



**Internship Report**

**On**

**“Analysis of Banking Industry &  
Janata Bank Limited”**

**“Analysis of Banking Industry &  
Janata Bank Limited”:  
An Internship Report**

**Submitted to:**

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October 9, 2018



**UNITED INTERNATIONAL UNIVERSITY**

# Letter of Transmittal

October 9, 2018

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**Subject: Submission of Internship report**

Dear Sir,

It is indeed, an honor to deliver my internship report on “Analysis of Banking Industry & Janata Bank Limited”, as a prerequisite for the completion of my BBA program, as per your instructions. In preparing this report, I have tried my best to include all the related information to make the report magnificent and workable one and in doing so I have tried my outermost to live up to your criterion. It will be a happy moment for me if I hear further clarification from you.

May I, Therefore, hope that you would be kind enough to accept my endeavor and oblige thereby.

Yours Sincerely,

.....

Arup Saha

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## **Acknowledgement**

At first, I would like to express my profound gratefulness to almighty GOD for giving me strength and mobility to finish the report within time

Then, I congratulated and lay my sincerest thankfulness to my honorable supervisor, Dr. Md. Mohan Uddin, Professor, United International University, for his help, encouragement, guidance, and valuable suggestions throughout the entire period of this study, within which it could not have been feasible to submit this report on time.

It was an eminent scope for me to complete my internship program at Janata Bank Limited, Hazaribagh Branch. I am also very grateful to my branch manager and other officers for their great support.

Finally, I am fortunate for the aid and encouragement I have received from all of my teachers and friends and students of United International University.

## **Executive Summary**

This report starts with the analysis of the banking industry of Bangladesh. Then the analysis of the organization which is Janata Bank Limited and finally my internship experience and learning also include in the report. The analysis of the banking industry starts with specification of the industry where the types of banks also included. Then the history, size and maturity of the banking industry of Bangladesh also comprise. Then external economic factors and porter's five forces also discussed in this report to understand the competitive intensity and the attractiveness of the industry. Then the part of analysis of the organization starts with overview and history of Janata Bank Limited. Then trend and growth of Janta Bank discuss through the figures of deposit, net profit after tax, and earnings per share scenario. Janata banks product, customer mix and operation also include in the report. After doing SWOT analysis of Janata bank I find that their main strength is there large customer base, weakness in lack of technological resources, opportunity is more experienced and managerial know how, and the threat is newly developed privatized and foreign banks. Mostly in my internship period I work in general banking area there I learn the term, policies and procedures of banking site. I gathered knowledge about communication, interpersonal skills, teamwork and real world experience. From this real job experience I also find way to improve my self-performances. After that with a relevant conclusion this report becomes completed.

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# CHAPTER 1: INTRODUCTION

## 1.1 Background of the Report:

Bank is playing a significant role in the age of modern civilization to keep the economic development moving. The activities of the bank are needed in every economic activity. In fact there is hardly any aspect of development activity where bank do not have role to play. A banking system is a group or network of institutions that provide financial services for us.

It gives me immeasurable joy that during internship period, as part of the BBA program, I have the opportunity of passing a period of three months with a renowned organization where I noticed, executed and learned the banking practices. I am very grateful that Janata Bank Ltd. (JB) gave me that favor to work as an intern. JB is one of the largest banks in Bangladesh and has a countrywide branch connection through which they provide an extensive banking service to their customer. Customer's gratification is the top most priority of the bank. Bank has mentioned in their object that customer's expectancy will be visible through creative financial product and services. As an intern of Janata Bank Limited, I am preparing a report titled **“Analysis of Banking industry and Janata Bank Limited”**: An Internship Report, involved various rules and regulations, policies and procedures related to different banking actions have also been considered here.



## **1.2 Objectives of the Study:**

The major objective of the report is to make an in detailed analysis of the banking industry of Bangladesh and Janata Bank Limited. As an intern the analysis of my own experience also will be a part in this report.

The specific objective of this report is to analyze the banking industry thoroughly to know the factors that have impact on the industry and to make a clear picture to others to understand this industry. In the analysis of Janata Bank Limited the details picture will be try to show that will make sense to others about how Janata Bank Limited operates. My internship experience and the learning of mine also gathered here that can give others some knowledge about internship.

### **1.3 Significance of The study:**

The main significance of the study is to make transparent knowledge about banking industry to industry holders and others people, make clear thoughts about Janata Bank Limited to Janata Banks regulator, and makes idea to student and prospective internee about internship scenario. By this report people can learn about banking industry easily industry holder can see their condition effortlessly. Janata Bank Limited regulators can see their position easily by this report and can find strength, weakness, threat and opportunity of them. My internship experience can see a path to prospective intern and they can learn the process and can eradicate their loopholes.

## CHAPTER 2 - ANALYSIS OF THE INDUSTRY

### 2.1 Specification of the Industry:

An industry can be defined as a group of companies offering products or services that are closely substitutes for each other, that is, products or services that satisfy the same basic human needs. In the course of competition, these firms influence one another and rival also because they serve the same basic customer needs. In this report we are discussing about banking industry of Bangladesh. The banking industry in Bangladesh began with six nationalized commercial banks, two state owned specialized banks, and three foreign banks after Bangladesh attained independence in 1971. In the 1980s, the banking industry of Bangladesh achieved significant development with the establishment of private banks.

#### 2.1.1 Types of Banks in Bangladesh:

Bangladesh banking sector is mainly two types:

- Scheduled Bank.
- Non Scheduled Bank.

**Scheduled Banks:** The banks which acquire license to operate under bank company act, 1991(Amended up to 2013) are called as scheduled Banks. State owned commercial Banks, private commercial banks, Islamic commercial banks, foreign commercial Banks and some specialized banks are scheduled banks.

**Scheduled banks** are classified into following types:

**State Owned Commercial Banks (SOCBs):** There are 6 SOCBs which are fully or majorly owned by the Government of Bangladesh.

**Specialized Banks (SDBs):** 3 specialized banks are now conducting which were established for distinctive objectives like agricultural or industrial development. These banks are also fully or majorly owned by Government of Bangladesh.

**Private Commercial Banks (PCBs):** There are 40 private commercial Banks which are mainly owned by the private entities. PCBs can be categorized into two groups:

- **Conventional PCBs:** 32 conventional PCBs are now operating in the industry. They performed the banking activities in conventional fashion, like interest based operations.
- **Islami Shariah based PCBs:** There are 8 Islami Shariah based PCBs in Bangladesh and they perform banking activities according to Islami Shariah based principles, like Profit-loss sharing (PLS) mode.

**Foreign Commercial Banks (FCBs):** 9 FCBs are doing banking activities in Bangladesh as the branches of the banks which are incorporated in abroad.

**Non Scheduled Banks:** The banks which are established for special and definite objective and operate under the acts that are enacted for meeting up those objectives, are termed as Non Scheduled banks. These banks cannot perform all functions of scheduled banks. There are 5 Non Scheduled Banks in Bangladesh.

## **2.2 History, Size, and Maturity of the Industry:**

### **2.2.1 History of Banking in Bangladesh:**

The first modern Bank headquartered in Dhaka was Dacca Bank, established in 1846. It did a very restricted business and did not issue banknotes. It was purchased by Bank of Bengal in 1862. Bank of Bengal opened branches in Chittagong and Sirajganj in 1873 and in Chandpur in 1900. In 1947, upon the partition of Bengal, it had six branches in East Bengal, in Dhaka, Chittagong, Chandpur, Mymensingh, Rangpur and Narayanganj.

In the beginning of 1971, there were 1130 branches of 12 banks those conducting banking in East Pakistan. The foundation of independent Banking system in Bangladesh was laid through the establishment of the Bangladesh Bank in 1972 by the president order no. 127 of 1972 (which took effect on on 16th December, 1971). Through the Order, The Eastern branch of the former State Bank of Pakistan at Dhaka was renamed as the Bangladesh Bank as a full-fledged office of the central Bank of Bangladesh and the entire undertaking of the State Bank of Pakistan in, and in relation to Bangladesh has been delivered to the Bank.

After the independence, banking industry in Bangladesh started its journey with 6 Nationalized Commercialized banks, 2 State owned specialized banks and 3 Foreign Banks. In the 1980's banking industry achieved significant expansion with the entrance of private banks.

After the liberation war of Bangladesh the twelve banking companies who were doing business in Bangladesh, were nationalized by the government of the people's republic of Bangladesh

under president’s order No. 26 of 1972 entitled “The Bangladesh Bank (Nationalizations) order, 1972” on March 26, 1972. These are,

**Table 2.1: Nationalized Banks list after Independence.**

Existing Bank	New Bank after Independence	Authorized Capital (Lac Tk.)	Paid Up Capital (Lac Tk.)
The National Bank of Pakistan The Bank of Behawalpur Limited	Sonali Bank	500	200
The Premier Bank Limited The Habib Bank Limited The Commerce Bank Limited	Agrani Bank	500	100
The United Bank Limited The Union Bank Limited	Janata Bank	500	100
The Muslim Commercial Bank Limited The Standard Bank Limited	Rupali Bank	500	100
The Austrasia Bank Limited The Eastern Mercantile Bank Limited	Pubali Bank	500	100
The Eastern Banking Corporation Limited	Uttara Bank	500	100

Before 1982, there were no domestic private commercial Banks in Bangladesh, when the Arab Bangladesh Bank Ltd. started private commercial Banking in the country. In 1983 five other commercial banks started their business and moderate growth started in banking institution. Despite slow growth in number of individual banks, there had been a relatively higher growth of branches of nationalized commercial banks (NCBs) during 1973-83. There number had increased from 1512 in 1973-74 to 4603 in 1982-83.

### **2.2.2 Size of the Industry:**

The Bangladesh Banking Sector relative to the size of its economy is comparatively larger than many economies of similar level of development and per capital income. The total size of the sector at 26.54% of GDP dominates the financial system.

Bangladesh Bank is the central Bank of Bangladesh and principal regulator of the sector. There are 57 scheduled Banks in Bangladesh who operate under full control and supervision of Bangladesh Bank which is empowered to do so through Bangladesh Bank order, 1972 and Bank Company Act, 1991.

The sector comprises a number of Banks in various groups; consider ownership the sector can be classified in to the following categories:

- State Owned Commercial Banks (SOCBs).
- State Owned Development Financial Institutions (DFIs).
- Private Commercial Banks (PCBs). And
- Foreign Commercial Banks (FCBs).

The Nobel Prize for Grameen Bank is a specialized micro-finance institution, the concept of microcredit revolution and a major contribution to poverty alleviation and empowerment of women in Bangladesh.

As of December 2015 there are 56 banks in Bangladesh and the numbers of Bank branches are 9397. At the end of June 2016, the total number of bank branches increased further to 9453.

Information on the Banking structure by types of Banks is shown in the following table:

**Table 2.2: Banking System Structure.**

(Billion Taka)						
Bank Types	Number of Banks	Number of Branches	Total Assets	% of industry Assets	Deposits	% of Deposits
State owned Commercial Banks	06	3700	3219.1	26.1	2447.4	29.0
State owned specialized Banks	03	1407	302.2	2.5	247.4	2.9
Private Commercial Banks	40	4271	8254.6	67.0	5382.3	63.8
Foreign Commercial Banks	09	75	550.6	4.5	358.9	4.3
<b>Total</b>	<b>58</b>	<b>9453</b>	<b>12326.4</b>	<b>100.0</b>	<b>8436.0</b>	<b>100.0</b>

Source: Bangladesh Bank, June 2016.

### List of Banks in Bangladesh:

In present scenario there are 63 banks operating banking activities in Bangladesh. Among them 58 are scheduled banks and 5 are non-scheduled Banks.

**Table 2.3: The list of existing and running banks in Bangladesh**

<b>Scheduled Banks</b>	
<b>A. Central Bank</b>	Commenced on 1972
<b>B. State Owned Commercial Banks</b>	
Banks	Established
1. Agrani Bank Limited	26 March 1972
2. Janata Bank Limited	By Bank Nationalisation Ordinance 1972
3. Rupali Bank Limited	By Bank Nationalisation Ordinance 1972
4. Sonali Bank Limited	By Bank Nationalisation Ordinance 1972
5. Bangladesh Development Bank Limited	On 16 November, 2009 by amalgamation of Bangladesh Shilpa Bank (BSB) and Bangladesh Shilpa Rin Sangstha (BSRS)



6. Basic Bank Limited	21 January, 1989
<b>C. State Owned Specialized Banks</b>	
1. Bangladesh Krishi Bank.	1973
2. Rajshahi Krishi Unnayan Bank (RAKUB)	15 March 1987 ( President's ordinance No. 58 of 1986)
3. Probashi Kallyan Bank	2010
<b>D. Private Commercial Banks (PCBs)</b>	
<b>I. Conventional PCBs</b>	
1. AB Bank Limited	12 pril, 1982
2. Bangladesh Commerce Bank Limited	16 September 1999
4. Bank Asia Limited	27 November, 1999
5. Brac Bank Limited	4 July, 2001
6. City Bank Limited	27 March, 1983
7. Dhaka Bank Limited	5 July, 1995
8. Dutch-Bangla Bank Limited	3 June, 1996
9. Eastern Bank Limited	1992
10. IFIC Bank Limited	1976
11. Jamuna Bank Limited	3 June, 2001
12. Meghna Bank Limited	21 April. 2013
13. Mercantile Bank Ltd	2 June 1999
14. Midland Bank	9 April 2013
15. Modhumoti Bank Limited	19 September 2013
16. Mutual Trust Bank Limited	24 October, 1999
17. National Credit and Commerce Bank Limited	In 1993 as commercial Bank
18. NRB Bank Limited	2013
19. NRB commercial Bank Limited	2013
20. NRB Global Bank Limited	2013
21. One Bank Limited	May, 1999
22. Premier Bank Limited	10 June, 1999
23. Prime Bank Limited	17 April, 1995
24. Pubali Bank Limited	By Bank Nationalisation Ordinance of 1972, denationalized in the year 1983.
25. South Bangla Agriculture and Commerce Bank Limited	25 March, 2013
26. Southeast Bank Limited	March, 1995
27. Standard Bank Limited	3 June, 1999

28. The Farmers Bank Limited	11 September, 2012
29. Trust Bank Limited	1999
30. United Commercial Bank Limited	1983
31. Uttara Bank Limited	By Bank Nationalisation Ordinance of 1972, Denationalized in 1983
32. Shimanto Bank Limited	21 July, 2016
<b>II. Islami Shariah Based PCBs</b>	
1. Al-Arafah Islami Bank Limited	27 September, 1995
2. Exim Bank Limited	3 August, 1999
3. First Security Islami Bank Limited	August 29, 1999
4. ICB Islami Bank Limited	April, 1987
5. Islami Bank Bangladesh Limited	13 March, 1983
6. Shahjalal Islami Bank Limited	10 May, 2001
7. Social Islami Bank Limited	22 November, 1995
8. Union Bank Limited	2013
<b>E. Foreign Commercial Banks</b>	
Banks	Started Operation in Bangladesh
1. Bank Al-Falah Limited	2005
2. Citibank N.A	1995
3. Commercial Bank Of Ceylon PLC	2003
4. Habib Bank Limited	1976
5. National Bank of Pakistan	August, 1994
6. Standard Chartered Bank	1905,
7. State Bank of India	
8. Woori Bank	September 1996
9. HSBC Bank	1996

<b>Non Scheduled Banks</b>	
1. Grameen Bank	
2. Jubilee Bank	
3. Ansar VDP unnyan Bank	
4. Karmashangostha Bank	
5. Polli Sonchay Bank	

### **Non-Bank Financial Institution:**

Non-Bank Financial Institutions (FIs) are those types of financial institutions which are regulated under Financial Institutions Act, 1993 and controlled by Bangladesh Bank. Now 34 Financial Institutions are operating in Bangladesh while the maiden one was established in 1981. Out of the total, 2 is fully government owned, 1 is the subsidiary of a SOCB, 15 were initiated by private domestic initiative and 15 were initiated by joint venture initiated. Major sources of funds of FIs are term deposit (at least 3 months tenure), Credit facility from Banks and others FIs, Call money as well as Bond and Securitization.

The major differences between Banks and FIs are as follows:

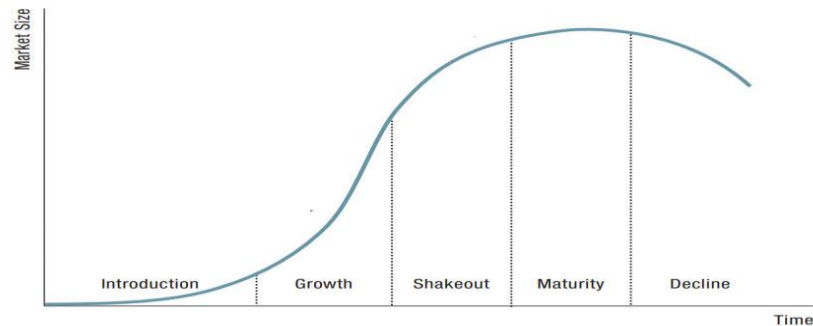
- FIs cannot issue cheques, pay orders or demand drafts.
- FIs cannot receive demand deposits.
- FIs cannot be involved in foreign exchange financing.
- FIs can conduct their business operations with diversified financing model like syndicated financing, bridge financing, lease financing, securitization instrument, private placement of equity etc.

**Table 2.4: List of Non-Bank Financial Institutions in Bangladesh:**

1. Investment Corporation of Bangladesh.	18. International Leasing and Financial Service Limited.
2. Agrani SME Financing Company Limited.	19. Islamic Finance and Investment Limited.
3. Bangladesh Finance and Investment Company Limited.	20. Lanka Bangla Finance Limited.
4. Bangladesh Industrial Finance Limited.	21. Meridian Finance and Investment Limited.
5. Bangladesh Infrastructure Finance Fund	22. MIDAS Financing Limited.

Limited.	
6. Bay Leasing and Investing Limited.	23. National Finance Limited.
7. CAPM Venture Capital and Finance Limited.	24. National Housing Finance and Investment Limited.
8. Delta Brac Housing Finance Corporation Limited.	25. People's Leasing and Financial Service Limited.
9. Far-east Finance and Investment Limited.	26. Phoenix Finance and Investments Limited.
10. FAS Finance and Investment Limited.	27. Premier Leasing and Finance Limited.
11. First Finance Limited.	28. Prime Finance and Investment Limited.
12. GSP Finance Company (Bangladesh) Limited.	29. Reliance Finance Limited.
13. Hajj Finance Company Limited.	30. Saudi-Bangladesh Industrial and Agricultural Investment Company Limited.
14. IDLC Finance Limited	31. Uttara Finance and Investment Limited.
15. Industrial and Infrastructure Development Finance Company Limited.	32. The UAE-Bangladesh Investment Company Limited.
16. Industrial Promotion and Development of Bangladesh Limited.	33. Union Capital Limited.
17. Infrastructure Development Company Limited.	34. United Finance Limited

### 2.2.3 Maturity of the Industry:



**Figure: 2.1 Industry life-cycles.**

**Source:**

[https://www.google.com/search?biw=1366&bih=657&tbm=isch&sa=1&ei=6ZivW-jsL9K89QOXnamwCg&q=maturity+of+the+industry&oq=maturity+of+the+industry&gs\\_l=img..3...2706957.2714250.0.2714890.30.28.0.0.0.0.353.3935.0j13j6j1.20.0....0...1c.1.64.img..10.14.3058...0j0i67k1j0i8i30k1j0i24k1.0.eOMw9CcWgMI#imgcr=4JIUV7nNMpY-1M:](https://www.google.com/search?biw=1366&bih=657&tbm=isch&sa=1&ei=6ZivW-jsL9K89QOXnamwCg&q=maturity+of+the+industry&oq=maturity+of+the+industry&gs_l=img..3...2706957.2714250.0.2714890.30.28.0.0.0.0.353.3935.0j13j6j1.20.0....0...1c.1.64.img..10.14.3058...0j0i67k1j0i8i30k1j0i24k1.0.eOMw9CcWgMI#imgcr=4JIUV7nNMpY-1M:)

In this graph we can see the industry life cycle, the growth of an industry's sales over time is used to chart the life cycle. The distinct stages of an industry life cycles are: introduction, growth, shakeout, maturity, and decline. Sales typically begin slowly at the introduction phase, and then take off rapidly during the growth phase. In the shakeout period demand access in saturation levels, and in maturity stage the market is totally saturated. In declining phase, eventually, many industries drive a stage of decline.

The banking industry of Bangladesh is now in mature stage. Because the market is fully saturated, demand is narrow to replacement demand, and growth is downcast. Typically the growth that leftover comes from population spread, bringing new customers into the market or increasing replacement demand. As the industry goes into maturity, barriers to entry increase and the threat of entry from potential competitor's decreases, Competition for market share develops,

often producing price war, companies focus on minimizing costs and building brand loyalty. By the time an industry matures, the surviving companies are those that have brand loyalty and efficient low-cost operations.

### **2.3 Seasonality of the Banking industry:**

The banking industry, along retail and investment banks, is bound to seasonal trends. The persistence of important seasonal changing in the demand for capital, the commodity banks trade in, may seem surprising in a diversified, global economy with comprehensive, well-established capital markets.

The primary seasonal pattern of the banking industry is a stage of yearly lows in late January and February, followed by a wave in loans that begins in March and uprising sharply through may, usually apex in early June. From there need for banking services typically leftover relatively flat to slightly down with the summer months. This period enhances to around the start of October. Then from the first part of October through the first part of January, the financial services division as a whole supposed to realization a constant increase in business.

In addition to loan movement and need for investment services, the seasonal specimen in the banking industry can be intimate by examining the function of banking and financial sector stocks over the 20 year period from 1995 to 2015. The highest average returns on investment for bank stocks happened in the months of March and April, and secondarily in the months of

October through December, while the worst-performing month on average for bank stocks in February.

One factor leading the seasonal pattern for the banking industry is an analogous seasonality in interest rates. Rates supposed to be downcast in spring and fall and upper in winter and summer and corporation probably try to gain major financing when rates are lowest. Another factor that urge the seasonal pattern for the banking industry is the growing demand for investment service that occurs in December and first part of January.

## **2.4 External Economic Factors:**

Some external economic factors affect in a country's banking industry, those factors are:

**2.4.1 Political Factors:** Government laws have impact in the state of the banking sector. The government can interfere in the matters of banking anytime, leaving the industry able to political influence. This comprises corruption among political parties, or specific regulative laws such as labor laws, trade restrictions, tariffs and political stability.

**2.4.2 Economic Factors:** The banking industry and economy are connected. How earning flows, whether the economy is rising or barely survive during time of recession, affects how much capital banks can ingress. Spending nature, and the cause behind them, affect when customers borrow or expend funds at banks. Additionally; when inflation appears, the bank realized the backlash. Inflation affects currency and its worth and causes instability. Foreign investors figure out twice before give their funds when an individual country's currency value is high.

**2.4.3 Sociocultural Factors:** Cultural impressions, such as buying behavior and necessities, influence how people see and use banking option. People go to banks for advice and assistance for loans connected to business, home and academics, Consumers getting knowledge from bank tellers concerning saving accounts, and bank related credit cards, investments and more.

**2.4.4 Technological Factor:** Technology is switching how consumers manage their funds. Many banks deliver a mobile app to witness accounts, transfer funds, and pay bills on smartphones. Smartphones can scan cheques, and the bank can process it from their end, at their location. Because of this changes bank can save papers and the necessity to drive straight away to the branch to manage this affair. Debit cards process also switching. Chips have been changing also, commanding user to insert card into debit machines rather than swiping.

**2.4.5 Legal Factors:** The Banking industry follows proper laws concerning privacy, consumer laws, and trade formation to confirm structure within the industry. Such structures are required for customers in the allocated country and for foreign users.

**2.4.6 Environmental Factors:** With the use of technology, specifically with mobile banking apps, the usage for paper is being waned. Additionally, the need to lead directly to a branch to handle affairs is minimized as well. Many issues now become easy through mobile apps and online banking services. Customer now buy cheques online, can apply for credit card in online and many of their questioned are answered through online and phone, thus, minimize individual environmental footsteps.

**2.4.7 Regulatory Factors:** Bank regulation is a formation of government provision which subjects banks to other requirements, restrictions and guidelines, designed to create market



transparency among banking institutions and the individuals and corporations with whom they conduct business, among other things. Such as,

**Licensing and Supervision:** Licensing give the license holder the power to own and to operate a bank. Supervision is an expansion of the license-granting procedure and consists of supervision of the banks operations by a government regulatory body.

**Minimum requirements:** A national bank regulator set requirements on banks in order to promote the objectives of the regulator. Often, these requirements are nearly tied to the level of risk exposure for a certain section of the bank.

**Capital requirement:** The capital requirements fix a frame on how banks must manage their capital in related to their assets. s

**Reserve requirement:** All scheduled banks in Bangladesh have to maintain cash reserve ratio (CRR) and Statutory liquidity ratio (SLR) in compliance with the instruction given in clause (1) of article 36 of Bangladesh Bank Order, 1972 and clause (1) of section 33 of Bangladesh Company Act 1991 respectively.

**Cash Reserve Ratio (CRR):** Every schedule bank has to keep up a balance in cash with Bangladesh Bank the amount of which will not be lower than such section of its total demand and time liabilities as prescribed by Bangladesh Bank from time to time by notification in the official Gazette. At present the required CRR is 6%.

**Statutory Liquidity Ratio:** Every scheduled bank has to keep up assets in cash or gold or in the form of un-encumbered chosen securities the market value of which shall not be less than such section of its total demand and time liabilities as prescribed by Bangladesh Bank from time to time. At present the required SLR is 13% daily for conventional Banks, and 5.5% daily for Islamic Shariah based banks.

**Corporate governance:** Corporate governance necessities are intended to motivate the bank to be well managed, and is an imperceptible way of achieving other objectives.

**Financial reporting and disclosure requirements:** Among the most important regulations that are placed on banking institutions is the requirement for disclosure of the bank finance's. Particularly for banks that trade on the public market, requires management to prepare annual financial statements according to a financial reporting standard, have them audited, and to register and publish them.

**Credit rating requirement:** Banks may be required to obtain and maintain a current credit rating from an approved credit rating agency, and to disclose it to investors and prospective investors.

**Large exposure restriction:** Banks may be restricted from having imprudently large exposures to individual counterparts or groups or connected counterparties.

Bangladesh Bank, being the central bank exerts supervisory controls over the banking sectors.

## **2.5 Barriers to entry:**

Bangladesh Bank, the central bank of Bangladesh, has the authority to determine the entry and exit rules of all the banks operating in Bangladesh. Barriers to entry in Banking Industries include licensure laws, capital requirements, access to financing, and regulatory compliance and security concern.

Other barriers are like trust, people keep more trust to well-known big banks those have major shares in the market because these industry deals with people's money and financial fact.

Ultimately, relative to other industry barriers to entry is low in banking industry. While it is not easy to get people trust and give all service for a new bank but it is easy to start a small bank in a local area.

## **2.6 Supplier Power:**

Capital is the primary resource for a bank and mainly four suppliers are supply this in banking industry, those are, customer deposits, mortgages and loans, mortgage-backed securities, loans from other financial institutions. Bank gets capital from these suppliers and utilizing these resources to give service to customer to meet their borrowing needs and also reserve enough capital to ease their withdrawing needs.

The power of suppliers often fluctuates between medium to high because this power largely depends on market. Big amount depositors have strong power in determining interest rate of their deposits.

## **2.7 Buyer power:**

Creditors are considered to be the buyers of the bank. The individual doesn't pose much of a threat to the banking industry, but one factor that affects the bank is switching of customer from one bank to another. But the switching cost is high, so some banks often lower their switching cost that can attracts people to shift their bank.

The internet has greatly increased the power of the consumer in the banking industry. The internet eases and reduced the cost for consumers to compare the prices of opening/holding accounts as well as the rates offered at various banks. Because of internet we can transfer our money from one place to another in a minimum cost, and also make switching costs very low in terms of time and capital. Sometimes Big amount creditors have strong power in determining interest rate of their credit amount.

## **2.8 Threat of Substitutes:**

Banking industry's largest threats of substitute is no other rival banks but non-banking financial institutions are possesses larger threats.

The industry does not bear any actual threat of substitutes from deposits or withdrawals; but some other non-banking competitors also provide services like insurances, mutual funds, and fixed income securities.

Payment method substitutes also threats. And loans are comparatively high for the industry. For example, some big companies like, big name electronics, jewelers, car dealers and more tend to offer preferred financing on “big ticket” items. Sometimes these non-banking companies serve lower interest rates on payments then the consumer thinks about get loan from those companies.

## **2.9 Industry Rivalry:**

The banking industry is extremely competitive. This industry has a long time history and now all have the banking services that everyone wants. Because of this all banks wants to enticement clients all banks appeal different service to attracts target customers. Banks offer lower financing, higher rates, investment services, and great opportunity from rival banks. The competitions always exist in the industry that who can offer the best and fastest services. But doing these banks also thinks about their ROA (Return on Asset) because banks can experience a lower ROA. Sometimes we can see consolidation of companies in this industry to reduce rivalry. Sometimes bank tends to do merger or acquisition with other banks to contempt money in marketing and advertisement.

## **2.10 Challenges and Opportunities of Banking sector of Bangladesh:**

The banking industry of Bangladesh has emerged a good position over the years, making attractive profit, sustaining growth, positive competition, and provides pleasant returns to shareholders. However, some people greed for much without creating platform bring some challenges and raised questions in peoples mind.

Many times in today's scenario we hear about top most person like director and chairman of banks involved in politics and many hidden deal occurs that raises question about banks goodwill and independence of running banks operation. Then it also raises question about all the annual reports and regulatory paperwork transparency. Some other malpractices also allow some banks to take advantage of the situation.

The picture of the banking industry has been stigmatized by several times for several stories regarding the owners in recent media releases. Despite the considerable advancement made, other countries are still somehow behaving our banking industry activities as questionable. This image issue is not only the main problem to developing a respectable and corruption free industry but there are also the lacking of people, product, compliance and ethics, competition, change management and technology among other. Stopped the money laundering is now a great challenge to this industry.

The banking industry badly needs skilled human resources who will not only service old products but will also create and launch new innovative products. Educating the market remains the first requirement towards creating new products and developing skilled human resources.

Beside people and product issues, we need to be ever vigilant about the ever-changing technology and regulatory requirements.

We have the rules and regulation. But main problem is that we can't enforce them in an honest manner. At first the regulator and the legal system should become honest then all the malpractices and image issue can be avoided. Facing all challenges in a consequential manner our main goal should be creating a sustainable, profitable and a transparent banking sector. We have to do a lot and run faster towards a clear visibility to touch the goal. Perhaps, overall governance and policy holder situation has to be changed a lot.

## **CHAPTER 3: ANALYSIS OF THE ORGANIZATION: (JANATA BANK LIMITED)**

### **3.1 Overview and history of Janata Bank:**

Janata Bank Limited is one of the largest commercial Bank in Bangladesh. This bank was established under the Bangladesh Bank presidency order 1972. Former two private banks United Bank Limited and Union Bank Limited that were performing banking all over the country later Janata Bank taking branches of these two banks. After the independence the new country Bangladesh born in 1971, then the newly started Janata Bank started mass banking all over the country and get facilities from the government as a nationalized commercial bank. By passing time Janata Bank provide a huge facility and spread all over the country widely and with the increasing responsibility Janata bank becomes the second largest State owned commercial Bank in Bangladesh. Janata Bank has 908 branches in the country and 4 overseas branches in United Arab Emirates. This bank has linked over 1239 foreign correspondent that spread all over the world. Total employee of this bank is more than 12 thousands (12,939). The head office located at Motijheel C/A Janata Bhaban the heart of the capital city of Dhaka.

#### **3.1.1 Corporization:**

Janta Bank got registered with the Joint Stock of Registers and restructured it as a public limited company with the name Janata Bank Limited in 15 November, 2017.



### 3.1.2 List of Branches:

**Table 3.1: List of Branches of Janata Bank Limited.**

Offices	No.
Local Office	1
Corporate-1 Branch	30
Corporate-2 Branch	77
Overseas Branch	4
Grade-1 Branch	267
Grade-2 Branch	224
Grade-3 Branch	227
Grade-4 Branch	82
Total Branches	912

### 3.1.3 Corporate Information:

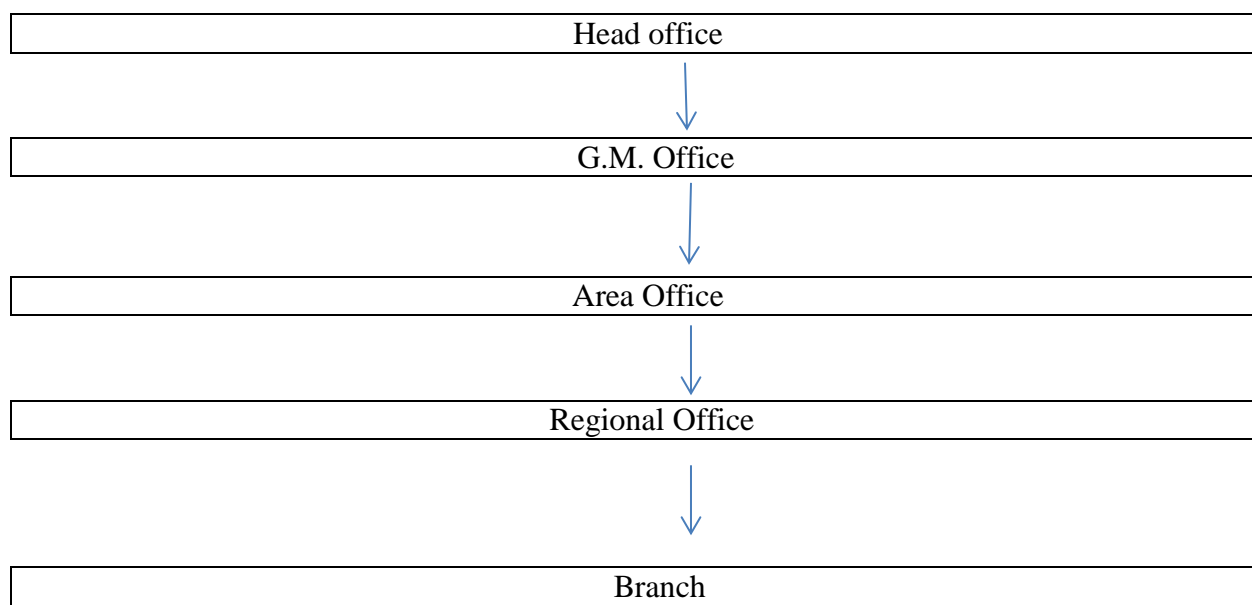
**Table 3.2: Corporate Information of Janta Bank Limited.**

Name of the company:	Janata Bank Limited
Registered address:	Janta Bhaban, 110, Motijheel commercial Area Dhaka- 1000, Bangladesh.
Legal status:	Public Limited Company
Chairman:	Luna Shamsuddoha
CEO & Managing Director:	Md. Abdus Salam Azad.
Company Secretary:	Hussain yeahyea Chowdhury
Date of Incorporation:	21 May, 2007
Authorized capital:	BDT 30,000 Million
Paid up capital:	BDT 23,140 Million
Face value per share:	BDT 100 per share
Shareholding pattern:	100% share owned by the government of Bangladesh.

Banking license obtained from Bangladesh Bank:	31 May, 2007
Phone :	+88 02-9560000, 9566020, 9556245-49, 9565041-45, 9560027-30
Fax:	88-02-9554460, 9553329, 9552078
SWIFT:	JANBBDDH
Website:	<a href="http://www.jb.com.bd">www.jb.com.bd</a>
E-mail:	md@janatabank-bd.com

**Source: Janata Bank Limited Website.**

### **3.1.4 Functional Hierarchies:**



**Figure No: 3.1 Functional Hierarchies of Janata Bank Limited.**

### **3.1.5 Board of Directors:**

Board of Directors, constituted by 10 members, has authority to organize, operate and manage its affairs on commercial consideration within the board policy of government. The directors are representatives from both public and private sectors. Members of the board including M.D are governments appointed out of that at least three have the experience in the field of finance,

banking, trade, commerce, industry and agriculture. The managing director is the chief executive of Bank. The Board of Directors is composed of 10 members headed by a chairman. The name and position of directors are as under:

**Chairman of the Board of Directors:**

Luna Shamsuddoha

**Members of the Board of Directors:**

Mr. Manik Chandra Dey

Khondker Sabera Islam

Mr. Md. Mofazzal Hossain

Mr. Masih Malik Chowdhury

Mr. A.K. Fazlul Ahad

Mrs. Selima Ahmad

Mr. Mohammad Abul Kashem

Mr. Md. Abdul Haque

Mr. MD. Abdus Salam Azad, CEO & Managing Director

**3.1.6 Vision:**

To become the effective largest commercial bank in Bangladesh to support socio-economic development of the country and to be a leading bank in south Asia.

**3.1.7 Mission:**

Janata Bank Limited will be an effective commercial bank by maintaining a stable growth strategy, delivering high quality financial products, providing excellent customer service through

an experienced management team and ensuring good corporate governance in every step of banking network.

### **3.1.8 Slogan:**

“Your committed partner in progress”

### **3.1.9 Objectives:**

The objectives for which the bank is established as follows:

- To carry on, transact, undertake and conduct the business of banking in all branches.
- Full implementation and utilization of the bank’s excellence programs which aims to provide service to customers.
- To carry on business as financiers, promoters, capitalists, financial and monetary agents, concessionaires and brokers, dealing in exchange, securities and all kinds of mercantile banking etc.

### **3.1.10 Awards & Achievements:**

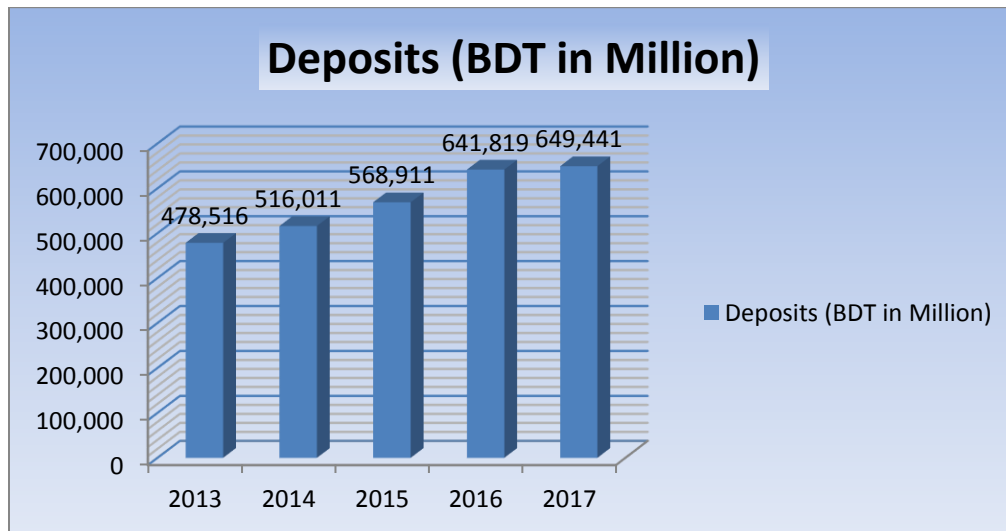
Recently the bank has been recognized internationally and domestically for its good performance. Few of this recognition are given below:

- Janata Bank is awarded the Institute of Cost and Management Accountants of Bangladesh (ICMAB) National Award-2017.
- The Asian Banking and Finance award-2014.
- SAARC Anniversary Awards for Corporate Governance Disclosure 2013.
- The Asian Banking and Finance award.

- Quality Recognition Award 2009.
- Business Asia Most Respected Company Awards- 2012.
- ICMAB best corporate Award.

## 3.2 Trend and growth of Janata Bank:

### 3.2.1 Deposit:

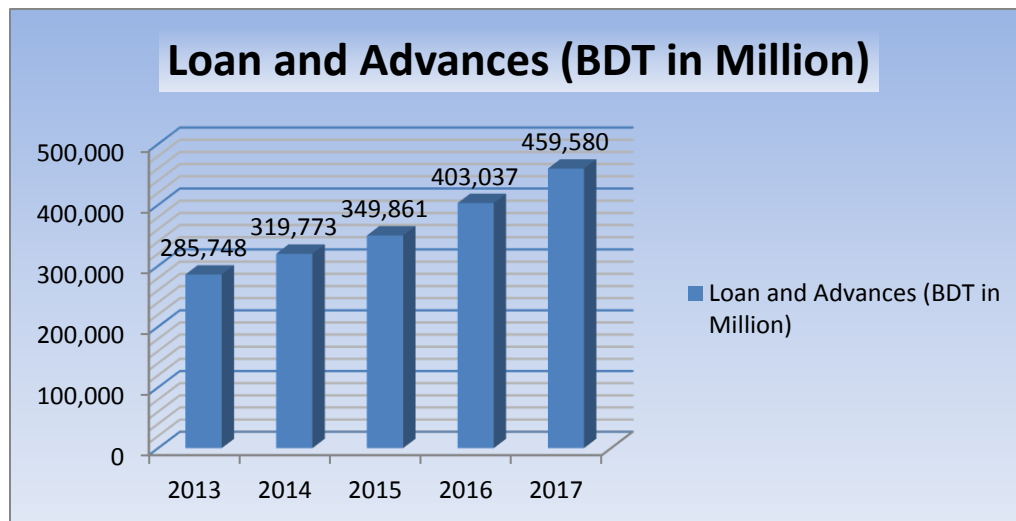


**Figure No: 3.2 Deposit scenario of Janata Bank Limited.**  
**Source: Annual Report of Janata Bank Limited 2017.**

Bank deposits consist of money placed into banking institutions for safekeeping. The deposit is the great source of money to the banks. Banks collect deposit from public and placed an interest through agreement and bank used this money as their purpose. The deposit itself is a liability owned by the bank to the depositors.

In the figure 3.2 we see the graphical presentation of deposits scenario of Janata bank, we can see that collection of deposits gradually increasing from year 2013 to 2017. This is a good sign that the bank is in good position.

### 3.2.2 Loan and Advances:



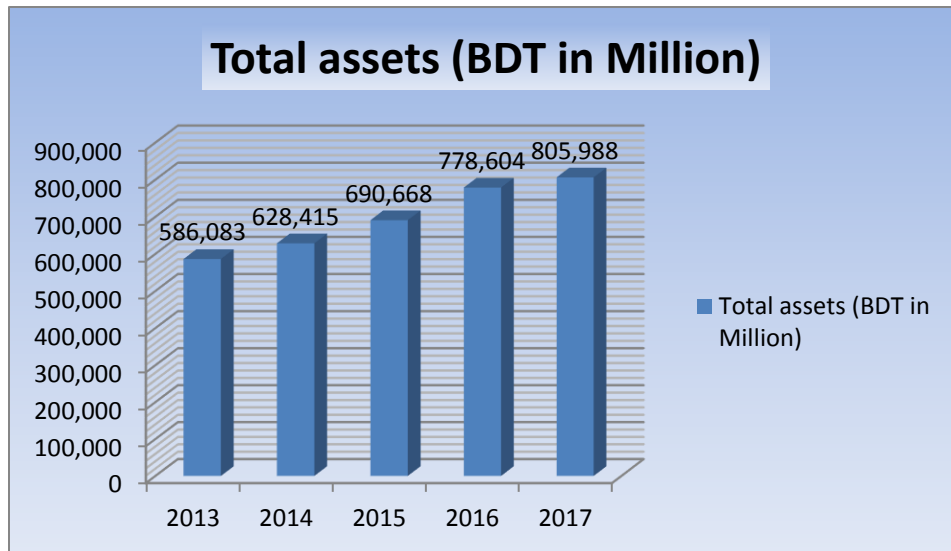
**Figure No: 3.3 Loan and advances scenario of Janata Bank Limited.  
Source: Annual Report of Janata Bank Limited 2017.**

A loan is an amount lent by the lender to the borrower for a definite purpose for a particular time period. So a loan is one kind of debt provided by a bank to fulfill the long time requirement of a borrower.

An advance is a credit facility provided to the big corporations to fulfill their daily needs like salary and wages, admin expense, material expense etc. this credit facility mostly used to run day to day operations smoothly.

Loan and advances are the greatest source of profit to a bank. In the figure 3.3 we can see every year the amount of loan and advances are increasing from 2013 to 2017. It's also a good indicator to earn more profit.

### 3.2.3 Total Assets:



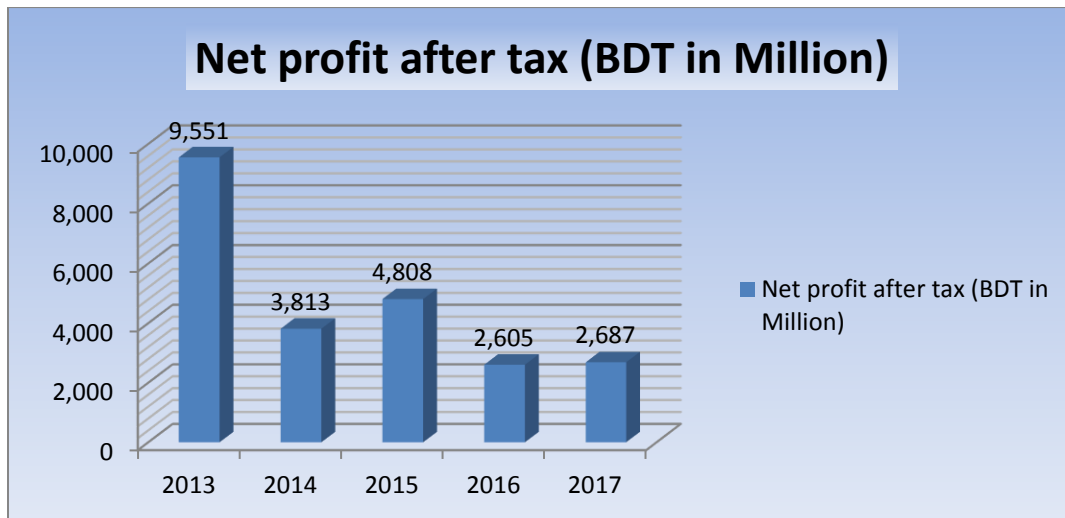
**Figure No: 3.4 Total asset scenario of Janata Bank Limited.**  
**Source: Annual Report of Janata Bank Limited 2017.**

Total asset is one of the main measures of bank's prosperity, and are defined as all assets owned by a bank. This includes cash and balances, loans and advances to banks and customers as well as debt securities.

In the figure 3.4 we can see the amount of assets increasing every year from 2013 to 2017. This indicates the bank's overall condition is satisfactory.



### 3.2.4 Net profit after tax:

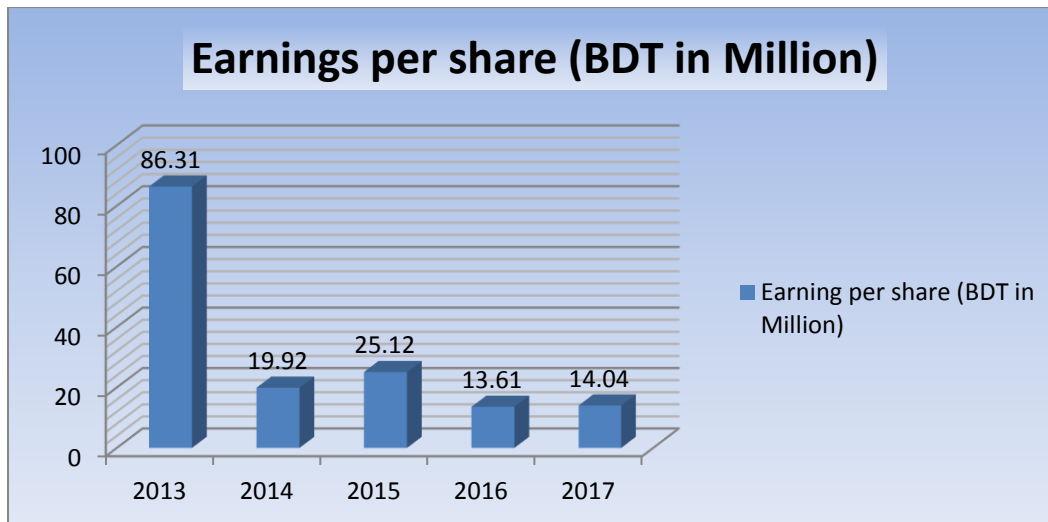


**Figure No: 3.5 Net profit after tax scenario of Janata Bank Limited.**  
**Source: Annual Report of Janata Bank Limited 2017.**

Net profit after taxes is simply the net income of a business less all taxes. It is the sum of all revenues minus all expenses, including cost of goods sold, depreciation, interest and taxes. By this we can learn the profit earning condition of the bank.

In the figure 3.5 we can follow that in 2013 net profit was a huge amount after that it goes downward and every year fluctuates but the amount is not so bad from 2014 to 2017. A fairly good profit remains in every year. So we can conclude that Janata bank is in a profitable situation.

### 3.2.5 Earnings per share:



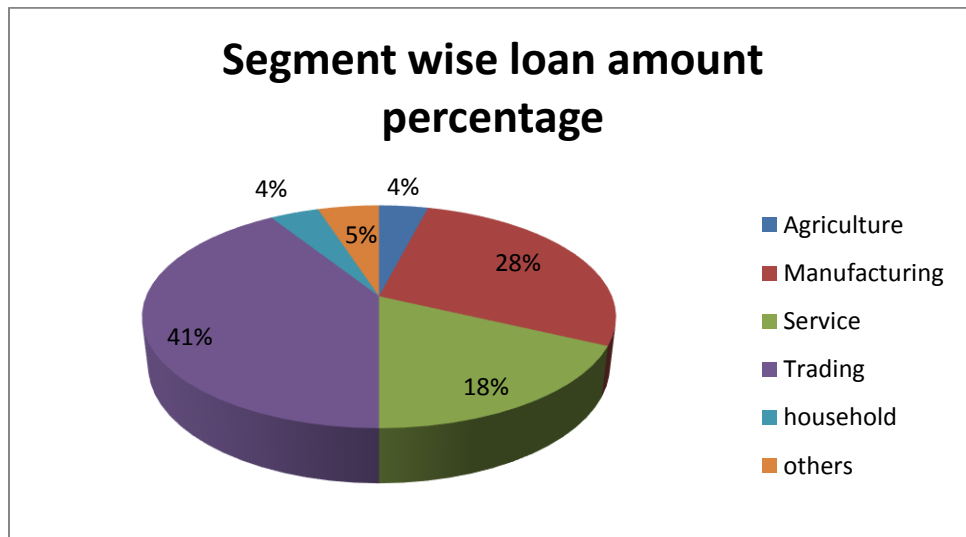
**Figure No: 3.6 Earnings per share scenario of Janata Bank Limited.**  
**Source: Annual Report of Janata Bank Limited 2017.**

Earnings per share is the portion of the bank's profit allocated to each outstanding share of common stock. Earnings per share serves as an indicator of an company's profitability.

In this graphical presentation of figure 3.6 we can see that in 2013 shareholder earn a great, then from 2014 to 2017 also earn a satisfactory amount, so overall earnings per share is good.

### 3.3 Customer mix of Janata Bank:

Customer mix is the sales driven by a particular type of customer segment expressed as a percentage of business total sales. Mostly bank earns from giving loan and bank gives loan to many sectors.



**Figure No: 3.7 Customer Mix of Janata Bank Limited.**

This pie chart shows us in which sector Janata bank gives more loan. We can show in trading sector more loans are given that is 41% then manufacturing sector 28% and then service sector 18%. So from these sectors banks earn more.

### 3.4 Product and Service mix of Janata bank:

The number of product/service lines that a company has for its customers is called as product/service mix. The below list contains Janata bank products and service:

**Table 3.3: List of products/services of Janata Bank Limiteds**

<b>Deposit</b>	<b>Loans &amp; advances</b>	<b>E-service</b>	<b>Modern Banking</b>
Current deposit	Agriculture loans	ATM (automated teller machine)	Online banking
Savings deposit	Working capital loan	Internet banking	JB green communication
Special notice deposit	Rural credit	Automated branch banking	JB remittance
Fixes deposit	Tannery trading	Green Banking	JB PIN cash
Schemes deposit	Real estate loan	E-GP payment service	
	Home and flat loan	OMIS (ERP)	
	Consumers financing	PMIS	
	Specialized loan for women entrepreneur	BEFTN user manual	

### 3.5. Operations of Janata Bank Limited:

Janata bank limited is a leading commercial bank in Bangladesh. Janta bank limited has many banking operation that they everyday performs. Such as,

**Automated teller machine (ATM) operation:** Now a day's all banks started activities that are technological friendly. Because by using technology they can give customers more satisfaction, So Janata Bank Limited also introduced ATM machines to provide more service to customers.

**Foreign exchange operation:** Janata Bank Limited also do foreign exchange operation. They exchange one currency for another or the conversion of one currency into another currency.

**Providing loans:** Providing loans is an importance operation of a Bank, because bank collects a huge amount as interest from loan receiver.

**Investment:** Banks collect deposit from people and banks have to return the amount with an interest. So banks investment their money in a profitable source.

**JB software operation:** JB software is Janata Bank own software. Janta Bank uses this software for their all activities.

### 3.6 SWOT analysis of Janata Bank:

SWOT analysis is a strategic planning method used to evaluate the strengths, weaknesses, opportunities, and threats involved in a business. It involves specifying the objective of the business venture and identifying the internal and external factors that are favorable and unfavorable to achieving that objective. From the analysis of internal environment analysis we can know about strength and weaknesses and from external environment analysis opportunities and threats.

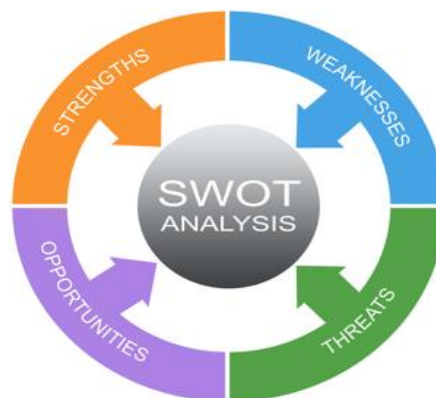
**SWOT** acronym stands for:

S= Strengths

W= Weaknesses

O= Opportunities

T= Threats



**Source:**

[https://www.google.com/search?q=swot+analysis&source=lnms&tbm=isch&sa=X&ved=0ahUKEwjftY63wuDdAhUGXSsKHfd\\_BcMQ\\_AUIDigB&biw=1366&bih=657#imgrc=cungKkf9W52PoM](https://www.google.com/search?q=swot+analysis&source=lnms&tbm=isch&sa=X&ved=0ahUKEwjftY63wuDdAhUGXSsKHfd_BcMQ_AUIDigB&biw=1366&bih=657#imgrc=cungKkf9W52PoM)

The SWOT analysis constitutes a picture of the organization's internal weaknesses and strengths and external threats and opportunities. SWOT analysis gives a clear knowledge about organization, what will be good for the organization? What things should remove and what to add? How to handle competition? , And overall strategic analysis of the organization.

### **3.6.1 Strengths:**

As a large bank it has qualified and experienced manpower.

Large customer base

Bank's asset position is quite satisfactory and now there is no fund crisis.

Bank has requisite wealth to sustain in the various challenge of market economy.

Regulatory performance is strong and positive.

Branch location is attractive, Co-ordination and co-operation exists among the staff.

Old bank so greater reliance to customer.

Being a nationalized banking organization, it always gets government support in all of its operations.

### **3.6.2 Weaknesses:**

Lack of technological resource and internet banking

Lack of knowledge of customer profile

Insufficient focus on quality customer service

Lack of motivation for the workers

Low salary structure for the employee

In some cases management employee relation is not good.

As many employees retire from the bank and new branches open, there is a crisis for manpower in the bank. Bureaucrat official process hampered the daily internal workflow.

### **3.6.3 Opportunities:**

More experienced and managerial know-how

Expansion of new investment areas

Scope for automation will open a big door of opportunity

Opportunity to expand geographically in Bangladesh

Customers will be increasing if good quality assured.

In case of fund crisis Janata bank gets government support

### **3.6.4 Threats:**

Newly developed privatized and foreign banks

Facing a great competition with other commercial banks and financial institutions

Loan recovery systems are very weak.

Policies are not practiced properly.

Inefficiencies within the operations of the bank

Lack of appeal to younger, student, affluent potential customers

Lack of flexibility to adapt to any change

Increased technological innovation and technology cost in order to compete effectively.



Janata Bank Ltd. is one of the largest banks in Bangladesh and its overall performance is satisfactory. But to face challenges of globalization Janata bank should restructure its operation to improve as a first generation bank.

### **3.7 Steps and strategies to meet the challenges and opportunities:**

JBL branches decoration is not up to mark so they should create a good interior decoration and positive attitude have to show towards employee that will create a smooth working environment.

JBL head office take a lot time to take decisions, they should take decision early. And some freedom of taking decision also should give to the branches.

JBL loan recovery system should be categorized in a new way, if this happened then their risk for classified loan will be reduced and investment will increase.

JBL should go through the online banking firmly as early as possible for better service to the customer.

JBL should invest in many different sectors because when investment will increased cost of capital will reduced.

JBL human resource department should train their employees with computer knowledge and IT sector and their human resource department should arrange training program frequently, a JBL management should take decision more quickly.

JBL should give opportunity to employee to share their experience and group incentive should be arranged that will encourage employee to work smoothly.

JBL marketing activities are not sufficient but now a day's promotional and marketing activity is mostly important to create a good image in target customer's mind.

JBL should increase promotional campaign and they should participate in social activities for creating good image in target customer mind.

## **CHAPTER 4- MY INTERNSHIP EXPERIENCES**

### **4.1 Position, duties and responsibilities:**

Throughout my internship period, I have been placed in the general banking department as an intern employee. General banking department performs the majority functions of the bank. It is the heart of all banking activities. In this department majority functions of a bank are performed. It is the core department. We know bank operates with others money and this process starts with the general banking department. This is time most engaged and important department of any branch because here funds are mobilized, cash are transferring, accounting and remittance related activities also happened here. General banking is also known as retail banking.

I have tried to present, observe and learned from general banking activities of this branch. I had an opportunity to be acquainted with the practical banking prevailing in the Hazaribagh Branch, Janata Bank Limited. I tried my level best to get the best from this opportunity.

Due to time and resource constrained I couldn't do practical work in all sites, but I tried to know real banking as much as possible from:

Practical desk work

Face to face conversation with the officer.

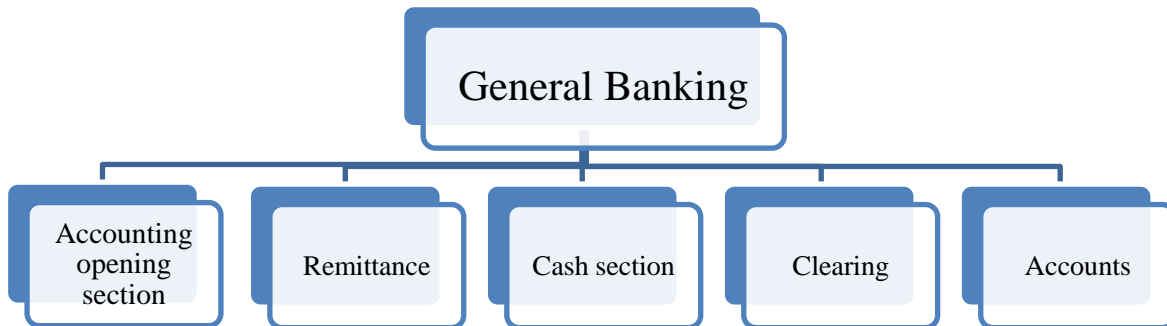
Direct observation

Face to face conversation with the client.

Observe officers work.

Observe JBL website work.

General Banking department performs the core functions of bank, operates day to day transaction of banking operation. Those functions are



**Figure No: 4.1 General Banking Activities.**

#### **4.1.1 Accounting opening section:**

Accounting opening is the entrance for clients to go into business with bank. It is the base of banker customer relationship, and this is one of the most crucial sections of a branch, because by opening accounts bank put together fund for investments. Some rules and regulation maintains here and some personal documents also collect from customers while opening an account. A customer can open account as he/she wants; different types of accounts exist, such as:

- Current account
- Savings bank deposit
- Fixed deposit
- Special notice deposit

### **Procedures to open an account:**

For opening an account, at first the prospective account holder have to apply for opening an account by filling up an account opening form, in this form all details about account holder must written. Some documents have to submit to open an account. Like,

- Two copies passport sized photo.
- National ID card's photocopy. (Main copy has to be shown).
- Nominee's one copy photo and National ID card's photocopy. (Main copy has to be shown).
- TIN certificate's photocopy.
- MOA & AOA for limited company
- Incorporation certificate.
- Trade license.
- And an introducer also needs who has account in this branch and who knows the prospective account holder. The introducer introduces the prospective account holder with the bank.

### **My experience:**

In this scenario my duties was to talk with the customers about the accounts facilities, fill up accounts form, and take signs from them in the form where needed, collects all document from them, and shown the documents to respective officer.

After fulfilling all formalities, branch manager approval is needed, then the account is ready to open, the account holder must to deposit 1000 taka as initial deposit for running the account.

I also fill up the deposit form for customers. If the account is deposit or fixed deposit then the customers also get deposit slip.

If the account is current account then the account holder get a cheque book of 20 pages. At the time account opening account holder normally received a manual cheque book, I also fill up the account number in manual cheque books, after one month if customer gives requisition then they get automatic cheque book and a fees is charged for cheque book.

By all this I am able to learn the account opening process.

#### **4.1.2 Remittance section:**

A remittance is a transfer of money by a foreign worker to an individual in their home country. It has great impact in a country's economy.

Janata Bank Limited create their own software named JB remittance payment system and launched this software to their all branches that will provide online cash deposit easily cheque payment and instant payment of foreign remittance to customer in more secured way. By this system remittance transfer becomes faster and easy because Virtual Private Network (VPN) is used. Using this system all voucher and advices are auto-generated that don't need any human intervention. Account holder can withdraw money easily from any branch and foreign remittances can receive without killing more time.

#### **My Experience:**

In this section, when customer comes, first I will talk to them and collect one photocopy of national ID card. It's a rule for customer to submit a photocopy of national ID card when they come for collect remittance's money. Then also known the account number from customer and

give these to the officer, then the officer saw the documents and clears the process and manager approval also taken. Then the money transfers to the customer's account and I wrote the account number and name in a list book. Here by observing this works I learned about the remittance transferring procedures.

#### **4.1.3 Cash section:**

Banks, as a financial institution, accept surplus money from the people as deposit and give them opportunity to withdraw the same by cheque, etc. But among the banking activities, cash department play an important role. It does the main function of a commercial bank, receiving the deposit and paying the cash on demand. Here cash mobilizes because deposit receives in this section from depositors. Cash payment also done here.

#### **My Experience:**

In the cash section, I don't do any direct work related with cash because it is prohibited for an intern employee. I do indirect work like, fill up cash slip for customer, give them new slip and talk to them and observe officers work.

#### **4.1.4 Clearing:**

Clearing denotes all activities from the time a commitment is made for a transaction until it is settled. Clearing happens in clearing house.

In clearing house all representative of different banks meet together and receive and deliver cheque with one another. Bangladesh bank performs this clearing activity. Sonali banks also perform this activity where is no barmch of Bangladesh Bank.

**My Experiences:**

I have no real experience in this matter. Normally, clearing activities occur outside branch, so I don't get the opportunity to be involved in it because I have to do work in the branch.

**4.1.5 Accounts:**

Accounting department is also an authentic part of a bank. Everyday lots of transaction happened and these transactions should be record clearly because banks deal with others money and banks should return this at a time. Improper record can create many problems by mismatching debit and credit site. To avoid these hazard bank creates a separate department. Which function is to check all transaction thoroughly to avoid wrong entities or fraud.

This department name is Accounting department. If any fraudulent activity occurred or discrepancy found this department give report to the higher department. This department also prepared some internal reports, important statements that have to submitted in central bank or head office.

**My Experience:**

I noticed that in Hazaribagh branch of Janta Bank every important paper like vouchers is authorized by two officers, and then it becomes completed. If any suspicious event occurs, then manager checked also the matters. I also observe officers work in JB software. Here I focused about the accuracy maintaining of banking.

Besides all this, sometimes I also worked with branch manager, like before write any important letter he thinks and say and I wrote a draft copy sometimes share my thoughts too, that a wonderful experience.



Sometimes when officers do data entry in software I also told them the data from manual books and they can enter easily.

## **4.2 Training:**

An internship consists of an exchange of services for experience between the intern and the organization. In Janata Bank I have not given any formal training but informal training I get all the time. Before starting any work a respected officer showed me how the work is to be completed and I follow the instruction and do the work. Verbal training and skills training I got most of the time. And some things I learned through observing the officers.

## **4.3 Contribute to departmental functions:**

I do work in some departments of Hazaribagh Branch of Janata Bank; here I have some contribution in departmental works. Such as,

**Account opening section:** In this area I converse with customers, collect documents and fill up the form, that makes the officer's work easy to complete an account.

**Remittance section:** In this area I collect documents, match the documents and wrote the accounts in a list book. By doing this this reduces the officer work and completes the works easily.

**Cash section:** In this section I sometimes fill up slips for customers, and talk to them and if customers don't understand something I make clears this to them.

#### **4.4 Evaluation:**

When I do any works I also evaluate my work. Can I complete the work in time? How can I complete the work more nicely? Can I fulfill the officer need? Are my works having any contribution in the department?

Whenever I do works I make these questions to me. And after evaluate my works I find my drawbacks. After that I try to remove these drawbacks and make the works more fruitful.

## **4.5 Skills applied:**

### **Communication:**

Communication means exchanging of information by speaking, writing, or using some other medium. In the internship period I applied this skill greatly because I have to conversed people a lot.

### **Adaptability:**

This internship experience is very new for me but I easily adapt with the environment also with workplace and new challenges.

### **Initiative:**

I go there for learn but I also have something to offer. Sometimes I did some works that makes officers work easy.

### **Time management:**

This skills I always maintain in my personal life, study life and also keep maintaining in my internship period too. I always tried to complete my works in time.

### **Professionalism:**

I always present in the bank in time and leave also in appropriate time. I dressed up myself formal all time and try to be appeared as a professional.

### **Teamwork:**

Banking is teamwork. Teamwork we learn greatly in our university life during the time of group assignment and report making. In the internship period I also applied this learning. I with other internee and officer successfully did the teamwork's.

**Courtesy:**

In the internship period I always do respectful behavior with officers, manager and customers.

**4.6 Skills developed:**

**Interpersonal skills:**

I have to communicate a lot so in this process my interpersonal skills developed. How to be nice, friendly to others, I learned more than before. Self-control and patience also build greatly within me.

**Critical thinking:**

Critical thinking refers to our ability to analyze and evaluate a situation or issue and form a judgment. In the internship period my tendency to think critically also develops by observing and asking question to officers.

**Responsible:**

Being an intern and spend times in a real business world, I becomes more responsible than before.

**Problem solving:**

The ability to find creative solutions to problems is a crucial skill for anyone in any career. By doing the internship and spending time with the officers, I also increase my problem solving capabilities.

**Work ethic:**

Branch manager and all the officers are loyal to their work. By following them I also take lesson about loyalty, hard work, and become self-motivated.

**Positive attitude:**

By spending time in a real business world environment I also feel optimistic and confident about my career.

**Real Knowledge:**

The best things is that I get real knowledge about banking sector, I learn a lot activities, observe many things that was an amazing opportunity for me.

#### **4.7 Application of academic knowledge:**

In the internship period I can apply my academic knowledge in really, and I think that's the best experience for an internee.

In my academic times I read and learn about management, which means the process of dealing with or controlling things or people. In the internship period I greatly apply my management learning.

In my study time I learned about marketing where read about proper behavior with customer, products assortment, and promotional activities that I observe here and apply here.

Group work or team work we learn from our academic experiences, which also I apply here. Team work with my fellow internee and officers was always fruitful.

As a student I learned about banking and some banking terms that also I apply here.

As a finance student I read some banks annual statement in my class so in the intern period that learning I observe in real scenario.

I learned about making and understanding financial statement in my class that experienced also helps here. I saw some real financial statement in my internship period.

SWOT analysis was a learning topic and I apply here in real scenario.

My knowledge about computer also I apply here.

## **CHAPTER 5- RECOMMENDATION**

### **5.1 Recommendations for improving departmental operations:**

On the basis of my observing the following recommendation I would give for the improvement of departmental operation:

#### **Account opening form:**

The accounts opening form contains is very informative and takes so much time to complete. The form should be simplified with precise information rather unnecessary information. And by this more customer can be served in a short time.

#### **Find an Introducer:**

For many new clients find an introducer for open a new account is very problematic. If this process becomes easy and with proper document customer can open account that will be good.

#### **Computerized system:**

Now the time of technological advancement, bank should computerize their all activities. Then bank will provide fastest service to customer.

#### **Networking system:**

By establishing a strong network system banking activity will be smooth and all country's branches will be in a process.

**Decoration:**

The Hazaribagh branch should be well decorated as early as possible there are very limited seat for customer and all three air conditioner are not working so the environment remain warm all time. Customer feels unwell because of this circumstance.

**ATM booth:**

It is recommended to introduce more ATM booth instead of manual banking system. It will save costs.

**Machines:**

Branch should buy few more printers and photocopy machines to improve their service. In the hazaribagh branch there are only printing machine that creates problem sometimes.

**Manpower:**

Customers mainly communicate with the employee of a bank. So skilled manpower needed to properly communicate with customer.

**Transparency:**

Ensuring transparency for its financial reports

**Training:**

Employee should give proper training that will help to provide exact service to customers and any suspicious transaction can be seized.



Finally the management of JB must identify the weak points to meet the competition in banking sector.

## **5.2 Recommendation for improving self-performance:**

During my internship period I find some drawbacks of mine and I also think about some solutions:

### **Set priority:**

I should have the ability to set priorities and to separate the relevant from the irrelevant when facing the many tasks of the day. I must also possess a sense of urgency, the ability to get the job done first.

### **Positive mental attitude:**

I can improve my performance at work is to develop a positive mental attitude. Everybody quickly notices a consistent, persistent attitude of cheerfulness and optimism. When we make an effort to cultivate an attitude of friendliness toward people, they will make extraordinary efforts to open doors for us.

### **Seek knowledge:**

Improve performance at work by continually upgrading my work related skills. People are very impressed with whom who are constantly striving to learn more and seek knowledge in order to increase their value to their companies.

**Personality:**

Probably 85% of our success in the world of work will come from our personality. Develop a good personality also help a lot in workplace and it determines by how much people like me and respect me.

**Keep focused:**

I also avoid distraction towards work, should keep focused. Focus is a fundamental quality to productive people.

**Effective communication:**

Listening is vital to effective communication. Interrupting others is not right. First we should hear others and then should talk about my opinion.

**Simplifying:**

Simplifying something is also necessary. My efficiency will increase by keeping things simple.

**Identify blind spots:**

I should find my blind spots; blind spots are areas that we are unaware about ourselves. We should focused ourselves honestly to find this blind spots and should try to change this.

## CHAPTER 6- CONCLUSION

Banks play an important role in the economic development of any country. The fame of banks is increasing day by day in our country also which leads to raise competition as well. All the public and private banks now providing almost same product line and service but their ways are slightly different one from another. So people choose their bank according to their need and satisfaction. To conclude this report I want to express that it was a great opportunity for me that I could spend my time in Janata Bank Limited Hazaribagh branch as an internee. Having passed two months in Janata Bank Hazaribagh branch, I have learned many practical activities of a bank; collect broader knowledge about general banking activities and other activities too. Manager and other officers were so friendly and helpful towards me and it was an interesting experience that I will cherish my whole life. I try to paint those experiences in this report as much I can. In this report I also try to conclude the banking industry scenario of our country. I also add a simple discussion of Janata Bank Limited overall condition. Janata Bank Limited is one of the largest banks in Bangladesh that provide a great service and achieved a supreme position in customers mind. Day by day Janata bank started automation and technology based customer service that will increase customer satisfaction and number of customers also. Janata bank gives their customer prompt and quality service and good behavior. Janata Bank Limited is helping in accumulating household savings, resource mobilization and employment opportunities for many people which will gear up the economy as a whole and will contributes in GDP. Some deficiency exists if that eradicate Janata Bank Limited will be the leading commercial Bank in Bangladesh.

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