Internship Report On

The Banking Industry of Bangladesh &

Internship Experience at Dutch-Bangla Bank Limited

Submitted to:

Dr. Md. Mohan Uddin

Professor

School of Business & Economics

United International University

Submitted by:

Nabila Akter Supti

ID: 111 151 146

BBA

Date of Submission: 5th March, 2020

United International University

Letter of Transmittal

5TH March, 2020

Dr. Md. Mohan Uddin

Professor,

School of Business& Economics

United International University, Dhaka.

Subject: Submission of Internship Report

Dear Sir,

I am very delighted to submit my internship report which was a three month internship program at Dutch-Bangla Bank Limited, Elephant Road branch. Like the title of the report **"Internship report on the Banking Industry of Bangladesh & Internship Experience at Dutch-Bangla Bank Limited"** contents inside the report discussed about it as it was the requirement of the internship program.

While preparing the report I tried to give my best to present the report as informative as I can, by using the academic knowledge, I learnt during my undergraduate program and also by using the knowledge which I learnt from the bank during my internship period. Besides during preparing this internship report I have learnt new skills and knowledge which I believe will be very helpful for my future actions at the competitive job market.

I am really very grateful for the continuous support and instruction I get from you to complete this report successfully. Without your guidance it won't be possible to make it happened and for this very reason I feel very lucky to have you as my faculty supervisor for the internship program. I am thankful for the support I get from you.

Sincerely Yours,

Nabila Akter Supti

ID: 111 151 146

Acknowledgement

At first, I want to thank the almighty Allah for making me fortunate enough that I get the opportunity to complete my internship and able to prepare the internship report properly.

I would like to thank the honorable faculty **Prof. Dr. Md. Mohan Uddin School of Business and Economics, United International University** who directed me while preparing the report as my faculty supervisor for the internship program. Without his constant guidance and proper instruction the successful completion of this report would not be able to happen.

Finally I would also like to show my gratitude towards **Mr. Md. Ariful Hoque**, the branch manager and all the other officers of Dutch-Bangla Bank Limited, Elephant Road branch for their constant support and suggestions for which I was able to learn new knowledge and skills during the whole internship period.

Executive Summary

The report is based on the analysis of banking industry in Bangladesh and also the analysis of the internship experience at of Dutch-Bangla Bank Limited. The internship program which is required for my BBA graduation is done under the supervision of Professor Dr. Md. Mohan Uddin, United International University. The broad objective of the report is to understand the banking industry of Bangladesh and their performance analysis finding the challenges and opportunities for the industry in the competitive market too. Also analyses the performance of DBBL on this regard is the part of the report too.

The report has total six part including the first part as the introduction where the introduction of the banking industry as the report is based on banking industry, the objectives and the significance of the report has been discussed and conclusion as the last part of the report. At the second part the performance analysis of the banking industry in Bangladesh, the barrios for the industry the challenges they are facing and the opportunity they have to grow in the market has been elaborately discussed. On third and fourth part, as a part of the industry the analysis of Dutch-Bangla Bank about their performance is also discussed along with my three month internship experience. Lastly, on fifth part the recommendations are mentioned which will help the bank and myself to develop more efficiency in order to perform good at the fast growing competitive market.

Table of Contents

Chapter -01

Introduction

1.1. Background

‘BANK” word referred to describe the kind of financial institution which deals with money. It has turned to a very important sector in Bangladesh like other countries around the world too. The bank sector is increasing its field on other financial events too.

In Bangladesh the banking sector effect on economy and per capital income is huge. It dominates the financial sector by 61.44% domestic credit according to the World Bank collection of development indicators, compiled from officially recognized sources. This sector is increasing day by day. Not only that the expansion of other section is also depends on the performance of the banks. There’s different commercial banks exists which are mainly playing the big role for the increase in this sector but as the sector is becoming more influential on economic growth the effect of corruption is becoming more clear. The unethical influence from the politicians and often to earn more profit banks take actions which are not justified. As this sector has a big effect on our economy the central bank of Bangladesh always monitor and set up regulations so that this unethical actions can be prevented.

As we can already see the importance of the banking industry, in this report the analysis of this industry, how it is affecting the market, the potentiality of this industry, size, trend, seasonality is elaborately described so that the competition and efficiency of the industry can be visualized clearly.

1.2. Objectives

The main objectives of this report is divided into two parts. Which are: **Broad Objectives** and **Specific Objectives**

1.2.1. Broad objective:

Providing a clear overview of the banking industry, its challenges and opportunities regarding Bangladesh specifically the performance of Dutch-Bangla Bank Ltd., their position and responsibilities is a part of the broad objectives. Also one of the main broad objective is giving the overview of the Internship at Dutch-Bangla Bank Ltd too.

1.2.2. Specific objective:

Some of the specific objectives of this report are:

- Assessing the position and duties of the DBBL
- Measuring the performance of the bank
- The work scenario such as how the departments are performing
- Giving recommendation for improvement
- The internship experience at DBBL
- Finding the limitations and recommendations to overcome those for myself.

1.3 Significance of the Report

The significance of this report is a lot. This report describes the very first experience about how to work at corporate environment for the students. Also the experience about how to cope with the situation, learning new skills and how the academic skills are used in real life is also described here. The analysis of Dutch-Bangla Bank performance and the personal internship experience was described too. Moreover based on those information the recommendation for the banks' performance improvement and also recommendations about how to overcome personal limitations are also discussed. The opinion about how the experience about the internship program at Dutch-Bangla Bank Ltd. was also described which will help the students to understand about how a bank perform and how they should behave in order to cope with the situation.

Besides another significant of the report is the knowledge I was able to gain while studying in order to prepare this report. The internship period at Dutch-Bangla Bank Ltd. was very limited, so as an author of this report I tried to described the skills and knowledge I learned elaborately and also the applications of my own skills and academic knowledge while I was working there. So that it can be very helpful for the readers to understand about the operations. Moreover the analysis of the banking sector, the challenges and opportunities the banking sector of Bangladesh have also described which will greatly support the readers to understand the Banking industry too.

Chapter-02

Analysis of the Industry

2. Analysis of the industry

2.1. Specification of the industry

The industry on which the report is going to be discuss is the Banking industry. Very few industries has this much significant that their conduct can make a pronounced impact on the overall situation of economic prosperity. Banking industry is the most prominent exception. When this industry works well, it can lubricates other industries functioning and can able to make a big impact on economic growth. But when it functions badly the consequences can be grave. The default actions of banking industry, firms, such as default by their regulators and customers' imprudence can be some of the key factors for banking industry's bad functioning which can lead to a substantial unemployment and under-employment that will effect greatly to economic growth.

Banking industry deals with cash, credit, and other financial transactions and provide a safe place to store extra cash and credit. They offer savings accounts, certificates of deposit, and checking accounts. By using these deposits bank make loans which includes home mortgages, business loans, and car loans and personal loans.

Bangladesh Bank is the central bank of Bangladesh which is entrusted with all the responsibilities of a central bank of a country. The bank is an apex regulatory body for the country's monetary and financial system. As the discussion is about the Banking industry of Bangladesh, here's a short history of banking industry in Bangladesh is described below:

<u>History of Banking in Bangladesh</u>

The banking structure inherited by Bangladesh since British regime and there wa 49 banks and other financial institution before the partition of India in 1947.

The first commercial bank in the Bangladesh region of British India was the Dhaka Bank established in 1806., the first British-Patronized modern bank, Bengal Bank established in India in 1784, had opened its two branches in 1873 in Sirajganj and Chittagong of Bangladesh region. In 1862, the Bengal Bank Purchased the Dhaka Bank and opened its first branch in Dhaka in the same year by reconstituting and merging the Dhaka Bank.

Bangladesh established Bangladesh Bank in 1972 by the Presidential Order No. 127of 1972 (which took effect on 16th December, 1971) which was the foundation of independent banking system in this country. It was the eastern branch of the former State Bank of Pakistan at Dhaka which was renamed as the Bangladesh Bank as a full-fledged office of the central bank of Bangladesh.

In 1972 Bangladesh bank ordered to nationalize all bank except foreign banks. Six nationalized banks were formed through merging the existing banks of the period they are:

Existing Bank	New Bank
The Premier Bank Ltd., The Habib Bank Ltd., The Commerce Bank Ltd.	**Agrani Bank** with an authorized capital of 500 lac. TK and 100 lac. TK as paid-up capital
The Bank of Behawalpur Ltd., The National Bank of Pakistan	**Sonali Bank** with an authorized capital of 500 lac. TK and 200 lac. TK as paid-up capital
The United Bank Ltd., The Union Bank Ltd.	**Janata Bank** with an authorized capital of 500 lac. TK and 100 lac. TK as paid-up capital
The Eastern Banking Corporation Ltd.	**Uttara Bank** with an authorized capital of 500 lac. TK and 100 lac. TK as paid-up capital
The Muslim Commercial Bank Ltd., The Standard Bank Ltd.	**Rupali Bank** with an authorized capital of 500 lac. TK and 100 lac. TK as paid-up capital
The Austrasia Bank Ltd., The Eastern Mercantile Bank Ltd.	**Pubali Bank** with an authorized capital of 500 lac. TK and 100 lac. TK as paid-up capital

The growth rate of banking sector in the country was extremely slow until 1983 whereas from that year the government allowed to establish private banks and started denationalization process. At first the Uttara Bank in the same year and thereafter, the Pubali Bank, and the Rupali Bank in 1986 was decentralized. Therefore there were no domestic private commercial banks in Bangladesh until 1982. Along with Arab-Bangladesh Bank Ltd. five more commercial banks came up in 1983 and initiated a moderate growth in banking financial institutions. There had been a relatively higher growth of branches of nationalized commercial banks (NCBs) during 1973-83, there number had increased from 1512 in 1973-74 to4603 in 1982-83.

Types of Banks:

There are **59 scheduled banks** in Bangladesh who operate under full control and supervision of Bangladesh Bank which is empowered to do so through Bangladesh Bank Order, 1972 and Bank Company Act, 1991. Scheduled Banks are classified into following types:

State Owned Commercial Banks (SOCBs)	There are 6 SOCBs which are fully or majorly owned by the Government of Bangladesh.
Specialized Banks (SDBs)	3 specialized banks are now operating which were established for specific objectives like agricultural or industrial development. These banks are also fully or majorly owned by the Government of Bangladesh.
Private Commercial Banks (PCBs)	There are 41 private commercial banks which are majorly owned by individuals/the private entities. PCBs can be categorized into two groups: • **Conventional PCBs**: 33 conventional PCBs are now operating in the industry. They perform the banking functions in conventional fashion i.e interest based operations. • **Islami Shariah based PCBs**: There are 8 Islami Shariah based PCBs in Bangladesh and they execute banking activities according to Islami Shariah based principles i.e. Profit-Loss Sharing (PLS) mode.
Foreign Commercial Banks (FCBs)	9 FCBs are operating in Bangladesh as the branches of the banks which are incorporated in abroad.

There are total 5 non-scheduled banks in Bangladesh which are:

- Ansar VDP Unnayan Bank,
- Karmashangosthan Bank,
- Grameen Bank,
- Jubilee Bank,
- Palli Sanchay Bank

2.2 Size, Trend and Maturity of the Industry:

2.2.1. Size:

The prime jobs of BB include issuing of currency, maintaining foreign exchange reserve and providing transaction facilities of all public monetary matters. BB is also responsible for planning the government's monetary policy and implementing it thereby. Apart from the head office in Dhaka, it has nine more branches, of which two in Dhaka and one each in Chittagong, Rajshahi, Khulna, Bogra, Sylhet, Rangpur and Barisal.

There are primarily two kinds of Bank. Which are: 1**) schedule Bank** and 2) **Non-scheduled Bank**.

Scheduled Bank

As mentioned before, the banks which get license to operate under Bank Company Act, 1991 (Amended upto 2013) are termed as Scheduled Banks. State-owned commercial banks, private commercial banks, foreign commercial banks and some specialized banks Islamic commercial banks are Scheduled Bank. There are four kind of scheduled Bank:

- State Owned Commercial Banks (SOCBs)
- Specialized Banks (SDBs)
- Private Commercial Banks (PCBs): Conventional PCBs & Islami Shariah based PCBs
- Foreign Commercial Banks (FCBs)

Non-scheduled Bank

Non-scheduled Banks are those banks which were established with special and defined objective and operated under the act which are enacted for meeting up those objectives. Ansar VDP Unnayan Bank, Karmashangosthan Bank, Grameen Bank, Jubilee Bank, Probashi Kollyan Bank, Probashi Kollyan Bank are six non-scheduled banks in Bangladesh.

2.2.2. Trend of the Industry

The trend of banking industry is changing now. The uses of technology increased. Before bank accounts and other information was recorded physically which required a lot of paperwork and which can be easily damaged. But now banks take records on their personalized web side which allow them to do their task more swiftly and increase customers trust on banking more.

The trend of Mobile Banking and E-Banking now has increased to the level that every existing banks and newcomer are now adopting this trends to exist in the market. Through e-banking customer can take retail services by using computer, telephone and mobile phone. Services like electric fund transfer (EFT) can be a perfect example of e-banking.

Now almost everyone especially in urban area uses smart phone. So, the increases of mobile banking increased too. People now paying their bills, transfer amounts and other banking activities completed by using their mobile. These are the reason now rocket, bkash are more popular among people.

2.2.3. Maturity

For last few years the demand of banking services are increasing noticeably. Among the stages of industry lifecycle, for now we can say that the banking industry in Bangladesh is at growth stage. Even though it's at the growth stage the industry already showing the characteristics of shakeout stage, so we can say it's not far away for Bangladesh's banking industry to reach at that level.

2.3. Seasonality

Like any other sector the seasonality of banking industry also follow a pattern which was made by considering the demand for investment services and loan activities. The pattern is examining the bank performance to understand the seasonality of this sector over last 20 years. The basic pattern of which is that the period of low is from late January to February. Increases of loan begin from March, rises very sharply at May. Generally it reaches to its peak at June. Rest of the summer till

October there isn’t much demand of banking service among the customers. Then, from October to first part of January it increases steadily. In February the banks stocks performs worst but it experiences highest return at March and April, then from October to December.

The main factors which influences the seasonality of banking industry are:

- **Investment:** the increased demand for the financial services are one of the main factor which drive the seasonality of banking industry in Bangladesh. Mainly from December to first part of January the demand happens. During those times the portfolio and fund managers do a lot of rebalancing as the investors makes their decisions weather to invest at the beginning or end of the year.
- **Interest Rate:** Interest rates are higher in winter and summer and generally lower in spring and fall. This pattern has been followed since the financial crisis occurred at 2008. So the best time to finance is when the rate is low. As there’s an increase for home mortgages during March, April and May the best time for investing for a home is during spring.
- **Tax:** Tax planning also impact greatly on the seasonality of banking services. It contribute to the seasonal rise from March to just the prior of 15th April which is the deadline of income tax.

2.4. External Economic Factors

Banking services are directly related with the economic changes of a country, so any changes on this economic factors can directly effect this industry. Weather economy is prospering facing recession, the income flows affect the banks to decide the availability of capital, spending habit, services charge, and interest rate which directly influence to increase or decrease about using the services and affect the business of this industry.

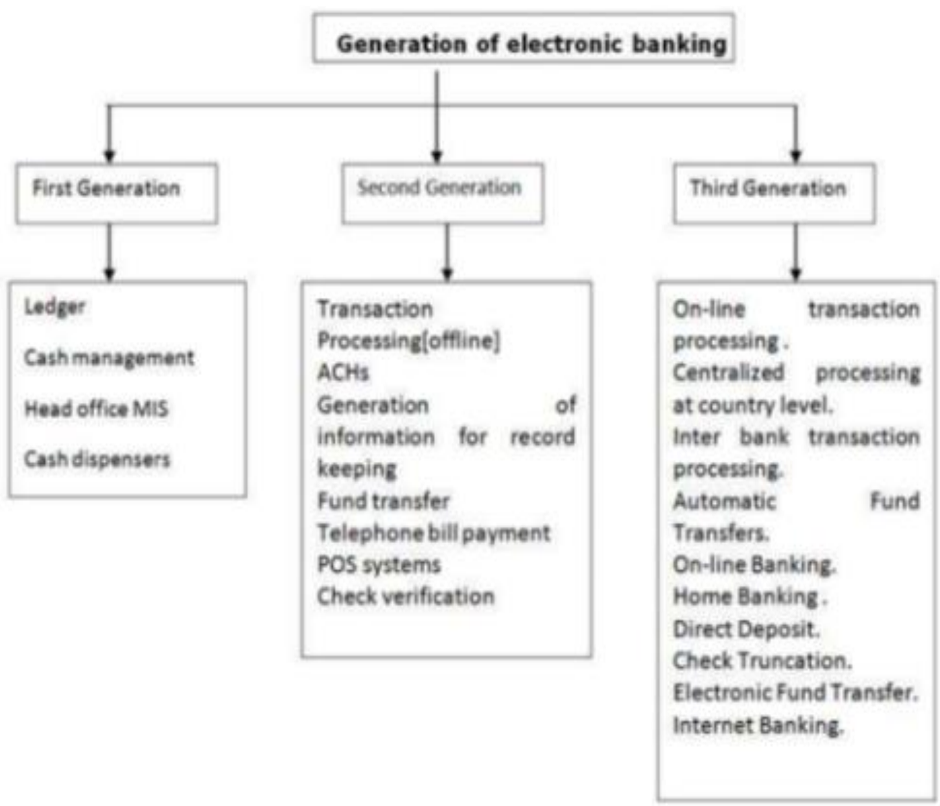
If the economy is facing inflation the banks may faces the black lash as the inflation affects currency value and create instability. Foreign investors won’t be eager to invest particular country’s currency is high. Exchange rates changes of globally stable currencies such as the US dollar, euro or pounds can impact other currencies, spending habits and inflation rates in other countries can also impact banks greatly.

The inflation decreases the value of the currency. It affects the purchase power of currency too. The banks may offer more interest bur the annual percentage yield (APY) will be less attractive.

2.5. Technological factors

Today technology plays the largest part to carry out the bank tasks. By using information system banks now store accounts and other date on their own website. They can verify customer provided date within a few minutes.

Banks are now offering their own app services too. People can use the app to pay their bills or transfer money from one account to another very easily. Recently banks are providing scan options too even they can use the smartphone as their card rather than carrying the actual credit card. The uses of technology gives the banking industry a new dynamic. Almost 80% works are now done by banks by using their own server and other technology. The availability of ATM booths and low charges of debit and credit cards increases the user of the bank services too. Nowadays people being more tech savvy makes it easier to take the bank services of the banks. This is one of the biggest reason for adapting the increase uses of technologies for the existing bank and the newcomer. For which now it is called as the generation of e-banking which can be described with this diagram:



2.6. Political, legal and regulatory factors

2.6.1. Political factors

For continuing providing a proper services of bank it is very important maintain a better political environment for a country. Government laws can directly affect banking sector. The government can intervene in any matter of banking. Corruptions amongst political parties, legislative laws such as labor laws, trade restrictions, tariffs and political stability will affect the activities of the banks. So even though banking sector looks powerful but it is susceptible to the government.

2.6.2. Legal factors

The banking sector is globally impacted by several laws. Among then especially in Bangladesh the bank industry have to follow the customer law, labor law as a large number of employment is related with this industry, trade structure which impact to confirm the infrastructure of the industry. The Customer concerns and corporate social responsibility (CSR) made the government introduce several laws which has followed by the banks strictly.

2.6.3. Regulatory factors:

Bangladesh Bank acts as regulator body for other banks as they are highly regulated by this central bank. Bangladesh bank decide about what percentage of the capital have to be kept as paid-up-capital and monitor if the banks are following the regulation. It has been selected by Bangladesh bank that no person can as single or jointly hold more than 10% of the share. The central bank has the authority to change the amount of risk based capital which make the banks to changes their service plan and act as Bangladesh bank want besides BB has the authority to change the MD, CEO if they feel the necessity to change that for public interest.

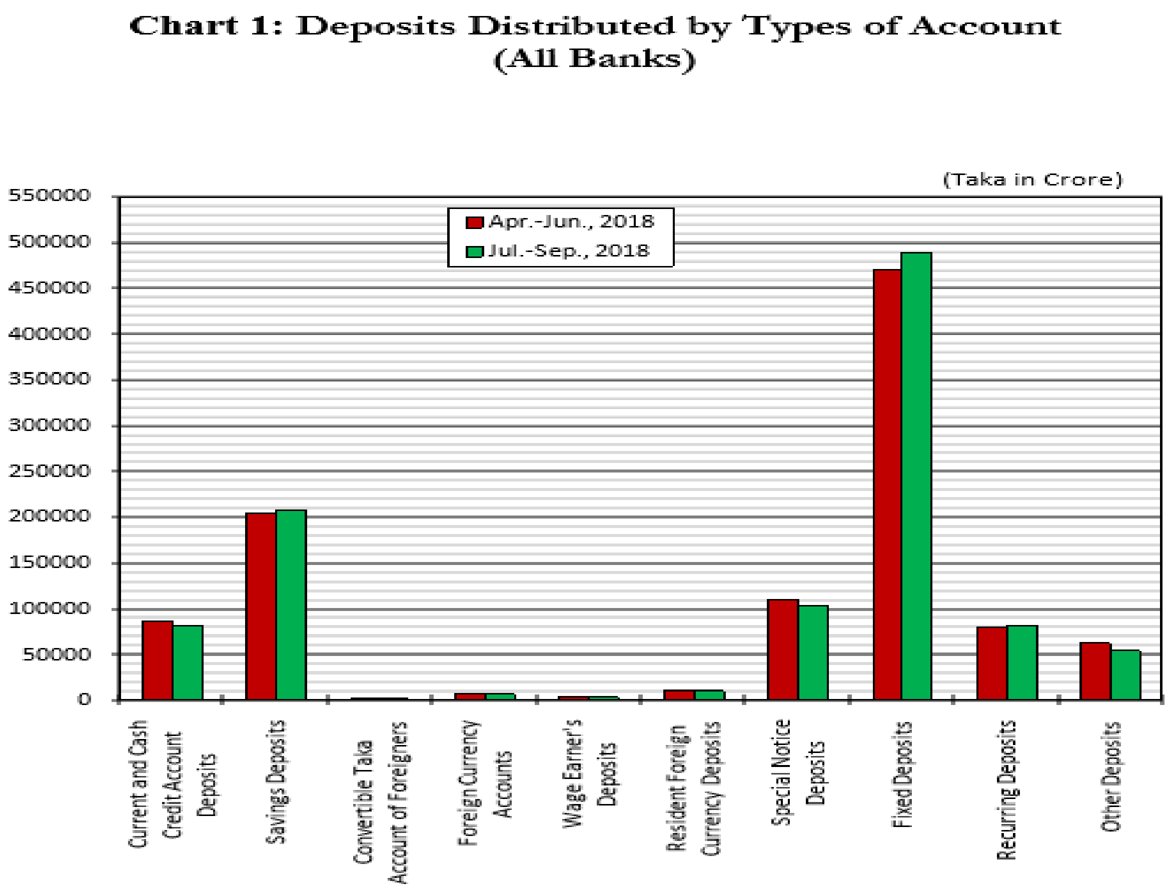
2.7. Barriers to entry

Among the five forces models of porter's the barriers to entry is the first step. The common barriers for the banking industry are brand loyalty, government regulations, customer loyalty, absolute cost advantage, competitors, economies of scale and heavy existence of substitute.

As the industry is still on its growth stage the threats of entrants of potential competitors are quiet high, besides the existing competitor makes some marks which increase the difficulty to enter the market. Moreover in finance market the bank sector is highly regulated by the government such as licensure laws, capital requirements, and access to financing, regulatory compliance and security concerns so the steps are complicated which makes it difficult to enter.

2.8. Supplier power

The main supplier of the bank are the depositors. There are thousands of depositors such as the businessmen, service holders, farmers, students and people from virtually any other professions who are depositors of the banks. Among them big amount depositors held the power to determine the interest rate of their deposits. The different deposits distribution by type of accounts at 2018 is being showed by the charts bellow



The Weighted Average Rates of Interest on Deposits of 2018 are:

Weighted Average Rates of Interest on Deposits
As on September 30, 2018

Banks	All Deposits	Savings Deposits	Special Notice Deposits	Fixed Deposits	For Less than 6 Months	For 6 Months to Less than 1 Year	For 1 Year to Less than 2 Years	For 2 Years to Less than 3 Years	For 3 Years and Above	Other Deposits
	1	2	3	4	5	6	7	8	9	10
All Banks	5.24	3.21	3.82	7.19	6.12	7.69	7.29	7.49	9.65	3.61
State owned Banks	4.36	3.44	3.69	5.99	5.14	5.39	5.49	5.88	9.48	2.63
Private Banks (a+b)	5.55	3.05	3.92	7.57	6.41	8.00	8.13	7.83	9.63	3.85
a) Domestic	5.78	3.16	4.11	7.63	6.44	8.09	8.23	8.16	9.66	4.26
b) Foreign	2.26	1.56	1.87	5.77	4.20	6.35	6.04	5.64	7.25	0.74
Specialised Banks	5.71	3.70	3.88	6.96	5.58	6.11	6.11	6.48	10.97	5.60
Islamic Banks	5.91	3.46	3.83	7.29	6.47	7.74	8.05	7.25	8.42	5.01

The the strength of the supplier's depends on the main two following factors:

- **Availability of supplier:** as the industry is at its growth stage the bargaining power is low here. As there are a lot of individual saving in the economy but opportunity for the industry to invest is not that much in the market. though the senario is now chaging and more opportunuties are rising.
- **Threat of forward integration:** the banks continue their operation by money investment, if the MNC and other big companies showed relectance to invest money on bank and try to form different sector fot investing their money that can creat a direct threat of forward integration for the banks.

2.9. Buyer power

Creditors are consider as the buyers of the banks. The major buyer of Bank's credit are businessmen. In fact, big amount creditors can create strong impact in determining interest rate of their credit amounts. The banks even provide prime interest rate for their prime customers. The following tables would provide information regarding creditors of different categories of banks

Table-2 Advances Classified by Category of Banks till September 2018

Advances Classified by Category of Banks

(Taka in Crore)

At end of the quarter	State Owned Banks	Specialised Banks	Foreign Banks	Private Banks (Including Islamic Banks)	Islamic Banks	All Banks
2017						
Jul.-Sep.	**135333.07**	**23292.09**	**27055.65**	**560164.24**	**178519.11**	**745845.06**
	18.14%	3.12%	3.63%	75.10%	23.94%	100%
	(2.11)	(0.13)	(1.86)	(3.86)	(5.18)	(3.35)
Oct.-Dec.	**145774.94**	**23485.77**	**27815.31**	**595601.40**	**186406.54**	**792677.42**
	18.39%	2.96%	3.51%	75.14%	23.52%	100%
	(7.72)	(0.83)	(2.81)	(6.33)	(4.42)	(6.28)
2018						
Jan.-Mar.	**149336.54**	**23198.65**	**28612.16**	**609885.34**	**190531.55**	**811032.69**
	18.41%	2.86%	3.53%	75.20%	23.49%	100%
	(2.44)	(-1.22)	(2.86)	(2.4)	(2.21)	(2.32)
Apr.-Jun.	**155788.02**	**24437.04**	**31179.23**	**635611.18**	**198177.83**	**847015.46**
	18.39%	2.89%	3.68%	75.04%	23.40%	100%
	(4.32)	(5.34)	(8.97)	(4.22)	(4.01)	(4.44)
Jul.-Sep.	**159424.01**	**24129.64**	**30945.73**	**644503.77**	**202023.95**	**859003.15**
	18.56%	2.81%	3.60%	75.03%	23.52%	100%
	(2.33)	(-1.26)	(-0.75)	(1.4)	(1.94)	(1.42)

Note: 1. Figures in parentheses represent rates of growth in percent over the preceding quarter.
2. Minor differences may be shown due to separate rounding off.

Table-3 Sector-wise Classification of Advances till September 2018

Sector-wise Classification of Advances

(Taka in Crore)

At end of the quarter	Public Sector: Government	Public Sector: Other than Government	Public Sector: Total	Private Sector	Total Advance (Public+Private)	Ratio (Public/Private)
2017						
Jul.-Sep.	**2012.18**	**6927.71**	**8939.89**	**736905.17**	**745845.06**	**0.01**
	0.27%	0.93%	1.20%	98.80%	100%	
	(-15.35)	(11.2)	(3.87)	(3.34)	(3.35)	
Oct.-Dec.	**2691.88**	**7590.04**	**10281.92**	**782395.50**	**792677.42**	**0.01**
	0.34%	0.96%	1.30%	98.70%	100%	
	(33.78)	(9.56)	(15.01)	(6.17)	(6.28)	
2018						
Jan.-Mar.	**3957.53**	**8190.77**	**12148.30**	**798884.39**	**811032.69**	**0.02**
	0.49%	1.01%	1.50%	98.50%	100%	
	(47.02)	(7.91)	(18.15)	(2.11)	(2.32)	
Apr.-Jun.	**4080.45**	**8612.17**	**12692.63**	**834322.84**	**847015.46**	**0.02**
	0.48%	1.02%	1.50%	98.50%	100%	
	(3.11)	(5.14)	(4.48)	(4.44)	(4.44)	
Jul.-Sep.	**3982.87**	**8310.77**	**12293.64**	**846709.51**	**859003.15**	**0.01**
	0.46%	0.97%	1.43%	98.57%	100%	
	(-2.39)	(-3.5)	(-3.14)	(1.48)	(1.42)	

Note: 1. Figures in parentheses represent rates of growth in percent over the preceding quarter.
2. Minor differences may be shown due to separate rounding off.

Table-4 Economic Purpose-wise Classification of Advances till September 2018

Economic Purpose-wise Classification of Advances

(Taka in Crore)

At end of the quarter	Agriculture Fishing & Forestry	Industry		Construction	Transport	Trade & Commerce	Consumer Finance	Others	Total
		Term Loan	Working Capital Financing						
2017									
Jul.-Sep.	**38013.93**	**139364.01**	**160990.83**	**67262.44**	**5684.26**	**256445.85**	**56555.88**	**21527.87**	**745845.06**
	5.10%	18.69%	21.59%	9.02%	0.76%	34.38%	7.58%	2.89%	100%
	(0.61)	(7.71)	(8.93)	(3.09)	(11.66)	(-0.76)	(1.59)	(-3.47)	(3.35)
Oct.-Dec.	**40930.39**	**147445.44**	**171213.64**	**70075.05**	**6284.84**	**266088.46**	**69300.52**	**21339.08**	**792677.42**
	5.16%	18.60%	21.60%	8.84%	0.79%	33.57%	8.74%	2.69%	100%
	(7.67)	(5.8)	(6.35)	(4.18)	(10.57)	(3.76)	(22.53)	(-0.88)	(6.28)
2018									
Jan.-Mar.	**41569.69**	**145509.42**	**178196.31**	**74134.95**	**7081.07**	**278945.40**	**60491.37**	**25104.49**	**811032.69**
	5.13%	17.94%	21.97%	9.14%	0.87%	34.39%	7.46%	3.10%	100%
	(1.56)	(-1.31)	(4.08)	(5.79)	(12.67)	(4.83)	(-12.71)	(17.65)	(2.32)
Apr.-Jun.	**42912.37**	**159383.28**	**182713.85**	**78680.69**	**7361.28**	**288695.18**	**60700.59**	**26568.22**	**847015.46**
	5.07%	18.82%	21.57%	9.29%	0.87%	34.08%	7.17%	3.14%	100%
	(3.23)	(9.53)	(2.54)	(6.13)	(3.96)	(3.5)	(0.35)	(5.83)	(4.44)
Jul.-Sep.	**41176.71**	**158848.25**	**193779.38**	**80823.98**	**7519.50**	**289601.93**	**59889.83**	**27363.56**	**859003.15**
	4.79%	18.49%	22.56%	9.41%	0.88%	33.71%	6.97%	3.19%	100%
	(-4.04)	(-0.34)	(6.06)	(2.72)	(2.15)	(0.31)	(-1.34)	(2.99)	(1.42)

Note: 1. Figures in parentheses represent rates of growth in percent over the preceding quarter.
2. Minor differences may be shown due to separate rounding off.

The buyer power of this industry is low. The factors on which the bargaining power of buyer are mainly depends are:

- **Amount of loan applicants**: in banking industry still there isn't enough loan applicant. The number of loan applicant are very low. As the low number of loan applicant banks are sitting with a big amount of idle money. Which are M\mostly from the personal credit.
- **Low switching cost:** the switching cost is very low. Almost all banks offer close interest rate. Still switching the loan from one bank to other substitute is very low which makes the potential buyer to switch more frequently to other substitute. So this lower switching cost eventually increasing the competition for banks.

2.10. Threat to substitutes

There are non-banking financial institution which plays as substitute of banking industry as this substitute institutions do similar banking activities and banking transaction in the leasing field in Bangladesh. But this field is quite small in size. Industrial Leasing and Development Company Ltd. (IDLC), United Leasing Company, Industrial Promotion and Development Corporation (IPDC), are the key players. Even though this field is small in size it can shrink the marginal profit of commercial banks as they are taking away the potential clients of the banks. This institutes provide industrial leasing to many companies in Bangladesh. A merchant bank, Vanik Bangladesh Ltd. provides investment counseling and credit services among its other financial activities but still some of the banking operations such as exporting / importing, they have no substitutes. Recently for few years the performance of this substitute financial institute have increased and becoming more popular to the buyers day by day. So the banks should take more caution in order to prevent its increasing competitor in the market.

2.11. Industry rivalry

In a competitive industry the companies had to compete more aggressively which caused less profit. So it is important to know how much industry rivalry exist in the market in order to determine how much competitive and profitable that industry can be in the market.

The banking industry in Bangladesh is growing more day by day which now causing the increased amount of competitor in the market too. So the industry rivalry is very high in this sector. Banks adapting new and innovative service ideas creating tough challenges for other existing competitors and newcomers.

2.12. Summary of challenges and opportunities

2.12.1. Challenges for Banking Industry:

Though there's a lot of potentiality to grow there's also a lot of challenges which bank sector now is facing. One of the difficulty is the changing regulation from Bangladesh Bank. It can be very tough for banks to provide their service steadily if the regulations provided by the central bank changes as it can make a direct impact on the interest rate and may increase the service costs. So independent regulatory system is much needed for this sector.

As, bank is the number one source of tax in large tax unit of NBR so a lower profitability might reduce the tax and as a result it may showed as a decrease on fiscal system. Moreover, the increase number of substitute make the banking sector more difficult to operate in the market too.

2.12.2. Opportunities for Banking Industry:

Even though there's some challenges for the banking industry theirs many opportunity for the sector to grow too. Some of the potential opportunities for the sector in Bangladesh which the industry can use if they can be provided with proper investment are:

- Becoming a major sector for revenue on economy scale of Bangladesh.
- As the number of tech savvy people increases in Bangladesh, adapting more innovative technological ideas to server a large number of customers in the market.
- As the user of banking sector is increasing the opportunity of an accelerate expansion and growth in the sector increases more.
- Some functions performed by banks such as current accounts and others without which the business would not be carried out quickly.
- There's no Japanese bank in Bangladesh right now, as the sector is now on its growth stage there's so much potential profit for Japanese bank to invest for banking sector as there's different Japanese business investment existed in the country.
- Banks have access to trades, business and markets where without it, would be very difficult for businesses to reach because of the complex regulations.

So, there's a lot of section where only bank sector can reach and make the task easier which are the reasons to increase the demands of this industry more day by day as a result the opportunities for this field in the market is extremely high too.

Chapter-3

Analysis of the Organization

3. Analysis of the organization

3.1. Overview and History

Dutch-Bangla Bank is the very first joint venture bank of Bangladesh. The bank collaborated with the local shareholders led by M Sahabuddin Ahmed (founder chairman) and the Dutch company FMO.

From the beginning, the major focus of the bank was to finance high-growth manufacturing industries in Bangladesh. As the manufacturing sector exports Bangladeshi products worldwide that's why financing and concentrating on this sector allows Bangladesh to achieve the desired growth rapidly. Another focus of Dutch Bangla Bank is the Corporate Social Responsibility (CSR). Even though it is a must for every company now, Dutch Bangla Bank is the pioneer in this sector and termed their contribution as 'social responsibility'. Because of their big investment in this sector makes them one of the largest donors and the largest bank donor in Bangladesh. For their various approach as a socially conscious bank Dutch-Bangla bank won numerous international awards too.

The very first fully automated bank in Bangladesh was Dutch Bangla Bank. In 2002 the Electronic-Banking Division was established and undertook the automation which plays the vital role to bring modern banking services in the banking service field. In 2003 by introducing plastic money to the Bangladeshi masses the bank achieved their success on full automation system. The Banks' strategy as the nation's largest ATM fleet which cut consumer costs and fees by 80%. Moreover, their decision of the low profitability route for this sector has surprised the critics too as they pursued the mass automation in banking as one of their CSR activity and never intended to earn profit from here. Because of their approaches Dutch Bangla Bank are able to provides unrivaled banking technology offerings to all its customers also for the very same reason most of local banks joined Dutch Bangla Bank banking infrastructure rather than pursuing their own.

Even though Dutch Bangla Bank had a history of hefty technological investments and done large investment for donations, customers and investors trust and confidence for bank performance never decreased. By gaining highest share price in the Dhaka Stock Exchange in 2008 the bank also proved their potentiality in the market.

3.1.1. Vision of Dutch Bangla Bank

Dutch-Bangla Bank dreams of better Bangladesh, where arts and letters, sports and athletics, music and entertainment, science and education, health and hygiene, clean and pollution free environment and above all a society based on morality and ethics make all our lives worth living. DBBL's essence and ethos rest on a cosmos of creativity and the marvel-magic of a charmed life that abounds with spirit of life and adventures that contributes towards human development.

3.1.2. Mission of Dutch Bangla Bank

Dutch-Bangla Bank engineers enterprise and creativity in business and industry with a commitment to social cause. "Profits alone" do not hold a central focus in the Bank's operation; because "man does not live by bread and butter alone".

3.1.3. Core objectives Dutch Bangla Bank

Dutch-Bangla Bank believes in its uncompromising commitment to fulfill its customer needs and satisfaction and to become their first choice in banking. Taking cue from its pool of esteemed clientele, Dutch-Bangla Bank intends to pave the way for a new era in banking that upholds and epitomizes its vaunted marques "Your Trusted Partner".

3.1.4. Core Information about Dutch Bangla Bank

Establishment Year: 1996

Authorized Capital: 400 Cr.

Paid-up Capital: 20 Cr. BDT.

Number of Employees: 1800

Number of Customers: exceeds 21,009,000

Number of Branches: 181 branches situated in 55 districts

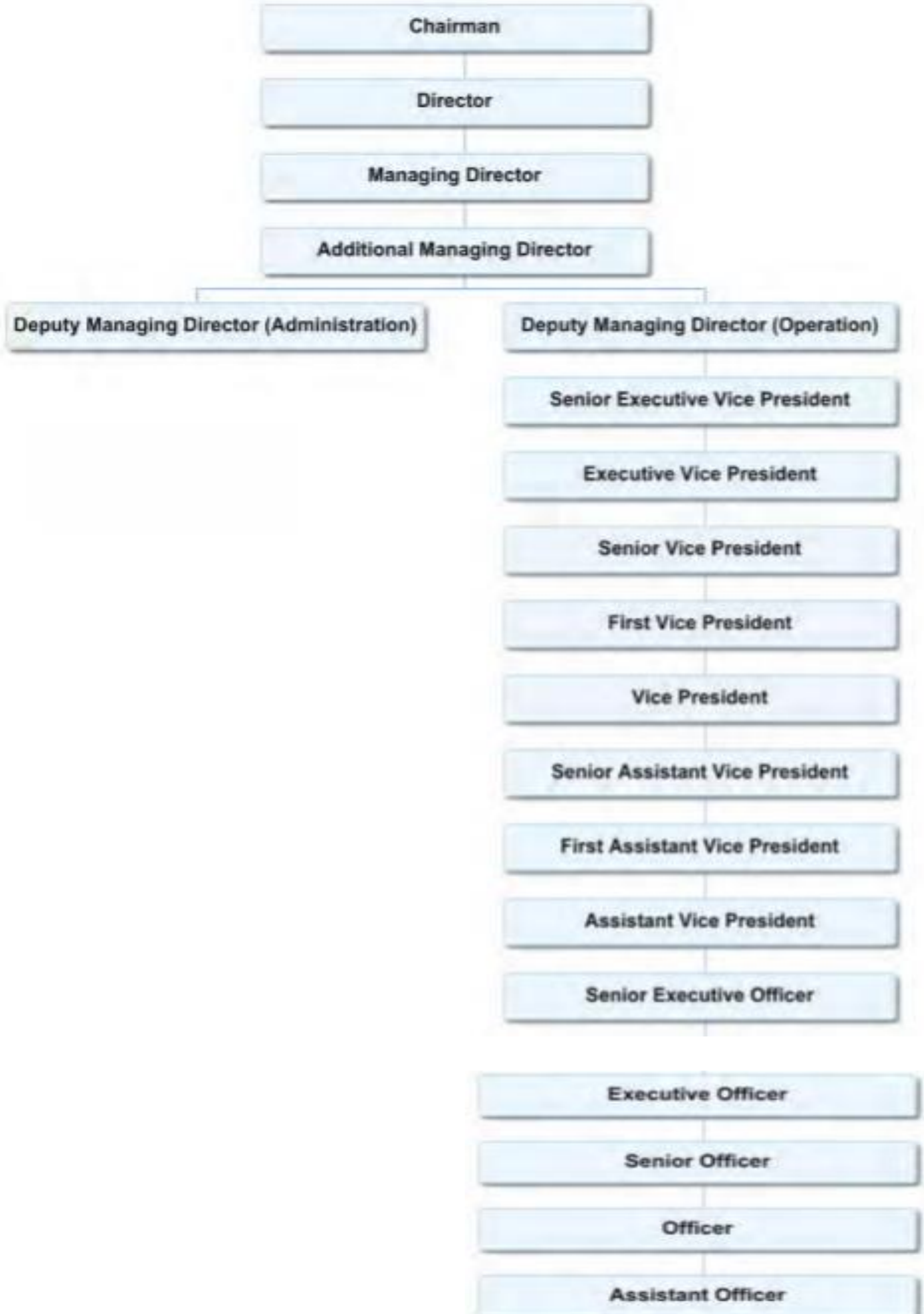
Number of ATM Booths: 4763

Number of Fast Tracks: 949

Rocket Merchants: 239003

POS Merchants: 7180

3.1.5. Organogram of DBBL:



As we can see at the organogram of Dutch-Bangla bank starts with the highest positions of the chairman followed by the director, managing and additional managing director. There the organogram divided into two section from here. Under the additional managing director both administration and operation departments' deputy managing director worked to achieve their target. Other officers worked under them either at administration or operation department.

3.2. Trend and Growth

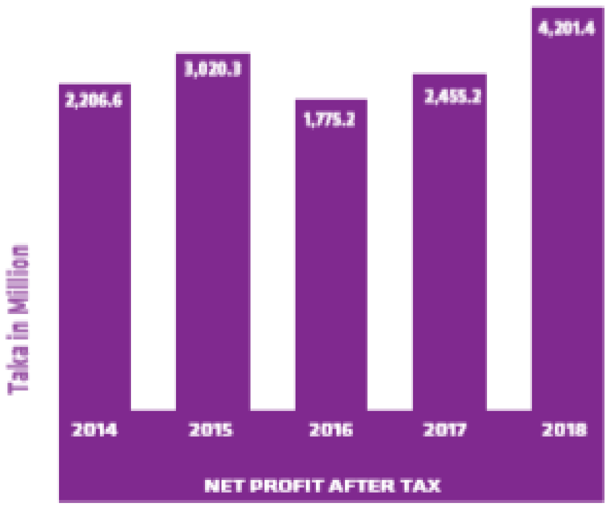
There are several important figures which impact the trend and growth of Dutch- Bangla Bank Ltd. it will be described below:

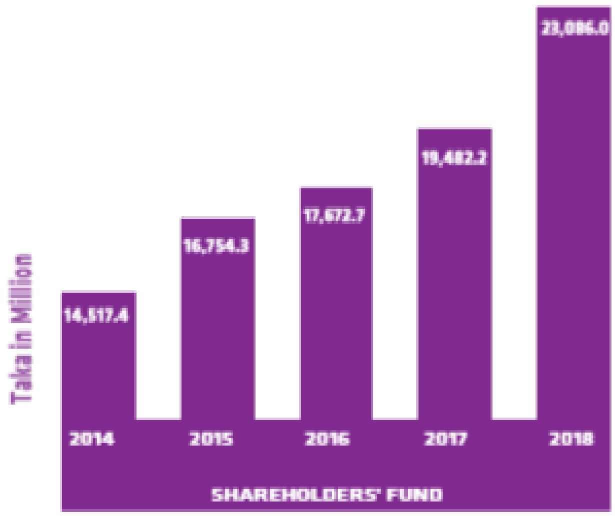
Financial highlights of last 5years

Taka in million

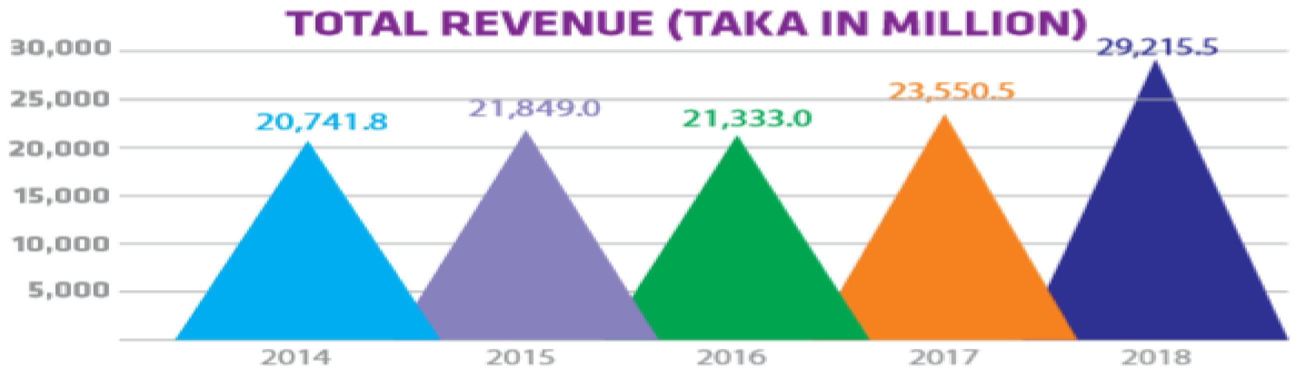
Particulars	2018	2017	Growth (%)	2016	2015	2014
Result of operation (for the year)						
Total revenue	29,215.5	23,550.5	24.1%	21,333.0	21,849.0	20,741.8
Operating profit	7,224.4	5,683.5	27.1%	5,521.8	6,433.9	5,324.4
Profit before taxation	6,763.6	5,293.3	27.8%	3,234.0	6,267.3	4,518.8
Profit after taxation	4,201.4	2,455.2	71.1%	1,775.2	3,020.3	2,206.6
Financial position (at year end)						
Total assets	346,468.8	311,906.8	11.1%	264,797.4	244,057.6	215,993.5
Total risk weighted assets	218,204.9	200,953.0	8.6%	162,165.3	154,548.6	130,709.5
Total loans and advances	231,553.9	207,257.4	11.7%	173,397.8	152,270.0	124,423.0
Total deposits	262,467.7	233,796.4	12.3%	207,234.0	186,765.0	166,762.3
Total import business	167,371.3	151,979.3	10.1%	135,113.4	135,047.1	123,391.9
Total export business	151,484.4	144,463.0	4.9%	132,505.5	129,954.5	117,777.3
Total shareholders' fund	23,086.0	19,482.2	18.5%	17,672.7	16,754.3	14,517.4
Total capital	34,077.4	26,106.7	30.5%	21,178.8	21,137.6	18,077.9
Market capitalization	28,880.0	30,620.0	-5.7%	23,340.0	21,520.0	21,160.0
Cash Flow Statement (at year end)						
Cash flows from operating activities	5,067.2	11,731.3	-56.8%	4,914.5	5,899.2	54,610.3
Cash flows from investing activities	(7,545.5)	(1,105.7)	582.4%	(7,997.0)	(92.5)	(47,930.0)
Cash flows from financing activities	3,349.7	3,502.3	-4.4%	(1,382.5)	(936.4)	1,371.2
Cash and cash-equivalents	67,410.4	66,539.0	1.3%	52,411.1	56,876.1	53,892.0
Particulars	**2018**	**2017**	**Deviation**	**2016**	**2015**	**2014**
Per share (Taka)						
Earning per share	21.0	12.3	8.7	8.9	15.1	11.0
Dividend per share						
Cash	-	3.0	(3.0)	3.0	4.0	4.0
Bonus (%)	150.0	-	150.0	-	-	-
Net asset value (NAV) per share	115.4	97.4	18.0	88.4	83.8	72.6
Closing Market price per share	144.4	153.1	(8.7)	116.7	107.6	105.8
Financial ratios (In Percentage)						
Loan deposit ratio	76.8%	75.6%	1.3%	79.4%	81.5%	74.6%
Return on average total assets	1.3%	0.9%	0.4%	0.7%	1.3%	1.1%
Return on average risk weighted assets	2.0%	1.4%	0.7%	1.1%	2.1%	1.8%
Return on average shareholders' fund	19.7%	13.2%	6.5%	10.3%	19.3%	16.2%
Ratio of non-performing loan to total loan	4.1%	4.7%	-0.5%	5.2%	3.7%	4.4%
capital to risk-weighted asset ratio	15.6%	13.0%	2.6%	13.1%	13.7%	13.8%
Cost-income ratio	68.1%	69.3%	-1.2%	65.3%	58.8%	61.6%

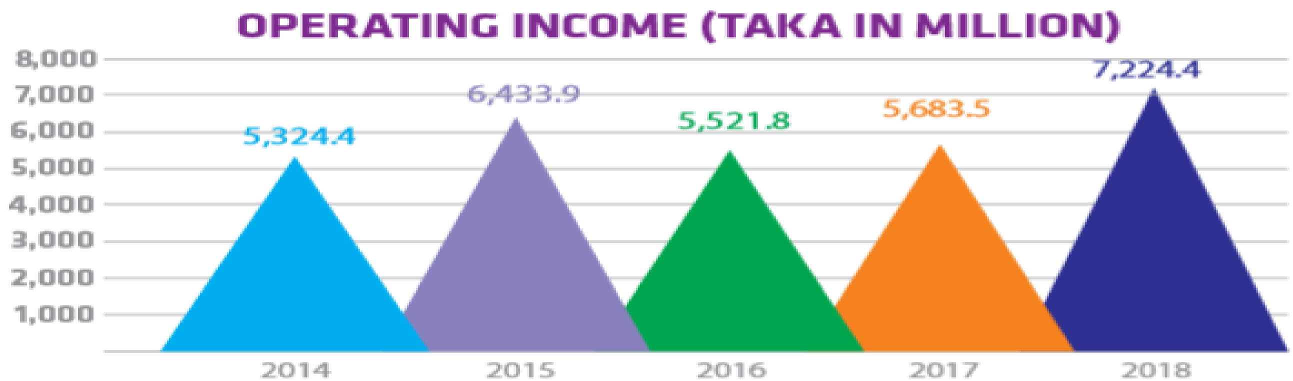
* **Proposed** (150% stock dividend i.e. 1.5 bonus share against 1 existing share for the year ended 31 December 2018)



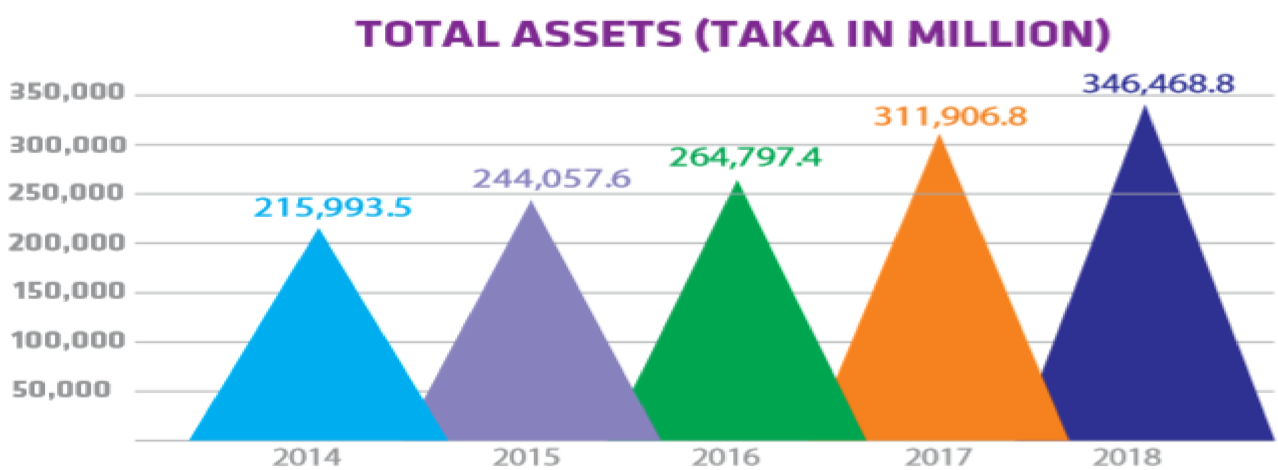


In 2014 where the net profit after tax was 2206.6 million it turned to 4201.4 million at 2018 over the last five year. Besides shareholders fund was also positively increased and was the highest at 2018.

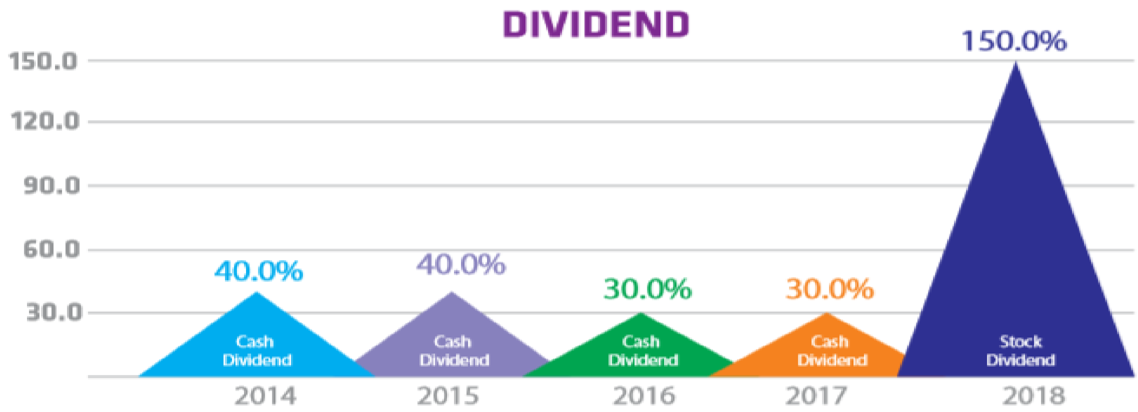




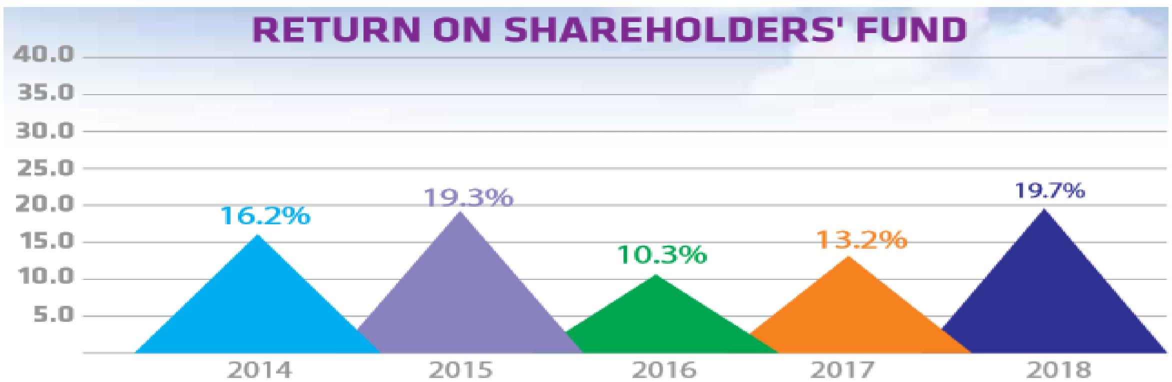
From the graphical presentation we can see that even though the total revenue and operating income was a little less at 2016 but it was at its highest at 2018.



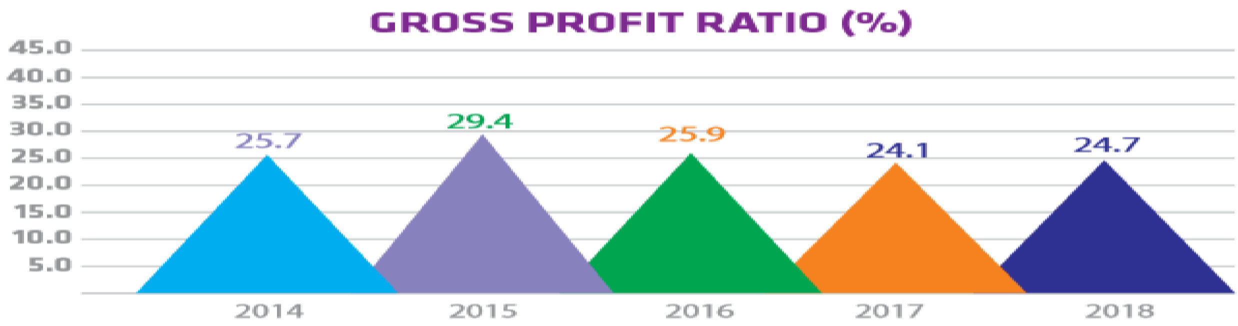
From 2014 to 2018 there’s a positive growth on the total assets. Where at 2014 the total asset was 215993.5 million it increased to 311906.8 million at 2017 and to its highest point to 346468.8 million at 2018.



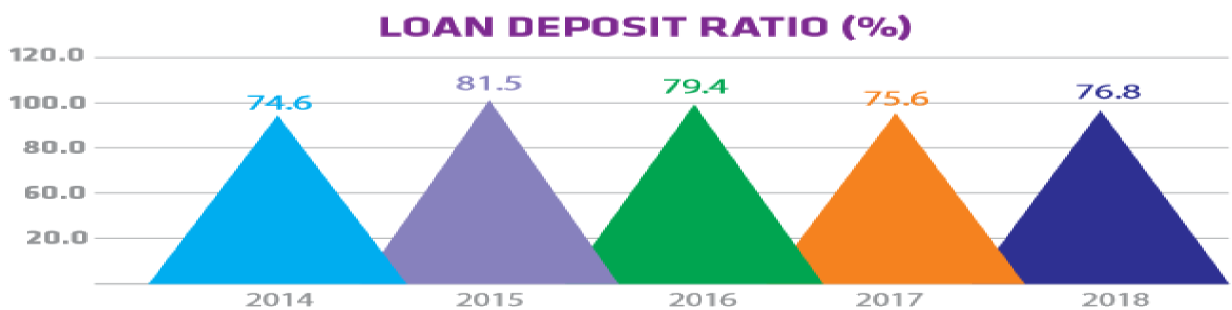
We can see the bank experienced a great increase at 2018 in case of stock dividend. At 2014 and 2015 the cash dividend was holding 40.0% which decreased to 30% by next two years at 2016 and 2017. But at 2018 the stock dividend increased to 150% which was higher than any past years.



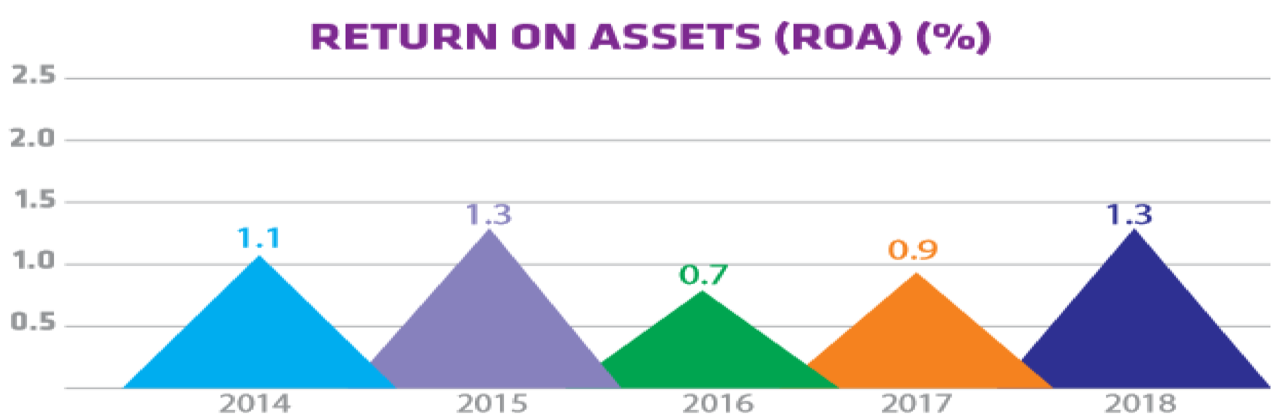
In case of return on shareholder's fund, at 2014 it was 16.2% which increased to 19.3% on 2015 but at 2016 it dropped to 10.3% even though it again increased to 13.2% at 2017, it was still lower than 2015s' percentage. At 2018 the return on shareholders' fund was 19.7% which was more than 2015s'.



For gross profit ratio, at 2014 it was 25.7% which increased to 29.4% at 2015. But at 2016 it decreased to 25.9% and continuously decreased the following year to 24.1% but at 2018 it was steadily increased from 24.1% to 24.7%.



For the loan deposit ratio the bank experienced a little increase from 2017 to 2018 which was from 75.6% to 76.8% but it was still lower than 2015 and 2016 loan deposit ratio which was 81.5% and 79.4%.



The changes on ROA among the last five years were not too much. At 2015 it was 1.3% which decreased to 0.7% at 2016 but again increased to 0.9% at 2017 and finally reached to 1.3% again at 2018.

By comparing the performances of Dutch-Bangla Bank Ltd. we can find a positive and stable growth on banks performance.

3.3. Customer Mix

Customer mix of any organization means the targeted customer from different segment for their offered products or services. Dutch-Bangla Bank also have their targeted customer whom they offer different services. The targeted customer of Dutch-Bangla Bank are:

- **Individual clients:** DBBL provide different account and lone options for every different individuals, businessman, student, housewife etc.
- **Corporate Clients:** DBBL offers different loan options and accounts for MNC or other big companies as their corporate client option where company by using the company name rather than any specific person can use these services.
- **Small or Medium Enterprises:** DBBL has accounts and loan options especially for small and medium enterprises. So they are also targeted customers for the bank.
- **Govt. and Non-Govt. Organizations:** As DBBL always very conscious about their role in CSR they provide many services for Govt. and Non-Govt. Organizations too which make them potential customers for the bank.
- **Foreign Individuals:** Recently DBBL provided best remittance services than any other bank can provide which makes the foreign clients who sent money in the country as their potential clients too.
- **Non-Banking Financial Institutions:** DBBL has services for NBFI too which makes their substitute competitor as their targeted customer too and a good tactic to reduce substitute options for their services to other potential customers.

3.4. Product/ Service Mix

There are two types of services Dutch-Bangla Bank provides which are the deposit services and loan services. There are different types of deposits and loan options available by DBBL. Those are:

3.4.1. Deposit services:

- Regular-deposit Products:
    - Savings Deposit Account
    - Current Deposit Account
    - Short Term Deposit Account
    - Resident Foreign Currency Deposit
    - Foreign Currency Deposit
    - Convertible Taka Account
    - Non-Convertible Taka Account
    - Exporter's FC Deposit(FBPAR)
    - Current Deposit Account-Bank
    - Short Term Deposit Account-Bank
- Future Line Products:
    - Deposit Plus Scheme (DPS)
    - Children Education Savings Scheme (CHESS)
    - Millionaire Deposit Scheme (MDS)
    - Periodic Benefit Scheme (PBS)
    - Bochore Dergun Scheme (BDS)
    - Pension Plus (PP)

3.4.2. Loans and advances

Dutch Bangla Bank offers a wide range of loans and advances to suit their customers need. Amongst them are the following:

- Retail Loan Products
- Loan agst. Trust Receipt
- Transport Loan
- Real Estate Loan (Res. & Comm.)

- Loan Agst. Accepted Bill
- Industrial Term Loan
- Agricultural Term Loan
- Lease Finance
- Other Term Loan
- FMO Local currency Loan for SME
- FMO Foreign currency Loan
- Cash Credit (Hypothecation)
- Small Shop Financing Scheme
- Overdraft

3.4.3. SME Banking

- DBBL Cash Credit – "Len-den"
- DBBL Term Loan – "Somridhi"
- DBBL Property Loan – "Janala"
- DBBL Festival Loan – "Utshab"
- DBBL Women entrepreneurs Financing (Term loan) – "Uthsaho"
- DBBL Women Financing (Cash Credit) – "Shofolota"

3.5. Operations

Some of the main operations of DBBL are:

- General banking services
- Loan services
- SME Banking
- Future-Line scheme
- Remittance service
- Nexus Pay
- VISA Card, Master Card
- Agent Banking
- Rocket Service
- Electronic Banking service
- E-Bank statement

- Fast Track
- ATM Service
- POS Merchant
- Bill Payments

3.6. SWOT analysis

SWOT analysis showed an organizations exposure and potential in perspective of its strengths, weaknesses, opportunities and threats. It also facilitates an organization to decide about their existing performance and steps need to take in order to exist in the competitive market. the SWOT analysis of DBBL is given below:

3.6.1. Strengths:

- **Established Reputation:** DBBL is one of the leading banking industry in Bangladesh. They have already able to successfully established positive reputation in the market. this make them more reliable and trustworthy to the customer and hence works as the strength for DBBL.
- **Runs by leaders:** DBBL serve their services which was directed by a very skilled management team which contained by top leadership.
- **High growth rate:** DBBL achieved high growth rate since from the very beginning. DBBL achieved an impressive profit growth in 2018 too.
- **Interactive corporate culture:** DBBL has interactive corporate culture where working environment for the employees is very friendly without having any barriers in communications between the superiors and employees. Corporate motivate to contribute while taking new decisions.
- **Service quality:** DBBL always known for providing high quality services to the customers. Which make a strong reputation in the banking industry for them.

3.6.2. Weaknesses

- **No clear mission statement or strategic plan:** one of the biggest problem for the bank is that it doesn't have the clear mission plan or strategic plan. They don't have any long term strategy weather to continue focus on retail or corporate banking services.
- **Lack of job growth or advancement path:** there's a lacking of opportunity on the growth or advancement at job. As DBBL has many brunches and a lot of employees the growth

process here is rather lengthy and take a long time for career growth which makes the employees less enthusiasm to contribute more.

- **Aggressive marketing campaign:** DBBL emphasis more on their promotional side and tend to follow aggressive marketing campaign, which sometimes not welcomed by the targeted customers.

3.6.3. Opportunities:

- There's an opportunity for the management to expand the merchant banking and diversify into leasing and insurance sector.
- There's a direct impact on the primary financial market by the changes on the secondary financial market. As bank operating in the primary financial market there's an opportunity to invest on the secondary financial market and get a chance to govern the national economic activity.
- As large number of private banks already exist and also coming into the market in the recent time. In this competitive market DBBL must expand its product line so that they can enhance its sustainable competitive advantage.
- DBBL can introduce special corporate scheme for the corporate customer or officer who have an income level higher from the service holder.

3.6.4. Threats:

- All multinational banks and upcoming foreign, private banks posse's threats to DBBL as the intensity of competition will rise further and banks will have to develop strategies to compete against these foreign banks.
- In order to sustain in the financial market the default risk need to be minimized.
- Low compensation for employees demotivate them as a result the quality of services may hamper which will directly affect the banks' reputation.

3.7. Steps/ Strategies to meet the challenges and opportunities

After the SWOT analysis the author of the report think that the steps DBBL can take to meet the challenges and opportunities are:

- Planning a proper and quick growth for career in order to sustain skilled employees with the bank

- Organize training to make the employees skilled enough so that they can adapt with the changing corporate environment.
- They can arrange events, take their products to schools, organizations, universities to promote their deposit products in order to attract more customers from the competitive market.
- Should increase their promotional methods so that it can reach the targeted customers more quickly than the competitors.
- To reduce Risk Weighted asset more focus should be given on retail and SME loan side.

Chapter-04

Internship

Experience

4.1. Position, Duties and responsibilities

Position

To compete the internship program I joined as an intern at Dutch-Bangla Bank Limited, Elephant Road Branch. It gave me the opportunity to accumulate knowledge about the work process of banking industry which I was not known before properly.

Duties and Responsibilities

The duties and responsibilities with which I was assigned during my internship period at Dutch-Bangla Bank Limited helped me to learn many new aspect about how bank works processed. A brief discussion about the duties and responsibilities I performed at Dutch-Bangla Bank Limited are described below:

Front desk: The first department I was assigned to work was the front desk. The main work done at the front desk was to open new account, solving any problem regarding agent-banking, providing bank statement, different DPS schemes and any problem regarding opening new accounts. First one week I was assigned there with an officer to learn how to open accounts for customer then I had to complete the work by myself. I welcomed customer, heard their requirements about what facilities they want from their account and after verifying their documents suggest them accounts that would be beneficial for them such as savings account, savings plus or salary account or maybe student account. I also helped them to understand the procedure to open an account and fill up the forms for opening the account.

Remittance department: The work I was assigned in this department was to guide the customer to fill up the form in order to collect money and make sure the gateway they were using are the proper gateway authorized by the bank. Besides doing that I also did the compliance issue check and an innovative idea Dutch Bangla bank was following was to persuade the customers taking services from their remittance department to open an account at DBBL and have the money transferred directly at their account from remittance department rather than taking cash. For this reason the remittance department had to call the customers to give them the idea and I was assigned to do that too. Besides updating information like remitted amount, senders' information, beneficiary's information on excel sheet was done by me too.

Clearance Department: It's one of the very important department at DBBL. Everyday there's a lot of customer came on this department to deposit check. I had worked for some time on that department. I was assigned to check the checks brought by the customer to find out if the check were fit for further. Besides the locker management was also done by this department too. I guided the customer so that they can write the slip properly which was submitted along with the check. Besides checking and receiving the checks readying them and sealing them properly for clearing house was also my responsibility.

Accounts Department: It is one of the sensitive department of the bank. All types of revenue and expenses of the bank and the banks employees and other customer company's' employees salary account was maintained by this department. I wasn't there for a very long time and my main responsibility there was to update and entry new content on the salary sheet for different companies employees who has their salary account there.

Card Department: The issuing of new card such as Nexus card, VISA card, and Platinum card was done by this department. Besides any problem the card holder were facing like changing the card, captured the card on ATM machine, or applying for more card was handle by this department, two factor authentication (2FA) was also done here. I was assigned with the responsibility to update any changes about the card holders' information and help the customer through the procedure to get any facility from this department and also helped the customer to fill up the form to apply for a card or submit any complain.

Credit Department: There's mainly three part on credit department which were corporate credit, personal loan and SME loan section. DBBL offer various loan scheme like, Prottasha Car loan, Jokhon Tokhon, cash credit Len-Den, property loan Janala, term loan Somridhi, festival loan utshab women financing (cash Credit) Shofolota etc. I wasn't there for too long. I was mainly done the initial discussion with the customer and helped them to fill up the forms and provide information regarding the documents they needed throughout the application process.

4.2. Training

Working at Dutch-Bangla Bank as their intern was a great opportunity for me as I was able to apply my academic knowledge here and also get the big opportunity to learn work through practical experience from here. As three month internship program was a very short period for any formal training I was given short on the job training while assigned any department. The officer at each department helped me to learn how the work was functioned on that specific department what my responsibility would be and how I should performed on my assigned duties. Even after that whenever I faced any problem they helped me by clearing my confusion. By observing how they complete their task I learnt how to perform my duties. Besides by working under each officer helped me to boost my work efficiency, confidence and especially properly communicate with the customers which I had problem at first but was helped a lot to improve my performance through the informal training I got from the officers there. Throughout my whole internship period I got the chance to be trained by the efficient officers of DBBL almost every day which was a great opportunity for me to learn about the working process of banking industry too.

4.3. Contribution to departmental functions

Throughout the three month internship period I tried to contribute my knowledge and efficiency on each department I was assigned and continuously improved myself so that I can contribute more for my assigned departments. The contribution on each department I was able to give are briefly described below:

Front Desk: I helped the customers to fill up the forms and checked their documents before finalizing. Besides that checking their accounts and giving them card after opening was my job too. I also contributed on this department by providing statements while requested too.

Remittance: By helping the customer while filling up the form for remittance I contributed on this department. Besides checking if the gateway was the correct one which bank was offering and checking for any compliance issue was done by me too.

Clearings: In this department checking the checks if it was properly authorized and weather it was valid then receiving them which was brought by the customers was my responsibility. Every day after the bank was closed after rechecking the checks and sealing them for clearing house was part of my work too. Besides sorting the vouchers and other documents regarding the checks was done by me too.

Accounts: On this department inputting figures for vouchers which bank used for its expenditure and updating the customers' company's' employees' salary was part of my responsibility.

Card department: Receiving the customer and helping them by directing how to follow any procedure such as what to write on an application, filling up any forms which was needed so that they can get the facilities they needed was done by me.

Credit: I used to sorting the documents to find out the eligibility of the customers who applied for loan and send them to the officers for further procedure. Informing the customers about paying their installment on time over the phone was done by me too.

The responsibilities given to me, I always tried my best to fulfill them without any error. The officers under whom I was assigned all were very helpful and supportive which made the tasks easy for me to complete as those were described clearly and elaborately by them.

4.4. Evaluation

As an intern I always tried my best to do the work properly which was assigned to me but still sometimes mistakes were made by me while working. The officers under whom I was assigned at each department were very helpful. They described the tasks to me elaborately and even if I make any mistake they were always very supportive and helped me to complete my tasks. I was always motivated by them to continue my work with full enthusiasm because of their continuous support.

During my internship period at Dutch-Bangla Bank Ltd., elephant road branch they assigned me on each department to work. During my work period I worked at there I worked with credit, remittance, card, accounts and clearing department the most. By watching my enthusiasm to work and learn the bank employees were very supportive and direct me properly so that I can learn and complete my task properly. I was even given the opportunity to make a voucher for expense by the accounts department which was appreciated by all. Besides, providing issued card to the customer, giving bank statements and solvency certificate, scanning account form were also done by me. As loan application forms comes with almost 20 to 30 pages, I also fill up those applications which later on checked by the senior officer from credit department and appreciated. So I can say from the evaluation I get from there was constant motivation and supportiveness.

4.5. Skills Applied

Even though as an intern I got very limited time for applying skills, I always tried to apply the skills I have learned at the bank. I am always a quick learner and during the internship period I always tried to learn quickly the instruction they gave me regarding me tasks.

I got the opportunity to use my computer skills at DBBL. As maximum work at bank was based on computer, being able to use it proficiently was one my advantage, I used to use the computer to update the information about accounts, providing bank statement and solvency certificate. I was efficient about use MS Office too. I got to use MS excel while working there, besides knowing how to use scan machine also helped to scan documents whenever needed.

Apart from those skills I was good at communication. Not only was I able to communicate with the customers properly but also able to help them by giving proper direction for their needs. I was even assigned on clearing department for half a day while the assigned officer had to leave regarding some other banks' issues.

4.6. New Skills Developed

I got many opportunities to develop new skills throughout my internship period at Dutch-Bangla Bank Ltd. Even though I was a good communicator, it was different while applied that skill at corporate environment, how to handle situations while multiple customers at work and quickly understand their requirements and provide solution was a different situation and I had the opportunity to learn that quick understanding skill from here.

Besides the corporate culture and courtesy was very different. Knowing how to behave with the customers and with bank employees was very important. The bank officers under whom I was assigned was always very understanding and supportive while teach me how to behave at corporate environment.

Besides another new skill I learned there was how to verify the documents mainly at credit department. Using other electric machine such as using printing machine was learnt too.

4.7. Application of Academic Knowledge

Internship is the opportunity where students can apply their academic knowledge. During my internship period at DBBL I also got the opportunity to apply my academic knowledge which I learnt throughout my graduation program. The academic knowledge I was able to apply was described below:

Application of Academic Knowledge at general banking side:

Almost every work was done under this section. Customer come to seek information and other services at here. Here, I got the opportunity to use my academic knowledge while working at clearings and remittance department this two department deals with foreign currencies. Converting other currencies especially dollars into present BDT value and inform those information to the customer was done by me. Besides calculating the interest the customer will get for DPS, FDR and savings account for keeping a certain amount was also done by me.

Customers often demanded to know the total expenses for certain years they needed to pay for using an account or service, sometimes calculating those charges was also done by me too.

Application of Academic Knowledge at Credit Department:

My knowledge about ratio analysis was applied at this department. DBBL offers different schemes with each scheme the payment time and installment amount also differ. By knowing which customer was eligible for which scheme, calculating what the instalment amount will be, if those installment needed to pay monthly or quarterly and how much amount also be added as other charges was done by me at this department.

Chapter-05

Recommendations

5.1. Recommendation for improving departmental operations

While working at Dutch-Bangla bank limited there's some problem the departments are facing which I think they should concentrate about. Some recommendation which may help to improve the departments operations are given below:

- The procedure to issue card and checkbook are lengthy and took almost a week or sometimes more. They should take measurements to complete the procedure more quickly.
- The card captured inside the ATM machine occurred frequently, the customer needs to come at the branch from where they opened the account for new card which was quite a lengthy process and sometimes bothersome for the customers. Bank should provide the option to solve this problems from any branch at instant which can solve this problem.
- Even though DBBL provides highest ATM booth services there's many problem created at the booths, providing online or phone services to solve them instantly can be more helpful.
- Increase employees at front desk is necessary as the tasks done by the front desks are too much.
- Maximum work at bank are depending in the server, so if server gets down or any other problem arise regarding the server the operations of the bank hampered greatly, so they should prepare some backup which will provide support instantly if any problem regarding server occur.
- Dutch-Bangla Bank is known for their many work regarding CSR. But this events and projects of the bank are decides by the head quarter. They should also facilitates the branches the opportunity, so that, they can plan to invest for social work specifically for the area where the branch operate which will help to increase goodwill of the bank in the competitive market.
- Branch should increase their monitory system to decrease the expenses.

5.2. Recommendations for improving self-performance

While working at the bank I also found limitations in myself which I needed to work upon. The limitations I faced and the recommendations for improving my self-performance I believe should follows are described below:

- Though able to quickly understand what the customer needed was one of my advantages, sometimes it worked as overconfidence, which then becomes a problem for both the customer and for myself. I should always be more attentive while communicate with others for being more details oriented.
- As in future I want to be a banker, while working in this sector, quickly and efficiently complete the task is a must. While working at DBBL, I noticed it took more time for me to complete the work assigned for me. I should keep practicing and increase my efficiency.
- While updating information and calculating I sometimes do mistakes, I should increase my consciousness while working on the computer and checking the checks.

These are the main weaknesses I found in myself while at first, I joint the bank. But the officers at the bank under whom I was assigned at each department and overall all the other employees were always very supportive and continuously gave me the opportunities to correct my mistakes. Every time I made any mistake they patiently described me those and helped me to identify my weaknesses which also helped me to identify my limitations and the recommendations I should follow in order to improve my self-performance more.

Chapter- 06

Conclusion

Banking industry is one of the biggest industry for any country. The economy of a country can be directly affects, if the industry perform badly. Nowadays every other sector are increasing depending on bank industry. Even people in their personal life also depends greatly on the services of the banks. The easy loan services, virtual money etc. makes people life more easy and increase the economic growth. That’s why as the central bank Bangladesh bank always take actions so that the banking sector always grow more as the influence of this sector to others a lot.

My internship period at Dutch-Bangla bank was very limited. The chances to understand the overall process about banking operations elaborately was not there but still I tried to take every opportunities I got to learn. There employees at the bank were very efficient and always was very helpful towards me and gave me the opportunity to learn about the everyday operations at the bank. As I worked at a branch of DBBL and the whole banks operations can’t be described by the operations done by one branch, still as they follow the instruction from the head office I tried to describe everything I observed and learnt there.

The experience I get from working at the Dutch-Bangla Bank, Elephant Road Branch was very important for me as this work experience gives me the opportunity to gather knowledge about corporate work environment , I was able to learn new skills and also able to connect my academic knowledge with the real work place. All these eventually helps me to improve self-performance and now make me more confident to work at the corporate sector more efficiently.

Reference

https://tradingeconomics.com/bangladesh/domestic-credit-provided-by-banking-sector-percent-of-gdp-wb-data.html

https://www.bb.org.bd/fnansys/bankfi.php

https://www.reportbd.com/articles/1618/1/-History-of-Banking-in-Bangladesh-Part-2/Page1.html

https://notesmatic.com/banking-industry-pestel-analysis/

https://www.bb.org.bd/pub/quaterly/schbanksta/jul_sep_18/introduction.pdf

https://www.dutchbanglabank.com/

https://www.dutchbanglabank.com/investor-relations/Annual-Report-2018/Annual-Report-2018.pdf

Appendices

Since from the first day of my internship at Dutch-Bangla Bank, not only the officers under whom I was assigned but also all the other employees of the bank were very supportive and helpful towards me. They described me my responsibility with patience and always motivated me to continue work, even if I made any mistake. Not only always getting the opportunity to correct my mistakes and learnt from that, from the very beginning I was also given very helpful suggestion by them regarding my internship report, such as I was suggested to keep notes about what I learnt there which eventually helped me to prepare the report too. The notes I kept while working about my work at the bank are given below:

- At first, I was assigned at the clearing department under the officer who was in charge at that time. There I had to receive checks examine the checks along with the slip and if everything was alright I had to prepare the checks by sealing them properly for the clearing house. Here, I had firsthand experience about how for the commercial bank clearing house worked which as a student I had learned through text book only.
- After working at that department I was assigned to work at remittance department. DBBL right now offering highest gateways for remittance. How that worked, I have learnt by working here.
- The front desk department includes three officers who took care of the issues regarding account opening, agent banking, and providing solvency certificate and bank statement. Customer also came to the front desk at first for any information they needed. The pressure at this department is the most as they had to handle multi task. I worked more than a month at this department and the clearings department.
- At credit department there were three part. Each part worked with different kind of loans which were corporate loan, personal lone and SME loan. The officers had their own team which consist with three to five people as an ARO for the market.
- The work environment at the bank was very healthy. Employees there not only helped me but also healped each other too while needed. Rather the making distance by creating hierarchy they maintained a friendly relationship with each other, this always motivated me to work more with them as the communication system inside the bank was very clear

and I was able to share anything without any hesitation as I was always appreciated for my opinions too.

- Unfortunately, because of the limited time I could not able to work with the cash section in person but I was assigned to spend a day there so that by observing their actions in person I can understand how the cash side worked. While I was there the officers constantly described their works whenever the get the chance which eventually made my task easier at there.

I belief it was a great opportunity for me to work at DBBL. I was continuously able to learn new knowledge and skills while working there. While working there all employees always treated me as a part of the bank which motivated me to give my best performance and not to do any mistakes. A healthy communication system as it was already been mentioned makes the working environment more comfortable for everyone including me to. I enjoyed my time for able to be a part of the bank throughout the short journey of mine.

,.