

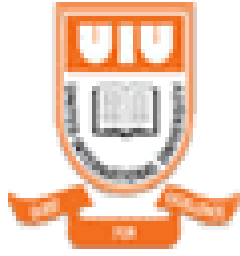


Shahjalal Islami Bank

L I M I T E D

Committed to Cordial Service

Internship Report on
General Banking
Of
Shahjalal Islami Bank Limited



United International University
QUEST FOR EXCELLENCE

Prepared for

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Submission date: November 3, 2020

Letter of Transmittal

November 03, 2020

Mohammad Tohidul Islam Miya,
Assistant Professor

School of Business & Economics

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Subject: Submission of Internship Report

Dear Sir,

Here is my Internship Report on General Banking of Shahjalal Islami Bank Limited. I would like to recall with gratitude the tremendous support and encouragement, which I have received from you. The whole experience of this report writing has helped me to bridge the gap between classroom learning and real life situation to much greater extent.

It would be kind of you, if you please take the trouble of going through the report and evaluate my performance.

I am looking forward to your kind review on this Internship report.

Thanking you.

Yours obediently,

Ummay Salma Ema

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(Signature)-----

Acknowledgement

I thank Almighty ALLAH for giving me an internship chance and giving me determination to work and learn from there.

During these three months I have gathered a lot of practical knowledge which now I can relate to my theoretical understanding and not possible without the proper guidance of my honorable supervisor Mohammad Tohidul Islam Miya. I show my sincerest gratitude to him for being patient with me and guiding me throughout my internship program which helped me in making this report.

I would also like to express my thankfulness to, Shamsul Arifin Ferdose, vice president & Deputy Manager, for helping me throughout my internship at Shahjalal Islami Bank Limited.

Lastly, I would like to thank Untied International University (UIU) and Shahjalal Islami Bank Ltd., for their kind and patient assistance provided to me. It would have been really hard for me to prepare this report without their supports.

Executive Summary

Banking sector is the most important sector in the service industry which is the backbone of national economy. According to the conditions of the internship program as well as BBA program, I have worked and made a report on Shahjalal Islami Bank Limited (SJIBL). I concentrated on general banking of SJIBL. We know that SJIBL is one of the leading banks which running operations nationally and internationally. This report is based on both primary and secondary research. My primary research mainly explores the general banking strategy of SJIBL and the feedback of different customer segments regarding that.

First segment of the report covers origin, background, methodology, and limitation of the report. The second segment of the report provides information about the Islamic banking movement throughout the world and Bangladesh as well. The third segment of the report concentrates on Shahjalal Islamic Bank Limited, with their vision, mission, objective, strategies, core values, brand promises and organizations structure. The next segment of the report highlights on the general banking activities done by the organization and the survey I did during my internship period on customer satisfaction of Dhanmodi Branch. This report also includes the findings and recommendation based on the survey as well as my observation and work experience.

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List of Acronyms:

- ✓ **GB =General Banking**
- ✓ **SJIBL= Shahjalal Islami Bank Limited**
- ✓ **ACD= Al Wadiah Current Deposits**
- ✓ **MSD= Mudaraba Saving Deposits**
- ✓ **MTD= Mudaraba Term Deposits**
- ✓ **MSND= Mudaraba Short Notice Deposits**
- ✓ **P.O.= Pay order**
- ✓ **D.D.= Demand draft**
- ✓ **T.T.= Telegraphic transfer**
- ✓ **ATM= Automated Teller Machine**

Company Insight

(Chapter-1, 2&3)

Chapter-1

1. Introduction

This report is outcome of my internship program of BBA course under department of Accounting, Faculty of Business Studies, and UIU conducted at Shahjalal Islami Bank dhanmondi Branch, during the period for three months effective from January 19, 2020 to April 17, 2020. The objective was to adopt with the practical implementation of the knowledge gathered in theoretical course. Hence the internship program worked as the link between the theory and practice.

It is my pleasure to submit my internship report entitles “General Banking” Of Shahjalal Islami Bank Limited. While preparing the report I have tried to gather as much information and data as possible to enrich this report. I believe that it was a massive experience to work in the ceramic type product sector and it has enriched both my knowledge and experience.

This report is not free from limitations. There might have lacking and limitations in some aspect.

1.1.Title of the report:

The title of this report has been selected in accordance with the consent of my supervisor and the company as well. The title “General Banking” Of Shahjalal Islami Bank serves the best purpose of the report.

1.2.Origin of the report:

This term paper is prepared for Mr.Mohammad Tohidul Islam Mia Internship supervisor of the undergraduate program, School of Business at UIU. This report is prepared for the internship Spring 2020 and would be submitted in the same semester. As we know that internship program is an essential part of BBA journey. Students get chance to apply their knowledge in practical life. The standard procedure for the long, formal report is followed here as per instruction of the internship supervisor.

1.3.Objective of the report:

The objective of the report is to apply my theoretical knowledge in practical filed. Throughout the BBA journey I learned many more things which I practically applied in my internship program

1.4.Methodology of the report:

Data: There are mainly two types of data and I applied both of it.

1. Primary Data:

Getting the data from first experience is known as primary data.

- Face to Face conversations with officers and clients
- Practical desk work and
- Direct observation

2. Secondary Data:

Secondary data comes from second hand which was fully opposite from primary data. It can be related with an organization's past information.

- Annual report of SJIBL
- Government Publication
- Websites, internet
- Relevant books, different blogs, articles, journals
- Bank rate sheet
- Progress report of the bank
- Different statement of affairs

1.5.Study of Population& sample: Sample will represent the overall population so I surveyed 50 people to know the customer satisfaction of SJIBL (dhanmondi Branch).

1.6.Data collection procedure: I collected the data primarily which means I gave the survey questionnaires copy to clients and got feedback from them.

1.7.Limitation of the report:

- For getting the information of the bank activities one must be an authorized officer of this bank. As I am an intern I am not authorized to know about all activities information of this bank. I am doing this report based on my personal experience which I received from different courses I have completed in my BBA life, from internet, by reading many different journals, blogs, and articles about this bank.
- Timeframe (only 3 months) is a limitation for me as I am working in this bank and I have to report my activities to my supervisor, so it is difficult to maintain timeframe to make my report with a limited period of time.
- Insufficient records, publications were available as per my requirement

Chapter: 2

2.1. Islamic banking:

Islamic banking follows the rules of Quran, Sariah and Islamic scholar. In 1978 on that time the definition of Islamic bank has been approved ---

“A financial institution whose statutes rules and procedures expressly state its commitment to the principles of Islamic Sariah and to the banning of the receipt and payment of interest on any of its operations.”

2.2. Objective of Islamic Bank:

According to the Islamic view all the property, wealth is belong to Allah and that's why Islamic bank use this property for the wellbeing of society.

Islamic bank always follow the rules and regulation of Islam and the profit and loss totally depend on investment. If loss occur from the investment then client have to bear the loss. Interest is riba or haram according to the Islam and Islamic banks also believe in it.

An Islamic bank believes that by following the Sariah they will develop the country by reducing the poverty, increasing the employment rate, building socio economic infrastructure, establishing justice economy.

2.3. Islamic banking development (the world):

This banking is different than traditional banking because traditional bank is fully based on interest. During 1950s people only can read about the concept of Islamic bank in books but the actual analysis has been started in 1960s. In 1980 it started to serve people throughout the world for the wellbeing of society.

Islamic banking movement achieved steady progress and plays different role. In 1971 the first Islamic bank The Nasir Social Bank started its journey which was situated in Egypt. Faysal Islamic Bank in Egypt and Sudan (1977), Jordan Islamic Bank for Finance and Investment was set in Jordan in (1978), Turkey in (1983). Pakistan declared all banks as Islamic in 1978 and Iran reveal in 1984.

For the improvement of economy more than 400 Islamic banks are serving people around the world which are covering the Muslim and also non-Muslim peoples.

2.4. Islamic banking development (Bangladesh):

- In 1974, the month of August Bangladesh has signed the charter of Islamic development and promised follow the Islamic rules.
- The 3rd Islamic Summit Conference held at Makkah and Taif at which president of republic suggest that each country has right to develop their separate banking system for the development of trade and commerce.
- Two regulatory bodies' plays a significant role in to the introduction of Islamic bank- Islamic Economies Research Bureau (IERB) established in 1976 and Bangladesh Islamic Bankers Association (BIBA) established in 1980.
- The first Islamic bank at Bangladesh established in 1983. Now more than 48 banks are following the Islamic bank rules.

Chapter: 3

3.1. Historical background:

Now-a-days banks become an essential part of human life. For transaction of money people are much more dependent on banks. Banks are providing their client better service to survive in competitive market.

Shahjalal Islami Bank limited follows the islami shariah or rules. SJIBL is named from a saint Hajrat Shahjalal (R) who devoted himself in bringing peace in the world and he also served for the humanity. On 1st April 2001 SJIBL first introduced as public limited bank following the company's act 1994. On 10th may SJIBL first started its banking activities. Within a short period of time because of its activities it's achieved a remarkable position and also become a treat for other banks.

SJIBL from the beginning they are very concern for customer satisfaction and that's why bank is managed by highly professional team. They believe that satisfied customers are their great ambassador. Under the rules of central bank SJIBL offers different services to personal and corporate customers which cover all segment people of the society.

At present Shahjalal Islami bank is the largest private commercial bank with 122 branches and it has the largest real time centralized online banking.

3.2. Organizational profile of shahjalal islami bank:

Shahjalal Islami Bank LTD put steps in banking sector with a big promise. It is a financial institution which is serving people for more than 19 years. Within this 19 years SJIBL has diversify its product and service range by opening different branches at different important places inside and also outside of Dhaka. As it is an Islamic bank so its follow Islamic Sariah which means it is an INTEREST FREE bank. Because of its goal, great performance, organizational structure this banking is growing day by day. The services are customer need, personal and business banking activities, ATM cards, credit cards, debit card, western union, DPS, FDR, payment order, instant packing, master card, local or international VISA card, investment banking, and corporate banking. In General banking division, investment division and foreign exchange division are the main sections of SJIBL, there are lots of unit and department work under these divisions.

By following Sariah, business ethics maintain high quality service and upgrading professional team it want to be the number one financial institution in Bangladesh.

3.3. SJIBL at a glance:

- ✓ Principle Activity- Commercial Banking
- ✓ Started its action on- May 10, 2001
- ✓ Paid-up Capital in amount – TK. 50.85 million
- ✓ Amount of Equity – TK. 960.64 million
- ✓ Rate of Investment – TK. 12,800.53 million
- ✓ Percentage of Share – Sponsor – 50%, Public – 50%
- ✓ Number of Branches -113 (2018)
- ✓ Type of banking – Islamic Banking / Based on Islamic Shariah.

❖ Environment of the SJIB:

Shahjalal Islami Bank is one of popular Islamic bank. This bank following Sharia. The bank is named from a saint Hazrat Shahjalal. Shahjalal Islami bank was established in 1st April 2001 followed by companies Act 1994. SJIBL started its banking activities on the following year 10th may, getting the license from Bangladesh Bank. The corporate head office of the bank at ‘Shahjalal Islami Bank Tower’ plot No:4, CWN(C) Gulshan Avenue, Dhaka-1212. Now the bank has in total 113 branches and has 2 branches for priority banking which is situated in Dhanmondi and in the corporate branch (Shahjalal Islami Bank Ltd., 2009-2018).

Shahjalal Islami Bank Limited has all kind of banking facility like account opening, deposit, investment facility, money transfer facility, foreign trade transactions etc.

SJIBL is always ready to maintain the quality of services by upgrading banking policies in management and by applying standard of business ethics with sharia law.

3.4. Vision:

“To be the modern Islami Bank in Bangladesh and to make contribution to the national economy and enhance customers' trust & wealth, quality investment, employees' value and fast growth in shareholders' equity”.

3.5. Mission:

- Give quality services.
- Set standards of ethics.
- Quality investment.
- Sustainable growth in business.
- Maximization of Shareholders' wealth.
- Extend our customers original services acquiring state-of-the-art technology blended with Islamic principles.
- Human resource development.

3.6. Strategy:

- Try to gain customer's pleasure & earn their confidence.
- Manage & work in successful manner.
- Identify customer's needs.
- Review & updates policies, procedures & practices to extend better services to the customers.

- Train & develop all employees.
- Communicating company plans, policies & procedures openly to the employees.
- A compatible working environment.
- Expand portfolio.

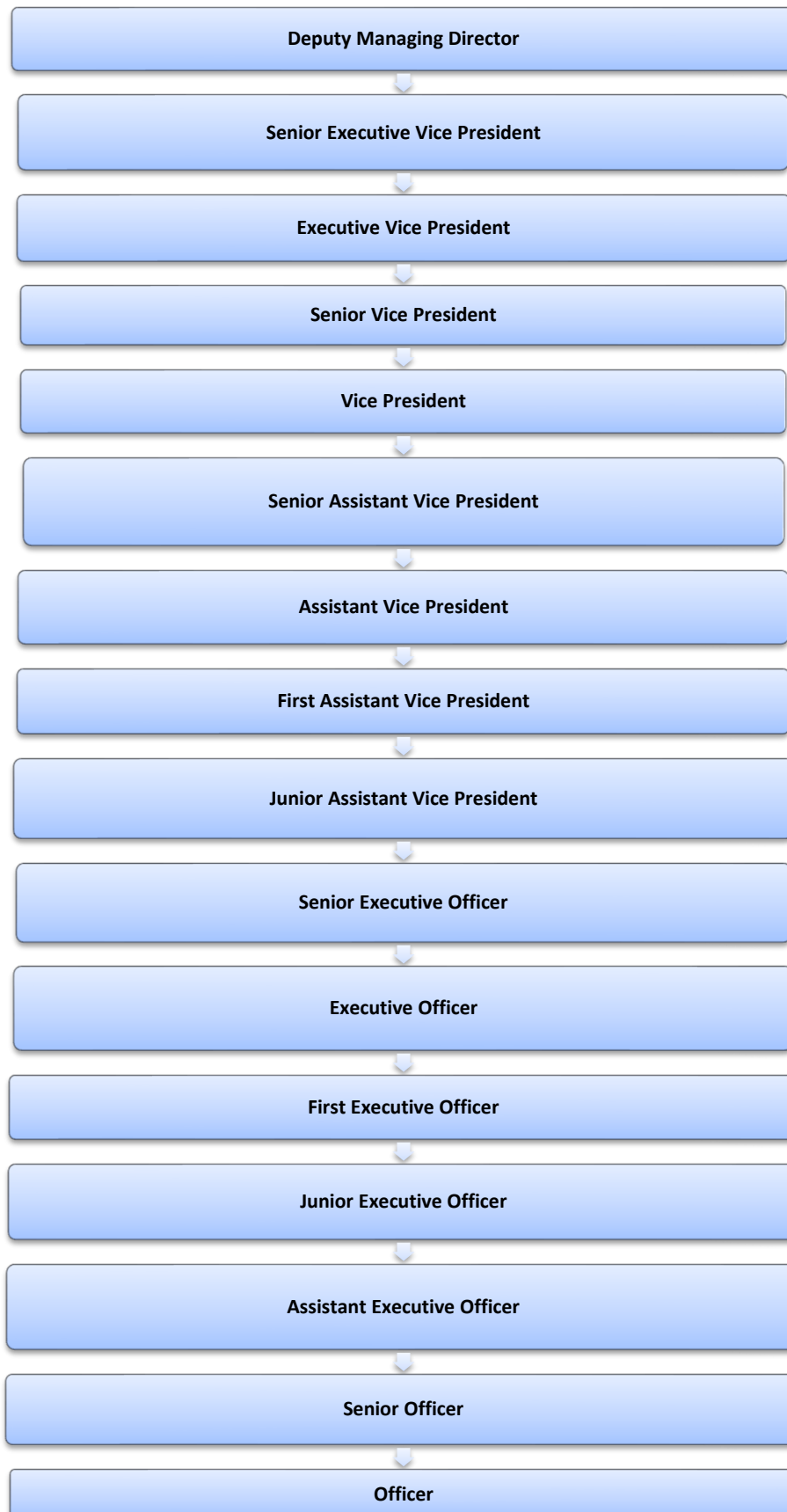
3.7. Formula of SJIBL:

Dedicated to friendly Service.

(Shahjalal islami bank Ltd., 2009-2018)

3.8 Company Structure:

Organ gram of Shahjalal Islami Bank



3.9. Product and services of SJIB:

Shahjalal Islami Bank Ltd.provides - Foreign Trade service, Investment Service and General Banking service.

In foreign trade SJIBL offer products-

- Letter of credit
- Bank guarantee
- Bill passes

In investment, Shahjalal Islamic bank invests on something on behalf of their client to give them their desire product or service. General banking handles with the customers directly like opening account, MTDR or FDR, issuing pay order, clearance etc.

SJIBL have types of category in their product, one is deposit another one is investment products.

This bank deposit products is-

- SJIBL School Banking
- Mudaraba monthly Income
- Mudaraba Double Money
- Mudaraba Monthly Deposit
- Mudaraba Millionaire
- Mudaraba Haji Deposit
- Mudaraba Cash Waqf Deposit

And the Investment products is-

- Enterprise Investment
- Housing Investment
- Household Durable
- Car Investment
- Overseas Employment Investment

- Scheme for Executives
- Scheme for Marriage
- Scheme for Education

Market Insight

(Chapter -4)

4.1. Need categories:

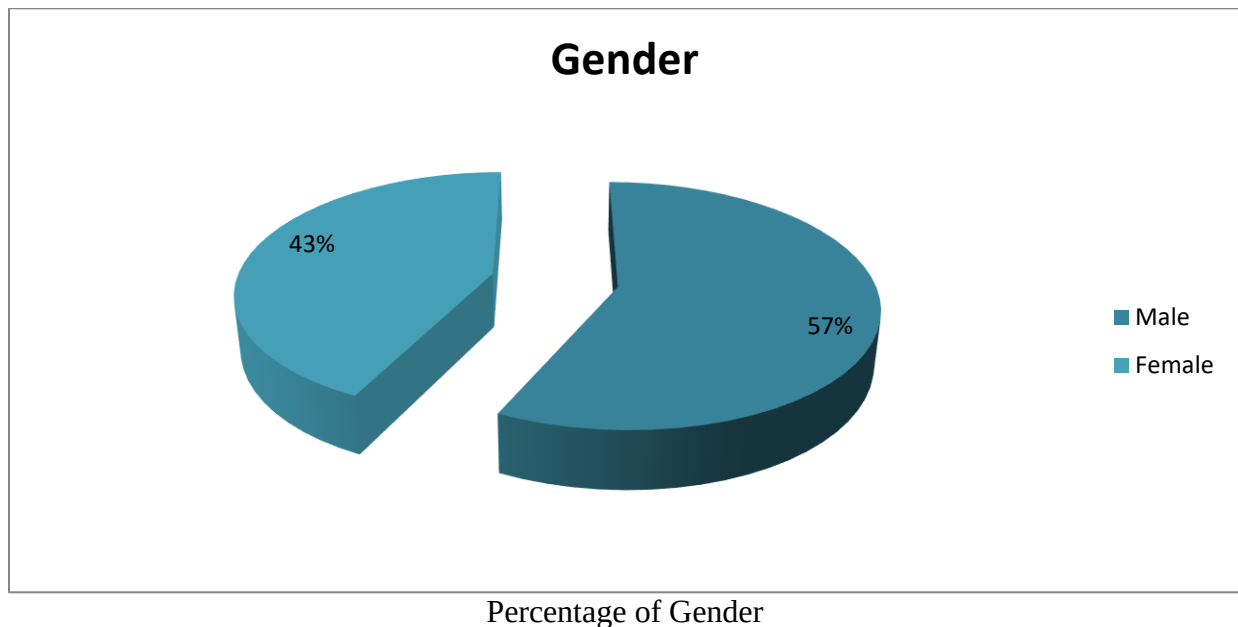
Here mainly focused on middle and short term customer likes, house wife, student, service holders etc. once upon times bank targeting large amounts investors likes different kinds of organization. Now days they are focusing on both groups but short term investment their first priority.

4-1.1. Gender

In the survey 50 was male and 40 of them were female.

the respondent is given below:

Gender	Percentage
Male	57%
Female	43%

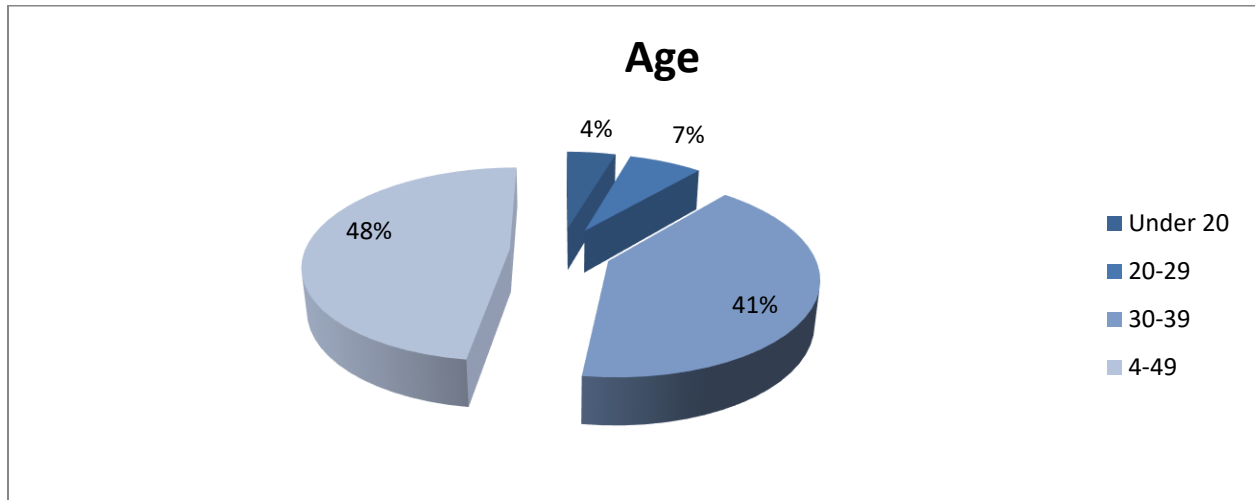


4-1.2. Age Group:

In this survey total 50 peoples was participate.

Percentage of the respondent is given below:

Age Group	Percentage
Under 20	4%
20-29	6%
30-39	36%
4-49	42%
50-59	12%
Above 60	0%



Percentage of age group

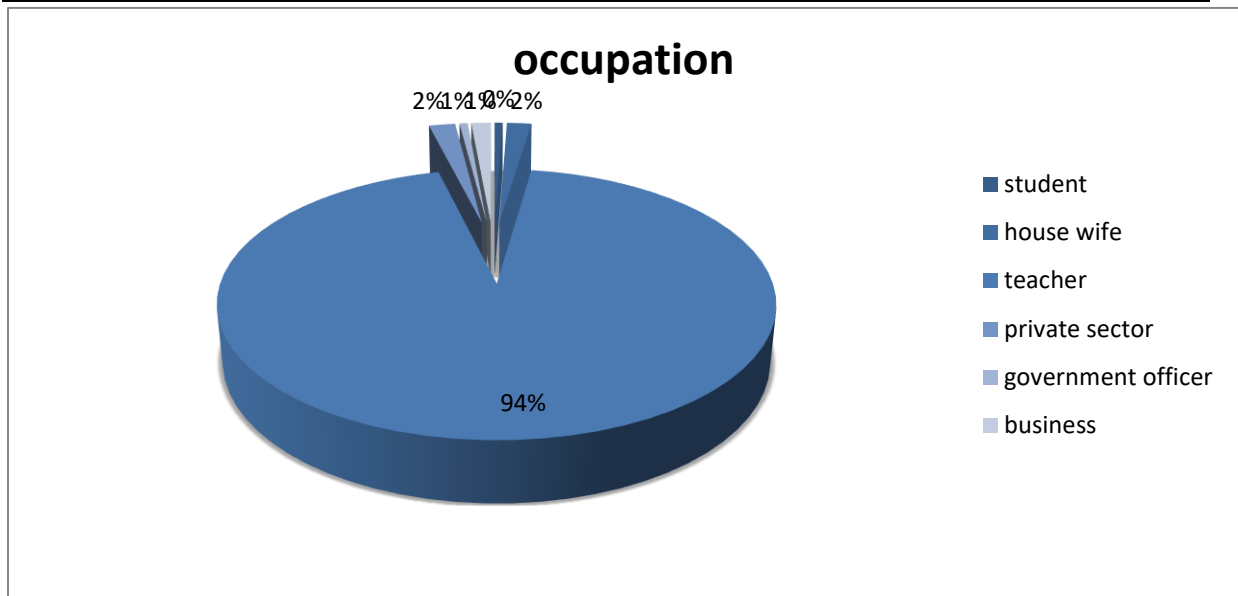
4-1.3. Occupation:

In this survey total 60 peoples was participate

Percentage of the respondent is given below:

Occupation	Percentage
Student	5%
Housewife	15%
Teacher	8%

Private sector	18%
Government officer	5%
Business	12%
others	0%



4-2. Market Segmentation , Targeting and Positioning:



“Market Segmentation distributed is categorize among same group of customers. Targeting decide which segment to serve. There is no others way to segment market. Positioning that is how customer perceives the organization. There have been geographic, demographic, psychographic and behavioral segmentation. Like many other traditional banks SJIBL at first bring geographic segmentation. For this majority of its branches are in Dhaka zone. The focus of demographic segmentation comes when SJIBL select Shariah banking to withdraw the added observation of religious customers of the Muslim-influence country as example other Islamic banks. The bank has not long ago gone to psychographic segmentation by introducing premier banking for upper class privilege section of Bangladesh. Among Islamic banks market position, SJIBL is the market principal as a shariah compliant bank”. (source: https://www.sjibld.com/Marketing_Strategy.php)

4-3. Branding:

4-3.1. Professionalism

- The rules of the financial service industry, laws administration and our own code.
- Introduce honesty and ethics our promises.
- Served special service for different market segment.
- Always maintain a clean environment.
- Carry on standards context of marketing.

4-3.2. Sustainability

- Profit boost.
- Differentiation products quality.
- The sustainability principles of the Bangladeshi banking industry.
- Financial involvement
- Sustainable marketing strategies.

4.3.3. Customer Focus

- The customer sets our preference.
- Targeting customer loyalty and approval.
- Prioritize customer content and service.

4.3.4. Excellence

- Maintain working standards and marketing principle.
- Price for qualitative service.
- On constant improvement.

Competitor Insight

(Chapter-5)

5-1. other community engagement:

“ICB Islamic Bank and Islamic Bank Bangladesh Ltd. are also providing same services try to give solution of Islamic and social problems.

- Provide health-care to poor and distressed people.
- Provide education support to meritorious but poor students through scholarship, award.
- Provide financial help to flood, cyclone or disaster affected people.
- Support humanitarian.
- Provide financial assistance to development of culture, sports of the country
- Participate in social and environmental activities.

Corporate Social Responsibility (C.S.R.) is a form of corporate self-regulation integrated into a business model. C.S.R. The goal of C.S.R. is to embrace responsibility for the company's actions and encourage a positive impact through its activities on the environment, consumers, employees, communities, stakeholders and all other members of the public sphere. Here given Shahjalal Islamic Bank C.S.R. services;”

(Source: <https://www.sjibld.com/Foundation.php>)

Sector for Corporate Social Responsibility (C.S.R.) as per Regulatory Authority Instruction	Yearly C.S.R. to be allocated	C.S.R. Contribution of Shahjalal Islami Bank Ltd
Education and Job focused Vocational Training	30%	Distribution of Scholarship to 500 Students of S.S.C.& H.S.C. level each year.
Preventive and Curative Healthcare	20%	Donation to Hospitals running as non-profitable organizations.
Climate Risk Fund (CRF)/Environment Purpose	10%	Tree Plantation(program arranged by bank's 10 branches separately in 2013), House Repair in cyclone(was done last in Brahmonbaria natural disaster affected area), flood affected area etc.
Remaining Other Sectors	40%	Blanket Distribution and Cash Contribution to Prime Ministers Fund to assist in national and international disasters as remarkably did during Tajrin Fashion Disaster, Rana Plaza Disaster, Nepal's massive Earth Quake, Rohingya Aid etc.

5.2. Indirect competitors:

Islamic bank Bangladesh ltd is more powerful and update version of Islamic banking

Sector compare than shahajal Islamic bank ltd.

- Shahjalal Islamic Bank Limited is providing ATM services to its valuable cardholders 24/7 for 365 days. At present the Bank has 105 ATM's of its own and also providing ATM services to its customers through shared ATM with Q-Cash member Banks, DBBL, Brac Bank and other VISA ATMs. Other side

Number of Zones	17
Number of Branches	384
Number of AD Branches	59
Number of ATM Booth	643
Number of Shareholders	33,686
Number of Manpower	11,381

Source: (<https://www.islamibankbd.com/abtIBBL/abtIBBLCorplInfo.php>)

- Islamic Bank mCash is the Mobile Banking of Islamic Bank Bangladesh Limited where the customers of any mobile company take the 24 hours of mobile banking services from anywhere of the country without going to any branches.

5.3. Direct competitors:

There are 08 Islamic Shariah-based PCBs in Bangladesh and they execute banking activities according to Islamic Shariah-based principles i.e. Profit-Loss Sharing (PLS) mode.

- Al-Arafah Islamic Bank Limited
- EXIM Bank Limited
- First Security Islamic Bank Limited
- ICB Islamic Bank Limited
- Islamic Bank Bangladesh Limited
- Shahjalal Islamic Bank Limited
- Social Islamic Bank Limited
- Union Bank Limited

Source: https://en.wikipedia.org/wiki/List_of_banks_in_Bangladesh

Marketing Management

(Chapter-6)

6.1. General Banking activities:

General Banking is the section which directly communicates with clients. This department is the starting point of all banking activities. Another name of general banking is retail banking. It consist of-

- ✓ Account opening section,
- ✓ Cash section,
- ✓ Clearing section and
- ✓ Local Remittance section

6.2. Account opening section:

To be a customer of the bank a person need to open a bank account. Account opening is the first step to establish relationship between bank and customer. There is some steps one need to follow to open an account, this steps or rules maintained by the banks to save itself from fraud and forgery people.

6.2.1. Types of account:

1. Mudaraba Savings Deposit Account (MSD):

MSD usually opened by middle income group of people who actually want to save money for future and also earn income from their saving money. On trading persons, society, and institution are encouraged to open MSD account.

- ✓ **Payment of profit:** 7% profit is giving for Mudaraba Saving Deposit account by Shahjalal Islami Bank Ltd. Profit is given by the bank on June and December.
- ✓ **Opening a saving account:** Following documents are needed to open a MSD account-
 - Introductory reference
 - Two copies of passport size photo
 - Photocopy of national ID card.
 - Detail information of applicant and nominee
- ✓ **Restrictions**
 - Two withdrawal per week can be possible
 - Amount of withdrawal cannot be exceed more than 25% of deposited money (not exceed than 25000 taka) other than a prior notice need to be given 7 days before withdrawal of money.
 - An applicant minimum need to give 2000tk to open an account
 - Overdrawn is not possible in MSD

2. Al Wadiah Current Deposit Account (ACD):

It is quite similar of current account of other banks. ACD usually opened by merchants, individuals, factories, importers, exporters. The minimum deposit money required for opening this account is 5000 taka.

✓ Benefits:

- Everyday transaction is possible which means fund can be withdrawal anytime.
- Bank statement can be received any time on demand.
- Free checkbook provided from bank
- Any losses incurred from the investment are totally bear by the bank so this account is safe for depositors.

Document need for opening ACD account:

(a) For an Individual:

- Letter of introductory person, Copy of passport, If possible employee or commissioner certificate
- TIN certificate
- Tow passport size photograph

(b) For sole proprietorship:

- Two passport size Photograph of the owner
- TIN certificate
- Photocopy of trade license
- Copy of passport or introducer letter.

(c) For Partnership:

- Photocopy of trade license
- All partners name, phone number
- Photocopy of deed done by the partners
- Photocopy of passport of all the partner
- TIN certificate
- Certificate of registration of the firm

(d) For public and private limited company:

- Article of association and certified memorandum copy
 - Copy of certified incorporation of the company
 - In case of public limited company they must provide certificate of commencement.
 - All directors name and phone number
 - Trade license photocopy
 - Authorized member's list need to be given who are related with account opening & its operations.
 - Two passport size photograph of authorized members
 - Copy of TIN certificate
- ✓ **Profit:** In ACD account no profit is given to customers.

3. Mudaraba Term Deposit Receipt Account (MTDR):

This account is quite similar to fixed deposit receipt account. A client can deposit a fixed amount of money for a period of time (usually 90 days, 120 days or 360 days or above) and can withdraw it before its maturity date, if a client want to withdraw it then that client can enjoy any profit. Also it will be auto renewed if the client doesn't withdraw it one time. If the bank incurs loss from that investment then the client also have to bear the loss. Account holder have to bear all types of government imposed charges. In the absence of the account holder, authorized nominee can collect the money. Now the current rate of profit is 9%.

- ✓ **Procedure of account opening:** A client need to fulfill the form given by the bank on that form name, address, national id cards number, date of birth, occupation, introducer information, nominees name, nominees address, signature of both account opener and nominee, initial deposit -those information need to be mentioned. Also some document need to provide-
- NID copy of account opener and nominee
 - two copy of passport size photos of account opener and nominee
- ✓ **Initial Deposit:** Minimum initial deposit is 2000 taka. After the initial deposit applicant account will be computerized and the computer will give a unique account number to the applicant. Applicant can ask for cheque book which comes at either

10 pages or 50 pages. Then applicant can deposit or withdraw money from that cheque book.

4. Mudaraba Short Notice Deposit Account (MSND):

This account is suitable for big companies, departments because this account gives more profit than saving account but one condition is applicable that is the client need to keep their money at least six month to avail the profit.

- ✓ **Profit:** Profit for this type of account is applied on half yearly basis usually on June and December month. No profit will be given if client withdrawn money without any prior notices.

6.2.2. Different type of scheme:

Shahjalal Bank is providing different type of scheme based on Sariah which are profitable for bank and customer as well.

1. Monthly Deposit Scheme (MDS):

A fixed amount of profit will be given every month to the depositor and that's why it is a very attractive scheme. No profit will be given if the money withdrawn within one year. Nominee of the account can avail profit if the account owner is absent. Profit will be given to the depositor based on the following table

Period	Installment						
	500	1,000	2,000	5,000	10,000	25,000	50,000
3 Years	20,500	41,000	82,000	205,000	410,000	1,025,000	2,050,000
5 Years	37,500	75,000	150,000	375,000	750,000	1,875,000	3,750,000
8 Years	69,000	138,000	276,000	690,000	1,380,000	3,450,000	6,900,000
10 Years	95,000	190,000	380,000	950,000	1,900,000	4,750,000	9,500,000

Figure: Rate of monthly deposit scheme (MDS)

2. Hajj Deposit Scheme:

To perform Hajj money can be deposit at installment basis from one year to twenty five years installment is applicable under this scheme.

Year	Account opened in 2018 (From 6th December 2018)		
	Monthly Installment	Expected Amount payable at Maturity to meet-up Hajj Expense	Rate
1	28,500	3,57,675	8.25%
2	14,500	3,79,945	8.35%
3	9,750	4,01,035	8.50%
4	7,250	4,16,120	8.55%
5	5,700	4,28,480	8.60%
6	4,700	4,44,745	8.65%
7	4,000	4,63,780	8.70%
8	3,400	4,73,745	8.75%
9	3,000	4,95,100	8.80%
10	2,700	5,26,405	9.00%

Figure 2: Rate of Hajj Deposit Scheme

3. Monthly Income Scheme:

This scheme is very attractive for jobholders because by depositing minimum amount they get a good amount of profit. If an applicant deposits 1, 00000 taka he or she will get 750 taka profit at each month. If an account holder wants to close the account then according to the saving rate he or she will get profit. In the absence of account holder authorized nominee can enjoy the whole benefit.

Mudaraba Monthly Income Scheme:	
1 year	9.00% (Tk.750.00/-per month per lac before tax)
2 Years	9.00% (Tk.750.00/-per month per lac before tax)
3 Years	9.00% (Tk.750.00/-per month per lac before tax)

Figure 3: Rate of Monthly Income Scheme

4. Mudaraba Double Money Scheme:

In this scheme a client can enjoy double money which is totally based on Sariah. A depositor can deposit more than 10k for 8 years and after the finishing of maturity date depositor can collect the double amount of money. Account holder have to pay all types of government tax.

Double Benefit	8.70% (Minimum amount Tk. 10,000.00 & will be doubled in 8 years)
----------------	--

Figure 4: Rate of Mudaraba Double Money Scheme

5. Mudaraba Multiple deposit scheme:

We know that for buildup capital we have to save money. People says that saving is the skeleton of development. This is a 13 years deposit scheme which makes the money triple because of the high profit rate. These types of scheme encourage people to save more money for the development of the country.

Triple Benefit	8.48% (Minimum amount Tk. 10,000.00 & will be tripled in 13 years)
----------------	---

Figure 5: Rate of Mudaraba Multiple deposit scheme

6. Mudaraba Millionarrie Scheme:

The maturity date is longer than the other scheme; usually this scheme is much more attractive for school going people. Is the deposit want to get loan he or she can avail 80% of the deposited money. No cheque book is provided by the bank, bank can give the deposit book for this type of account.

Mudaraba Millionaire Scheme:	Rate
i) 5 Years (Tk. 13,350/ Per Month)	8.47%
ii) 10 Years (Tk. 5,275/ Per Month)	8.51%
iii) 12 Years (Tk.3,975/ Per Month)	8.55%
iv) 15 Years (Tk.2,725/ Per Month)	8.58%

Figure 6: Rate of Mudaraba Millionaire Scheme

7. SJIBL school banking:

This account usually opens for students which encourage them to save money for the future. Students can't open or operate the account at their age of 18 they can do all types of transactions.

Mudaraba School Banking Account	4.00%
--	--------------

Figure 6: Rate of school banking Scheme

8. Other Schemes:

- Mudaraba Cash Waqf Deposit Scheme
- Mudaraba housing deposit scheme
- Mudaraba money spinning
- Mudaraba SME scheme etc.
- Special term deposit Scheme

6.2.3. Investment Scheme: SJIBL are related with different types of investment schemes which are given below-

- ✓ Small Business Investment
- ✓ Housing Investment
- ✓ Car Investment
- ✓ Overseas Employment Investment
- ✓ Investment Scheme for Doctor
- ✓ Investment Scheme for Marriage
- ✓ Investment Scheme for Executives
- ✓ Investment Scheme for Education

6.2.4. SME lending:

SME means short and medium enterprise. SME helps in job creation. For the development of the country and economic growth and to reduce the poverty Shahjalal Bank is always plays a vital role. SME investment products are-

- **Prottassha for small enterprise:** this scheme are design for the development of service oriented business, small manufacturing firm, agro based industries.

- **Prottassha for women enterprise:** this scheme are specially design for the women who are winning their own business.

6.2.5. Automation in banking operation:

➤ **Visa Debit Card Service:**

Visa card brings a new dimension in purchasing product and services. Carrying a big amount of cash is quite risky and that risk can be minimized by the visa card. Following two products are launched to serve clients-

- **SJIBL VISA Debit Card:** client can issue debit card against ACD and MSD account. Clients can collect money from ATM whenever they wish and if they have the sms option then they will get a sms about their amount available in account after spending money to their desire place.
- **SJIBL VISA Prepaid Card (Local):** It is open for customer even though a client doesn't have any account with Shahjajal Islami Bank. This card is accepted at all VISA labeled merchant outlet even though in ATM.
- **SJIBL VISA Prepaid Card (international):** It is also open for all customers where customer can endorse US dollar paying against travel quota, making lien for his or her FC account.
- **SJIBL VISA Prepaid Card (dual):** This service reduces the hassle of carrying two card for local and international. Client can enjoy their shopping locally and internationally.
- **SJIBL VISA Gift Card:** This card is very attractive for clients. It's like a gift card and can be used in anywhere. In this card client have the facility to customize it according to their own wish.

Usage Limit

Description	Transaction Limit
Cash withdrawal limit (total)	4 times per day
Cash withdrawal limit (amount)	Tk. 50,000 per day (up to Tk. 75,000 per day on request)
Balance checking	4 times per day
PIN change	2 times per day
Invalid PIN retry count	3 times per day

Card usage limit in ATMs (total)	10 times per day
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Figure 7: Usage Limit of debit card

➤ **Online any branch banking of SJIBL:**

All the branch are connected through wide area network. As all the branch are connected a client can avail some facilities he or she do banking activities from any branch. This system also provide facility of instant fund transfers. IT department duty is to maintain the security system because of the fund transfer. Shahjalal islami bank follow all the modern technologies to provide better service to the client.

➤ **SMS Service:**

Now-a-days people are much more dependent on technology. People don't have time to recheck their account by going to the bank and that's why SJIBL has started SMS service to give facility to their registered client. Through the sms service client get information about their transactions. They can get information about their recent transaction, current balance, and cheque status.

➤ **ATM Service:**

For giving 24/7 service to its client SJIBL has opened 73 ATM booth all over the country. A VISA card holder can easily do transaction with the help of ATM booth. SJIBL decided to launch more booth to give smooth service.

6.3. Activities of cash section:

Cash department is the most sensitive and vital part of the bank which is called blood of a bank. Cash department is usually related with receiving and payment of cash to the client. There are following registers included in cash department-

➤ **Vault Opening:**

For opening of vault two different authorized officers key are needed. The officer's are-

- ✓ Branch manager
- ✓ Cash in charge officer

This two officers has keys and these two officers only have power to open the vault. In absence of manager deputy or second manager receives the power to open the vault. Cash, vault register, receive register, balance book etc. are kept in the vault.

➤ **Cash receiving procedure:**

We know that without cash bank activates can't be run. Different types of depositor deposit money or cash on the bank. Officers receive the money from depositors, count the money, kept a register into the computer and put a sign on the deposit slip. In the following way cash might be receive from the clients-

- ✓ From different types of scheme
- ✓ Different types of bills like electronic, telephone, gas bill
- ✓ From remittance (TT,DD,PO)
- ✓ Credit voucher
- ✓ Pay slip of current saving account
- ✓ Share collection

➤ **Cash Payment procedure:**

If the following instrument is present by any client then the bank is bound to pay the cash-

- ✓ Pay slip of saving account
- ✓ Cheque
- ✓ Pay order, Demand draft, TT
- ✓ Debit voucher

Procedures:

When cash officers receive the cheque he or she need to take signature of the client behind the cheque.

- ✓ Examinee the cheque carefully
- ✓ Account has the sufficient balance or not, it need to be check
- ✓ "Pay in cash" need to be cancelled and seal up" and also seal it up through sign up
- ✓ Debating the client A/C by submitting again to the computer and seal up posted
- ✓ Send the instrument to the cash payment officers
- ✓ Put entry on the cash payment register
- ✓ Take another signature behind on the cheque of the drawer.

Cash Remittance:

For cash remittance requisition slip is needed and that slip will be verified by the manager and then sent it to the head office for remittance. There are two types of cash remittance-

➤ **Inward cash:**

- ✓ The collected cash
- ✓ Credit voucher have to be prepared
- ✓ IBCA need to be prepared
- ✓ Entry in the cash register book.

➤ **Outward cash:**

- ✓ Requisition for cash throughout the phone
- ✓ Signature of authorized officers
- ✓ Prepare simple debit voucher for remittance of cash.

Cash Balance:

At the end of the transaction balance has to be checked by the officers

- Grand of total cash received
- Sum of total cash payment
- Closing balance for the day (closing balance=opening balance+ Total receiving – total payment) & opening balance for the future day.
- Recheck on the computer
- Counting the total cash
- Give entry to the cash balance register book
- Cash position should be written on memo.

Position of the cash department:

Many people come into the bank to deposit and withdrawn of money. It should be placed in secured position in dhanmondi branch it is positioned in the left side of the bank and the vault is at the behind.

Counter Limit:

Everything should be done within the limit and the cash counter also has some limit. The counter limit of SJIBL dhanmondi branch in 1 corer. The cashier only can take the amount within the limit excess amount will have to be kept in the safe.

Vault limit:

Vault is a place where banks keep their money so no doubt it need to be in safe place and that's why vault is usually made by steel, iron types of material so that no one can easily break it. Vault also has some limit which is depend on daily transection of the bank. The exceed amount is sent

to the Bangladesh bank. Foreign exchange vault limit is one and a half corer and if it exceeds and any incident is occurring then the branch itself will be liable for that.

Sorting of Cash:

At the end of the transection cash offers need to sorting out the cash according to the different types of notes such as 1000tk, 500tk, 100tk, 50tk, 20tk, 10tk, 5tk, 2tk etc. one packet contains 100 pieces of similar note and one bundle contains 10 packet of similar notes.

Stitching of Cash: when the sorting is finished then cash officer's stitch it along with the slip which bears name of the bank and branch. Two round seal are given into the packets.

Vault closing: Fowling things check by the officers before closing the vault-

- Cheque received throughout the day, payment, cash balance and vault register.
- Computer sheet's signature
- Count the total cash
- Put the cash into the locker
- Loose cash notes and coin on the tray
- Keep stationary security in the vault
- Keep different types of register in the vault
- Lastly close the vault room gate
- Recheck the gate is correctly

6.4. Activities of clearing section:

On the behalf of client bank receives and sends demand draft, pay order, cheques. Two department are related with clearing activities-

➤ Inward clearing:

Cheque received from other bank within clearing area is known as inward clearing. Procedure followed by bank are-

- ✓ Demand draft/pay order, cheque received from principle office
- ✓ Entry need to be given in Inward Register
- ✓ Authorized officer give sign in inward register
- ✓ Cancellation of instruments
- ✓ Honored instrument are send IBCA to Local Office
- ✓ Return memo, showing cause are send to local Office for dishonored instrument.

➤ **Outward register:**

When the client deposit DD, PO, cheque in other bank within their clearing area that is known as outward. Procedure followed by bank are-

- ✓ Instrument received from other bank
- ✓ Branch name, date, signature, amount in word and in figure need to be checked.
- ✓ Crossing seal, clearing seal need to be checked
- ✓ Then entry need to be given at outward register
- ✓ Preparation need to be taken by the clearing house which is schedule making and then send it to principle office.

Transfer delivery: There are two types of transfer delivery

➤ **Inward Transfer delivery:**

For collection when an instrument comes into our branch that is known as inward transfer delivery. The procedure are given below-

- ✓ Receiving the instrument comes to the branch
- ✓ Verified the instrument
- ✓ Branch name
- ✓ Date
- ✓ Similarities of the amount in word and figure
- ✓ Serial number of the instrument
- ✓ signature is matched or not
- ✓ giving entry on the inward transfer register book
- ✓ voucher
- ✓ issue of intra bank credit advice

➤ **Outward Transfer Delivery:**

When the instrument is sent to other bank for collection of money that is known as outward transfer delivery. The procedure is given below-

- ✓ Receiving of the instrument send by other branch
- ✓ Giving entry at outward transfer delivery register book
- ✓ Enclosed the schedule
- ✓ Receiving IBAC and crediting the client.

6.5. Cheque Book Issue:

If a person has account in the bank then with the help of chequebook he or she can withdraw money. It is the most easiest and safe side to transfer money from one place to another place. A person can issue cheque book through requisition slip. That slip will be verified by the bank, after verification cheque book will be given by head office of the bank. Once the cheque book comes to the branch it needs to be recorded on the register book and also branch seal need to be given on cheque book leaf. Once the client come to the bank to collect cheque he or she need to give signature to the register book and the officer will entry it to the computer that the cheque book is delivered to the client.

Shahjalal Islami Bank
Dargah Gate Branch
Payable at any Branch in Bangladesh

SJIBL No. MSD

Date 25/09/2012

Pay to **Roy Ang**

The sum of Taka **One Crore Twenty Three Lakh Forty Five Thousand Six Hundred And Seventy Eight Only**

Tk. **12,345,678.00**

XXXXXX

Please sign above this line

Cheque Book

Duplicate cheque Book Issue:

If a client loses his or her cheque book then he or she can again apply for it. When a client says that his or her cheque book has been lost then bank stops payment order for that cheque book series in the blocked. The client also needs to submit its GD copy to the bank. Only then bank can issue new cheque book to the client.

Return of cheque: Because of the following reasons a cheque book can be returned-

- When a client decided to close its account he or she need to return its cheque book
- Insufficient amount is the account
- If the payment its stopped
- If the stamp of clearing house is missing

- Incorrect or missing of required date
- Missing of the officers signature
- Is the amount is differ from word and figure
- Drawn against uncollected funds
- Refer to drawer
- Difference in drawer signature.

Examination of cheque:

Whenever a client submit cheque officer need to examine it-

- The Cheque is presented is related to the bank or not
- The date is correct or not
- This instrument is crossed ot not
- The amount of word and figure is similar or not
- The identification of the drawer
- Signature of the drawer

6.6. Remittance section:

It means transferring money from one place to another place for customer or we can say it is an intranal-bank fund/money transfer and this service is provided to the customers by Shahjalal Islami Bank Limited. The activities done by Shahjalal Islami Bank Limited are-

➤ Telegraphic Transfer (TT):

It is a quick system by which money can be easily transfer by telegraphic message. A client can get the money on demand as the sender branch or bank is request to other branch or bank to pay it but only valuable customer can avail this service.in case of urgency of money bank sometime use telephone. Protection is ensured with the help of test code.

PARTICULARS	CHARGES ISSUANCE
ISSUANCE	@ 0.15% or minimum Tk. 25.00
CANCELLATION	Tk. 100

Commission of Telegraphic Transfer (TT)

➤ **Demand Draft (DD):**

If a customer want to get money by using DD then he or she need to fill-up a form. That form takes some information such as name, address, date , applicant signature, applicant account number, name of the payee, number of the draft, branch name at which DD will be drawn and the amount also need to be mentioned. Before making payment paying branch first ensure that the check is forged or not. Carrying money is more risky now a days and that's why people feel safe to transfer money by DD. client need to pay some commission to avail this facility-

PARTICULARS	CHANGES
ISSUANCE	@ 0.15% Minimum Tk. 25
TELEX CHARGE	At actual/Minimum Tk. 50
ISSUANCE OF DUPLICATE	Tk. 150

Commission of Demand Draft (DD)

6.7. Cancellation of demand draft:

Following rules are maintained in case of cancellation of DD –

- ✓ If the signature of the applicant is mismatch then bank cancelled the demand draft. Client cannot recover the commission charge & posted charge.
- ✓ Cancelling of the DD should be recorded into the register.

➤ **Pay order (PO):**

Client can claim money from the mansion bank. Pay order only can be en-cased from the mentioning bank. Banks take out the money in advance for issuing the pay order. Commissions of pay order-

PAY ORDER AMOUNT (TAKA)	COMMISSION AND VAT (TAKA)
UP TO 1.00 LAC	58
UP TO 5.00 LAC	115
ABOVE 5.00 LAC	173

Commission of Pay order (PO)

Cancellation of Pay Oder:

The following rules are maintained by bank in terms of cancellation of pay order-

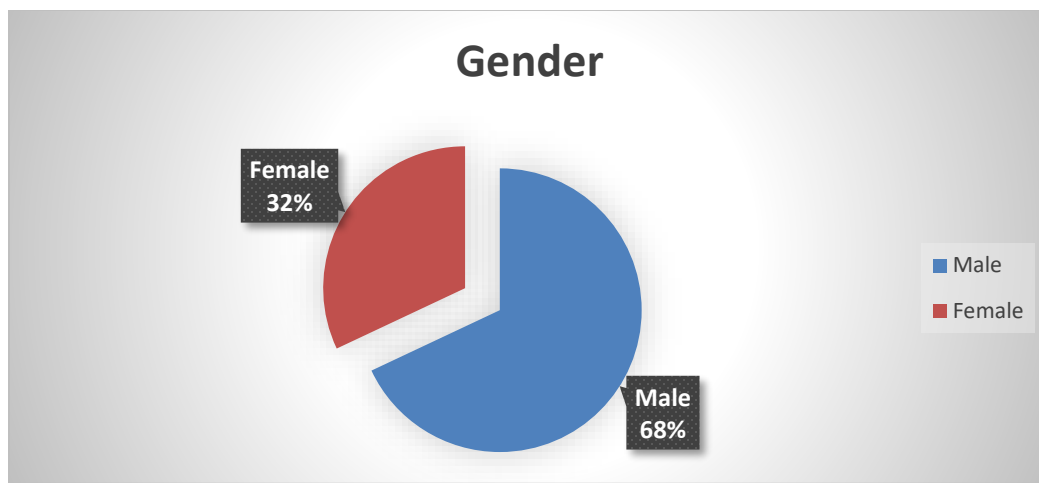
- ✓ Written request should be submitted by client in case of cancelling the PO.
- ✓ Purchaser signature will be match from the original application form.
- ✓ Manager's permission need to be taken for refunding the amount.
- ✓ Cancellation charge will be recovered from the applicant but only the amount of pay order can be recovered .commission taken for the pay order cannot be refunded.
- ✓ The entity will be reversed
- ✓ Cancelling of pay order should be recorded in register book.

6.8. Survey Analysis:

By doing survey we can easily find out the customer satisfaction of every branch. Usually this task is done by interns and as an intern of SJIBL my duty was to remark the overall service. The result of the survey are given below-

General Questions:

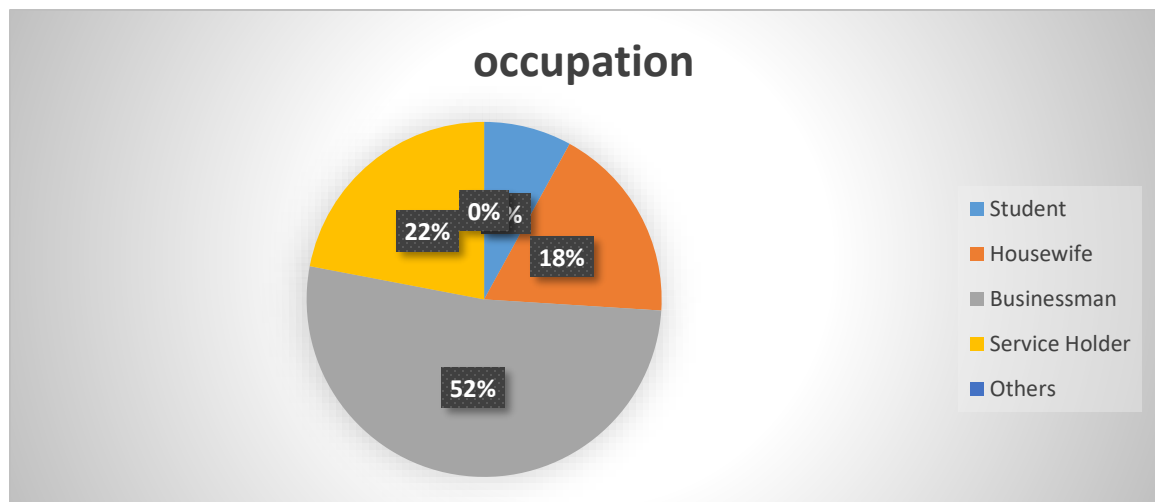
Question 1: Gender



Gender

According to the chart among 50 respondent 62% were male and 38% were female.

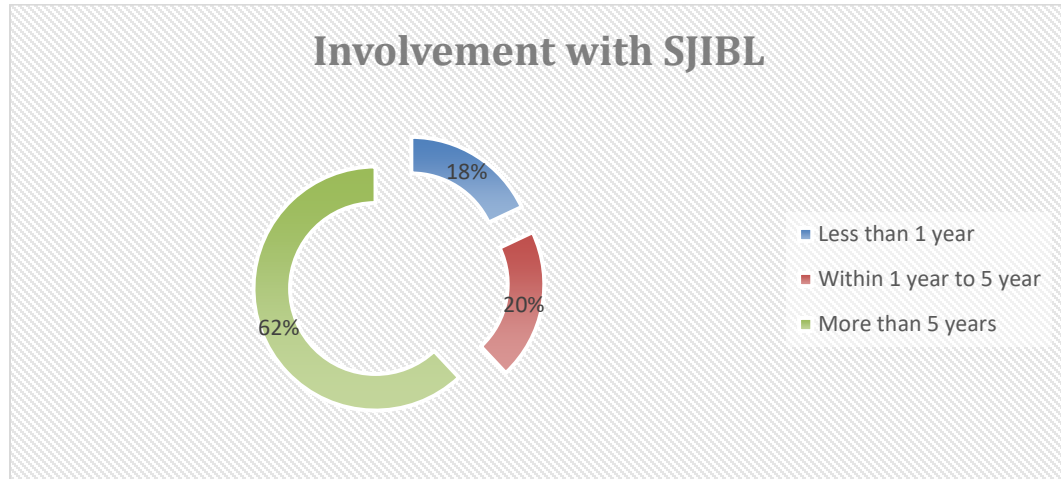
Question 2: Occupation



Occupation

This chart says that 52% are businessman the reason behind is Dhanmondi is a business oriented area and they have to engage in transaction on a daily basis. 22% is service holder on the other hand 18% are housewife or homemaker and other 8% are students.

Question 3: Involvement with SJIBL

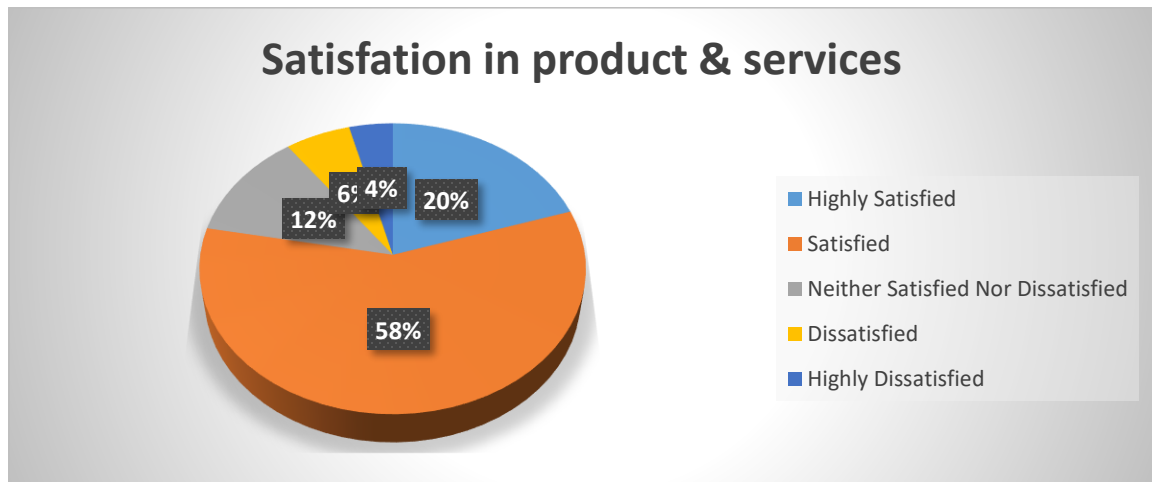


Involvement with SJIBL

This chart describe that about 62% people have long term relationship with SJIBL which is more than 5 years as SJIBL is a Islamic bank which is interest free bank many people maintain their account just because of these facility.

Related Questions: Measuring satisfactory level

Question4: Satisfaction in product & services

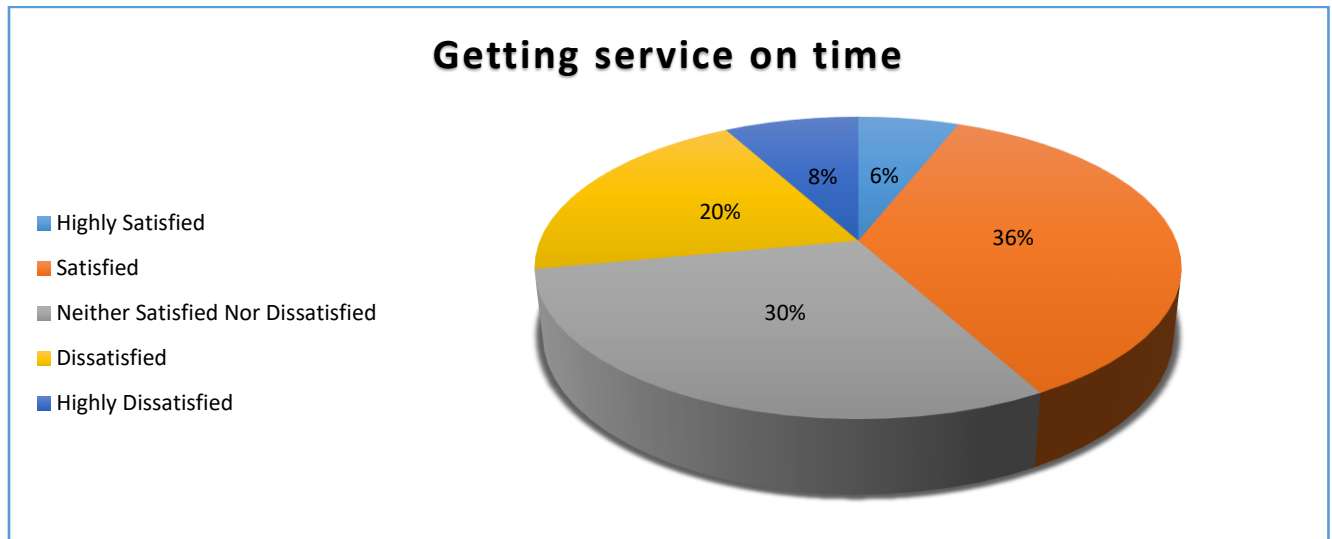


Satisfaction in product & services

According to the chart we can say that about 58% people are satisfied and 20% customer is highly satisfied with the product and service. SJIBL are providing different service to different segment of people their profit percentage of savings account is high which attract people to save

money. 12% people choose neither satisfied nor dissatisfied where 6% and 4% choose they are not happy with the product and services.

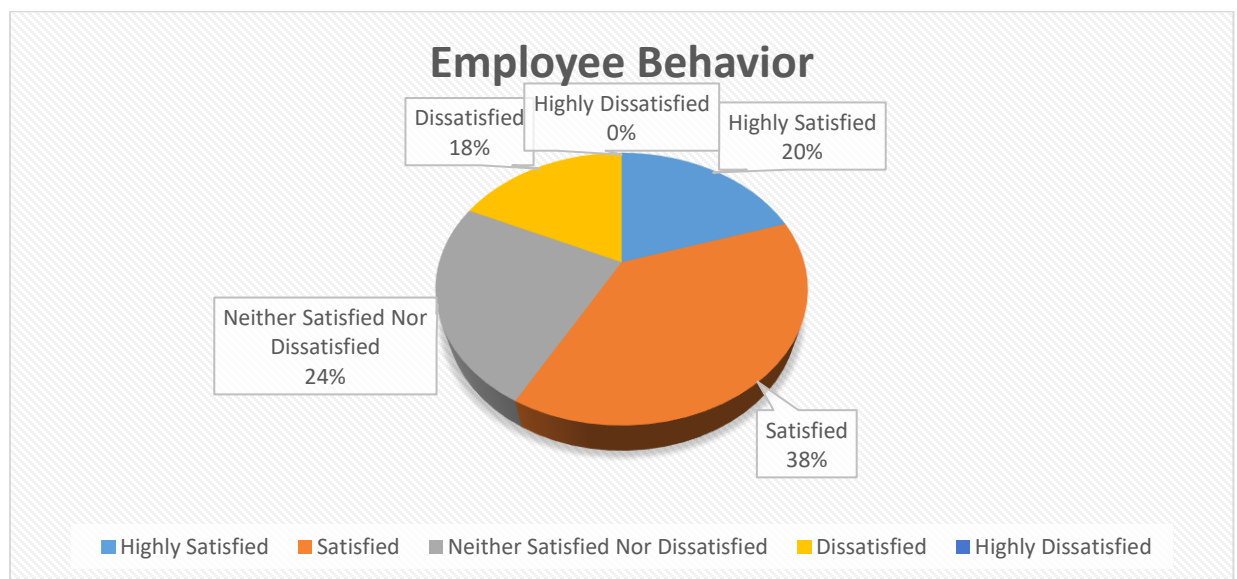
Question 5: Getting service on time



Getting service on time

This chart describes that 36% are agree that they are getting service on time where 30% neutral and 20% marked dissatisfied as I already mentioned that this branch is overcrowded and that's why it's hard to give service on time as a result dissatisfaction arises on the other hand they don't follow the token system so people get angry when the last person get the service first.

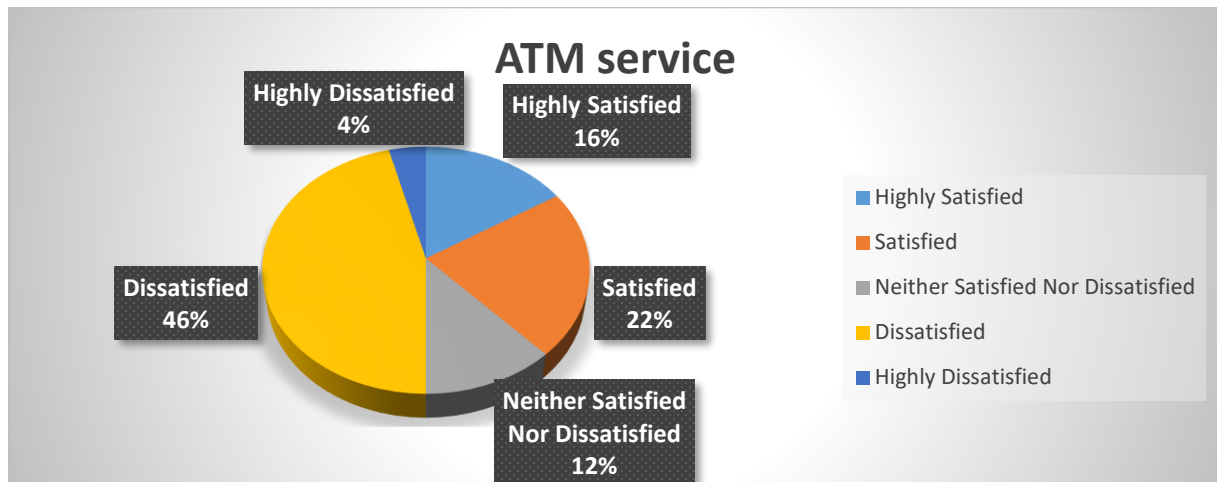
Question6: Behavior of the employee



Behavior of the employee

This chart gives a mixed answer 18% & 38% are satisfied with the behavior of employee where 24% are neutral and other 18% choose dissatisfied option. Bangshal branch is overcrowded and number of employee is also less that is the reason we got a mixed review here.

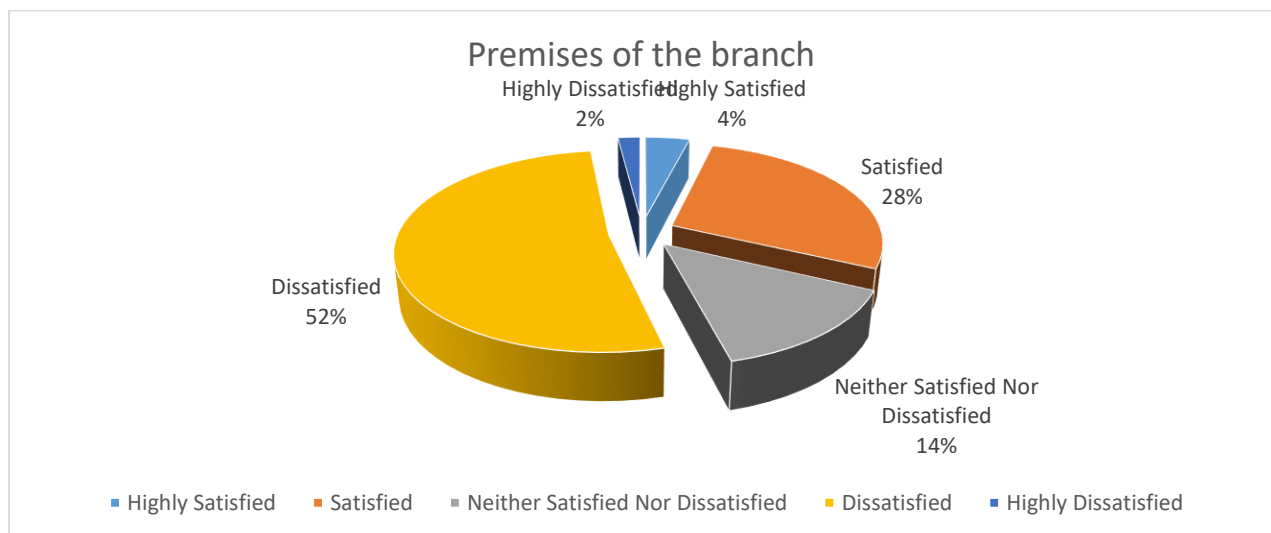
Question7: ATM service



ATM Service

This chart says that 16% highly and 22% satisfied with ATM service because they have availability of ATM booth at their desire place where 12% marked neutral and majority of the population which is 46% marked dissatisfied the reason behind this the number of ATM booth is less and that's why they have to visit other places to avail this service.

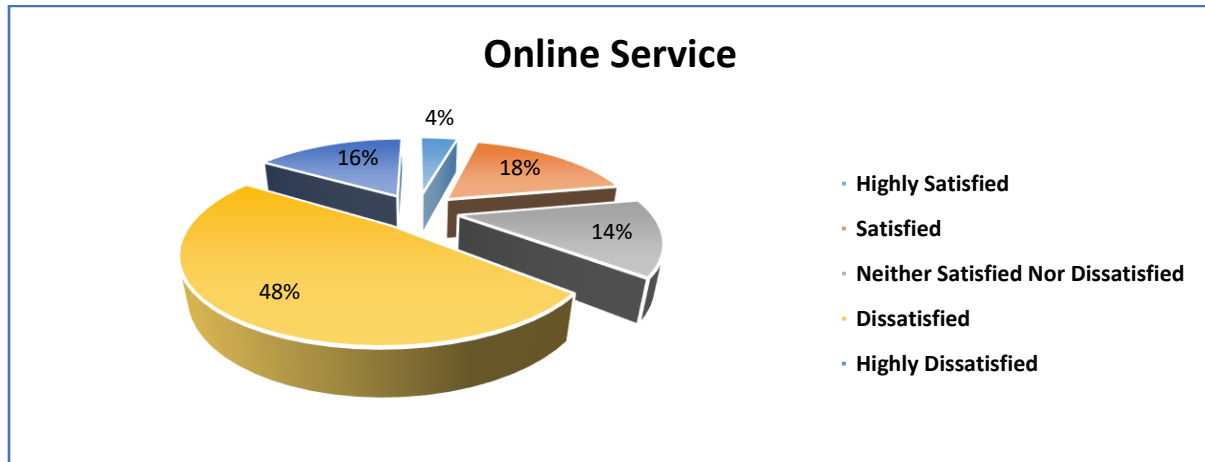
Question 8: Premises of the branch



Premises of the branch

From this chart I found that majority of the person is not satisfied with the premises of the branch. This branch is not very much well decorated and the sitting arrangement is less. This building has 4 floors and that's why people have to move different floor for getting service which is very difficult for aged client.

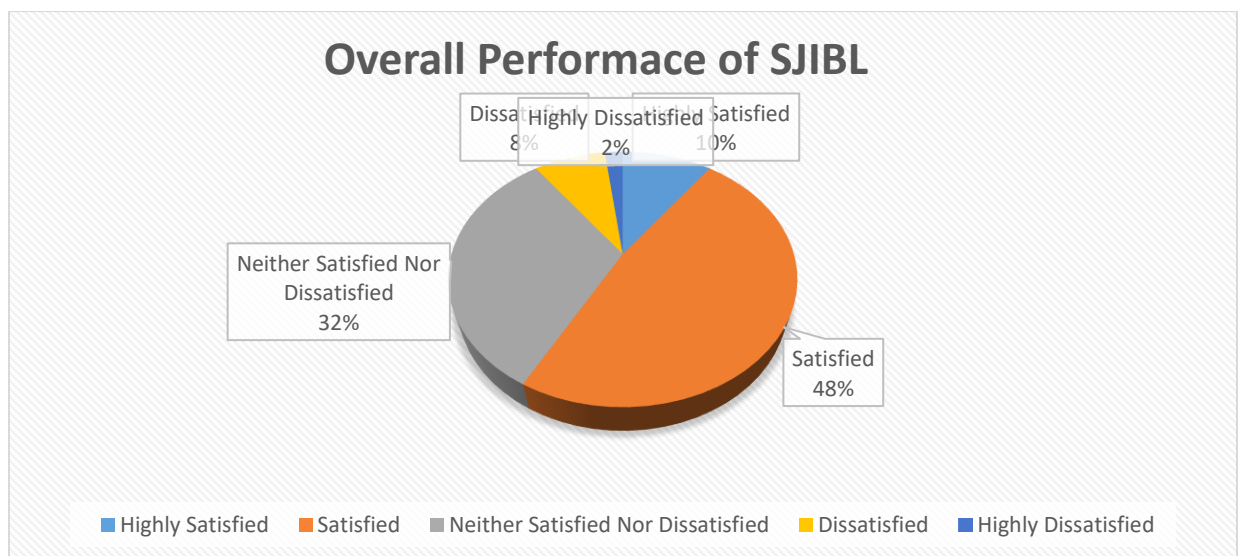
Question 9: Online Service



Online service

According to the chart it's easily to detect that 48% are dissatisfied with the online service providing by this branch. They still failed to provide e-banking service properly which is creating dissatisfaction among the clients.

Question 10: Overall Performance of SJIBL



Overall Performance of SJIBL

In this chart it indicate that 48% people are satisfied with the overall performance of the bank on the other hand 32 % are neutral.

6.9. SOWT Analysis of Shahjalal Islami Bank:

It is a traditional approach. SOWT analysis helps to give a quick review about an organization. We can easily get an idea about organizations strength, weakness, opportunities and threats. This analysis helps a company to overcome their weakness and face upcoming challenges by using their competitive advantages. I tried to figure out SJIBL's SOWT.



Figure 22: SOWT Analysis

Strength:

- 1. Empowered workforce:** Human resource management team of SJIBL is skilled enough to manage challenging situations. SJIBL focus on continuous development of their employee. The top management knows that, motivated employees can satisfy and fulfill the need of the customer which will ultimately bring the golden success of the bank. This empowers environment makes SJIBL to take a better employees place. They are capable enough to provide services to customer at every level.
- 2. Strong Corporate identifies:** SJIBL provides the financial service which creates a strong corporate icon in customer minds. This icon helping the SJIBL to held the banking sector in top position. SJIBL also holds the number one position in retail banking.

3. **Strong employee bonding:** the main resource for the company is employee. The employees of SJIBL have a strong relationship with each other and have a powerful sense of commitment.
4. **Friendly environment and co-operative:** Shahjalal Islamic bank Limited, there is no individual executive dining room. All of the executives and officers sit down together at a table in its cafeteria. The members can share their opinion any time. Another amazing things I noticed there is that if one person is absent in the branch then all of the his or her task is distributed to other members so that customer service can be manage smoothly.
5. **Satisfactory internet banking:** Internet banking enables a person to do banking activities from their desired place. SJIBL provides customer satisfactory IT service. SJIBL ensure strong security system so that customers can do online transaction without any hesitation.
6. **Interest free bank:** In Bangladesh most of the people are Muslim and according to islam the interest is haram. Shahjalal bank is interest free bank and that's why this bank is preferable bank for Muslim people.

Weakness:

1. **Lack of strong marketing and advertisement:** Shahjalal Islami Bank Limited still have not taken any strategy to promote themselves in TV ads, Mass media, Banner, social media.
2. **Slow machinery exchange:** Sometimes eclectic devices take long time to process like printer, photocopy machine, scan, MICR machine, it is a waste of time for customer as well as branch itself, we everybody know that time is valuable for make money.
3. **Rush in taking service:** Each of the branches has lot of transaction, deposit and cheque clearance etc. As they don't maintain token, sometimes customer need to wait for long time and sometimes they break sequence and other customer become angry.
4. **Expose to credit concentration risk:** Bank suffer from credit concentration risk as because, some client don't successfully pay their installment and sometimes after submitting final notice it is not possible to get money from them.

5. **Charges higher fee:** sometimes I found that they charge a higher fee compared to other bank which creates a negative image in among customers. Example if anyone bank statement is more than 5 pages then they takes extra fee for that.

Opportunity

1. **High demand of Cards, FDR, DPS and CCS:** The bank provide some special offer in cards like discount, using this bank card for shopping get 30% off and customer always do shopping by taking loan without any hidden charge. The FDR and DPS interest rate are higher than other bank which encourages customer to save money.
2. **Number of branches is high:** SJIBL have 151 branches over Bangladesh to provide quality service to customers. It's also providing online banking, SME banking facilities.
3. **Countrywide network:** The goal of SJIBL is to expand their business and operation to the nations and that's why they are launching numerous products and services. Their main concern is to promote their goodwill and become in number one position by giving strong network service to consumers and they are also concern about employee satisfaction,
4. **Client rating to enhance investment:** Satisfactory product and services increasing client day by day which are helping to boost up the investment as well.

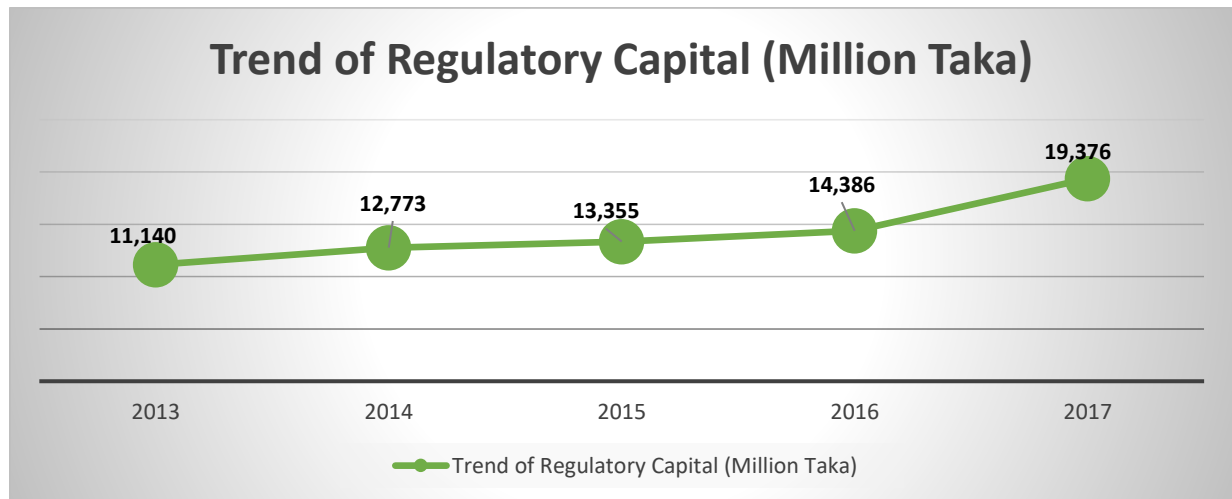
Threats:

1. **Number of competitors:** Bank industry is growing day by day so customers are getting more alternative to switch. On the other hand there are possibility that the competitors might copy the innovative product and service offering.
2. **Liquidity Crisis:** liquidity Crisis occurs in the money market. In situation time as well as they can't manage fund to cross their limit.
3. **State Law:** As it is an Islamic bank so the law is little bit different from other bank.
4. **Target fulfillment:** Every branch need to achieve its assigned target if they fail to achieve it then that branch need to suffer from a penalty.

5. **Unrest in capital market:** capital market fluctuates continuously so they should formulate a strategy to manage it.

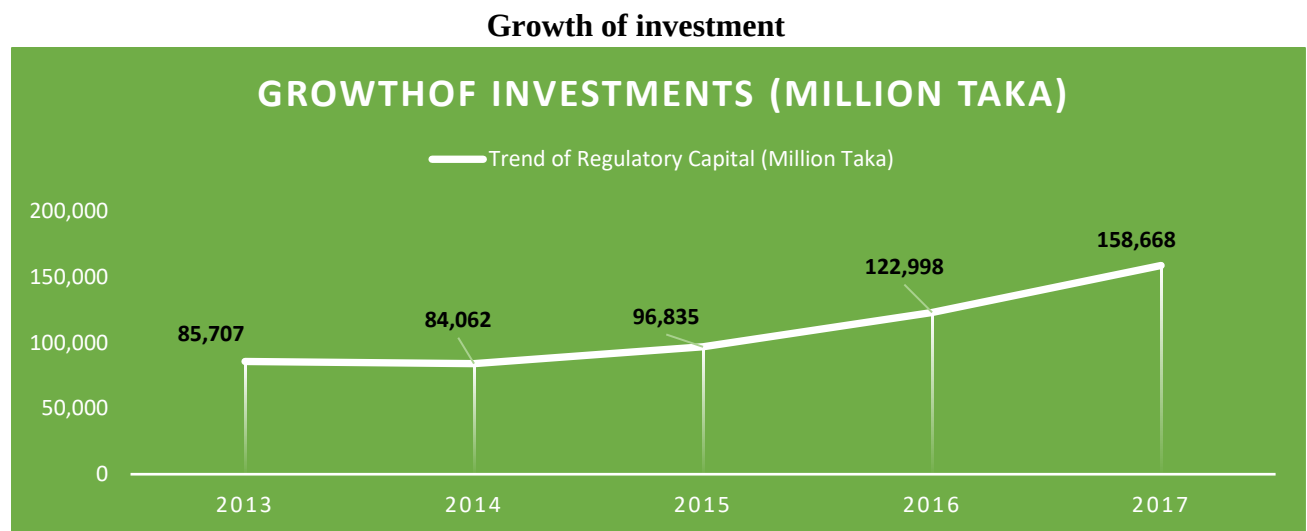
6.10. Analysis of growth:

Shahjalal Islami Bank Limited is one of the popular banks in the banking sector. This bank is capturing huge market share. From the following chart we can measure its growth.



Trend of regulatory capital

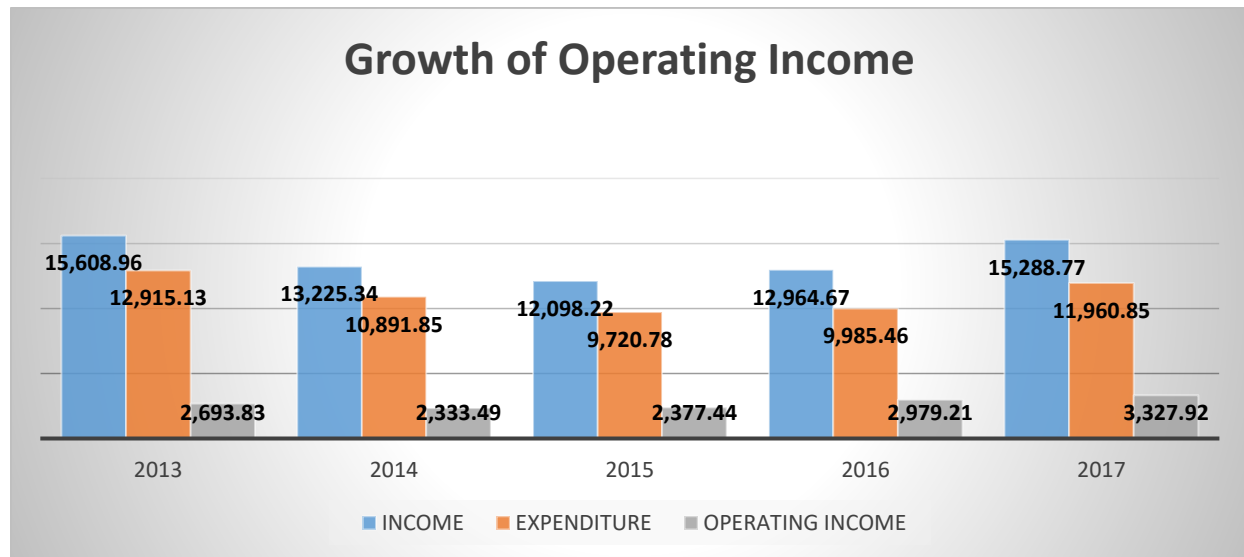
From this chart this is clearly seen that the growth of trend capital is increasing.



Growth of investment

Above chart says that at 2014 the investment rate falls down but again it started increasing from 2015 and still its increasing day by day.

Growth of Operating Income



Growth of Operating Income

SJIBL operating income is fluctuating but as it started increasing from 2016 so their operating income is good enough.

6.11. Major Findings or Problems:

- **Lack of segmentation:** I observed that bank don't have sufficient segmentation and that's why they are treating similarly to all types of customer. We all know that high status customer seeks more attention and smooth service so SJIBL need more segmentation.
- **Lack of manpower:** In Dhanmondi branch many people come for transaction and just because of lack of manpower branch are failing to give service on time to its customer which is the reason of dissatisfaction and because of that dissatisfaction people are spreading negative word of mouth which is hampering the goodwill of the bank.
- **Work environment is less suitable:** In Dhanmondi branch there is lack of space for customer sitting so sometimes bank become overcrowded. The security system is also poor.

- **Failure to give online service:** The branch I worked they are still facing problem to give online service. They are facing some technological problem.
- **Dissatisfaction about ATM service:** Most of the client is dissatisfied from the ATM service providing by the bank. The number of ATM booth is also less so client is not getting service from their desired place.
- **Unavailability of token system:** In Dhanmondi branch they don't follow the token system so it's very hard to find out who comes first as a result dissatisfaction arises.

Job insight

(Chapter-7)

7.1 Job roles and responsibilities:

I worked three month as an intern in Shahjalal Islami Banki Limited (dhanmondi Branch). My duty was in general banking section (GB), where I able to learn about the Islamic baking procedure. I worked under my supervisor who helped me a lot in learning all the activities. All the employee were very friendly, kind. They were always ready to help me all the time. There were some duties which I tried to do sincerely during my internship period. Those activities are-

- Receiving inward, putting seal and entry at register book.
- Account opening
- Different types of scheme opening
- Providing information to clients
- Cheque book giving
- Filling up clients form
- Verifying clients national ID cards
- Printing daily account statements
- Debit card posting and calling clients to provide information about their ATM card and to collect it.
- Putting seal on cheque book
- Giving posting of cheque book on MSD, ACD and MSND register book
- Giving entry in outward register

7.2. Recommendation:

As I am an intern and worked only 3 month so it is very short time to recommend anything. I am recommending the following things according to my observation-

- **Need Technological Modification:** The branch should computerize their manual task. They should use modern technology to give better service to client. IT department should focus on that side.
- **Information Cell Establishment:** Shahjala Islamic Bank can establish information cell so that client can have all the information they needed. Sometimes customer need some information about hidden charge loan pricing so if there is an information Cell they can get their desire information more quickly. Customer service should developed more.
- **Providing proper training to employee:** Employee should be trained up properly so that they can handle all types of client. Employee should also be trained up to behave politely with customers. They can train their employee from Bangladesh Institution of Bank Management. Proper training makes an employee cable, who can serve client in a better way.
- **Increase Promotional Activity:** SJIBL still not doing strong promotional activity, they should take some necessary steps to increase it. They should do some seminars to become a familiar bank. Bank should take steps to come at TV, newspaper. SJIBL can directly communicate with client to promote themselves.
- **Target full filling:** Every employee have to fulfill the target given by the branch which creates an extra pressure and with that pressure it is hard to give good service to client so the bank should reduce this pressure from the employees.
- **Increase the number of branches & ATM booth:** Compared to other bank the number of branches and ATM booth is less so the authority should take this matter seriously.
- **Increase the remuneration:** If SJIBL provide better remuneration then young talented people feel attract to work and thus SJIBL can hold those talented people.
- **Developing new strategic plan:** SJIBL should develop more unique strategic plan to compete with its competitor bank.

Conclusion

Shahjalal Islamic Bank is the demanding Sariah based bank in Bangladesh. This bank sets a new benchmark for other bank. In this competitive market they are holding a strong position. If we evaluate its performance then we can say that their desire and potential is the reason for reaching in this position. They are offering verity types of product and continuously trying to create new product and service to serve their clients. Because of the strong customer relation and excellent service SJIBL succeed to attract more clients.

It is a great satisfactory for me to work in Shahjalal Islami Bank Limited (Dhanmondi branch). In this three month, at the time of running my internship I clearly observe that, there is a large difference between bookish knowledge and practical work. Practical work is real work. In this intern time, I learn general banking, loan and advance, cashier work and many more things. I learnt how to deal a customer. I learned how a banker works in his daily life. In SJIBL there have many rules & regulation of working this report is on general banking and I clearly observe their program. During my internship period I found that all departments are fully synchronized and the energetic officers are working efficiently and that's why this bank is running profitably. Day by day this bank is become so popular because of its Islamic based service. SJIBL is positively contributing in the country's economy. On the other hand Shahjalal Islami Bank is trying to contributing in social welfare based on Quran & Sunnah. Their main motto is providing better service to client not earning profit.

The way SJIBL is developing its service one day it may become the market leader. Every bank has some positive and negative sides. Based on my experience SJIBL should give more priority to its customer and for that employee training is needed. The bank handles their customer more tactfully. If SJIBL don't continuously updated then it can't cope up with their competitors because banking system is always changing and being equally challenging. SJIBL main intention is always on quality service not on quantity and that's why they are more giving priority on customer not in their business.

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Appendix

Survey Questionnaires

General Questions:

1. Gender—
 - a) Male
 - b) Female
2. Occupation-
 - a) Student
 - b) Housewife
 - c) Businessman
 - d) Service holder
 - e) other please specify.....
3. How long are you involved with the service and product of SJIBL—
 - a) Less than 1 year
 - b) within 1 year to 5 years
 - c) More than 5 years

Related Questions:

5 = strongly agree, 4 = Agree, 3 = neither agree nor disagree, 2 = disagree,

1 = strongly disagree.

(Rate the following question according to how strongly you satisfied or dissatisfied to the questions. We want to know your opinion)

SL	Questions	5	4	3	2	1
4.	How satisfied are you with the product and service of SJIBL (dhanmondi Branch)?					
5.	How satisfied are you with getting the service on time?					
6.	Are you satisfied with the behavior of employees?					
7.	Are you satisfied enough with the SJIBL's ATM service?					
8.	Are you satisfied with the premises of the Branch?					
9.	Are you satisfied with SJIBL online service?					
10.	Overall would you rate the performance of SJIBL (dhanmondi Branch)?					