

Internship Report
On
“Accounting and Information Systems:
A Study on United Commercial Bank LTD.”





United International University
QUEST FOR EXCELLENCE

Internship Report
On
Accounting and Information Systems
A Study on United Commercial Bank LTD.

Submitted To

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Date of Submission

30 January, 2022

Letter of Transmittal

Date: 30 January, 2022

Dr. James Bakul Sarkar

Associate Professor

School of Business and Economics

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Subject: Submission of report on “**Accounting and Information Systems A Study on United Commercial Bank LTD.**”

Dear Sir,

This is my humble attempt to inform you that here is the report you have estimated as to prepare survey on the topic “Accounting and Information Systems a Study on United Commercial Bank LTD.”

It's a must for me to finish my BBA. Despite a few flaws, I believe the study has accomplished its goal to a significant extent. I appreciate you providing me the opportunity to write a report on this subject. I did my best to complete the report on time and to the standard that I had set for myself. I'm hoping you'll be willing to accept my report. It will be a joy for me to supply further information on this study. I hope that my report will assist you in making a sound decision and that it will meet your expectations.

Sincerely Yours,

Arpon Das

ID- 111 161 042

Acknowledgement

First of all, I would like to show my gratitude to the GOD to enabling me to complete this report on 'Accounting and Information Systems A Study on United Commercial Bank LTD.

I express my gratitude to my internship supervisor, Dr. James Bakul Sarkar sir, Assistant Professor of UIU BBA Department, for his collaboration and supervision, as I would not have been able to complete this report without his assistance. He gave me permission to work on the issue I had chosen.

I'm also thankful to the manager of United Commercial Bank LTD's Foreign Exchange Branch's activities. I'd want to express my gratitude to everyone of United Commercial Bank's workers for their assistance during my internship program.

Finally, I am grateful to United International University for hosting the internship program, which provides students with a wonderful opportunity to get real-world work experience that is related to their academic pursuits.

Table of Contents

Chapter-1 Executive Summary	7
Chapter 02: Introduction	8
2.1 Introduction of Accounting and Information System (AIS)	8
2.1.1 Understanding AIS	9
2.1.2 Fundamental Elements of AIS	12
2.1.3 Add Value to Any Organization by AIS	13
2.2 Introduction of the Organisation	14
Chapter 3: Organizational Background and Industry Perspective	15
3.1 History of UCBL	15
3.1.1 Mission & Vision of UCBL.....	16
3.1.2 Goals and Objectives of UCBL.....	17
3.1.3 Values	18
3.1.4 Organization Chart of UCBL Foreign Exchange Branch.....	19
3.1.4 SWOT Analysis	20
3.1.5 Pestel Analysis	22
3.1.6 Product/service mix.....	25
3.2 Industry Scenario	30
3.2.1 Background of the Industry	30
3.2.2 Before Independence.....	31
3.2.3 After Independence.....	32
3.2.4 The economy's contribution.....	33
Chapter 4: Objectives of the Study	35
4.1 Primary Objective	35
4.2 Secondary Objective	35
Chapter 5: Methodology of the Study	36
5.1 Data Collection	36
5.1.1 Primary Data.....	36
5.1.2 Secondary Data	36
5.1.3 Sample Designee.....	36
5.2 Scope	37
Chapter 6: Internship Experience	38
6.1 Duties & responsibilities	38
6.2 Training	40
6.3 Contribution to departmental functions	41
6.4 Evaluation	42

6.5 Observations	43
6.6 Skills applied and development	44
6.7 Application of Academic knowledge	45
Chapter 7: Findings and Analysis of the Study	48
Chapter 8: Conclusion and Recommendations	49
8.1 Recommendations	49
8.2 Conclusion	50
Chapter 9: Reference	51

Chapter-1 Executive Summery

The procedure of collecting papers in order to preserve and process data and get information for decision-makers is known as accounting and information system. Accounting and Information System (AIS) is a computer-based approach for monitoring accounting processes that uses information technology resources. The manual process and the automated process are the two types of operational procedures used in AIS. The vital accounting and information system must have sound specialized features, concepts, and key components (AIS).

It is critical for a financial firm to have a stable and well-structured accounting information system (AIS). In general, all banks keep an AIS section separate. For their activities, they require the aid of the information technology department (IT). The IT department assists the authority by providing computerized and technology assistance. In comparison to other firms, banking corporations keep deferential AIS, and their accounting information structure is quite complicated. The bank uses a cloud-based Accounting and Information System as well as manual and automated AIS (AIS). Banks are encountering several issues with AIS in order to manage various forms of AIS.

Notes are typically preserved on papers using the manual approach, which is accomplished through paper pen work. This necessitates the hiring of more experienced personnel, as well as a significant amount of time. In the Computerized Accounting Information System (AIS), on the other hand, data is decentralized, which increases the risk of system failure, transaction staleness, lack of secrecy, and hacking.

Banks, in particular, must identify methods to improve AIS performance by developing better tools. Internal management mechanisms, secure property protection, and information generating or monitoring systems should all receive more attention.

Chapter 02: Introduction

2.1 Introduction of Accounting and Information System (AIS)

Internal users gain access to an accounting information system that accumulates, stores, and analyses financial info, that is described to shareholders, lenders, and tax authorities. In essence, it's a software system for accounting activity that works in tandem with a wide range of information technology instruments. An AIS, on the other hand, combines conventional accounting methods such as the application of the Generally Accepted Accounting Principles (GAAP) with contemporary information technology resources. A framework is a set of two or more interconnected basics that work together to accomplish a goal. AIS is not just crucial to every firm that wants to be successful for a long time. They may always smoothly cover the happenings that be in the association with the aid of AIS, which is necessary to evaluate how effectively the organization is working and performing.

- Accounting Information Systems (AIS) are used by businesses to collect, analyse, collect, and disseminate financial data.
- Accountants, counsels, industry critics, directors, accounting experts, compliance officials, and administrators are just a few of the translators who utilize AIS.
- Various teams inside an existing organization will collaborate with the help of AIS.
- AIS employs hardware and software to store and retrieve data efficiency and productivity.
- For the safety of a company's confidential data, the internal and external controls of an AIS are extremely important.

2.1.1 Understanding AIS

Accounting management systems are a very efficient technique of conducting both corporate and financial activities inside a company. In most cases, an AIS is made up of six main components. Which of the following-

- Individuals
- Procedures & Guides
- Accounting Information System Data
- Computer software
- Infrastructure of the Information and Technology process
- Local Management

Individuals: Through the usage of AIS, personnel at AIS and other application users from other departments within an organization may collaborate. Individuals who could be interested in joining an organization.

AIS include.

- ❖ Accounts
- ❖ Consultant
- ❖ Market observers
- ❖ Administrators
- ❖ Financial Chief Executives
- ❖ Auditors

The AIS should be designed to meet the requirements of the end-user who will utilize it, as well as to be simple to use and improve the system without sacrificing speed.

Procedures and Guides: The procedures and recommendations of the AIS can be utilized for data collecting, recording, retrieval, and analysis as well. These approaches are both manual and automated. Protocols and instructions would be programmed into the AIS software after obtaining data from both internal and external sources. Nonetheless, rules and principles may now be programmed into personnel through reporting and sufficient planning. It must also be followed on a regular basis in order to be successful.

AIS Data: A data-based framework to store information is critical for AIS, such as Structured Query Language (SQL), a computer language often used for databases. SQL manipulates and extracts data inside the AIS for reporting purposes. The many categories of data contained in AIS vary depending on the organization's design, however this may include following information.

- ❖ Purchasing orders
- ❖ For the customer's billing explanation
- ❖ Revenue Data Analysis
- ❖ Appreciation of the Purchase
- ❖ Invoices issued by Vendor
- ❖ Registration of a check
- ❖ General ledger (GL)
- ❖ Information on Stocks
- ❖ Salary Information
- ❖ Timekeeping
- ❖ Statistics on Taxes

The AIS executes corporate operations such as record keeping, surveillance, investigation, audit committees, and goal planning after storing all sorts of information in one spot. To be useful, data would be complete, trustworthy, and, however most importantly, suitable.

Computer Software: The software element of AIS consists of the programming systems that are used to save, retrieve, process, and analyse the company's financial information. Even before the internet age, AIS was just a paper-based system; however, now, the majority of firms employ information technology as the AIS's foundation, and many kinds of applications are being used by companies of all sizes. For example, some small firms may utilize Intuit QuickBooks or Sage's Sage 50 accounting, while others, particularly smaller to mid-sized enterprises, may use SAP's Company one. Consistency, usability, and privacy are the most important features of productive AIS software.

Infrastructure of the IT process: A number of hardware products are used by businesses, as seen in like, Computers, Mobile devices, Servers, Printers, Surge protectors, Routers, Storage media and Backup power supply

Most importantly, the equipment used for AIS must be compatible with the required software; in most cases, it should be not just suitable but also ideal - a clunky systems would be far less helpful than something that is quick. Buying a complete package ensures that the organization has the best possible mix both software and hardware for their AIS.

Local Management: Security systems in place to preserve sensitive information are referred to as AIS local control. A simple example is passwords, while biometric authentication is a more sophisticated one. A biometric security mechanism may include the storing of non-changing individual features such as fingerprints, voice, and facial recognition. Cybercriminals, viruses, and other internal and external cyber security threats can be protected by local control systems.

2.1.2 Fundamental Elements of AIS

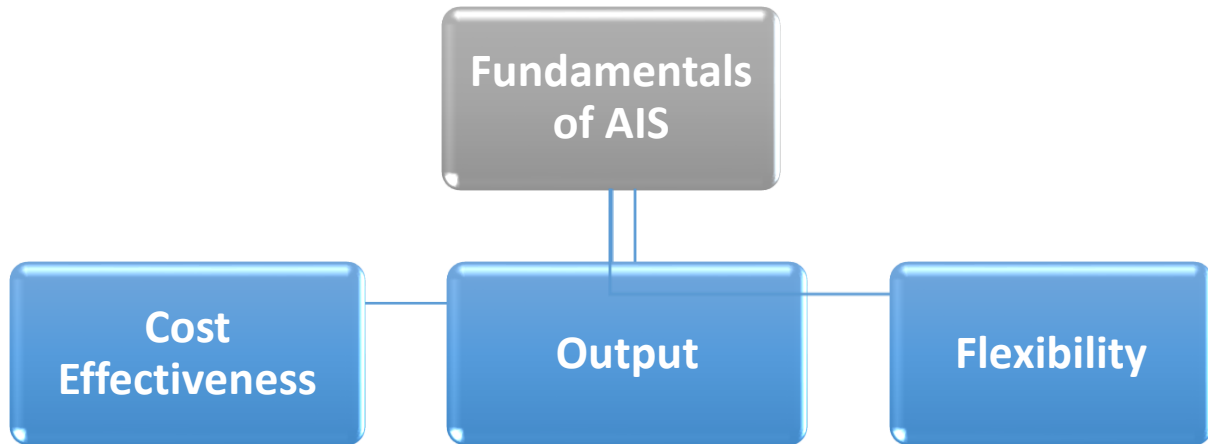


Figure 1: Fundamental Elements of AIS

Cost-effectiveness: Accounting information must be cost-effective to utilize. It must be significant as much as the expenditure of data to justify its existence. When an accounting information system is cost-effective and scalable, it can assist a person or an organization reach their objectives.

Output: Accounting information system should be effective in order to obtain a meaningful result. Working information should be visible, consistent, reliable, and practical. Information system designers will continue to evaluate the essentials and comprehension of accounting software users.

Flexibility: An accounting information system must allow for the input of relevant data requested by diverse users. In order to satisfy changing needs, this system must be sufficiently adaptive.

2.1.3 Add Value to Any Organization by AIS

The AIS combining particular and up-to-date content, offers value as a supporter operation. This can be done through the use of well-designed AIS:

- Using up-to-date data
- Information exchange
- Processes are being improved, and even an impactful edge is being implemented.
- Increasing the culpability and efficacy of its production system
- Might help to reduce costs on company marketing and sales activities.
- Increasing the effectiveness of internal controls
- Making better decisions
- Identifies situations that necessitate managerial action.

2.2 Introduction of the Organisation

UCB began operations in mid-1983 with the support of some of the country's most dynamic and renowned entrepreneurs and industrialists, as well as the participation of the government, as of 2021, it has grown to become one of the largest networks of 215 branches among private sector first-generation banks.

Personalized service, innovative approaches, a positive attitude, and effective management are just a few of the ways we go above and beyond, in the field of private sector banking, the bank has already made a name for itself, demonstrating its solid commitment to the country's economic development. With the objective of becoming a leader in the country's economic activities, the Bank is actively involved in the expansion through trade, business, and industry an innovative lending strategy.

Chapter 3: Organizational Background and Industry Perspective

3.1 History of UCBL

Since its inception, UNITED COMMERCIAL BANK LIMITED (UCB) has been committed to providing top-notch money-related services to the people of the country in order to accelerate the country's economic development. In order to contribute to the nation's long-term development, it has been trying to animate interchange and commerce, accelerate industrialization, promote exports, provide business opportunities, alleviate poverty, and raise people's expectations of living, among other things. Among the original banks in the private sector, it has the largest system of 215 branches. It was founded in mid-1983 with a solid responsibility for Bangladesh's financial and social advancement and has since grown to become one of the country's largest private business banks. It is backed by some of the country's most renowned business visionaries and famous industrialists, as well as the government. It began its modest journey in mid-1983 with a solid responsibility for Bangladesh's financial and social advancement and has since grown to become one of the country's largest private business banks.

The bank is firmly committed to the advancement of trade, industry, and exchange through a creative credit strategy, with the goal of playing a key role in the country's financial activities. Through personalized administration, adopt new, innovative method, and competent management, the bank has recently created an unmistakable mark in the area of Private Sector Banking, in addition to its solid commitment to the country's monetary advancement.

3.1.1 Mission & Vision of UCBL

Mission

To offer financial solution that creates, manage and increase our clients' wealth while improving the quality of life in the communities we serve.

Vision

To be the bank of first choice through maximizing value for our clients, shareholders & employees and contributing to the national economy with social commitments

3.1.2 Goals and Objectives of UCBL

- Make use of every available resource to devise unique arrangements, plans, and tactics for each of the objectives and objective areas.
- Make use of a team of experts.
- By constructing a comprehensive robotization stage, look for an absolute tweaked response.
- Create a practical store assembly strategy.
- Establish a competent loan risk assessment system.
- Create a system for making sound progress and advancements.
- Improve administrative productivity to develop ordered processes and approaches.
- Maintain a reasonable recovery rate, taking account advances and other credits.
- Develop an effective support base.
- Enlist in capital sustainability at untouched.

3.1.3 Values

- They put their customers first
- They emphasize on professional ethics
- They maintain quality at all levels
- They believe in being a responsible corporate citizen
- They foster participative management

3.1.4 Organization Chart of UCBL Foreign Exchange Branch

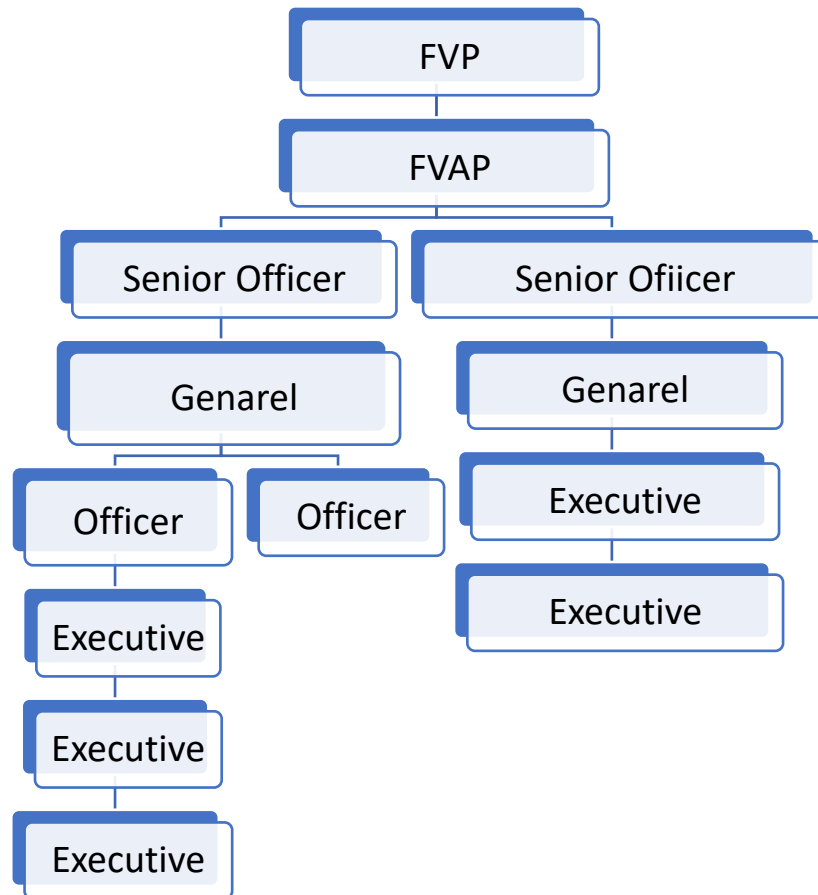


Figure 2: Organization Chart of UCBL Foreign Exchange Branch

3.1.4 SWOT Analysis



Figure 3: SWOT Analysis of UCBL

Strengths

- The relationship between the company and the employee is very visible, which increased the representative's efficiency.
- The supervisory team is strong.
- Geographically significant zone.
- In general, net revenue has been strong in the last few of years.
- Accessible liquidity provided by solid capital.
- A supervisory team that is both productive and experienced.
- Good Import and Export business.
- Officials are extremely well-trained and experienced.
- Employees are efficient in their work.

Weaknesses

- Inadequate information provided in a timely manner.
- There is no client complaint work space, which might be inconvenient at times.
- Client service isn't up to par or sufficient.
- Despite the fact that the bank has implemented an internet banking infrastructure, the employees are not familiar with it.
- Access to cutting-edge electrical equipment is restricted.

Opportunities

- The bank's customer duty is gradually growing at UCBL.
- UCBL offers a number of well-known exchange administration plans, and these plans help the country's dealers.
- People are eager to try their hand at the company, thus the number of branches is steadily growing.
- A faraway community has undoubtedly expanded.
- The bank will take full advantage of this chance because imports and fares are continually rising.
- The bank's website now offers SMS Banking Services.
- This site also has an ATM card and an ATM Booth office.

Threats

- A market with a high level of competition.
- Newer plug banks, deals organizations, and merchant banks, among others, are all competitors.
- Competitors are always coming out with innovative new products and services.
- Political instability and a lack of faith in monetary experts on either side of the world.
- The government imposes taxation and VAT on benefits.
- Many instances, the National Bank's techniques aren't appropriate for the commercial bank's arrangements.
- The exchange rate of the native currency with the US dollar fluctuates often.
- Market situations that are uncertain.

3.1.5 Pestel Analysis



Figure 4: Pestel Analysis of UCBL

- **Political Analysis:** The country's political instability has impacted the general states of Bangladesh, as well as remote financial specialists and international countries, since its inception. Despite the fact that UCBL is a distant bank with detailed lines in the Middle East and London, political situations in the country have a substantial impact on its operations, as the Central Bank of Bangladesh oversees all local and outside banks' operations. Because of the political uncertainty, international investors are afraid to keep their money because they are afraid of fraud and the Bangladeshi way of life, which is widely known for its awful and disorganized patterns. Other types of political nastiness, such as "HORTAAL," can hinder progress of UCBL banking movement.

- **Economical Analysis:** Bangladesh's national reserve funds increased just significantly, indicating moderate growth in bank reserves, and are still low by international standards. Low reserve funds have been caused by a low per capita wage, a high dependence ratio, urbanization, a lack of a suitable framework in provincial areas, and expansion, which has resulted in an increase in expenditures. Because of the high expense of food, swelling is substantial, which balances the executive's tactics. Bangladesh is hardly an outlier when it comes to financial instability and fragility, and UCBL must operate in this environment. The cash gracefully and the overall interest of the economy are outstanding affects that influence the financial sector, as the globe economy is headed towards a downturn. Lack of self-esteem is high as a result of the high expansion, and the helpful limit is concentrated. When a result, as it does business in Bangladesh, UCBL is impacted by the realities of the Bangladeshi economy.
- **Social-Culture:** The general people have grown more cautious of their spending as a result of the increase in expenditures, and their disposable income has decreased. They are becoming thrifter, which has hampered the expansion of bank stores. Bangladeshis have lost trust in financial institutions as a result of the country's unstable political, monetary, legal, and economic situations. Another problem is that because individuals are less educated and informed about how the system works, rumors might trigger a financial panic, which has an influence on UCBL.
- **Technological Analysis:** Traditional tellers have been replaced by robotized teller machines, and the entire financial framework has been automated, assuring system transparency and winning the buyer's trust. It has created innumerable chances to a wide range of businesses as its use has grown and innovation has progressed. The internet banking system, for example, is a typical marvel in the West and is gaining popularity in Bangladesh. Several mobile and telecom providers are partnering with the bank to improve the efficiency and effectiveness of client interactions.

- **Environmental Analysis:** A number of ecologically hostile situations, such as a cataclysmic catastrophe and the potential of tropical storms, floods, quakes, tidal waves, and so on, make it riskier for UCBL to invest in particular Bangladeshi territory. Furthermore, the covid 19 epidemic is obstructing UCBL's financial operations.
- **Legal Analysis:** As speculators have eased back down, the economy has been hampered by the precariousness of the legal framework and the authorized executive's absence. The state of the peace has deteriorated from bad to worse. Potential distant financial professionals have withdrawn, leaving those who have just underwritten vulnerable to risk and uncertainty. The recent past is littered with bombings and assassinations against outsiders, and because UCBL is a distant bank, it has also been penetrated and is still under threat.

3.1.6 Product/service mix

1. Retail Banking

- **Accounts**
 - ✓ Savings Account
 - ✓ Current Account
 - ✓ Dynamic Benefits Savings
 - ✓ UCB NRB Savings
 - ✓ UCB Women's Savings
 - ✓ UCB Youngsters Savings
 - ✓ Savings Deposit Non-Interest
 - ✓ UCB Prothom Account
 - ✓ NFCD & RFCD

- **Fixed Deposit**
 - ✓ UCB Earning Plus FD
 - ✓ UCB Money Maximizer
 - ✓ UCB Multi-Millionaire
 - ✓ Fixed Deposit

- **DPS**
 - ✓ UCB Super Flex DPS
 - ✓ UCB Women's DPS Plus
 - ✓ UCB Youngsters DPS
 - ✓ UCB NRB DPS Plus

- **Loan**
 - ✓ Personal Loan
 - ✓ Auto Loan
 - ✓ Home Loan

- **Card**
 - ✓ Credit Card
 - ✓ Debit Card
 - ✓ Prepaid Card

- **Services**
 - ✓ Locker Services
 - ✓ SMS Banking
 - ✓ 24x7 Customer Service

2. NRB Banking

- ✓ NRB DPS PLUS
- ✓ UCB NRB SAVINGS
- ✓ UCB NRB DPS PLUS
- ✓ Locker Services
- ✓ Remittance services
- ✓ SMS Banking

3. SME Banking

- **SME Loans**
 - ✓ UCB SME Installment Loan (USIL)
 - ✓ UCB Shopno
 - ✓ UCB Dhrubo
 - ✓ UCB Onkur
 - ✓ UCB Durjoy
 - ✓ UCB Jyoti
 - ✓ UCB Dipti

- **SME Deposits**
 - ✓ Sonirvor Current Account
 - ✓ Sabolombi Easy Account
 - ✓ Prottoyoi Monthly Deposit
 - ✓ Uddomi Fixed Deposit

- **Other SME Facilities**
 - ✓ Working Capital Finance
 - ✓ Letter of Credit
 - ✓ Import Finance
 - ✓ House Building Finance
 - ✓ Hire Purchase
 - ✓ Transport Loan
 - ✓ Work Order Finance
 - ✓ Lease Finance
 - ✓ Guarantee
 - ✓ Purchase of Bills

- **Services**
 - ✓ Locker Services
 - ✓ SMS Banking

4. Corporate Banking

- **Corporate Banking Loans**
 - ✓ Export And Import Finance
 - ✓ House Building Finance
 - ✓ Industrial Loan
 - ✓ Letter of Credit
 - ✓ Project Finance
 - ✓ Syndicated/Structured Finance
 - ✓ Working Capital Finance
 - ✓ More Corporate Banking Loans

- Off-Shore Banking
- Structured Finance
 - ✓ Hybrid Financing Products
 - ✓ Loan Syndication
 - ✓ Long Term Debt Instrument
 - ✓ Wealth Management
 - ✓ More Structured Finance Products / Services

5. UCB Agent Banking Products

- **Savings Accounts**
 - ✓ Savings Deposit Account (General Deposit)
 - ✓ UCB Savings Plus Account (Special Savings Account)
 - ✓ UCB Women Savings Accounts (Savings Account for Women)
 - ✓ UCB NRB Savings Account (Savings Account for NRB)
 - ✓ UCB Farmer's Savings (Farmer & Non farmer)
 - ✓ UCB Youngster (Student) Accounts Savings (School Plan-College Plan)
 - ✓ UCB RMG Workers Savings Account
- **Current Accounts**
 - ✓ Current Account (Personal, Impersonal both)
 - ✓ Short Notice Deposit Account
- **Fixed Deposit**
 - ✓ FD General (3,4,6,7,12,13, 24,25,36 months' terms)
 - ✓ UCB Money Maximizer (Double Money- Fixed Deposit)
 - ✓ UCB Earning Plus (Monthly/Quarterly Interest payable - Fixed Deposit)
 - ✓ Interest Upfront Fixed Deposit (IUFD)
 - ✓ UCB Earning Plus Fixed Deposit (UEPFD)
- **DPS**
 - ✓ UCB DPS Plus (General DPS)
 - ✓ UCB Women DPS Plus (Special Monthly Savings Scheme)
 - ✓ UCB NRB DPS Plus (Monthly Savings Scheme for NRB)

- ✓ UCB RMG DPS Plus (Monthly Savings Scheme)
- ✓ UCB Youngsters DPS (Monthly Savings Account for youngsters)
- ✓ UCB Multi-Millionaire (Monthly Savings Scheme)
- ✓ UCB Super Flex DPS

- **Loan File Sourcing**

- ✓ SME loan
- ✓ Agriculture Loan
- ✓ Consumer loan
- ✓ Cottage & Micro Loan

6. UCB Taqwa

- **Deposit Product**

- ✓ UCB TAQWA Al-Wadia Current Account
- ✓ UCB TAQWA Mudaraba Savings Account
- ✓ UCB TAQWA Mudaraba Term Deposit
- ✓ UCB TAQWA Mudaraba Monthly Income Term Deposit
- ✓ UCB TAQWA Profit Mechanism of Mudaraba Deposit Accounts

- **Investment Product**

- ✓ UCB TAQWA Personal Finance
- ✓ UCB TAQWA Home Finance
- ✓ UCB TAQWA Auto Finance
- ✓ SME Schedule of Charges & Fees
- ✓ UCB TAQWA Imperial
- ✓ Deposit Product
- ✓ Mudaraba Imperial Savings Account
- ✓ Profit Mechanism of Mudaraba Deposit Accounts

3.2 Industry Scenario

3.2.1 Background of the Industry

A bank is a financial entity that handles all forms of financial transactions. People also put money in the bank and borrow money from it when they need it. Banks are available in a variety of sizes and forms, including retail, commercial, and investment banks. Every country's bank is overseen by a separate institution known as the central bank. Bangladesh Bank is our country's central bank, which is administered by all banks. Banks normally gather money from the public and lend it to the country's growth, with the money going to the country's agricultural industry and trade.

3.2.2 Before Independence

Calcutta's Bank of Hindustan was the first bank in Bengal. It was run by Alexander & Company until 1882, after it was created in 1870. Several Kolkata banks followed, but none survived until the mid-nineteenth century.

The Bank of Calcutta, the world's oldest bank, was established in 1806 and is still in operation today. In 1809, the Bank of Calcutta changed its name to the Bank of Bengal, and in 1921, the Imperial Bank of India and the State Bank of India amalgamated to establish the State Bank of India. Dacca was the first western bank. Its headquarters are in Dhaka, and it was founded in 1946. To a lesser extent, it has conducted business without any form of bank notice. The Bank of Bengal purchased it in 1862 and opened two branches in Sirajganj and Chittagong in 1873, as well as Chandpur in 1900. Until 1947, when the nation was partitioned, East Bengal had six branches. By 1965, soon before the independence struggle, the Normal Banking Company had grown to 60 branches. These two banks were founded by Bengali businesspeople from other financial institutions in West Pakistan to provide loans to local entrepreneurs with inadequate credit.

3.2.3 After Independence

The banking industry in Bangladesh began in 1971 with great aspirations and ambitions. To promote social justice and equality for all individuals. Bangladesh began its journey in 1986 with six nationalized commercial banks, two state-owned commercial banks, and three foreign banks. When the State Bank of Pakistan's Dhaka branch was renamed, the government renamed the Central Bank of Pakistan, which was afterwards renamed Bangladesh Bank. Currency management, credit control, fiscal policy, administration exchange control, and government foreign exchange reserves were all handled by Bangladesh Bank. 12 financial institutions in Bangladesh were nationalized by the government of the People's Republic of Bangladesh. In Bangladesh, there were two sorts of banks at first. Schedule Bank, the largest, requires a license to operate. And that the bank was governed by the Bank Company Act of 1991. The term "non-scheduled bank" refers to a bank's incapacity to function under all circumstances. Non-scheduled banks were established to fulfil certain objectives, and they adhere to laws designed to help them achieve those objectives. In 1972, Bangladesh had 56 scheduled banks, all of which were controlled and operated by Bangladesh Bank under the 1991 Bank Act.

3.2.4 The economy's contribution

- **RMG:** Bangladesh is, as we all know, an import-dependent country. It imports raw materials, accessories, and machinery to support the expansion of the foster industrial sector, which includes RMG. Importing is a commercial operation that is primarily bank-financed. Letters of credit provided by banks have primarily stretched importers from the beginning of the RMG industry. Payment, finance, and risk management are all promoted.
- **Remittance management:** Banks are critical in improving the lives of migratory workers. Between 2010-11 and 2016-17, the country received less remittances, and the amount of money delivered through financial channels also decreased. Despite this, Bangladesh's increasing remittances led in a significant boost in worldwide economic activity, particularly in Middle Eastern nations, in the previous fiscal year. The following causes contributed to larger remittances throughout banking networks in the previous fiscal year: (a) the BDT's devaluation against the US dollar; (b) local banks' higher rates; and (c) certain banks, who have been suffering a US\$ shortfall for several months due to an increase in import payments against a decline in export revenues, have increased their attempts to raise remittance inflows via their isolated channels.
- **Agricultural Industry:** Agriculture and associated businesses have been given high priority by the government in terms of obtaining adequate finance at a reasonable interest rate. Between 2013 and 2017, outlays were on track to meet the goal, with livestock and other agricultural activities accounting for half of the total credit. The majority of agricultural funding was provided by private banks, which included financial institutions, government banks, and foreign investment banks. Between 2001-02 and 2017-18, agricultural finance from Bangladesh Krishi banks increased by more than fivefold, from BDT 15.63 billion to BDT 82.15 billion. Overall spending on agriculture increased by 3.6 times, from BDT 8.59 billion to BDT 30.62 billion.

- **SME:** In 2010, Bangladesh Bank expressed SME credit policies and programs with the goal of assisting SMEs in managing long-term, comprehensive growth and ensuring enough finance. The Bangladesh Bank lacks the authority to impose objectives on corporate non-banking financing organizations; instead, they compromise on their own targets after 2012, when both planned and actual spending grew. The aim was BDT 1338.6 billion, but both banks failed to meet it, producing BDT 1439.7 billion and NBFIs 697000 cottages, micro, small, and medium-sized projects in FY 17.
- **Women Empowerment:** Because Bangladesh banks are backing all banks and NBFIs, women entrepreneurs can get loans at a lower interest rate of 9%. As a consequence of this comparative facility, it gives credit to young entrepreneurs in this industry and takes loans of at least BDT 2.5 million with just an individual guarantee and no protection. It also establishes a dedicated women desk and provides guidance to all banks and non-bank financial institutions on what to do next. Towards allocating 15% of SME financing entirely to women-owned businesses. BDT 20.3 billion was refinanced to 19,098 women-led enterprises at the end of 2017. Banks give this level of economic completeness. When there are issues in the banking business, such as bad governance, widespread corruption, a lack of competent leadership, and non-compliance with ethical norms, it may lead to a variety of financial scams, including money laundering and non-performing loans (NPLs).

Chapter 4: Objectives of the Study

4.1 Primary Objective

The major purpose of this study is to complete the BBA program at UIU's School of Business and Economics.

4.2 Secondary Objective

The study's secondary purpose is to learn more about United Commercial Bank Limited Accounting and Information System implementation. The major significant aims of this research are listed below.

- To think about AIS for United Commercial Bank Limited.
- To get a better grasp of AIS's properties, functionality, and applications.
- Be familiar with United Commercial Bank Limited's internet transactions.
- To have a better knowledge of how United Commercial Bank Limited uses AIS.
- Recognized the AIS components and users.

Chapter 5: Methodology of the Study

5.1 Data Collection

- ✓ Primary Data
- ✓ Secondary Data

5.1.1 Primary Data

I gathered this information after having a comprehensive and extensive talk with my coordinator, and I also used my own practical experience.

5.1.2 Secondary Data

With the purpose of obtaining secondary data, I searched many online data base systems, such as their website and annual report, for particular organizational and other information.

5.1.3 Sample Designee

Before we can collect Any type of data, whether analytical, survey-based, or secondary data, requires us to first define the data we want to collect and who we could receive it from, a process known as the research. There are several possibilities for selecting research, but we must first confirm that it will give us with reliable and accurate results.

As part of my internship report, I am undertaking a theoretical examination as well as significant content research based on the topic I chose for my internship report, Accounting Information System.

5.2 Scope

This report will discuss the United Commercial Bank Limited's essential features, the bank's current environment in Bangladesh's private banking business, and the bank's various programs, interest rates, and other activities. For three months, I worked as an intern at United Commercial Bank Limited's Motijheel Foreign Exchange branch. Many facilities and amenities were made available to me so that I could learn about different important facets of the banking sector. Fortunately, I was able to work in a variety of sectors, including investment, general banking, and foreign exchange. Working in these fields has given me so much useful knowledge and skills that I will be able to continue doing this sort of work in the future.

Chapter 6: Internship Experience

6.1 Duties & responsibilities

The duties & responsibilities to depart mental functions are given below:

- Creating a bank account
- Creating a pay order
- Closing account
- Creating formal documents
- Supporter at the front desk
- Issue Check
- Port for ATM cards
- Boucher shorting and Editing
- Guarantee provided by a bank
- Clearing both within and outer
- Disseminate information about the service
- Completing the "KYC" section
- Checkbooks are distributed to customers
- Checkbook register entry
- Register of ATM cards
- Pay order marking in the register
- Placing the bill of entrance on the register
- Data Entry.

The bank's policies prevent me from using any other words. Because the bank has some procedures, and if an issue arises, supervisors will have an even bigger headache. I don't want to cause any disruption to their daily operations; they are always under duress. However, the bank's policies prevent me from using any other words. Because the bank has some procedures, and if an issue arises, supervisors will have an even bigger headache.

- Understanding UCBL's various marketing policies.
- Know how to deal with a variety of unpredictable situations.
- Providing credit-related and Bank Guaranty-related training.
- Provides presentation training to some of the company's most significant clients when they come in for a face-to-face meeting.

6.2 Training

Rather than any other service sector, the bank is the busiest. An employee and an internship student both focus on their usual tasks in this section, and the pressure is the same for any banker. Specifically, I received instruction from each and every one of our employees.

- Maintaining the culture
- Maintaining connection with other employees
- Improving my computer skills
- Improving both verbal and nonverbal communication
- Receiving general banking training
- Receiving practical remittance instruction
- Dealing with manual bank guarantees

I received instruction on the subject. Normally, I go to training for all of my normal activities, which are critical to my profession. All of the bank personnel are really polite and helpful to me. During my internship, I never feel bored. I discovered that the banking sector in Bangladesh is under more strain than any other service business. Every day, we must perform the same tasks.

6.3 Contribution to departmental functions

Employees at UCBL taught me a lot of stuff. My contribution to the department's operations is insignificant. However, I always give it my all to learn new things and serve them. In Bangladesh, our UCBL is a well-known bank. The bank is becoming increasingly vital to our customers. During my internship, I worked on a variety of projects.

- Individual customer
- Corporate customer
- NRB customer.

I was mostly there to support ours Selina Akter. I assist our customer with a variety of common banking tasks.

The following are the most common things I encountered throughout my internship:

- I constantly deal with PO. This is critical to our UCBL's success. I used to write those POs and now I use to type them.
- Always go through the previous day's vouchers with a fine-tooth comb. I once audited over 200 coupons in a single day.
- Many imperative file attachments will all the substantial data. The critical portion is NID verification.
- I look at a variety of firms who are looking to expand their business via LC. As a result, they demand a "Bank Dissolvability Certificate," and I, too, occasionally deal with account data with our LC customer.

Though there are numerous divisions like back, card division, remote trade, and cash in our branch.

6.4 Evaluation

In my internship program, I have observed some important things of my branch. Those are:

- Bank workers are cooperative & friendly
- They are accommodating and quiet whereas they are giving me rules for my work
- They are profoundly time maintainers; each representative comes to the office sometimes recently 10.00 AM
- Our regarded supervisor Sir has the control of overseeing individuals exceptionally easily. He understands how to quit their lucrative consumer.
- On occasion, we send endowments to our valued clientele.
- We enjoy complimentary refreshments during our downtime.
- We have a fantastic working atmosphere.

6.5 Observations

- Our department is enduring from labor. We have confronted numerous weights whereas any workers are missing. One worker will take two worker obligations and it'll make the need of motivation.
- We are moreover enduring from a need for successful publicizing and advancement. We have an exceptionally small sum of promotion.
- Another issue is our organizing issue. We utilize ``Bank ULTIMUS'' for our normal assignments. But our server gets to be moderate at some point. When any client comes from any installment, articulation, credit portion they confront the issue. We kill their time.

I've been watching and evaluating those items for the past 12 weeks of my internship. UCBL is one of Bangladesh's most well-known and highly regarded banks. As a result, they must assess both their obstacles and opportunities for advancement. Something else is that we are not going to be able to become the financial industry's showcase pioneer. It is our responsibility to make advertising easier for our clients. UCBL might be a visionary corporate bank. As a result, making any change in a complex situation will be beneficial.

6.6 Skills applied and development

Almost my whole work path has been shaped by what I studied in my BBA education. I almost completely cover a variety of important topics that are directly linked to my profession. Learning how to write pay orders and cheques are examples of new skills. I learned how to differentiate between different types of checks and other documents. I've picked up a few useful tidbits about banking. The most crucial point is that there are countless far-reaching things that we are unaware of in our BBA lives. Consider the following example: As a result of my Managing, an account, and Protection's subject, I've learned a lot about distant commerce. However, as part of my internship program, I learned a variety of norms and guidelines pertaining to outside exchange. My internship taught me about several statement plans and other topics. As a result, we must devote sufficient attention to our internship. Throughout my BBA career, I acquired a variety of marketing techniques. It was to my knowledge in those areas. However, throughout my internship, I accompany my supervisor to a variety of customer locations. At the moment, I'm gathering information on how to promote a product. More than our word of mouth, I know how the purchasers will handle it. Through genuine marketing arrangements, complete advantage will pick up more suitably. I, too, learnt some important lessons regarding credit and contracts. We have a few terms and conditions nearly animal living place and contract against the advance in my BBA life. However, throughout my internship, I learnt about credit and contracts. There are several policies and guidelines in place. Any understudy who takes their internship program thoughtfully will learn more than they would from a book since real-world information is more potent. Those are the main points that pertain to my internship term. Essentially, my understudy life bookish information influences me to contribute to UCBL during my internship term.

6.7 Application of Academic knowledge

In my BBA career, I've covered about 40 topics. Some of them are directly related to my internship. Practical knowledge, on the other hand, is more powerful than theoretical knowledge. I learnt a lot about gearboxes and the L/C portion of the business:

1. **International business:** When it comes to exporting and importing, there are several laws and processes to follow. There are a lot of regulations and processes in L/C. I learnt about legal laws and compliance for export and import from my "International Trade" course. I've also taught international laws, which are required for any foreign commercial transaction or letter of credit on other items. All documents valid for locals
 - All documents valid for foreigners,
 - TIN number,
 - Terms and Conditions on loan

This is one of our bank's primary points of reference for any foreign trading. Any branch is subject to all laws and regulations.

2. **Finance Part:** My finance-related topic taught me a lot during my BBA career. The following are the courses that I have completed:

- Principle of Finance,
- Managerial Finance,
- Working Capital and Financial Derivatives.

I acquired vital and common items that are required for our everyday banking operations from these classes. There is a finance section at the bank. Safety Analysis

- Reporting Conversation and Risk Management
- Provision money and Track Taxation
- Investment report
- Cast follows the income statement
- Capital budgeting

- Fixed asset pricing by deposit,
- Cash conversion cycle,
- Debt and credit,
- Assets and fair value,
- Leaves and drinks.

In actual life, these issues are complicated. However, if someone performs it on a regular basis, it may develop into a regular business. Then it became less difficult for any employee. There are always deadlines if you are prepared to seek guidance from our skilled and industrious members for your financial purpose.

3. Marketing: Marketing is by far the most fascinating subject I've ever studied. I am in charge of many aspects of the marketing course at my institution. During my internship, I learnt how to sell in a realistic way. Some of the courses I took in university:

- Principle of marketing,
- Marketing management,
- Consumer behavior,
- Service marketing,
- Integrated communication,
- Brand management,
- Marketing strategic,
- Market study.

We value each and every class. We will have a lot of challenges in our professional lives if we do not study well.

In UCBL I learnt about:

- ✓ Target audience understanding
- ✓ Managing strong campaigns
- ✓ Managing clear, millennial, and creative communications
- ✓ Managing consumers rather than convincing them, and so on
- ✓ Promote the advantages
- ✓ Encourage healthy competition
- ✓ Spend within yourself and maintain a competitive edge
- ✓ Put promotional activities into practice,
- ✓ Conduct market research and documentation,
- ✓ Treat consumers differently.

Finally, the UCBL is the most important bank since it is directly accountable for competent personnel who have conquered a company's assets. Of course, all of our departments perform admirably in terms of marketing. We identify our target client by defining important goals and objectives. We always use the most appropriate mode of communication in order to increase our marketability.

Chapter 7: Findings and Analysis of the Study

The study's main findings are listed below, and they concentrated on AIS's request at United Commercial Bank Limited (UCBL).

1. To carry out its daily AIS service, the bank uses both manual and automated technologies.
2. According to outstanding software and a web-based system, they have a very reliable automated transaction system.
3. The Bank Authority first maintains a website for internal and external users to execute transactions and provides a plethora of information.
4. They also employed a system that processed data in real time to update information on all of their clients' data in real time.
5. To carry out the internal management system, the UCBL authority employs task division and surveillance of documents.
6. Daily, monthly, quarterly, and yearly performance reports are distributed to both internal and external stakeholders.
7. UCBL uses self-developed software to complete different transactions, as well as locally and internationally report preparation tools to help with other tasks.
8. They use a range of main software to conduct international operations and transfer data, each with its own set of advantages, such as a decentralized system, little risk of data loss, and a transaction system that is extremely fast. On the other hand, the disadvantages include the fact that data collection takes substantially longer, there is a risk of data hacking, and there is no automated data processing system.
9. The UCBL authority has a well-defined hierarchical organization, a complex manual and electronic file structure, a simple data retrieval mechanism, and expensive data documentation and storage. Their AIS may also be able to provide accurate and timely information.

Chapter 8: Conclusion and Recommendations

8.1 Recommendations

Following are some suggestions based on extensive research:

- ✓ United Commercial Bank Limited (UCBL) needs to maintain a good organizational structure, including a data model, to help new employees adjust to the current system.
- ✓ In the financial administration section, the bank authority is having difficulties (FAD). To ensure the efficiency of AIS, they should use a central repository rather than a decentralized web-based transaction and data gathering system.
- ✓ Instead of employing separate customised operating software that isn't effective enough, the bank should find a means to design new software for the most crucial applications to improve performance.
- ✓ The bank should pay more attention to their manual data transmission system (mail and fax).
- ✓ The AIS of the bank can be upgraded from a manual to an automated system.
- ✓ To defend against data hacking, errors, and abuse, the financial authorities should increase data protection.

After resolving all of the aforementioned issues, it can be stated that United Commercial Bank Limited (UCBL) maintains a good and robust financial structure, which will be built with the help of AIS.

8.2 Conclusion

It might be claimed that United Commercial Bank Limited's Accounting Information System (AIS) is still in its infancy. United Commercial Bank Limited has its own AIS department, and it can be argued that the bank used a blend of standard and automated technologies to execute its banking operations. UCBL often employs computer-assisted activities for editing, data delivery, and filing. However, the outcomes of computer-assisted AIS are not what one may expect. Even though not all transactions are web-based, UCBL maintains a database. The bank is now working on monetary statements in order to analyse performance and to more precisely define and publish them on an annual basis. Those that use AIS were pleased with their AIS and internal regulatory system. To record and gather their origin documents, the bank authorities use a computer. UCBL considers its AIS to be both cost-effective and reliable. UCBL uses real-time and batch processing methods to update documents, however its AIS isn't suited to the task of providing knowledge.

UCBL must provide top priority to its in-house control operation, asset protection, and information creation or policy definition. To stay up with the current international banking business, UCBL should place a greater focus on web-based transactions and individual banking operations.

Chapter 9: Reference

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