

Analysis of Islami Bank Bangladesh Limited Based on Internship Perspective



Md.Sharif Hossain

ID: 111 171 010

This report is submitted to the school of Business and Economics, United International University as a partial requirement for the degree fulfillment of Bachelor of Business Administration

Analysis of Islami Bank Bangladesh Limited Based on Internship Perspective

Submitted to

Md. Qamruzzaman Ph.D. **ACMA**

Associate Professor

School of Business & Economics

United International University

Submitted by

Name: Md.Sharif Hossain

Id:111 171 010

Major: Finance

Trimester: 221 - Spring 2022

School of Business & Economics



United international university

Date of Submission - 27 October 2022

Letter of Transmission

Date: 27 October, 2022

Md. Qamruzzaman, ACMA

Associate Professor

School of Business & Economics,

United International University

Subject: Submission of internship report

Dear sir, Assalamualaikum

with due respect and honor, I want to say thank you for the guidance and support that you provide me during this report. This report is all about the summary of my experience that I get from Islami Bank Bangladesh Limited during my internship period. I choose my internship report topic "Analysis of Islami Bank Bangladesh Limited based on Internship perspective".

While preparing this report, I tried my best to follow these instructions that you have given me. The entire report is based on my practical experience. I have tried to furnished all things that I have learn during the internship at Islami Bank Bangladesh limited. I gather all the information from the respective officer of IBBL and secondary sources like website of IBBL and internet. By using all this information, I prepared this report.

In this report, I might make many mistakes, please pardon me for my mistake Sir

Sincerely yours,

Md. Sharif Hossain

ID # 111 171 010

School of Business & Economics

United International University

Declaration of the Student

Assalamualaikum, I am Md Sharif Hossain, A Regular Student of School of Business & Economics (BBA, Finance) of United International University. Hereby declare that the Internship report on Analysis of Islami Bank Bangladesh Limited based on Internship perspective is prepared by me after completion of 2 months long internship period at Islami Bank Bangladesh Limited (Nobodoy bazar sub-Branch).

I confirm that this report is uniquely prepared for academic requirement only.

Md. Sharif Hossain

Id # 111 171 010

BBA in Finance

United International University

Acknowledgement

At the very beginning I would like to express my deepest gratitude to the almighty Allah (SWT) for giving me the strength and the composure to finish the task within the scheduled time.

I also gratefulness to my honorable supervisor Md. Qamruzzaman, ACMA sir to guided me to complete this task. He showed me the right path which make my work easier. From beginning to end of the report, he helps me in every steps.

I am thankful to all the officers and employees of the IBBL especially Ahmad Ali Senior principal officer (SPO) Of IBBL, Khaled Mahmud Chowdhury officer of IBBL, Sultan Mahmud Senior Officer, Sha Mohammad Mainul Haque, principal officer (PO), and Amanullah Faruque Junior officer of IBBL who extended their wholehearted cooperation to me despite their huge workload during their banking period. They also help me to work and gain knowledge of each of department and also provide information and data regarding my final report.

I also grateful to my family from the beginning of my life to till now for all the things that they done for me. I want to thanks all of my friends who always stay at my side like family member and support me in everything and help me. All my friends help me a lot directly and indirectly while making the report.

At last, I must mention the wonderful working environment and group commitment of this bank that has enabled me a lot deal to do and observe the banking activities during my internship period.

Executive Summary

This report is prepared by the following of Academic Requirement purpose. So, this report is focused on the internship experience gathered during my 2 months long internship period.

Islami Bank is a financial Institution whose status, rules, and procedure, expressly stated its commitment to the principle of Islamic Shariah and to the banning of receipt and payment of interest on any of its operation. It was incorporated as the first shariah based interest free bank in south East Asia on the 13 marches, 1983 as a Public Company with limited liability under the Companies Act, 1913, started limited operation on 30 March, 1983 and introduced a full package of banking services in August, 1983.

Islami Bank does not pay interest to depositor Instead depositors participate in the profitability of the bank. The Bank participates in financing long-term project on the basis of profit-loss sharing instead of granting credit facilities with interest. IBBL also performs various social welfare activities through its subsidiary organ named Islami Bank Foundation (IBF). I enjoy my working period on Islami bank Bangladesh Limited (Nobodoy sub-Branch) because they have great working environment and well-trained employees who always cooperated me in different departmental work.

The First chapter is the introductory potion of this report where I highlight the background, objective, Motivation, Scope and limitation and key terms of the report with proper necessary information.

Second Chapter is concentrated about the Company Analysis and Industry Analysis. IBBL is a financial institution and it is a private limited company but also contributed to the industry sector so here I analyze IBBL from both company and industry perspective. In this chapter I discuss about Company Overview, Trend and Growth, Customer mix, Comparison Between Conventional bank and Islami bank, Operations and SWOT

Analysis. Each company have some strength, weakness, opportunity and Threat. So, in this chapter I make a Swot analysis of IBBI which helps reader to understand about company current position. And also provide all related Industry analysis that is required for doing this report.

In Chapter Three, I discuss about my intern experience that I gathered during Two months long internship period at IBBL. This two-month long internship period I work in various department so this chapter I discuss my responsibility, duties in those department during my internship period. Also discuss about my training period before joining the practical work, after join how I Contribution to departmental functions, Skills that applied in my work and new skill that I developed while working as an intern there. Lastly, I write the application of my academic knowledge which I applied during my working period on Islami Bank Bangladesh Limited.

In Fourth Chapter is last chapter of this report. In this report I have tried to analyze Islami Bank Bangladesh Limited based on my work experience. So, in this section I concluded my report and give some recommendation and key facts base on my Internship experience and collect information from different source.

Table of content

Letter of Transmission	3
Declaration of the Student.....	4
Acknowledgement	5
Executive Summary.....	6
Table of content.....	8
Chapter 1 Introduction	11
1.1 Background of this report	11
1.2 Objective of this Report	11
1.2.1 Broad Objective.....	12
1.2.2 Specific Objective	12
1.3 Motivation of this report	12
1.4 Scope and Limitation of the report.....	13
1.5 Limitation of the Report.....	13
1.6 Definition of Key terms	14
Chapter 2: COMPANY ANALYSIS	17
2.1.1 Overview of IBBL.....	17
2.1.2 IBBL’s Vision, Mission & Objectives	17
Vision of IBBL	17
Mission of IBBL.....	18
Objective of IBBL.....	18
2.1.3 Trend and growth	19
2.1.4 Customer Mix.....	20
2.1.5 Management Hierarchy of IBBL.....	22
2.1.6 Product and Service of IBBL	23
2.1.7 Operation of IBBL.....	29
2.1.8 Differentiated between Conventional bank and Islami bank.....	30
2.1.9 Swot Analysis	31
2.2 Industry Analysis of IBBL.....	33
2.2.1 Specification of the industry	33
2.2.2 Size, trend, and maturity of the industry.....	34

2.2.3 Economic Factor.....	35
2.2.4 Technological factor.....	35
2.2.5 Barrier to Entry.....	36
2.2.6 Bargaining power of suppliers	36
2.2.7 Bargaining power of Buyers.....	37
2.2.8 Threat of substitute	37
2.2.9 Industry Rivalry	38
3.1 CHAPTER III: INTERNSHIP EXPERIENCE	40
3.1.1 Position, duties, and responsibilities	40
3.1.2 Training	41
3.1.3 Contribution to the departmental Function	41
3.1.4 Evaluation	44
3.1.5 Skill applied	46
3.1.6 New Skill developed by me	47
3.1.7 Application of academic knowledge	48
4.1 CHAPTER IV: CONCLUSIONS AND KEY FACTS.....	51
4.1.1 Findings from Intern Experience.....	51
4.1.2 Recommendations for improving IBBL operations	52
4.1.3 Key understanding	53
4.1.4 Conclusion.....	54
Reference	55
Appendix	55

Chapter 1

Introduction

Chapter 1 Introduction

1.1 Background of this report

First of all, I would grateful to the almighty Allah (SWT) for giving me the strength and patience to successfully complete my internship period. Before enter into an internship program at banking sector, I have heard some misconceptions about interning in banking sector. But my Family and my friends always encourage me to done my internship at any of the Banking sector. So that's why I decide to complete my internship period at Islami bank Bangladesh Limited. After completing the 2 months long internship period at Islami Bank Bangladesh Limited (Nobodoy Bazar Sub-Branch), I have got permission from my supervisor to prepared my internship report. During my internship period, I have experienced real banking professional work and also the professional life of a banker. It was a really great experience for me to enter a corporate work environment and opportunity to using my academic knowledge practically in bank. I have prepared this report on the basis of my daily activities in various department at Islami bank Bangladesh Limited. I have prepared this report under the supervision of Md. Qamruzzaman, ACMA, Associate Professor, School of Business & Economics, United International University and in bank Sha Mohammad Mainul Haque, principal officer (PO), IBBL (Nobodoy Bazar Sub-Branch). Both supervisors are helped me a lot to prepared my internship report. They teach me new things that helps me in my practical work. They guided and support me to do my work perfectly. Without their help I would have faced problems in making this report. They guide me to create this report by providing necessary information and gave me opportunity to obtain knowledge about practical task/work.

1.2 Objective of this Report

The main objective of the study is to Analysis the whole Banking process in Islami Bank Bangladesh Limited. The Broad objectives of the study are given below:

1.2.1 Broad Objective

- ❖ To get insight into Banking Policy in IBBL.
- ❖ To measure the performance of IBBL.
- ❖ To identify the comparison between conventional bank and Islami bank
- ❖ To identify the problems or limitations of product or services in IBBL.
- ❖ To provide some recommendations for further improvement of customer services

1.2.2 Specific Objective

- ❖ Fulfill the requirement of three credit courses as per requirement of BBA program
- ❖ Gain knowledge about Banking environment
- ❖ Gain Knowledge about different types of policy method in IBBL
- ❖ Understand the difference between Riba and Profit
- ❖ Gather Practical Idea of Banking Software
- ❖ Get practical experience of various departmental workout

1.3 Motivation of this report

Internship is a method where a student can apply their academic/ theoretical Knowledge into a professional Sector. Internship is the requirement for complete the graduation. As well as it helps a student to prepare himself for corporate environment and professional life. That's why it motivates me to prepared this report by relate the whole things that I learn from my experience and actual work field before complete my graduation.

Through internships, an undergraduate students combine theoretical knowledge and explore the context in which it is applied. So, I guess that it brings us to the next point that encouraging a student to join as part of the experience and gathering of corporate knowledge. This increases professional skills and encourages successful graduates to meet the demands of temporary work. So, this internship report is created by me that contains the information what I got from Islami Bank Bangladesh Limited as part of my practical knowledge / work experience.

1.4 Scope and Limitation of the report

As part of my undergraduate program, I work as an intern in a sharia based financial institution named “Islami Bank Bangladesh Limited”. During Internship period, I was working in several departments. Since it is a financial institution, they always use upgraded software. As an intern I get limited access of those software because of the restriction. This report mainly focuses on the analysis of IBBL based on my internship experience. In this report, I represent all of the bank’s facilities that they provided to their valuable customers. In this report, all information has been taken from the Islami Bank Bangladesh Limited. So, the study may not be representative to any other banks in Bangladesh.

1.5 Limitation of the Report

Although I have tried to prepared the report with care and make perfection but When I prepare this report, some limitations arise making it a barrier to completing this report. The main limitation that I face is “Lack of Information”. When I search the information about bank from internet surfing, I got less information than I needed.

Some Limitations I have faced further such as

1. Employee of the bank are wholehearted and try to assist me but for the working pressure they could not give the proper assistance when I needed. And maximum client of my intern sub branch is illiterate, they have no idea about banking policy. That's why I couldn't get much information about the bank from them.

2. Another limitation of this report is, Bank’s own policy that do not disclosing some information for obvious reason before publication of Annual Report that could be very much useful

3. Most of the employees are remain so much busy to handle the client and with their own work. so, it was little bit tough for them to provide time for me to making concept clear in a particular area.

4. Since it was a financial institution, they have maintained some privacy policy about disclosed any information regarding bank. That why when I asked them more about bank, they did not disclose much information for the sake of confidentiality of the Bank.

1.6 Definition of Key terms

1. A/C	Account
2. L/C	Letter of Credit
3. PO	Pay order
4. DV	Debit Voucher
5. TP	Transaction Profile
6. BIN	Bank Identification Number
7. TIN	Tax Identification Number
8. BEFTN	Bangladesh Electric Fund Transfer Network
9. RTGS	Real Time Gross Settlement
10. MSA	Mudaraba Savings Account
11.MTDR	Mudaraba Term Deposit Account
12.CDD	Customer Due Diligence
13.EDD	Enhanced Due Diligence
14.BAMLCO	Bank Anti Money Laundering and Compliance Officer
15.CAMLCO	Chief Anti Money Laundering and Compliance Officer
16.CRM	Customer Relationship Management
17.BACH	Bangladesh Automated Clearing House
18.POS	Point of Sale

Letter of Credit (L/C): A letter of credit, also known as a credit letter, is a commitment from a bank that a buyer will pay a seller on schedule and in total. It's mostly used in international trade. Bank used this policy when buyer want to purchase product from abroad.

Transaction profile (TP): Determining the estimated level of potential transactions in an individual or joint account is called a transaction profile. Bank calculates the estimated transaction profile based on a customer's source of income.

Bank Identification Number (BIN): A Bank Identification Number, or BIN is a code number which helps to protect both businesses and consumers in the online marketplace. Every credit or debit card has a BIN number. It can be used to identify the bank that issued the card. BIN number of IBBL debit card is 603588.

Bangladesh Electric Fund Transfer Network (BEFTN): The Bangladesh Electronic Funds Transfer Network (BEFTN) is a system that helps to transfer money from one bank to another bank without require to exchange cash in hand.

Real Time Gross Settlement (RTGS): RTGS is an electronic settlement system that allows for real-time, gross fund transfers from one bank account to another. Real-time transactions are those that don't require any delay. Sometime IBBL use RTGS instead of BEFTN.

Bangladesh Automated Clearing House (BACH): Bangladesh Automated Clearing House (BACH) is a clearing and settlement system for the exchange of electronic bank instruments among Participating Banks which is based on a computer network. There are two types of clearing session 1. High value session (above 5 lakh is called High value session), 2. Regular value session (Any amount can be called Regular value session).

Chapter 2

COMPANY ANALYSIS

Chapter 2: COMPANY ANALYSIS

2.1.1 Overview of IBBL

Islami Bank Bangladesh Limited (IBBL) is a reputed and well-known financial institution in Bangladesh. It is a joint venture public limited company under the company act 1913. IBBL operates its business activities in compliance with Islamic Shariah, following rules and norms guided by Islam. IBBL is determined to encourage Muslim population to earn Halal earnings and give options to finance halal projects. It has 63.09% foreign shareholders all over the world and in locally they have the largest branch network with 615 branches in the sector of private banking in Bangladesh. Islami Bank is the first Islamic Shariah-based bank in the South East Asia which was established on 13 March 1983. IBBL is the first interest-free bank in South East Asia. Now Islami Bank is conducting all their banking activities with reputation.

Islami Bank is a listed bank in Dhaka Stock Exchange (DSC) and Chittagong Stock Exchange (CSE). Authorized Capital of the IBBL is 20,000 million and paid-up capital is 16,100 million. In Bangladesh, IBBL has 33,686 shareholders as on 31 December 2021. They give a part of their profits as dividends to shareholders and various socio-economic activities.

2.1.2 IBBL's Vision, Mission & Objectives

Vision of IBBL

Each and every company has some visions to be in the leading position in the future market. Without vision, a company cannot move forward. Like other companies, Islami Bank also has some visions which are different from the other conventional banks. Visions of IBBL are given below.

- ❖ The vision of IBBL is to achieve superior financial performance and want to get leading position of Islami banking by reputation and performance as well as.

- ❖ Establish and maintain the modern banking technique to ensure the development of financial system based on Islamic shariah and make a strong and efficient organization with highly motivated profession, that based on transparency, accountability and integrity to ensure the balance of financial system.
- ❖ Encourage the client/ customer to savings in the form of direct investment.
- ❖ Encourage the investor to invest particularly in project which helps to lead to higher employment.
- ❖ Establishing interest free banking activities in the society.

Mission of IBBL

Mission is the process that helps turn vision into reality. Without mission, vision is useless. So IBBL is working to fulfill the vision. Mission of IBBL is given below.

- ❖ To establish welfare oriented and islami shariah based banking system. Also try to conduct interest free banking activities.
- ❖ Establish equity and justice in the field of all economic activities
- ❖ Aimed to achieve a sustainable growth and make development by diversified the investment operation in rural area.
- ❖ Under the RDS program, IBBL tries to help the poor people and low-income people by providing loan facilities.

Objective of IBBL

The Primary objective of IBBL is to establish Islami shariah based banking system all over the world by promote and develop the appropriate application of Islamic principal in the corporate sector. More specifically, the role of IBBL in the context of economy is given below.

- ❖ Provide modern financial services to the customer by following Islamic shariah
- ❖ Contributing economic development and prosperity and make sustainable growth according to the principle of islami Shariah

- ❖ Properly utilization of resources which is necessary to conduct / operated the business.
- ❖ Ensure equity and justice and also ensure proper equal of distribution of earning

2.1.3 Trend and growth

In History, Trend and growth of Islami bank Bangladesh limited is rapid and significantly good. The trend rate of growth, which refers to the long-term average rate for a country over time, is quite favorable for Islami Bank. Islamic banking prevalence in the UAE is anticipated to reach 25% in the next years. The preference for Sharia-compliant goods and services is a major factor that contribute to the development of the Islamic banking sectors. Islamic bank finance to the industry sector nonetheless expanded even though growth was slower in 2020 than in 2019. The industry's assets increased by 10.6% in 2020 as opposed to 17.3% in 2019, when growth was boosted by higher-than-expected and helped our economy's development.

A large number of populations in Bangladesh now leaning towards Islamic banking rather than the conventional banking due to the growth of Investment, Asset management and bank deposits. The increase in Islamic financial institutions in Bangladesh indicates that Islamic banking is gaining popularity there. Because of the public's confidence in this method of banking, many conventional banks are being forced to open Islamic windows in addition to full-fledged Islamic branches in order to accommodate the growing demand in Bangladesh. The Growth rate of deposits in Islami Bank Bangladesh Limited (IBBL) from 2016 to 2020 respectively 9.86% to 18.55%. The highest growth rate in terms of deposits was in 2017. Islami Bank has contributed to increase the growth of investment. The investment growth rate of IBBL is given below:

Table 2.1: The Investment Growth Rate of IBBL

Year	Growth Rate
2017	6.72%
2018	11.68%
2019	13.08%
2020	15.05%
2021	12.51%

In Table 2.1 we see the Investment growth rate of IBBL from 2017 to 2021. Table 2.1 show that the investment growth rate of IBBL in 2017 was 6.72%, in 2018 it was 11.68%, in 2019 it was 13.08%, in 2020 it was 15.05%, and in 2021 it was 12.51%. The table indicate that the growth rate of investment in IBBL is quite good position until 2020 but for some reason the growth rate become drop in 2021 than previous year. Bank should focus to improve growth rate by increasing the investment all the modes equally.

2.1.4 Customer Mix

There is a conventional doctrine / misconception about Islami bank Bangladesh Limited is as Since the word Islam is at the beginning of the name of the bank so some people think that the whole banking system and operation is only for the Muslim people. While working as an intern at the Islami Bank Nobodoy Bazar sub-Branch, I found that there are comparatively few non-Muslim clients compared to the huge number of Muslims customer in the bank. The customer database stored in Islami Bank's archive shows that there were only 20 customers who were form different religions. During my internship period in Nobodoy Bazar Sub-Branch, I met only with 7 to 8 customers of different

Religions perspectives.while working in the bank, Additionally it appeared as though they were uneasy within the bank.

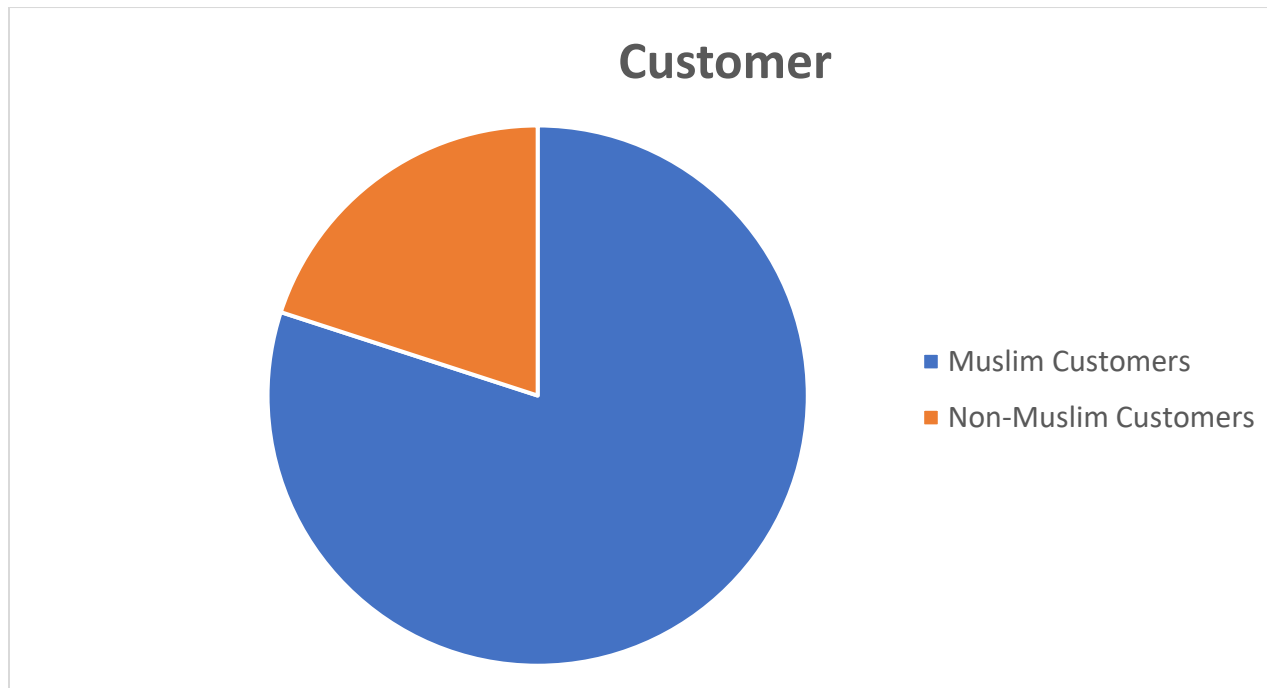
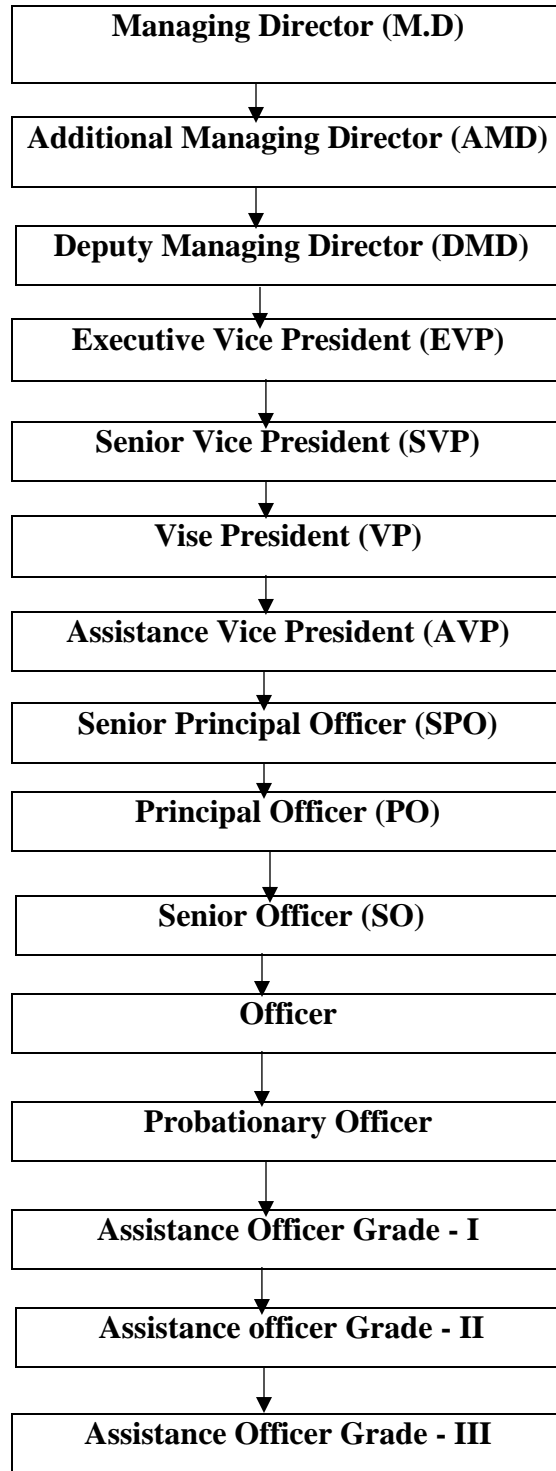


Figure: Customer Ratio based on religion

It is a significant chance for the bank to diversify its customers. In order to attract non-Muslim customers, banks can come up with new facilities for them instead of providing Riba / interest. So, if Islami bank understands the potential market and takes the initiative, they can increase their activities both domestically and internationally. If we look at European countries, England has already made it clear that it wants to serve as the hub of Islamic banking in Europe and to work with other Islamic financial institutions. If Islami Bank can take advantage of this opportunities, it will contribute to increasing the bank's profitability.

2.1.5 Management Hierarchy of IBBL



2.1.6 Product and Service of IBBL

Islami Bank Bangladesh limited differentiate deposits through different types of account such as 1. Al-Wadeah Account 2. Mudaraba Accounts. The brief discussion of these two accounts is given below.

1. Al-Wadeah Account (AWCA): IBBL operate this account on the principal of Al-Wadeah under Islamic Shariah. It is a risk-free account for the customer. Bank committed to the customer to refund the deposited money on the demand of the customer. But bank can Utilize this money if the customer gives permission. Initial deposits to open this account is 1000 tk which covers the upkeep of minimum balance. In Al-wadeah account, account holder operates this account as their desires. Depositor will not get any profit from this account and they do not bear any loss.

2. Mudaraba Account: Mudaraba is a mechanism where there are two parties. In the perspective of this account, one party who provides capital is called depositor, In Arabic called shahib al mal. The other party who utilizes this money by providing logistic support that is called Mudarib (Arabic word). In this account, the bank is Mudarib who collect and utilize the money and the customer is Shahib al mal who provide the capital. Initial deposit of this account is 1000 tk which cover the upkeep of minimum balance. In Mudaraba account, bank invest the deposited money and provide minimum 65% investment income to the mudaraba depositor after closing of the year. The important part is, except the AWCA all other accounts are opened on the basis of Mudaraba principal of Shariah. There are different types of accounts under Mudaraba Principal. Name and details of accounts are given below.

1. Mudaraba Savings Account (MSA): This account is opened as per the maintain of Mudaraba principal of shariah. In this account there are two parties, one party provide the capital that is called depositor or Shahib Al Mal and the other party who invest those money is called Mudarib (Bank). MSA is a popular account in IBBL. Initial deposit of this account is 1000 tk which cover the upkeep of minimum balance. If bank get profit from the investment than it will distributed minimum 65% profit to the depositor after closing

of the year but if bank get loss from the investment the bank and depositor both bearer the loss.

2. Mudaraba Term Deposit Account (MTDR): This account is opened as per the maintain of Mudaraba principal of shariah. These accounts offer different maturity period of time such as 1 month,3month, 6-month, 1 year,3-year,5 years of MTDR accounts. Customer chooses the time as per his desire and deposits money in this account.it is a profit bearing account and bank offers the returns by depositing for fixed period of time under maintain of mudaraba principal.

3.Mudaraba Savings Bond (MSB): All age of persons (above 18 years) Shall be eligible to purchase this Bond in single name or joint name. Besides different institutions such as educational institutions, club also eligible to purchase the bond in the name of institution. There are different amounts of Mudaraba Savings bonds available such as 1000 tk,5000 tk, 25000 tk,50000 tk, 1 lakh ,10 lakh denominator. Good side of this bond is, people acceptable this bond as a security.

4.Mudaraba Hajj Savings Account (MHSA): Hajj is important Ibadad for all Muslim people. So, if a Muslim person desire to perform Hajj, they will open this account and deposit the money for a certain period of time to meeting the Hajj expense. Person selects the duration of the period of account and build up the savings by monthly installment. After complete the account opening process, bank issue a pass book against this account.

5.Mudaraba Farmers Savings Account (MFSA): This account was launched to bring farmers under the banking system. This savings account will be helpful for them to make a habit of save the money little by little and also help to improve their financial strength at the time of their critical situation. Initial deposit to open this account is only

10 tk. Money can be deposit of a banking hour and a person cannot withdraw more than 4 times in a month

6.Student Mudaraba Savings Account (SMSA): Bank introduced the Student Mudaraba savings account to grow up the savings habit among the student. Bank provide special privilege in this account such as No charges are taken on this account. Student can save their money in this account. Students can pay their college or university fees through this account. Initial deposit to open this account is 100 tk. Any parents can open the account on behalf of the student by showing the student id card and provide the initial deposit.

2.Investment modes

Islami bank Bangladesh limited set their investment policy on the basis of profit-loss sharing system following the principal of Islami Shariah. The main objective of bank investment policy is not only earned profit rather attaining social goal and create employment opportunity. There are three modes bank used for investment 1. Bai modes, 2. Share modes, 3. Ijara modes. Details of each of the modes is given below.

Bai Modes

1.Bai-Murabaha: Bai-Murabaha is a written agreement between buyer and seller where seller sell the specific product to the buyer at a cost-plus agreed profit. According to the client's demand, the bank buys the product from the supplier and sells it to the client with adding cost plus profit that mention in the contract. Sometime bank may appoint any third party or the client himself to buy and receive the products on the bank's behalf. Before bank purchase the product from the supplier, bank take the confirmation from the party that he will buy the product from the bank. Profit will be share as per the agreement and amount can be paid direct cash or installment basis.

2.Bai-Muajjal: Bai-Muajjal is a contract between buyer and sell where seller sell the product in credit to the client as per his or her requirement. Bank sell that product in

credit with adding cost and profit, pay the money to the bank at a specific future date. Since it is a credit sale of good so the ownership of the product is transfer by the bank to the client but, the Client's payment of the sale price is postponed for a specified period of time. In this agreement the seller may sell the goods he has already purchased in accordance with the demands and specifications of the client.

3.Bai-Salam: It is an agreement between buyer and seller where the seller sell the certain product in advance to the client at an agreed price and the product is delivered as per the client demand and specification at a future date in a specific place. Simply, the products that are not yet manufactured but are purchased in advance and delivered to the client after they are manufactured are called Bai-Salam. Fruit garden, garments product etc are covered by this agreement.

4.Bai- Istisna'a: Bai-Istijrar is a contract between three parties (Bank, client and manufacturer). Here, when the client approaches the bank to buy a product, the bank verifies it and know the client requirement and specification then contact the manufacturer of that product. After contact bank make an agreement with the manufacturers by paying half the amount and later, they sell the finish goods to the client with adding cost and profit. The supply and delivery will be made in the fixed time period.

SHARE-MODES

1.Mudaraba: Mudaraba is a contact in partnership in profit where there are two parties. In the perspective of this modes, one party who provides capital is called shahib al mal. The other party who utilizes this money by providing labor and skills that is called Mudarib (Arabic word). Both parties share the profit as per the ratio mention in the agreement. If any losses occur then the Shahib al mal (Capital provider) bear the loss but if there is any loss due to these reasons such as misconduct, breach of trust and violation then the Mudarib becomes liable for that.

2.Musharaka: Musharaka is a joint venture agreement between two or more individual or bodies where all the parties contribute to provide capital, participate the operation and management and share the profit in proportion of capital or pre-determine ratio as per the agreement and if any loss then all members are bear the loss in the proportion of their capital.

IJARA-MODES

Hire Purchase under Shirkatul Meelk (HPSM): Bank may offer machinery, equipment, and goods on a rental basis under the HPSM mode. The Bank and the client will share ownership of the machinery, equipment, and products, with the client's portion remaining as a mortgage on the items until the investment account is closed. However, the client will be permitted to use the tools for a specified period of time. After the installments are paid on time, the client will acquire the machinery, commodities, and equipment.

Investment Scheme

1.Household Durables Scheme (HDS): Bank offer this scheme to enhance the standard of living and quality of life of the fixed-income group of people by offering investment opportunities for the purchase of household products.it helps to improve the socio-economic development of the country.

2. Investment Scheme for Doctors: It works to help new doctor to be established and provide the financial support to the specialize doctor to buy modern medical equipment that help to extend the modern facilities throughout the country.

3. Transport Investment Scheme (TIS): The objective of this scheme that the IBBL want to finance to remove the present transportation problem and to secure the country's rapid economic development, especially the growth of trade, commerce, and industry. Because good transport facilities contribute greatly to the economic development of a country.

4. Car Investment Scheme (CIS): Every person has a desire to buy a car of his own but most of the times this dream remains unfulfilled due to lack of financial ability. That's why IBBL offer this scheme to the client to fulfill his / her dream. In this investment, bank's participation ratio is 50:50. That means half of the total value of the car will be paid by the bank and rest of the value will be paid by the customer.

5. Agricultural Investment Scheme: Banks want to finance agriculture sector to motivate the farmer to produce more variety crops in his land, to achieve self-sufficiency in food production and to help farmers adopt modern technology in agriculture. This scheme helps farmers to expand the agriculture production.

6. Palli Griho Nirman Beniyog Prakalpa (PGNBP): This scheme works for rural development. In this scheme, banks support rural people for the construction, upgrade, or renovation of rural residents' homes or the purchase of ready-made housing. Besides, it helps to improve socio-economic development and upgrade the living standard of rural people.

SERVICES OF IBBL

1. Remittance Card Service: Islami Bank Remittance Card was designed by Islami Bank Bangladesh Limited to enable international money transfers. The non-resident Bangladeshi can send money to their family with this card in a rapid, safe manner without any hassle. Some benefits a customer gets from this card. In this card, card holder can pay the utility bill and bank account is not required to get this card.

2. ATM Card Service: From 2000, IBBL has started its ATM Banking service. Among the branches, they have the highest level of online connectivity, enabling them to offer their customers greater customer service. There are three types of cards available in Islami Bank: 1. Classic Card, 2. Gold Card, 3. Platinum Card. When a client opens an account, if the customer wants, the bank can give the instant ATM card to the customer for the transaction.

3. Internet Banking service: The bank launched this internet banking service to provide quick service to the customers within less time. A customer can do mobile recharge, utility bill, fund transfer from one account to another account etc. through internet banking. As a result, clients can save time.

4. Mobile banking Service: Islami Bank launched Mobile banking service to provide quick banking services to the customer. Facility of Mobile banking services are quite similar to internet banking services. Most popular Mobile banking service is M-cash and Cell fin. Through this service, a client can get some benefit such as pay utility bills, fund transfer, balance

check, and mobile recharge. As a result, Customers will be able to conduct banking activities at home without going to the bank.

5. Khidmah Card Service: Islami bank Bangladesh Limited launch an islami shariah base service called Islami bank Khidmah card service. This card is different from the other conventional bank credit card. It operates in fixed fee structure that means only fixed fee will charge to the customer. This product or service is great for customer especially business person who involve in buying, selling business and it helps to reduce the risk of carrying the cash in hand.

6. Locker services: In IBBL, some branches are provided safe and secured locker services to the customer. Customer use this facility and secure their valuable items. Bank charge some yearly fee against these services.

2.1.7 Operation of IBBL

Opening of an account: According to the policy of the bank for open a new account, it is required to provide photocopy of national id card, two passport size photo of Account holder, one passport size photo of Nominee, Birth certificate (If no ID card), photocopy of national id card (Nominee). Customer / client fill-up the form with providing basic information like Phone number, current address, permanent address, Signature, Source of income etc. are important for open an account.

Deposit of Installment: The deposit amount is different for different types of accounts. Customer deposits (100, 200, 300, 400, 1000, 1500) into his bank account every month. Sometimes banks give loans depending on the savings of the customer. A certain period of time bank provide profit to the customer against his /her account.

Mudaraba Hajj Saving Account: Hajj is important Ibadat for all Muslim people. So, that's why Islami bank has introduced a "Hajj savings scheme" where if a Muslim person desire to perform Hajj, they will open this account and deposit the money for a certain period of time to meeting the Hajj expense.

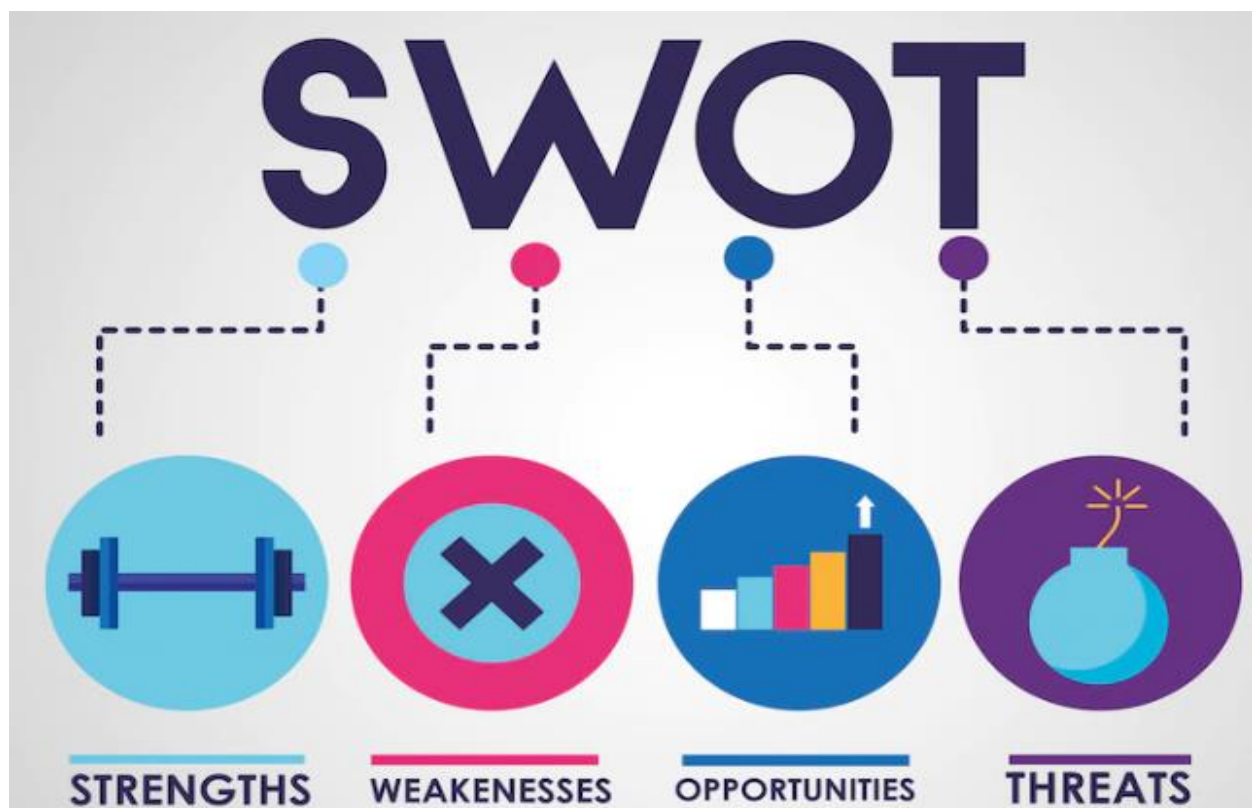
Borrowing from central bank: Unlike other conventional banks in Bangladesh, Islami Bank Bangladesh Limited does not pay interest because Riba/ interest is forbidden in Islamic banks. This kind of lending from the central bank is considered a PLS deposit with Islamic banks, and the profit is paid at the interest rate charged on maintaining contact with PLS deposits of the bank.

2.1.8 Differentiated between Conventional bank and Islami bank

Conventional bank	Islami Bank
1. Conventional banks use man-made principles as the foundation for their operations.	1. Islami bank operate their functional and banking activities based on the principal of Islamic shariah
2. The fundamental work of conventional bank is collected deposit, lending money and get back it with interest	2. The functional work of Islami Bank is collected deposit and participate in partnership business.
3. In conventional bank, Customers and banks have a creditor-debtor relationship.	3. On the other hand the relationship between customer and Islami bank is seller-buyer and partner.
4. Conventional banks finance all kinds of industries and they don't consider the good and bad of the society while investing.	4. Islamic banks forbid financing of businesses that are harmful to society. Such as gambling, tobacco, alcohol etc.
5. In conventional bank, they focused on debt base financing	5. In Islami Bank. They focused on Asset based financing.
6. Interest is the main source of income of conventional banks which comes from the borrower. They are not concern about welfare and remove disparity from the society	6. Islami Bank provide interest free banking service to the customer. Profit is the main source of income of islami bank which comes from the investment. They are concern about welfare and poverty and they are trying to remove disparity and trying to introduce interest free banking program in the society.

2.1.9 Swot Analysis

A SWOT analysis is a technique for analyzing the performance and operations of the company / organization. The acronym SWOT refers to these elements as strengths, weaknesses, opportunities, and threats. A SWOT analysis evaluates those elements of the company that are working well, those that aren't, opportunities to grow the company, and weaknesses that can be exploited by rivals. So, I made a swot analysis of Islami Bank Bangladesh Limited Based on my working experience and collecting information from the website to find out the company's strength, weakness, opportunity and threats. Swot analysis of IBBL is given below.



Strength of IBBL

- ❖ IBBL offers its clients great and reliable quality in all of its services.
- ❖ IBBL is a financially stable company.
- ❖ Modern technology is used by IBBL to maintain consistent performance and quality.
- ❖ IBBL offers its employees a great place to work.
- ❖ IBBL has already achieved the trust of its customers.
- ❖ In terms of socio-economic development, Bangladesh Bank gives more importance to Islami Bank than other banks.

Weakness of IBBL

- ❖ In some areas, IBBL lacks qualified human resources.
- ❖ IBBL doesn't take any effective advertising strategy to promote its product to the people
- ❖ Credit facility of IBBL take long process than another bank.
- ❖ In some areas, employees feel discouraged to work.
- ❖ Lack of ATM booths in local area
- ❖ Few numbers of female employees in some branches and sub-branches.

Opportunity of IBBL

- ❖ The emergence of E-banking will give IBBL greater opportunities.
- ❖ IBBL can provide customers with more cutting-edge, innovative service.
- ❖ Several branches can be open in distant locations.
- ❖ If IBBL provides a favorable work environment, it can attract experienced, effective, and knowledgeable employees.

Threats of IBBL

- ❖ Problems are being created by the global trend of mergers and acquisitions in financial organizations.
- ❖ Problems are being caused by frequent money depreciation and fluctuations in foreign exchange rates.
- ❖ Many new banks with new services are entering the market. That is a threat for IBBL to survive in the market.
- ❖ By providing comparable goods, local competitors can grab a significant portion of the market share

2.2 Industry Analysis of IBBL

2.2.1 Specification of the industry

The development of Islamic banking in Bangladesh began in the early 1980s. Islami Bank Bangladesh, the first Islamic bank, was established in 1983. The development and growth of Bangladesh's Islamic banking industry has been consistent over the years. There are currently six Islamic banks operating in Bangladesh alongside 43 mainstream banks. These banks include Bank Al-Falah, Islamic Bank Bangladesh, Oriental Bank Bangladesh, Shahjalal Islami Bank, Social Investment Bank, and Islamic Bank of Bangladesh. Through their own Islamic windows, a number of conventional banks in Bangladesh provide Islamic banking services.

As a result of the entry of private banks, the banking sector has significantly expanded. There are 61 schedule banks in Bangladesh where six banks are owned by the Bangladesh government, three banks are specialized bank that founded for special sectors like industrial development. In Bangladesh we have 43 commercial banks out of which 33 are conventional banks which conduct their operations based on interest and the remaining 10 are Islamic Sharia based banks who provide Islamic financial services. Nine banks are the foreign commercial banks. IBBL has 63.09% of foreign investment all over the world and total number of shareholders is 33686 in terms of deposits and

investment. Authorized capital of IBBL is 20000 million and the paid-up Capital is 16100 million. IBBL has different types of deposit and Mudaraba term deposit is one of them who made the highest contribution to expand the amount of the deposit. The Total Amount of deposit in IBBL is 1,381,979.53 million (31 December 2021). The Union Bank Limited, which was most recently added to the list of Islamic banks, is the last one to be mentioned (2013). That means there are 62 Schedule bank in Bangladesh.

2.2.2 Size, trend, and maturity of the industry:

Bangladesh, a developing country, has encouraged the development of its banking industry to advance economic development. Over the past thirty years or so, the banking sector has experienced remarkable growth throughout the nation.

In Bangladesh there are 11 Islamic Sharia based banks out of 62 schedule bank. Islami Bank Bangladesh Limited is the first Shariah based Islami bank in Bangladesh was founded in 1983. They have total 617 branches and 1852 ATM booth all over the country. IBBL have 11381 employees all over the country who always ready to provide quality service to the customer.

Now Islami Bank work to improve the growth of socio economic sector which is called rural development scheme. Under this scheme they work for poor people who live in below poverty line. So bank provide financial support to those people and And trying to make them the wealth of the country

Now Islami Bank focused on to improve their service quality and work to provide better offer which help to attract the customer to the Bank. Beside Bank focus on improve their online banking facility and work to make people more comfortable to use online banking. They develop some good banking app like m cash and cellfin with unique feature Where the customer can manage all his banking activities from the comfort of his home. So Islami bank is the first interest free bank in Bangladesh who provide top notch service quality in banking sector other than the conventional bank.

2.2.3 Economic Factor

The growth of the banking sector will have a significant impact on the economic factors if it decreases firms' financial constraints and improves the efficiency of funds allocated to companies with profitable investment opportunities, and a negative effect if it reduces the efficiency of funds allocated.

Sometimes inflation creates problems in the development of the economy. The bank observes the consequences of inflation. Money is affected by inflation, which leads to economic instability. Exchange rates have an impact on banks all around the world. Stable currencies like the US dollar have an impact on other currencies, consumer spending patterns, and inflation rates in other nations.

IBBL is additionally listed on Bangladesh's stock market. Its increasing worth is a reflection of its strong corporate governance and financial performance. Since the company is publicly traded, the general public has a financial stake in its expansion and success. As a result, the bank significantly influences the economic climate and development of the nation. Besides they are trying to grow the economy by financing in rural development. The purpose of rural development is to remove the injustice from the society and to make them efficient in the work of economic development of the society. The bank is setting an encouraging example for the rest of the world by successfully operating an Islamic bank.

2.2.4 Technological factor

IBBL has adopted the belief that every employee should have access to one computer. The services of VISA debit cards, travel cards, prepaid cards, Hajj cards, and remittance cards are included in these considerations. More than 700 IP phones and 25 video phones were installed by IBBL. IBBL operates 1852 ATMs across the nation. Islami Bank is constantly improving its technology to strengthen its position in the competitive market.

Every year, IBBL conducts more than 50 IT-related training and workshops, with over 3000 employees participating in the programs. Modern technologies are used in the banking sectors such as M-cash, SMS banking, agent banking, etc. to conduct customer services through internet data centers and online funds transfer.

2.2.5 Barrier to Entry

The term "barriers to entry" is typically used to refer to the high startup costs associated with opening a bank or even other barriers that make it difficult for new companies to enter the banking sector. Banking in Bangladesh faces severe entry obstacles due to expensive technology, high levels of customer loyalty, and expensive client acquisition costs. Also licenses rules, initial capital requirement for bank or financial institution, regulatory compliance and security concern are the cause that create a barriers for new bank or financial institution to entry. Initially Islamic banks faced entry barrier but now they are in the banking sector Conducting their activities with reputation.

2.2.6 Bargaining power of suppliers

Bargaining power of supplier in the perspective of a bank refers to the degree of influence that a financial institution has over its consumers. Bank interest rate increases are a major indicator of supplier power. There are two major supply sources for banks. The main source of funding for the first group comes from depositors. The second factor is its labor force, or workforce. Individual depositors are not a significant threat, and neither is the bargaining power of consumers.

Banking is a sector with qualities that make it convenient to long-term investors. A bank can make a successful investment in this industry if it is properly assessed. Islami Bank Bangladesh Limited (IBBL) has secured a significant investment from the FDR, and IBBL has different timeframes for making such investments. The duration of these investments is respectively 3 months, 6 months, 1 years, 3 years, 5 years, and 10 years. As a result it helps the bank to reduce the bargaining power of the supplier because there is no stable /fixed interest rate in this investment.

2.2.7 Bargaining power of Buyers

The pressure that customers and consumers can apply to companies to persuade them to offer better goods, better customer service, and/or lower costs is referred to as the bargaining power of buyers. Bargaining power of buyer can be observed in some cases of banks or financial institutions. Most of the conventional bank have high bargaining power of buyers because they compete with each other and try to provide better service to the customer. Although most consumers still prefer to stay with their existing bank, they frequently reduce the cost of moving in an effort to persuade customers to do so. The influence of the consumer in the banking sector has significantly expanded through the internet.

Islamic Bank is a type of financial institution that conducts all its operational activities according to Islamic Shariah. The Bargaining power of buyers in islami Bank is lower than the other islami shariah based bank and also the conventional bank. Islami bank provide top notch service and give profit against investment Which is acceptable according to Islamic Shariah instead of provide the interest. Most of the clients are satisfied with the services of Islami banks and their Islamic Shariah based operations that they do not think of switching to another bank. So bargaining power of buyers cannot have any effect on the activities of Islami Bank.

2.2.8 Threat of substitute

The threat of substitutes comes from products that are different from one another but can, in some cases, fulfill the same consumer wants. It becomes tougher for a business to maintain customer loyalty and preference the more substitutes clients obtain and utilize; this is shown in the inability to raise pricing and achieve better profit margins. In the Banking sector threat of substitution is a common scenario and most of the conventional bank are suffer for this issue. This threat of substitution continues in conventional banks until they are able to fully satisfy the customers.

Considering that aspect, Islamic Bank is less likely to affect into this kind of risk. Most of the clients are satisfied with the services of Islami banks and their Islamic Shariah based operations that they do not think of switching to another bank. Now this thread of substitution is not affecting the Islami banks that much but in the near future if more Islamic Sharia based banks are established in the banking sector, then it will act as a threat for the Islami bank unless they can maintain the satisfaction of their customers.

2.2.9 Industry Rivalry

Competitive rivalry is the measurement or level of competition between businesses operating in the same sector or market. Some proper competition is frequently beneficial for all firms involved since it promotes the development of new products and services and prevents customers from spending more than required. If competition is severe, banks' rivals will attempt to steal each other's profits and market share.

The level of competition will increase if a bank's competitors have an equivalent size or market share. If that bank's expansion is sluggish, competition will be fierce.

Competitive rivalry will be fierce if bank fixed costs are large. Considering that aspect Islami bank faceless rivalry than the other shariah based bank and also the conventional bank because other banks who operate and maintain Islamic Shariah are not stronger than Islami bank Bangladesh Limited (IBBL).

CHAPTER III

INTERNSHIP EXPERIENCE

3.1 CHAPTER III: INTERNSHIP EXPERIENCE

3.1.1 Position, duties, and responsibilities

My internship program was complete in Islami bank Bangladesh Limited for the period of two months. Total duration of the program was 60 days that is decided from the Islami bank Training and Research center (IBTRA). 15 days training program and rest of 45 days work in branch. After end the training session, IBTRA sent me to Nobodoy bazar sub- branch (Under Mohammadpur Krishi Market Branch) for gain the practical knowledge about banking activities.

In Nobodoy bazar sub branch, my duties are to assist the officers in their work and communicate to the client if they want to know anything about banking activities or services. In 45 days, I worked under almost every department of general banking and also a work in an investment department. In general banking department, I work and provide daily banking services to the client such as Account opening, Cheque Clearance, pay order processing, ATM card and Cheque issue, Cash disbursement, organizing Voucher.

My responsibilities in Islami Bank (Nobodoy bazar sub-bazar) were maintain daily banking activities, support coordinator and helping the client to know anything related to the bank. Work under pressure and handle the client patiently. Most of client of my sub branch are illiterate and less knowledge about banking activities. When they want to open an account, they always confused about which account is suitable for them. Some time employees are busy in their work that they cannot give attention to those clients. In this situation I help to the coordinator and Advise clients on what is best for them.

Sometimes it helps them to make decisions. I have

communicated with my coordinator and ask them if they wanting any help. During my internship period I always to try to maintain the banking policy and fulfill my responsibility.

3.1.2 Training

After Selection, I had to join 15 days training session at Islami Bank Research and Training Center (IBTRA) before joining the bank as an intern. In these 15 days they provide the theoretical classes. In this class they teach me about Islami banking and function, different types of bank account, foreign exchange operation, procedures of opening a letter of credit, Investment modes and mechanism, Difference between profit and Riba (Interest), Islami Shariah and difference between conventional bank and islami bank etc. After completing the training session, they divide all the intern and assign into different branches to their convenience. I joined Nobodoy Bazar sub branch (under Mohammadpur Krishi market Branch) of IBBL as an intern to get the practical experience for 45 days.

3.1.3 Contribution to the departmental Function

In my 2 months long internship period, I have worked in different departments. In my experience, I have seen each department's activities were different from each other. So, my contribution to those department is given below.

- I performed different departmental work as per the requirement of the principal officer (Supervisor) and Assistant officer of my department.
- I check various client application who want to take loan from the bank and discuss with my supervisor and departmental officer about process of granting loan and lending, potential customer, rate of term deposit after maturity, Calculate the profit and installment process. New schemes about customer etc.
- In general Banking department, I worked in account opening desk and after manually fill-up the account opening form, I input data in the bank software and call the head office for accept the new account.
- I apply requisition for ATM card and credit card and cheque book for customer.
- In the Customer desk, I tried to answer all kinds of queries of customers from the knowledge gained from my training and experience

- At the end of the Internship period, I give a presentation and written exam. It is requirement from IBTRA to assessment all intern to understand the contribution in the working process of the branch and figure out what I have learn and observe in there.

Some work I perform as a departmental contribution during my internship period. That is given below.

General Banking Department

Account opening and information desk

After joining the branch, First I work at account opening and information desk. Before starting work in this desk, my supervisor teaches me about different account names and necessary information that important to know. I provide the information to the client what they want to know. There are different account services for the customer such as Mudaraba Saving Account (MSN), Mudaraba Term deposit account (MTDR), Student Mudaraba savings account (SMSA), Al- Wadeah current account (AWCA) etc. There are different purposes behind opening each account. People open a new account according to their purposes. Before open an account, I request customer to provide necessary document such as 2 copy passport size photos of the account holder, 1 copy passport size photo of the nominee. Give NID photocopy of both account holder and nominee and provide utility bill copy to ensure the address that the account holder given. Besides account opening, I try to solve the queries that the customer has regarding account related issues.

Information desk is attached to the account opening desk where I provide the information to the client what they want to know. Most of time customer come here and want to know about their account details, balance of the account, profit margin, benefit of different types of account etc. It is a desk where I got an opportunity to face to face

communicated with the client. I understood and deal with different customer complain and try to solve it with my supervisor.it helps to enrich my experience.

Clearing section

In this section I review the submitted cheque form the customer, attached seal both side of that cheque for cleaning. Before attached sealing both sides of the cheque, I have to ensure the account holder name, account number, check the amount figure and words are similar or not. After check the all things and give my confirmation of the accuracy, cheque was sent for clearance. For bank policy intern weren't allowed to access any computerize task in this section. That's why I did not post any entry into the computer. In this section I learned 2 part of clearing process such inward clearing and outward clearing.

Investment Department

I got the opportunity to work in this department for some days. This department actually makes me feel the difference between conventional bank and islami shariah based bank. The activities of this department are completely different from the conventional bank. In the conventional Bank, they called investment department as a Credit risk management department.

While working in this department, they taught me how banks invest under various mechanisms. In IBBL they have 3 kind of investment mechanism such as 1. Bai 2. Share 3. Ijara. Each mechanism works differently from each other. Their process of the investment is helps to makes a different than another conventional Bank. Say for example, a client applies for loan to buy a machine for his factory. Bank will first scrutinize his application and if everything is correct/ accurate, then bank will approve the loan. But there is a condition that distinguishes Islami Bank from other conventional banks. Islami bank purchase that machine on behalf of the client instead of giving him a cash in hand. Bank give an approximated rate of return which a client will give to the bank from the profit he will earn from using this machine. As a result, both parties are satisfied. This way IBBL operated his investment process / activities.

Foreign Remittance Section

In this section, my work experience is great. I really enjoy to work in this section. For good service and hassle-free process, people choose islami bank in terms of sending foreign remittance. During my intern period in Nobodoy Bazar sub branch, I see most of the time female customer come to the bank to receive the money sent from aboard. In my work experience, I learned about money exchange method, country code and secret pin code which is necessary for withdraw the money. Client show his/ her NID card photocopy and fill the remittance form to withdraw the money. Clients get 2.5 percent profit on principal balance for sending remittances through Islami Bank.

3.1.4 Evaluation

From my work experience, Islami Bank was great and appreciated. It is a place where an intern learning both Islamic education and bank management. Islami Bank has a reputed financial institution and they have a great working environment. In my intern sub branch, my supervisor always cooperates and friendly to work with me. In term of their hospitality, customer service, corporate behavior they are perform top notch. I am very much grateful with IBBL and supervisor to complete my internship. With their help I develop my corporate behavior, communication skill and software knowledge very well as I work with discipline employees.

Evaluation of Islami bank (Nobodoy Bazar sub branch) is given below: -

Topic	Evaluation
Islami bank has a good working environment	5 out of 5
Responding and helping customer	5 out of 5
All the members of the bank are friendly	5 out of 5
Advertisement of their product to public	4 out of 5
Covid – 19 maintenances	4 out of 5
Server upgradation in current situation	4 out of 5
Following Islami shariah	5 out of 5
Top management cooperates to their subordinate	5 out of 5
Social awareness	5 out of 5
Business ethics	5 out of 5
Women employment opportunity in Sub branch	4 out of 5
Helping entrepreneurs in Sub-Branch	4 out of 5

3.1.5 Skill applied

Some Basic skill needed to work in bank as an intern. Application of Computer skill, Communication skill and basic knowledge of mathematics are needed to work properly. Islami Bank is a reputed financial institution. They give me the opportunity to apply academic knowledge in profession work life.it help me to upgrade my skills. As a finance student, I know the basic finance and apply it practically when needed. It helps me a lot to gather knowledge and collecting skills.

Computer skill – I have completed the computer application course in my university. So, I have basic knowledge about computer application and computer related work. But according to the bank policy, intern is not allowed to access the computerize task in few departments. Some department give permission to access computer with limitation. I got the opportunity to use my computer skills in all those departments. I had work on MS word, excel and also work in IBBL software for input the customer data.

Communication Skill -Communication is an important part in our life. Without have a communication skill, a person cannot understand what the person in front of him is trying to convey. During my internship period, I applied written, oral, and verbal communication skill to fulfill my work and also try to understand customers wants and demands. When the customers came to the bank, I had face to face communication with them. It helps me to understand How to talk to a client and handle them. Intern a bank is a good option for develop the communication skill. In that direction, Islami bank was a great to enrich my communication skill.

Practical Transform / Transformation: In my BBA program, I have completed many courses that related to the corporate world. In those courses I gain practical knowledge about corporate life and understand the working process. As a finance student, I have basic knowledge about finance and mathematise. So, it helps me to fulfill the

requirement of my work such as Calculate the profit of term deposit after maturity, Amortization, Risk measurement, Loan installment etc.in that way I get a scope to apply my academic knowledge and convert it to the practical work life. Applying academic knowledge bring a scope to gain knowledge more and more.

Language skill: Language is method to express feeling and emotion. Proficiency in multiple languages is essential to work in different sectors. Bangla is our mother tongue but now a days English is only a formal language in office. Most of the department in bank work in following both Bangla and English language. English language is preferred in banks for all types of documented work other than communication with customers. I used Bangla and English both languages to communicate with customers and employees when needed. So that's why I can say language skill is important to while gaining knowledge.

3.1.6 New Skill developed by me

1. Corporate experience / Behavior – Corporate experience or behavior is something that learned to maintain discipline in corporate life. Without corporate experience, a person cannot understand the struggle of corporate life and how they work. In bank employees, manager, top management always want to maintain corporate behavior and they want everyone should maintain corporate behavior to survive in corporate life. In my intern experience, I see all the employee of the bank maintain the corporate behavior and They work to further improve it and realize that banking corporate experience / behavior is different from the other company corporate experience / behavior. Each of the days bank faces new challenges and employees are adapting themselves to him.

2. Communication- Communication is an important part in our life. Without have a communication skill, a person cannot understand what the person in front of him is trying to convey. Before join as an intern in IBBL, I become an introvert person, tried to avoid people as much as possible. After join IBBL as an intern, they help to removed my

inertia in talking to people and developed my communication skill by giving the opportunity to talk directly with the customer. As a result, day me communication skill become upgraded. Now I am focus to experience something more about communication

3. Gaining knowledge about Islamic shariah -During my intern period, I see how all employees of the bank are conducting their daily activities in compliance with Islamic Sharia. They teach me the benefit of living according to the rules of Islam. At the end of each waqta salad, employees would discuss various issues of Islam. It helps me to gain knowledge about Islamic Shariah and also it helps me to develop myself as a better person

4. Building Network: In corporate life, building network is important for getting success and rank up the position of this field. Experience helps to create building network in work area. In Bank there are many people come here for various purpose. Communication skills helps me to meet those people and create a relation for future help. I develop my building network skills by working on IBBL and maintain a good relation with clients.

3.1.7 Application of academic knowledge

Internship is a method where a student can relate his academic knowledge into a practical work life. As a finance student, I complete my academic courses that helps me to understand the pattern of practical work easily. Some courses help me to understand about the real work so when I enter in the practical life it does not create a problem to complete my work. I complete some major and core courses of finance in United international university and luckily, I found those courses are more linked to the practical work. In banking sector, they work based on accounting and finance. As a finance student, I get an opportunity to apply my academic knowledge into a practical work. As a student of UIU I can say, UIU help the student to relate academic knowledge to

practical work during some major courses. As a result, it helps me to applying the academic knowledge to practical work perfectly because my university already show me the process how to apply it. Besides I am really grateful to Islami bank Bangladesh Limited (Nobodoy Bazar Sub-Branch) to give the opportunity to apply my academic knowledge. I apply,

1. Calculate the profit of term deposit after maturity
2. Checking credit risk of borrowers
3. Work in Bank software to input data
4. Morality and maintain discipline in corporate environment
5. Measure of profit or loss in investment
6. Ethics and Hospitality

CHAPTER IV

CONCLUSIONS AND KEY FACTS

4.1 CHAPTER IV: CONCLUSIONS AND KEY FACTS

4.1.1 Findings from Intern Experience

Islami Bank Bangladesh Limited is a financial institute whose status rules, operation and procedure are expressly stated its commitment to the principle of Islamic shariah. According to Islamic sharia, IBBL is working to satisfy its customer. The core of the banking business in the satisfaction of customers need. Over the year of banking operation and development, IBBL try to figure out, what would be the customer requirement and what steps bank shall undertake to fulfill the customer demand. During my internship period, I observe banking operation, corporate behavior, process of dealing with clines as a customer point of view. I realize that Islami Banks is fully engaged in trying to satisfy the customers but unfortunately for some reasons customers are dissatisfied not only my intern sub branch rather the whole banking system. In my work experience, I talk to the client about this topic and find out some reasons that may cause the dissatisfaction of the customer with the bank. The causes of dissatisfaction are given below.

- ❖ Due to the server issue, sometime transaction becomes delay.
- ❖ Delegation process of loan sanction
- ❖ Lack of proper advertisement in online banking
- ❖ Stick rules about investment policy
- ❖ Lack of ATM booths in local area
- ❖ Few numbers of female employees in some branches and sub-branches

4.1.2 Recommendations for improving IBBL operations

Each and every bank in Bangladesh more or less have some problems and they try to solve this issue to retain the brand image, and trustworthy from the customer. Islami Bank is working on their problems to maintain the level of customer satisfaction. In 2 months long of my internship period, I always try to point out the problems that the customer has sufferer and also try to find out the solution that bank should take to solve the issues. When I interact the customer or client in my free time about this topic, they give some recommendations to the Islami bank Bangladesh limited. So, I present some recommendations for improvement not only my Nobodoy bazar sub branch rather the operation system of IBBL, based on the customer point of view and my work experience. Suggestions are given below:

1. In the rural area most of the customer of IBBL is illiterate and they have no knowledge about banking rules and procedures.so people always have some confusion about this bank. So, bank should to remove that confusion by interact to the client.
2. Bank should to open more ATM booth in the local area and increase the limit of ATM withdrawal from 2 lac to 5 lac.
3. Bank should Establish token system facilities to avoid the chaos.
4. IBBL should Increase the server capacity to avoid the transaction delay and improve the SMS service facility so that customer gets the SMS along with the bank transaction.
5. It should more advertisement about Cellfin, Fintec So that people can at least know about those services.
6. In IBBL should, there are a smaller number of women employees in some branches and sub branches also. So, bank needs to focus on it.
7. People are confused about profit and interest.so bank can make a clear picture of

difference between profit and interest based on the Quran and sunnah.it helps people to understand what Quran and sunnah say about profit and interest.

8. Bank should provide special training for all employees specially to the person in the information desk to help the customer with more accurate and instant information.

9. It should to reduce the delegation of loan sanction and try to make easier procedure about investment policy.

10. Bank try to organize a get-together meeting or function with the client once or twice a year. In that meeting the bank will inform its clients about banking various procedures rules regulations and new services.

4.1.3 Key understanding

Islami Bank is a reputed financial institution in Bangladesh and they have a strong management body to handle the all-banking operation. They have worked proficiently to fulfill the customer demand very well. In the 2 months long internship period, I work different department in Nobody bazar Sub branch. So, in my work experience I found that all employees are cooperative and whole hearted, they are enjoying to teach me about banking rules and policy. When I stuck in any work, they helped me freely without showing arrogance. In bank, the work environment is excellent and idle for corporate life. As this sub-branch is located next to the market, it is always crowded with customers. The work pressure is very high in each of the department so the employees have to work even after banking hours. The good things about them that I like most is, no matter how busy they are, they never miss a single rakat of salad in a day and they encourage me to practice and follow more Islamic shariah for better life.

Afterall Islami Bank is a reputed financial institution in Bangladesh where all activities and employees work in compliance with Islami Shariah.I found their activities and

operation that is very much popular in Bangladesh as they work for rural development. I am grateful to take such opportunity to work with them.

4.1.4 Conclusion

This 2-month long internship experience at IBBL help me to get a clear understanding about the real banking which is based on Islami Shariah. Islami Bank has earned reputation and trust from their valuable client because of strictly following the islami Shariah and for that reasons client also increasing day by day. the first choice of the customer in banking sector is islami Bank Bangladesh LTD and they like to have a strong bonding with this bank. This bonding may grow because of this bank, brand image, reputation, Islamic views, good service or any other thing. Now Bank try to help the poor people by providing small investment rather than large investment. They are offering new product and services to the customer like cellfin, fintec etc. They are always trying to find the way of improvement to facilitate the people of Bangladesh. They have made a trust in the mind of the customers because of they follow 100% Islamic shariah and also provide good product and services. Every employee is working to fulfill the dream of IBBL: Spreading Shariah-based banking systems throughout the banking sector. They want to reach each and every customer in the banking industry. Some problems may bank faced in the way of his journey but i believe that they will be able to recover their lacking in the banking sector and INSHAALLAH they will get number one position at banking sector in Bangladesh.

Reference

- ❖ Islamic Financial System & Selected Issues on Islamic Economics by Mohammad Mahfuzur Rahman
- ❖ Islami Banking by- A.A.M Habibur Rahman (Senior Vice President), IBBL
- ❖ Different Investment Modes of IBBL & Difference with that of Conventional Banking by Md. Habibur Rahman
- ❖ Different between Islamic & Conventional Banking by Dr. Mahmood Ahmed

Appendix

- ❖ Islami Bank Bangladesh Limited
 - <https://www.islamibankbd.com/>
- ❖ Dhaka Stock Exchange (DSE)
 - <https://www.dsebd.org/>