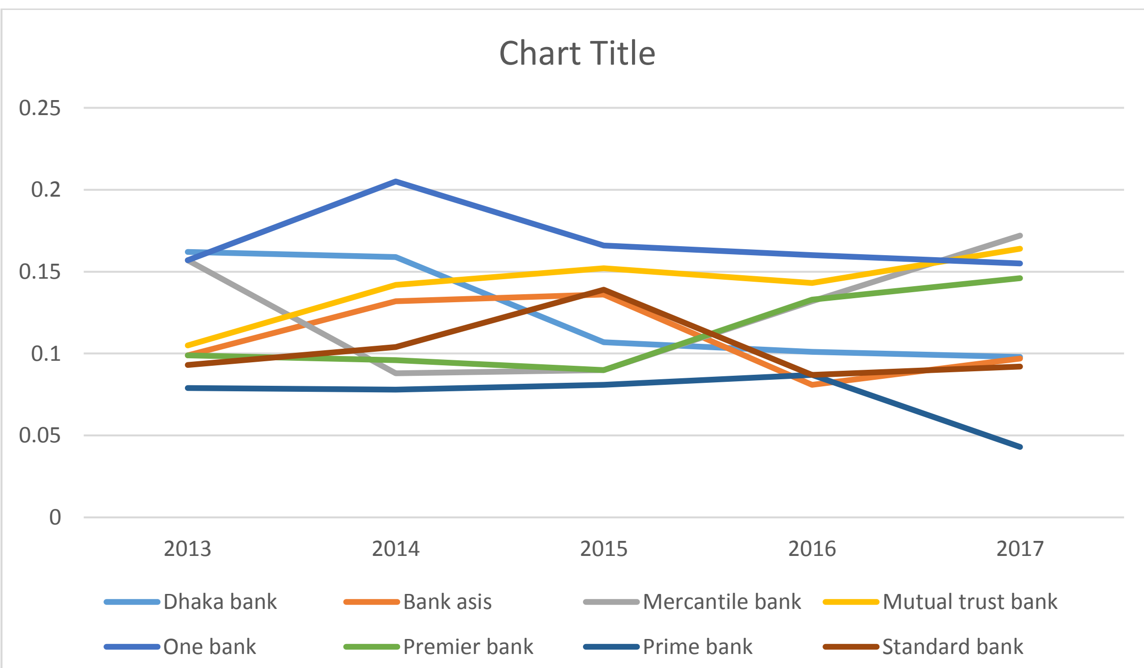



**Figure 4.11**

## ROE of Pear Group of Last Five Years

**Interpretation:** This diagram show that ROE ratio. Dhaka bank ROE ratio condition was not better position. But mercantile bank ROE ratio was highest from other bank. One bank and mutual trust bank ratio condition much better than other bank. This bank ROE ratio increase year to year respectively.

## 4.3 Comparison with other Bank:

### Table 4.12

### Compare with other Bank

| Ratio | Dhaka Bank | Other Bank | Comment |
|---|---|---|---|
| Current Ratio | Dhaka Bank high current ratio was 3.260 in 2013 | Other Bank of 3rd generation bank current ratio was low. | Dhaka Bank current ratio was better than other bank. |
| Cash Ratio | Dhaka Bank cash ratio position not good. Only 2016 ratio was 17.1% | Other bank this ratio condition was better than Dhaka bank. Bank Asia cash ratio is better. | Dhaka Bank cash ratio position comparatively low. |
| EPS | Dhaka Bank EPS ratio only high in 2013 to 2014 ,3.56 to 3,57. | Mercantile bank cash ratio current position is better from other bank. Mercantile current ratio is respectively in 3.01and 3.89. | Dhaka bank EPS ratio condition average. |
| Net Interest Margin | Dhaka Bank NIM position is so good.NIM ratio is higher than other bank. Year to year is increase . | Other bank NIM ratio is so low. | Dhaka bank NIM condition so good . |
| Net Profit Margin | Net profit margin ratio is high in 30.12 in 2013 and 2014 is 29.59.But current position not good. | Mercantile bank current year ratio is high in 2016 and 2017 ,22.9 and 25.5. | Dhaka bank net profit margin ratio not bad. |
| Debt Ratio | Debt Ratio is high in 2017 .Debt ratio is 9.34. | Other bank ratio is low. | Dhaka bank net profit margin ratio is better than other bank. |

| | | | |
|---|---|---|---|
| Debt Assets ratio | Debt assets Ratio is high in 2013 .ratio is 8.2 | Prime Bank ratio is better than other bank .this bank high ratio is 9.6 in 2014 | Dhaka bank condition is stable .This position not bad. |
| Debt Equity Ratio | Debt equity ratio is high in 2017 ratio is 14.05 | Mutual trust bank high ratio is 17.37 in 2013. | Dhaka bank this ratio condition so much better than other bank. |
| Assets Utilization | Assets utilization high ratio is4.4 in 2013. | Premier bank high ratio is 4.8 in 2017. | Dhaka bank current position not good but premier bank current position so good. |
| ROA | This ratio was higher in 2013 to 2015 . | One bank ratio is good than other bank. | Dhaka bank condition comparatively low. But it is not a bad position. |
| ROE | This ratio level year to year decrease. | Mercantile bank position better than other bank .but it is not a best position. | Dhaka bank condition is week than other bank. |

## 4.4 Positive Finding of Dhaka Bank:

- Dhaka Bank has a many products such as, personal current account, saving accounts, Senior citizen accounts, Value Tax saving account, Student ledger, Payroll account, Lakhopoti deposit plan, Kotipoti deposit plan, FDR, DPS, SDS.
- Senior citizen account is a new account for Dhaka bank. It is a unique account for Dhaka bank. If anyone open this account so age must have to be 45 up.
- FDR, DPS, SDS account interest rate is high than other bank.
- Dhaka bank limited has a friendly and interactive corporate culture.
- Dhaka bank highly skilled management team is also a major strength for the bank.
- Dhaka bank first priority is customer Dhaka bank quickly provide services of customer. Dhaka bank play good behavior with customer.
- Dhaka bank interest rate is high.
- Internal communication is so good.
- Official environment is so safety for female employee.

- Employee to employee communication is so good.

## 4.5 Negative Finding of Dhaka Bank:

- Dhaka bank branch is not available.
- Rural area branch is not available.
- ATM booths are not sufficient enough.
- Earnings-Per-share of the bank is in decreased over the year which is not a good sign.
- Loan interest rate is higher state.
- The ROA is in decreasing trend which is not good for the bank.
- ROE is also is in decreasing state due to poor ROA ratio.

# *Chapter 5*
# *Recommendation and Conclusion*

## 5.1 Recommendation

Dhaka bank Limited builds its position as one of the best bank in Bangladesh. Dhaka Bank should take some develop its banking system. I have given some own proposition to during my internship period their given below,

- The bank should increase their EPS to satisfy their holders
- Dhaka bank should increase the operating income ratio
- The customer has many complain about their charge, so for customer satisfaction bank should reduce the charge.
- To increase the ROA net income against assets must be increased
- Dhaka bank should recruit more employees, so that they provide the better customer services.
- Every branch keeping customer feedback box
- Dhaka bank should increase the ATM booth
- Clearly mention the loan
- procedure, charges, fees
- To increase the interest rate
- Card division ought to be more dedicated to convey item on time.

## 5.2 Conclusion

Dhaka Bank Limited is one of the advances, technological private bank in Bangladesh. It has a more skillful management term. Dhaka bank always tried its level best to performance financially well. Dhaka bank limited faced many problems time to time. These problems stimulate time to time due to economic slowdown, interest rate variation, emerging capital market, increase in the money market and so on. They are capitalized large amount to the imports & exports sector also they have more ability of the foreign exchange business. Using their value based banking services and devoted management team it is not impossible for the bank to complete its latest determination of becoming the best bank in the country.

Last of all, I would like to tell by working in Dhaka bank Limited as an internship period helped me to know more about corporate culture and environment and the several departments work different in the banking sector. While the institution has some problems in the performance management but the bank is progressive day by day. I wish a progressive future of the bank.

# Chapter 6

# Appendix

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