

Internship Report

On

Performance Analysis of IFIC Bank Limited



Internship Report

On

Performance Analysis of IFIC Bank Limited

Submitted To

Md. Kaium Hossain
Assistant Professor
School of Business and Economics
United International University

Submitted by

Md. Monjurol Hasan
Id: 111 141 194
Major in Marketing
School of Business and Economics



Date of Submission

5th May 2019

Letter of Transmittal

5th May 2019

Md. Kaium Hossain

Assistant Professor

School of Business & Economics

United International University

Subject: Submission of Internship report.

Dear Sir,

I would like to inform you that it is a pleasure for me to submit the internship report on **“Performance Analysis of IFIC Bank Limited”**. You will be pleased to know that I tried my best to fulfill all the requirements of this report given by you. After the completion of this report I realize that I could apply my knowledge in my practical and professional life what I learnt in my BBA program. Finally, I am very thankful to you for your valuable time and supports that you have given me at the time of selecting the internship report topic till now.

Thank you.

Yours Sincerely

Md.Monjurol Hasan

ID: 111 141 194

Acknowledgment

First of all, I am very thankful to almighty Allah as I properly prepared my internship report on “**Performance Analysis of IFIC Bank Limited**”. I would like to confess my regard and gratitude in depth of my heart to my instructor Md. Kaium Hossain, Assistant Professor of United International University. I could not complete this internship report without his proper guidance, support, cooperation and valuable instruction. Finally, I would like to thank to the officials of IFIC Bank Limited as well for providing me such proper and authentic data to meet all the requirement of my internship report. I take all the information via questionnaire and the websites of the IFIC Bank Limited.

Table of Contents

Letter of Transmittal	I
Acknowledgment.....	II
Executive summary.....	IV
Chapter One	I
1.0 Introduction.....	2
1.1 Origin of the Report.....	3
1.2 Objectives of the Report	3
1.3 Methodology of the Report.....	3
1.4 Limitations of the Study:	4
Chapter Two.....	5
2.0 Banking in Bangladesh	6
2.1 Company profile.....	7
2.2 Missions.....	7
2.3 Vision.....	7
2.4 Core Values:	8
2.5 Banking areas	8
2.6 Management Structure.....	8
2.7 Organization Hierarchy:	9
2.8 Main Services of IFIC Bank.....	10
2.9 Required document for partnership Account:	14
2.10 Some Account code:	14
2.11 Departmental activities of IFIC Bank:.....	15
2.12 Corporate Banking of IFIC Bank:	17
2.13 Risk Management process of IFIC bank:	18
2.14 Business Ethics of IFIC Bank:	19
2.15 SWOT Analysis:.....	20
Chapter Three	22
3.0 Performance Analysis of IFIC Bank Limited:	23
3.1 Findings.....	30
Chapter Four	31
4.0 Conclusion	32
4.1 Recommendations	33
References:.....	34
.....	

Executive Summary

IFIC Bank Limited is one of the reputed and leading private commercial Banks in Bangladesh. The Bank started its journey in 1976 as a joint venture. After that, in 1983, the government allowed banks in the private sector. IFIC was converted into a commercial bank. Now, their service level is in the leading position. This bank is now providing all modern banking service to their clients and customers that meet the actual satisfaction of the customer. However, they always keep updating their banking system and improving service qualities.

Also, IFIC Bank Ltd. has various types of deposit and loan services to its client and customers that grows day by day, according to their annual report. This trend shows that they are giving the best general and credit banking services to their clients and customers. On the other hand, they provide the services of foreign exchange to their clients. IFIC Bank Ltd. Always takes great initiatives and fixes a target to every branch even department to increase their profit and the results are seen in the annual report of the bank. The recruitment of officials is perfect. IFIC Bank has strong strategic management to improve the level of performance. The investment and the liquidation of cash are getting big year by year which indicates the cash capability of the bank.

On the other hand, operating expenses are very high. The salaries, wages or remunerations of the bank officials, staff are high. IFIC Bank Ltd. are practicing CSR which increasing the reputation and goodwill of the bank. Last of all, if IFIC Bank wants to raise more profit, they must increase their profit and reduce their operating expenses and cost.

Chapter One

1.0 Introduction

Bank plays an importance role in the financial sector of a business. The importance of Bank can be considered as the blood of the economy. Though, bank doesn't produce money, it helps to spread and circulate money, distribute throughout the national boundary of a country. In this modern era, we cannot think a business transaction, personal transaction or foreign exchange without bank. According to Cairncross, "A bank is a financial intermediary-a dealer in loans and debts." As we know that bank is the lifeblood of all the commercial and industrial activities which helps to develop a nation's whole economy and it also helps to flow of funds and ensures financial resources. On the other hand, bank provides various services to run smoothly their business. Bank also serves various services to the customers and clients such as locker service, deposit services, letter of credits, online money transfer, performance guarantee etc. Banks are also selling the risk to the clients. The modern banking services are improving our living standard day by day. Banks makes the ways easier for a person to have house loan, car loan, agriculture loan, business loan and so on. This is how bank helps us to improving our standard of living.

1.1 Origin of the Report

An internship program is pre-requisite and a must for achieving the BBA program. After completion of all academic studies, a student must be given to perform on an internship program. Every student has to prepare a report on the practical knowledge and intern's area what he or she earned from the internship program. So, I was grateful to get an opportunity to do my internship program in IFIC Bank limited. The title name of my report is "Performance Analysis of IFIC Bank Limited." I have prepared this report under the supervision of Md. Kaium Hossain, Asst. Professor of United International University.

1.2 Objectives of the Report

1.2.1 Broad Objective

- To know the performance of general banking of IFIC Bank Limited

1.2.2 Specific Objectives

- To know the company profile of IFIC Bank.
- To learn the overall activities of IFIC Bank.
- To analyze the customer service practices of IFIC Bank.
- To relate practical learning to a real-life situation.

1.3 Methodology of the Report

1.3.1 Primary Sources:

1. Face to face discussion with bank officials and learning with Bank officials.
2. Physically observe the entire banking activities.
3. Asking question to the clients.

1.3.2 Secondary Sources:

1. Collected Information from the Banks website.
2. Received data from Annual report and financial statement of the bank.
3. Collected data by browsing Internet and different Web sites.
4. Bank account opening form.
5. Various articles and brochures published by the head office.

1.4 Limitations of the Study:

There are some limitations I have found when I did study in the bank. Now I am going to mention all the limitations I have faced during the period of my internship program-

- I got a short period of time (3 months) to prepare the report.
- I learned very little about bank software.
- Employees are busy all day long because they have to do various activities at a time. As a result, they could not give me sufficient time.
- Lack of electronics device such as computer. They did not provide me computer set to work.

Chapter Two

2.0 Banking in Bangladesh

Bangladesh is a poor developing country where the condition of banking is not quite good, especially; in terms of service and customer care served by the government banks are low. Basically, government and political crisis are one of the main reasons for this aspect. However, private banks came and tried hard to improve the banking scenario in Bangladesh but frustrated us because of some limitations of government, corruptions, inexperienced stuffs, lack of technologies and so on. But the guardian bank is Bangladesh Bank tries to cope up and strictly monitor the entire banking situation.

Now, I am showing the history of banking at a glance. The very first modern bank in Bengal was Bank of Hindustan, set up in 1770 in Calcutta. There are some other banks established and run based on Calcutta such as General Bank of Bengal and Bihar (1733–75); Bengal Bank (1784–91) (no relation to the later Bank of Bengal); General Bank, later General Bank of India (1786–91); The Commercial Bank (1819–33); The Calcutta Bank (1824–29); Union Bank (1829–48); Government Savings Bank (1833–unknown); and The Bank of Mirzapore (c. 1835 – 1837).

In addition, the Bank of Calcutta, established in 1806, is the oldest bank which has still its existence. Then, another modern bank Dacca Bank established their headquarter in Dhaka in 1846. In 1959, establishment of Eastern Mercantile Bank Limited was seen.

After independence, the twelve Banking companies who were doing business in Bangladesh were nationalized by the Government of the People's Republic of Bangladesh those banks are Sonali Bank, Rupali Bank, Agrani Bank, Janata Bank, Uttora Bank, Pubali Bank. Late 1970's and early 1980's Bangladesh bank focused on privatization of bank and now we have got the facilities of private bank.

2.1 Company profile

International Finance Investment and Commerce Bank Limited (IFIC Bank) is banking company established in the People's Republic of Bangladesh with limited liability. As I mentioned before that, it was set up in 1976 as a joint venture between the Government of Bangladesh and sponsors in the private sector. The main objective was working as a finance company within the country and helping to set up joint venture banks/financial organization aboard. In 1983 when the Government allowed banks in the private sector, IFIC was transformed into a complete commercial bank. The Government of the People's Republic of Bangladesh now holds 32.75% of the share capital of the Bank.

2.2 Missions

- Mission is to provide service to our clients with the help of a skilled and dedicated workforce whose creative talents, innovative actions and competitive edge make our position unique in giving quality service to all institutions and individuals that we care for.
- We are committed to the welfare and economic prosperity of the people and the community, for we derive from them our inspiration and drive for onward progress to prosperity.
- We want to be the leader among banks in Bangladesh and make our indelible mark as an active partner in regional banking operating beyond the national boundary.
- In an intensely competitive and complex financial and business environment, we particularly focus on growth and profitability of all concerned.

2.3 Vision

At IFIC, we want to be the preferred financial service provider through innovative, sustainable and inclusive growth and deliver the best in class value to all stakeholders.

2.4 Core Values:

There are some core values of IFIC Bank-

- Integrity
- Fairness
- Innovation
- Commitment

2.5 Banking areas

There are total 136 branches of International Finance Invest and Commerce Bank Limited situated in 42 districts in Bangladesh. Head Office is located in PuranPaltan, Dhaka. There are many other branches are located in different districts in Bangladesh. Here are the lists of districts-Bagerhot, Barisal, Bhola, Bogura, Brahman baria, Chapai-Nawabganj, Chittagong, Cumilla, Cox's Bazar, Dhaka, Dinajpur, Gazipur, Habiganj, Jamalpur, Faridpur, Feni, Jessore, Jhenaidah, Joypurhat, Khulna, Kushtia, Lakshmipur, Kishoreganj, Madaripur, Manikganj, Moulvibazar, Munshiganj, Rangamati, Rangpur, Mymensingh, Naogaon, Narayanganj, Rajshahi, Narsingdi, Noakhali, and Pabna.

2.6 Management Structure

- 8 members of board of directors are responsible for strategic planning and policy.
- An Audit and risk management committee in the board observes the operations.
- The CEO and the manager, deputy directors are responsible for achieving goals.
- Major issues are seen by the management committee.
- There is also a liability committee

2.7 Organization Hierarchy:

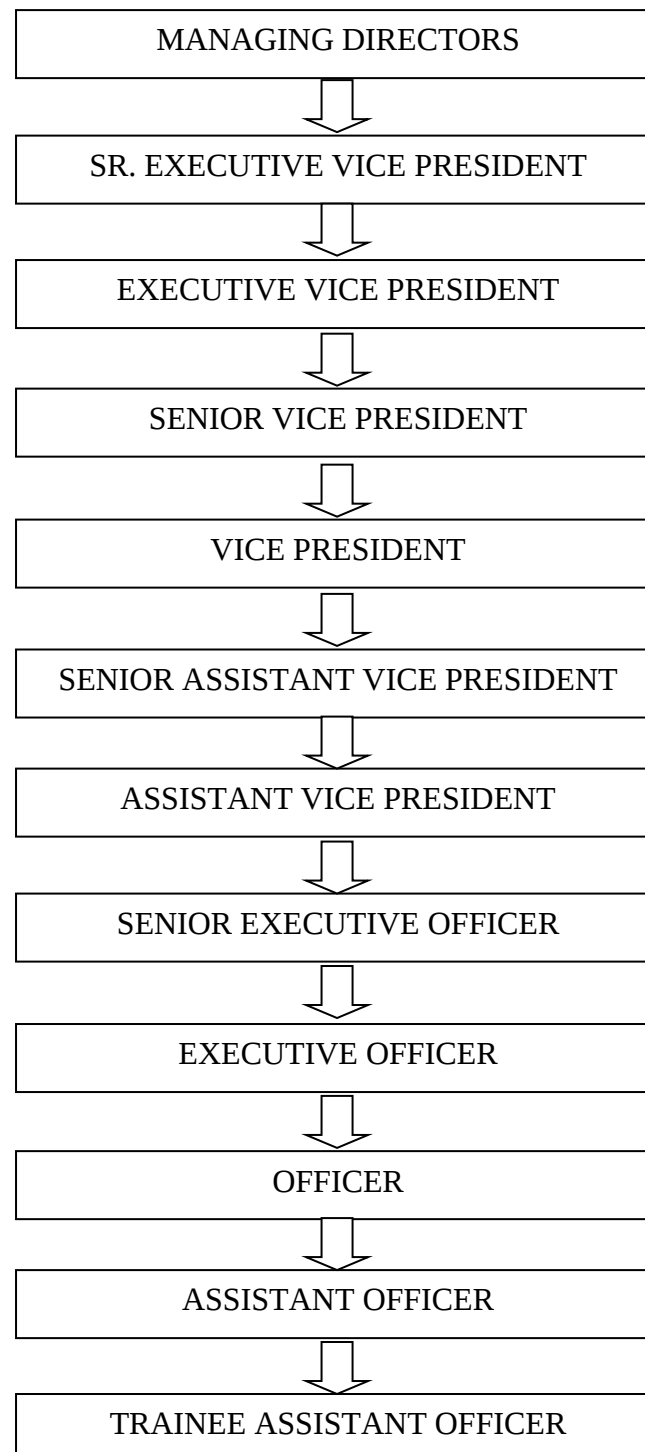


Figure: Organization Hierarchy

2.8 Main Services of IFIC Bank

IFIC Bank mainly served these prime services-

1) Corporate Banking:

- ❖ Working Capital Finance.
- ❖ Industrial and Project Finance.
- ❖ Trade Finance.
- ❖ Lease Finance.
- ❖ Treasure and off shore banking.
- ❖ Syndication and structured finance.
- ❖ Letter of credit and Bank Guarantee services.

2) Retail Banking:

- ❖ Consumer Finance.
- ❖ Deposit Products.
- ❖ Credit Card.
- ❖ Debit Cards.
- ❖ Pre-paid Cards.
- ❖ Student Account.
- ❖ NRB Account.

3) SME Banking:

- ❖ IFIC-KRISHI SILPO.
- ❖ IFIC-SILPO SOHAY.
- ❖ IFIC-prantonari.
- ❖ IFIC-protaysha.
- ❖ Transport Loan.
- ❖ Commercial House Building Loan.
- ❖ Contractor's Loan.
- ❖ Bidder's Loan.
- ❖ Easy Commercial Loan.

- ❖ Working Capital Loan.

4) Treasury and Capital Market:

- ❖ Treasury Division.
- ❖ Capital Market/Brokerage House.
- ❖ Money Market.
- ❖ Forex Market.

5) Agriculture Credit:

- ❖ Krishi sharonjamrin.
- ❖ Shechsoronjamrin.
- ❖ IFIC- suborno gram.

6) Loan Products:

- ❖ IFIC Easy Loan.
- ❖ IFIC Home Loan.
- ❖ IFIC Salary Loan.
- ❖ IFIC Auto Loan.

7) Account services: IFIC Bank is providing various types of account services. The list of accounts is given below-

➤ Current Account:

- **Current Account:** This type of account is very familiar and common to us. In this account there is no interest and Client of the account can withdraw whenever they want. Customers who are interested to open current account they need to provide 3 copies of photographs with 1 copy of nominee's photograph, a copy of NID and a copy of utility bill.
- **Aamar Account:** This is a very new form of current account but very popular because customers get an attractive interest rate on the daily basis and paid monthly. The main

advantages of this account are availability of deposit and loan facility against a single account.

➤ Savings Accounts:

- Saving Account: A very common and regular type of account with an attractive interest rate. Customers get SMS and internet banking facilities. To open this saving account customer has to provide 3 copies of photographs, 1 copy of nominee's photograph, 1 copy of NID or Passport and a copy of utility bill.
- Smart Saving Account: A very smart interest is given against this saving account. Debit card and cheque book is not compulsory.
- Super Saving Plus: Attractive Return on Investment is offered in this account. Minimum opening balance is 5000 tk. There is no maintenance charge. On the other hand, Interest is calculated daily and given monthly.
- Duroto Saving Account: 1000 tk. is initial deposit. Cheque book is available. Attractive interest rate is offered. Interest is counted on daily basis and given monthly basis.
- Sanchita Saving Account: Almost similar features and facilities are given in this account.

➤ Saving scheme:

- IFIC Aagami: IFIC Aagami is one of the most exclusive DPS account which offers an exclusive return on investment and lucrative discount on loan facilities. Tenor is very flexible with 5/7/10 years.
- PSS: Very special sort of saving scheme with fine maturity value. Flexibility of tenor is 3/5 years. On the other hand, Credit facility is given up to 95% on deposited principal amount.

- School Saving Plan: This saving scheme is only for school going students with flexible installment. Attractive return on investment. Scholarship facility is available up to 5000 tk. for both SSC and HSC who got GPA 5.00/A+. Tenor is 5/7 years.
- Millionaire Dream Plan: If you want to be a millionaire then millionaire dream plan suits you most. A customer could be a millionaire within 4/5/7/10 years. It needs to deposit a fixed amount every month and become millionaire.

➤ Fixed Deposit:

- FDR: deposit remains fixed a certain period of time like 1\3\6 months or 1/2/3 years. High rate of return on investment. Customer could take 95% loan against this FDR.
- DRDS: A very special form of deposit product of IFIC bank which gives double return on investment after end of 8 years and 3 months. Minimum deposit balance is 25000 tk.
- Monthly Income scheme: A fixed deposit product that gives return on investment on the monthly basis. Credit facilities are available up to 85%.

8) Debit card:

- ❖ Domestic Debit Card: IFIC domestic debit card is given on the individual savings account or current account. It gives you the freedom to access funds in your local account any time any day only in Bangladesh.
- ❖ International Debit Card: This debit card can be used outside Bangladesh. This card is issued to an individual to use foreign currency fund abroad.

9) Credit card:

- ❖ Classic Credit Card: It offers you a hassle-free credit facility. It charges minimum interest rates. This card is available for both domestic and international usage.
- ❖ Gold Credit Card: It comes with a nice credit limit to fulfill our daily financial needs with low interest rates and charge free up to 50 days.

10) Others Services:

- ❖ NRB.
- ❖ Schedule of Charges.
- ❖ SMS Banking.
- ❖ Internet Banking.
- ❖ Student Pack.
- ❖ AD Branches.
- ❖ ATMs
- ❖ Contract center.

2.9 Required document for partnership Account:

- i. Two copies passport size photographs of every partner.
- ii. Trade license of partnership business.
- iii. Copy of NID card or valid passport.
- iv. Copy of utility bill of the partnership business.

2.10 Some Account code:

We know that each account of a bank has several account codes. IFIC bank codes are shown below-

Saving Account	_____	031
Current Account	_____	001
PSS	_____	226
IFIC Amar account	_____	811
FDR	_____	200

2.11 Departmental activities of IFIC Bank:

There are several departments into the IFIC bank to complete co-ordinate various activities. Actually, there are three departments and all the activities done in these departments. They are given below-

1. General Banking department.
2. Credit and advances department.
3. Foreign Exchange department.

2.11.1 General Banking Department:

This department is known as the heart of the all banking departments. In this department, customers get service directly. The activities of this department include Account opening, cheque clearing, cash clearance, remittance services, bill and clearing section, Account section, Cheque Books issues, Transfer of an account, closing an account, Dispatch section and so on. Front desk officers, clearing and accounts officers are providing these services to their clients.

- **Opening an Account:** If a person wants to open an account in IFIC Bank Limited, needs to physically present to the responsible officer and must fill up an account opening form with following particulars information-
 - Fill up the specific type of form (Savings\Current\Std etc.) that the bank has given to the customer.
 - The form should be filled up by the applicant himself / herself
 - Two copies of passport size photographs have to be given to the Bank. In case of partnership account, all partners' photographs have to be submitted.
 - Documentation procedures must be fulfilled by the applicants.
 - Applicant must sign specimen signature sheet that is provided by bank.
 - Introducer is mandatory to open any account.
 - Introducer's signature and account number will be verified by authorized officer
 - Authorized Officer will accept the application.

- Minimum balance has to deposit to the bank by applicant (only cash is accepted).
- Authorized officer will give entry to the register and open the account.
- After that the officer will give cheque book to the account holder.
- KYC (knowledge about your customer) should maintain.

➤ **The account should be properly introduced by any one of the following:**

- An existing Current Account holder of the Bank.
- Officials of the Bank not below the rank of an Assistant officer.
- A respectable person of the locality well known to the Manager/Sub-Manager.

2.11.2 Credit and Advances Department:

This department of IFIC Bank is offering various sort of loan. There is short term loan, medium term loan and long-term loan. These loans are taken by individuals, business firms, and corporate house for their own purposes.

- ✓ **Short Term Loan:** This type of loan is taken by the borrowers for not more than 1 year. This loan actually provides to tenors to support their working capital needs and manufacturing purposes.
- ✓ **Medium- and Long-Term Loan:** these loans are provided for various purposes. In case of retailers, bank provides loan against salary and house building financing. If the loan is only for corporate house there are different criteria for them like loan for setting up a new plant, loan for factory building construction, machinery purchase, salaries of employees etc.

2.11.3 Foreign Exchange Department:

This department takes the responsibility for opening trade services such as Letter of credit, export and import handling, foreign currency exchange etc. This department contributes in

foreign collaboration and helps the importer and exporter of the country rather than local business or individuals. Responsibilities of remittance services and maintaining the international account are managed by foreign Exchange department. Sometimes, this department is selling the foreign bond as well. In addition, if people want to send currency through IFIC Bank, they can send money with full trust because, IFIC Bank takes the responsibility to hand over this money to the right person on time.

2.12 Corporate Banking of IFIC Bank:

IFIC Bank is providing a big scale of the product and services to its corporate client. They are also giving a large amount of funds according to their client's needs and want. On the other hand, IFIC Bank is facilitating financial and advisory service and operational help, support and need to their client. The main focus of IFIC Bank is to build and maintain a long-term mutual understanding and beneficial relationship with the corporate clients. Under the corporate banking of IFIC Bank there are some key works that have to do-

➤ **Working capital finance:**

Working capital is one kind of short-term financial facilities to meet the daily requirement of an organization like business concerns, manufacturing or trading, frequently face shortage of cash flow due to up gradation, Balancing total capital liquidity.

➤ **Industrial and project finance:**

IFIC Bank offers funds for many industrial projects in the form of term loan for the private construction, Procurement of machinery and vehicles, LC for import of machinery.

➤ **Trade finance:**

There is a long history in financing and providing facilities in trade finance. IFIC Bank has many expertise professionals to support in trade related services. These services are-

- Import
- Export

- Pre-shipment finance
- Post shipment finance
- Firefighting and safety equipment loan
- Green factory Building loan
- Long term financial facility

2.13 Risk Management Process of IFIC Bank:

Risk management process is a process that helps management of an organization to reach at desired indicators of profitability and to avoid illogical resource deployment. IFIC Bank's risk management process is focused on a clear understanding of many risks, continuous disciplined risk assessment, measurement and monitoring. Board of Directors approves risk. Management policies and procedures



Figure: Risk Management Process

Under the Risk Management Process, there are five steps which are followed by IFIC Bank. These steps are given below-

- **Risk Identification:**

Risk identification is the very first step of managing risks of the bank. IFIC distinguishes some potential risks such as credit risk, Foreign risk, Anti money laundering risk, Internal control and compliance risk, Information and technological risk and others risk.

- **Risk Measurement:**

When the risk has been identified, the next step, risk measurement comes to the discussion which has an impact on the bank's capital and its profitability.

- **Risk Aggregation:**

It is very important to take into account correlation effects.

- **Planning:**

Overall risks of IFIC bank are managed and planned in a very efficient, effective and organized manner. All of them are controlled according to plan.

- **Controlling and Monitoring:**

Risks are managed properly according to their controlling and monitoring policies to ensure their capabilities and capacities.

2.14 Business Ethics of IFIC Bank:

There is a belief in IFIC Bank that strictly practices Business ethics which gives a great stability and sustainability of the bank, supports and maintains bank's efforts in gaining its goal. The Bank inspires all the parties are involved with bank to deal, conduct business and perform their duties according to business ethics. There are some practices of business ethics-

- ✓ Honesty and Integrity
- ✓ Compliance of law

- ✓ Maintain of rules and regulations
- ✓ Preservation of the Bank's reputation
- ✓ Concern for stakeholders
- ✓ Code, conduct and Standards
- ✓ Effective and efficient management control

2.15 SWOT Analysis:

SWOT analysis is one of the conventional and one of the most famous strategic tool and technique to identify an organization internal strengths and weaknesses as well as external opportunities and threats. According my SWOT analysis I have found some strengths, weaknesses, opportunities and threats. They are discussed below-

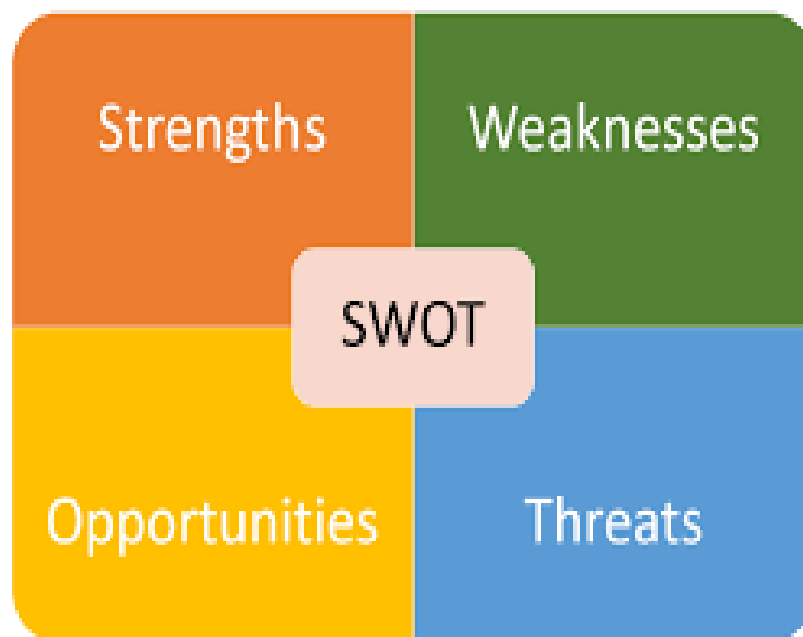


Figure: SWOT Analysis

➤ **Strengths:** There are some strengths of IFIC Bank according to my SWOT analysis-

- ✓ Skilled and qualified human resources.
- ✓ Providing better customer services.
- ✓ Excellent working environment.
- ✓ Better relation with clients.
- ✓ Strong bonding between the employees from top level management to low level employees.
- ✓ Good financial Liquidity.
- ✓ CSR practices.

➤ **Weaknesses:** There are few weaknesses of IFIC Bank that I have found by using SWOT analysis-

- ✓ Interest rate is very high.
- ✓ Procedures of having loan are very difficult.
- ✓ Less ATM booth.
- ✓ Less equipment and devices.
- ✓ Over work load on employees that decreases employees' motivational level.

➤ **Opportunities:** According to my SWOT analysis, there are some opportunities of IFIC Bank in the banking sector of Bangladesh, they are given below-

- ✓ To be a market leader.
- ✓ To ensure more digitalization.
- ✓ To operate on larger areas.
- ✓ To be a bank that has an influence overall banking sector.
- ✓ Delivery of service more quickly and properly.

➤ **Threats:** There are some threats for IFIC Bank though these are less effect on the bank –

- ✓ Competitor's offerings are similar to IFIC bank.
- ✓ Political environment is not stable.
- ✓ Rough and tough rules and regulation are imposed by Bangladesh Bank.
- ✓ Economic condition of the country is more vulnerable.
- ✓ Some of the government officials involves in corruption.
- ✓ Risk at default loan.

Chapter Three

3.0 Performance Analysis of IFIC Bank Limited:

In this part of my report, I am going to show the overall performance of IFIC Bank and this part is analyzed based on the annual report of IFIC Bank from the year of 2013 to 2017. According to five-year annual report, my analysis is based on Deposits, Loans and Advances, Total Assets, Shareholders' Equity, Net Interest Income, Non-Interest Income, Operating Profit, Profit after Tax, Earning per Share, Dividend. All of these are shown in the five year of graphical presentation.

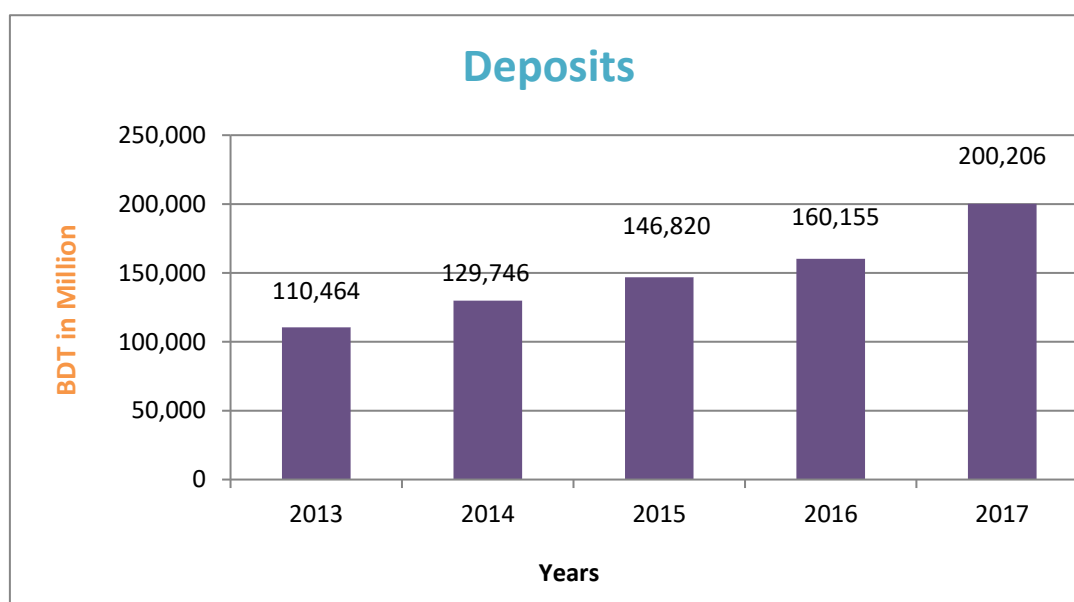


Figure: Deposits

This graph is representing the total deposits of last years of IFIC Bank. Here, vertical axis refers BDT in million and horizontal line refers the years. According to this deposits graph, we can see that amount of deposits are increasing every year from 2013 to 2017 where the highest amount of deposits is in 2017. The amount is 200206 million BDT.

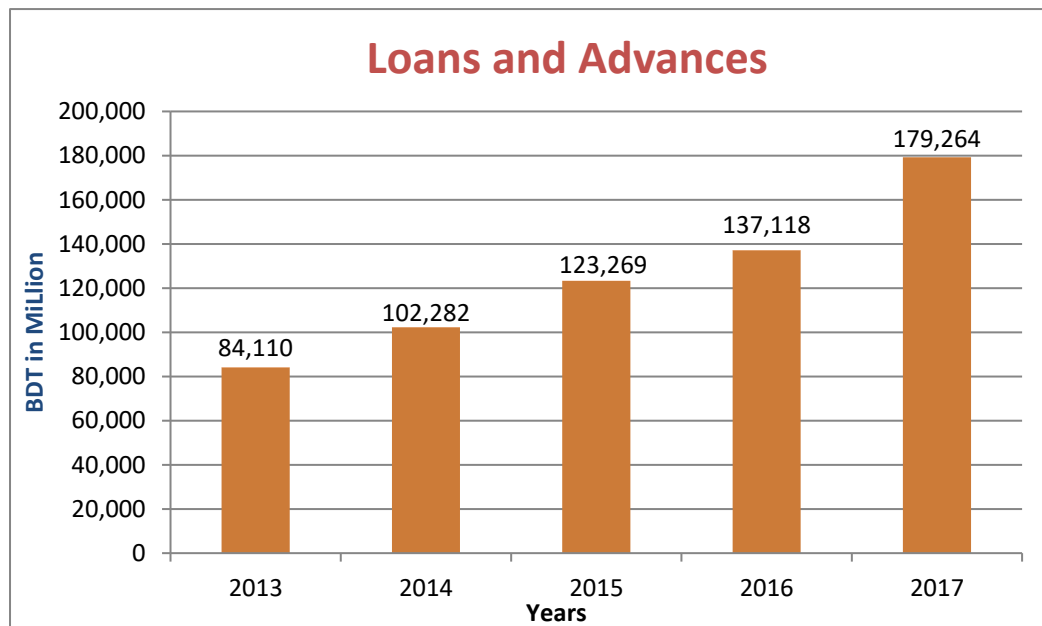


Figure: Loans and Advances

This graph shows the information about Loans and advances of IFIC Bank for the last five year from 2013 to 2017 where there is a clear indication that loans and Advances also increased every year between this five years. The highest amount of loans, 179,264 million of BDT were provided in 2017 between these years.

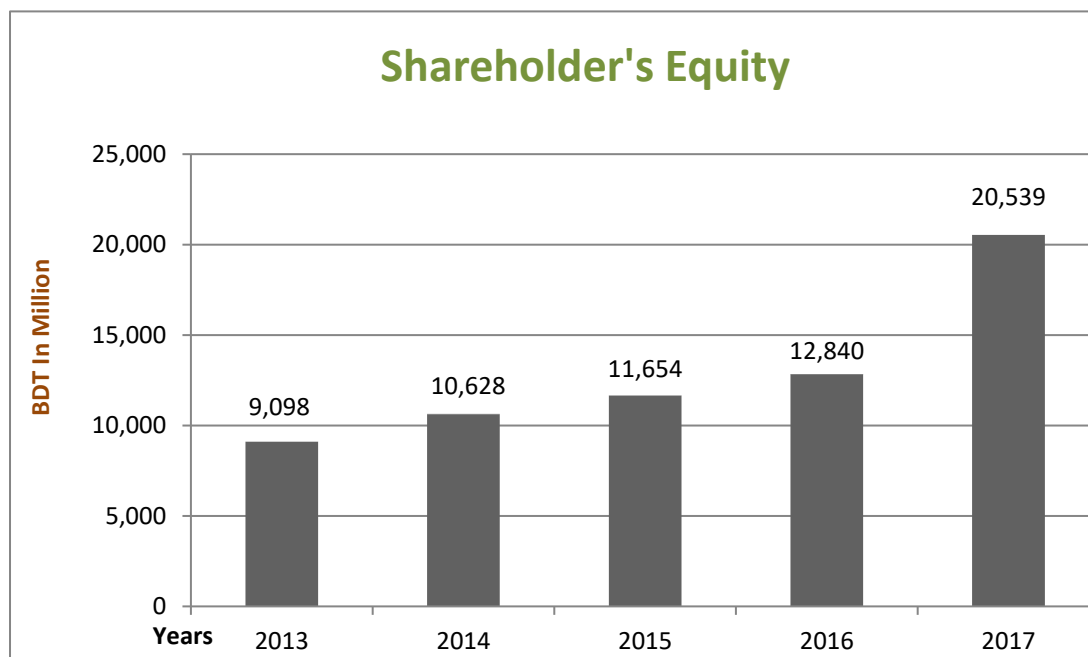
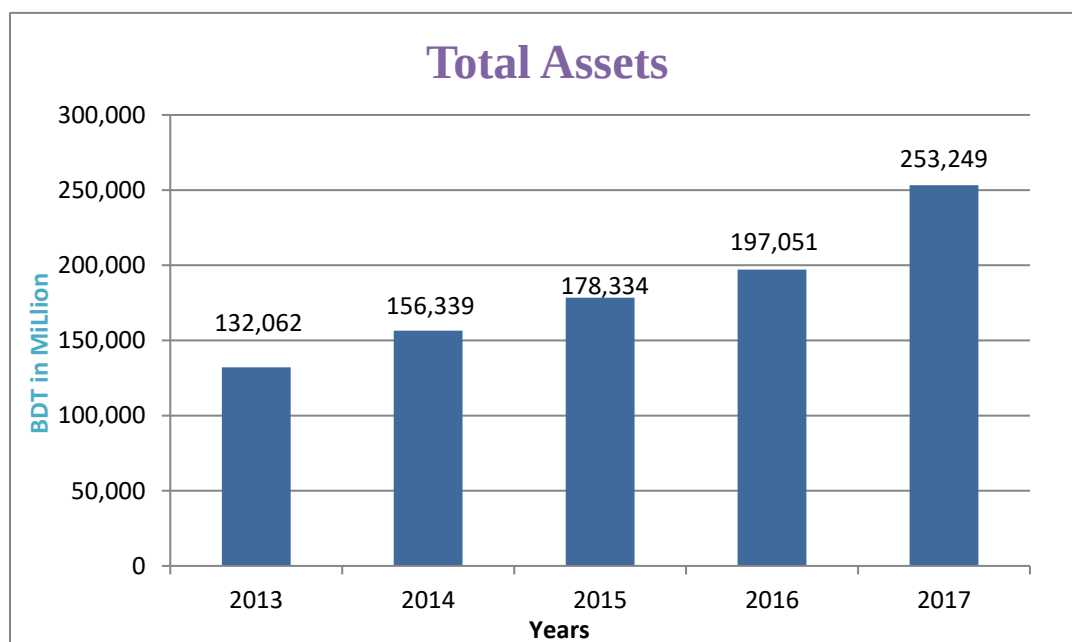


Figure: Shareholder's Equity

Shareholder's Equity is also shown in the graphical presentation. As we know Shareholders is one of the important of an organization, so they got extra care from the organization which was indicated on the annual report. We can easily see that shareholder's equity was always increased in these five years. In 2017, shareholder's equity reached to 20,539 million BDT.

**Figure: Total Assets**

According to the graph, there was sharp increase of assets every year between these five years. In 2017, IFIC Bank gained 253,249 million worth of assets which is the peak point in this graph whereas the lowest assets were own in 2013, according to their annual report. It is seen that assets are increasing year by year.

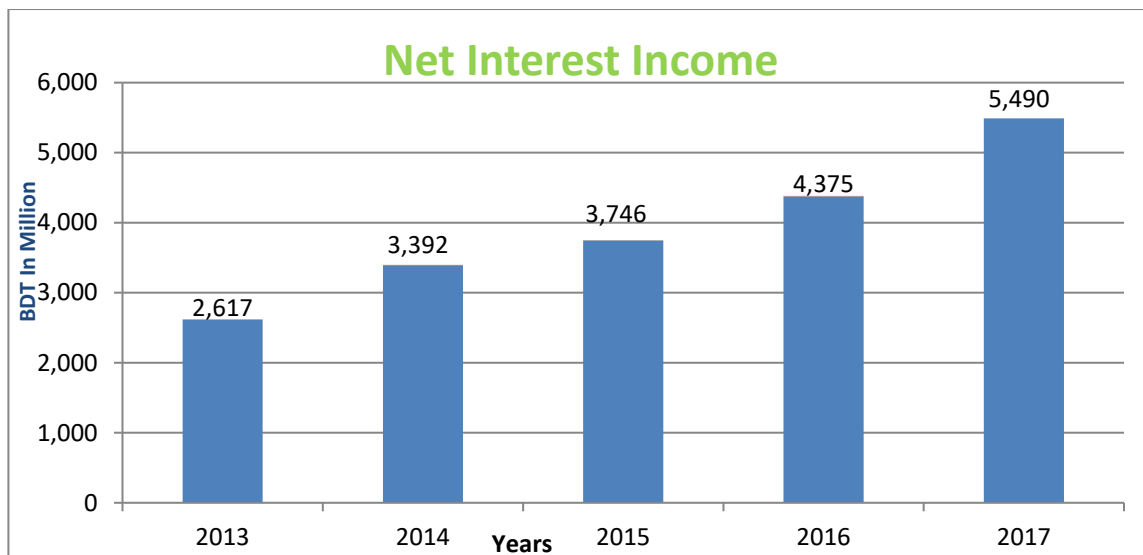


Figure: Net Interest Income

There is another term in the annual report that is net interest income which is shown in the graphical presentation. Every year from 2013 to 2017 net interest income increased to 5,490 million BDT.

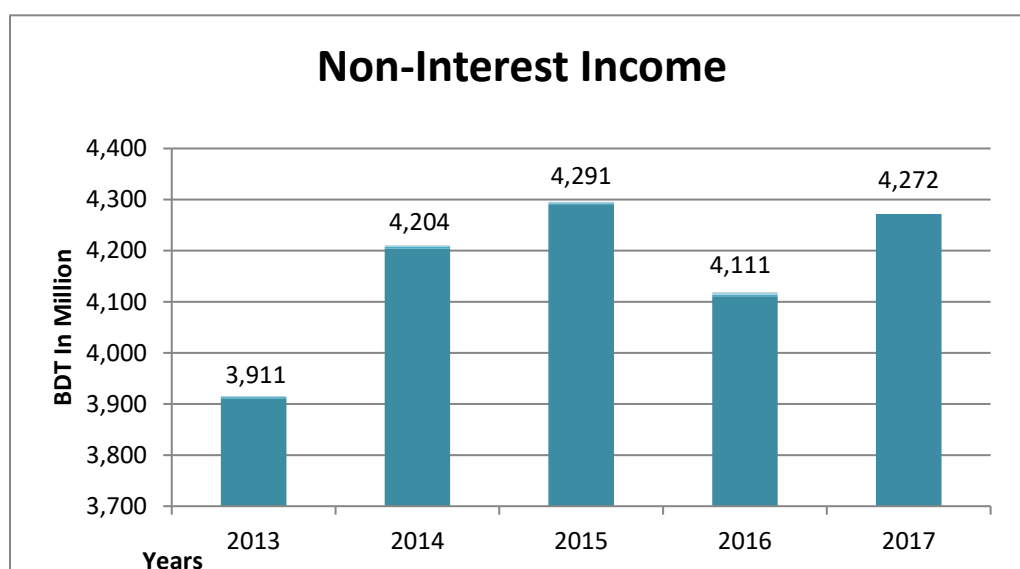


Figure: Non-Interest Income

There is income other than interest in IFIC Bank which is express in this figure. Here, it can be easily seen that the lowest non-interest income arose from 2013 whereas the highest non-interest income came from 2015; the amounts are 3,911 million and 4,291 million BDT

respectively. In 2017, this non-interest income came almost closer to 2015; the income was 4,272 million BDT.

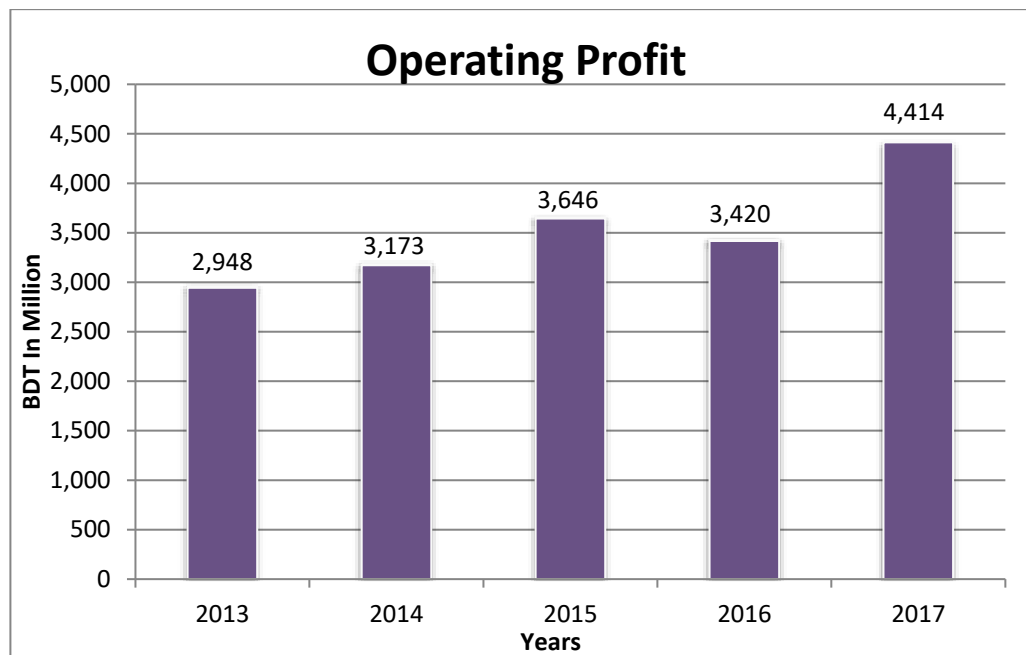


Figure: Operating profit

In this graph we can see that there are clear fluctuations of operating profit from 2013 to 2017 and the highest operating profit was shown in 2017 in the annual report.

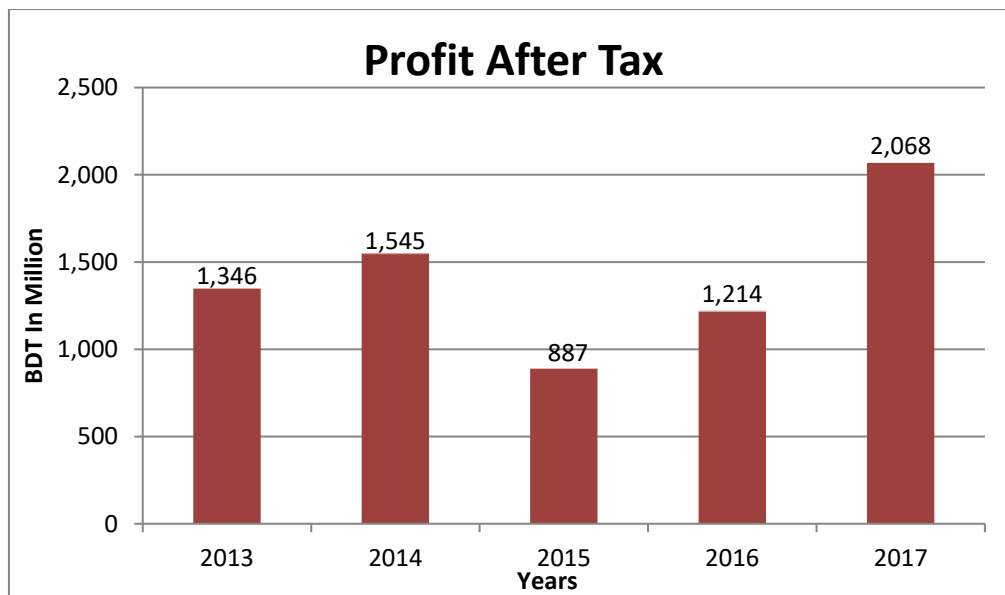


Figure: Profit after Tax

Tax should be given to the government, after tax there is a calculation is known to be Profit after Tax. This term is discussed in the graphical presentation from 2013 to 2017. There is a sharp decline of profit after tax in 2015. The amount was 887 million BDT, however they managed to increase this profit from the next year and now we can see that it reached to 2,068 million BDT.

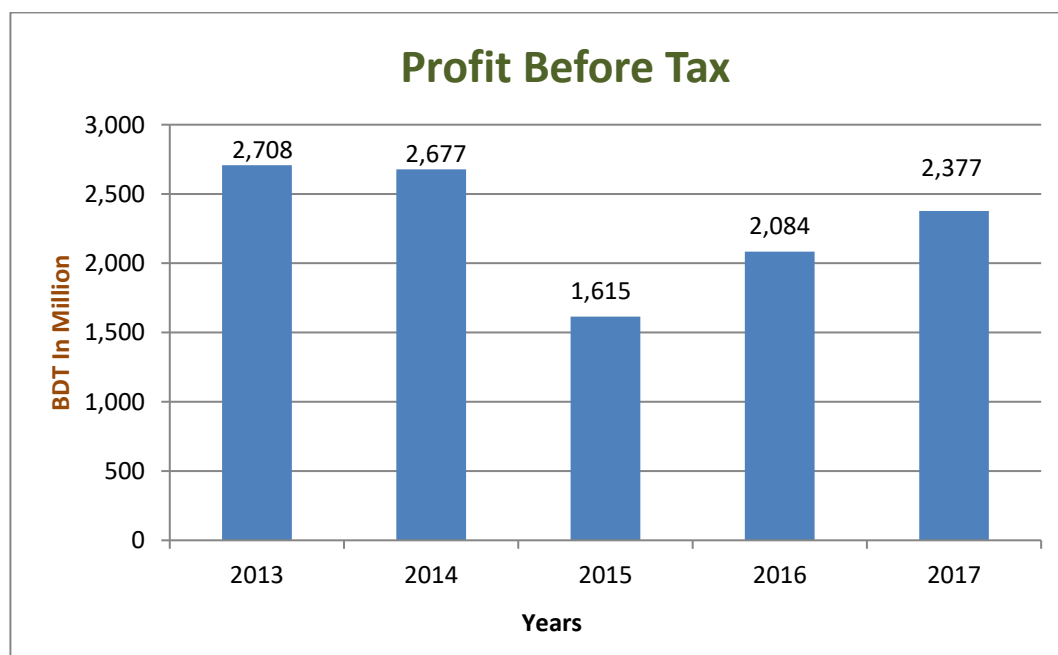


Figure: Profit before Tax

According to the annual report of IFIC Bank, they earned a lot of profit before paying tax except 2016. we can see that this year they lost huge profit. However, among this five year in 2013; they earned profit most, it was 2,708 million BDT.

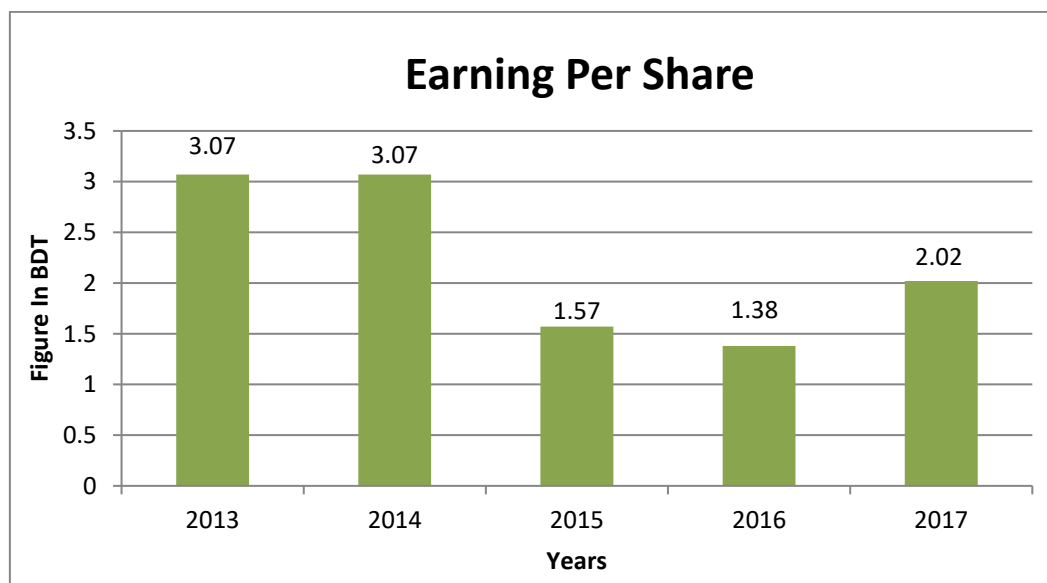


Figure: EPS

According to the EPS graph, EPS of IFIC Bank were similar in 2013 and 2014. The earnings per share, those years were 3.07 BDT. On the other hand, there was a sharp decline and rapid grow in the two years and last year respectively.

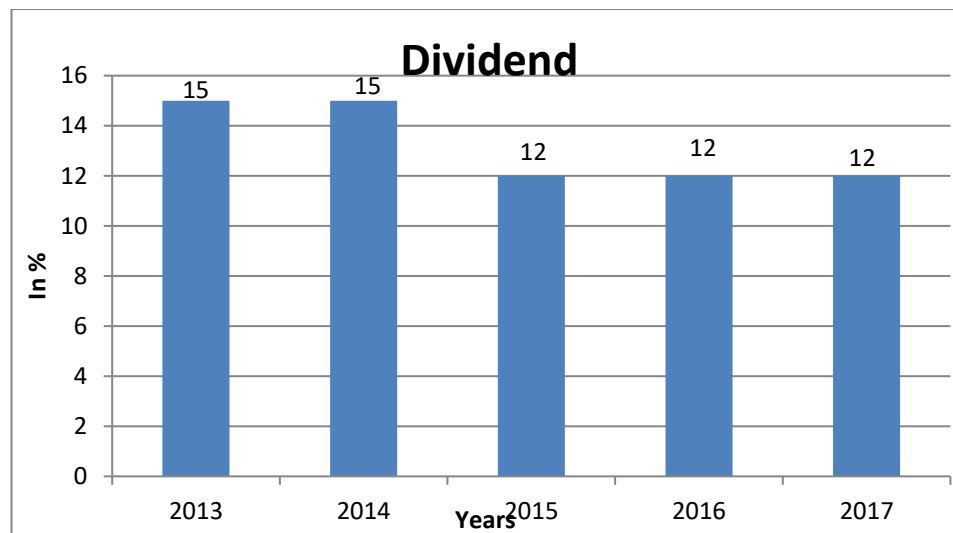


Figure: Dividend

Dividend was given according to the graph in IFIC Bank to its shareholder every year. In IFIC Bank, dividend was given in the last five years.

3.1 Findings

While I worked at IFIC Bank last three months, I earned a lot of experiences. After collecting, analyzing and evaluating all the data and information about the bank I have got some findings and recommendations. These findings are given below-

- a. Online Banking is now very important to compete with other competitors which I found in IFIC Bank.
- b. Loan department takes a long time to procedure the loan, as a result, they are losing the Clients.
- c. Most of the time, borrowers don't pay their payment on time.
- d. As we know, most of the people are not highly educated in our country; as a result; Clients don't understand the term and condition properly.
- e. Salary of the employees is lower than the other banks.
- f. Investment on government project is increased than in the previous years.

Chapter Four

4.0 Conclusion

IFIC Bank is one of the largest banks in Bangladesh. This bank continuously makes a profit since it was set up through the banking sector is not quite decent in Bangladesh. To conclude, IFIC bank should maintain this standard and policy, because their performance level is higher than the other bank and its profit is increasing every year. Now, they should focus on investment that should be in a proper way like multinational company, government project, a private company, societal welfare, and CSR. Thus, IFIC Bank will remain stable of profit ratio and brings the reputation for the bank as well as meets the mission and vision goals.

4.1 Recommendations

There are some useful recommendations that I have suggested for IFIC Bank given below-

- 1) Supervision should be strict in the case of high-risk borrowers. Bank officials must visit the Client's project.
- 2) The home loan must be more flexible to those who can return the borrowed money.
- 3) IFIC Bank should apply the 360-degree performance evaluation system. In this case, both higher level officers and lower level employees evaluate each other. This will help to improve the overall performance of IFIC Bank.
- 4) IFIC Bank should ensure more CSR practice. CSR helps an organization to the eyes of society.
- 5) Operating expenditures should be decreased because expenditures are increasing day by day.
- 6) Salary of the employees, the especially mid-level officer must be increased. This will help to improve employees' overall performance.
- 7) IFIC Bank should invest more on the big project rather than a small one. The significant investment brings enormous profit for the organization.

References:

1. <http://www.ificbank.com.bd/>
2. https://en.wikipedia.org/wiki/Banking_in_Bangladesh
3. Working policy of IFIC Bank
4. <https://www.bb.org.bd/monetaryactivity/index.php>
5. Annual Report of IFIC Bank.