আল-আরাফাহ্ ইসলামী ব্যাংক লিমিটেড

Al-Arafah Islami Bank Limited

সর্বদাই শরীয়াহ্

“Deposit Management

Of

AL-Arafah Islami Bank Limited”

Internship Report

On

"Deposit Management of Al-Arafah Islami Bank Limited"

Prepared To

Md. Shahnawaz Mostofa

Senior Lecturer

School of Business

Uttara University

Prepared By

Tanjila Tanisha Mou

ID: 2171011154

Program: BBA

Major: Finance

Date of Submission

22nd December, 2021

Letter of Transmittal

22nd December, 2021

Md. Shahnawaz Mostofa

Senior Lecturer

School of Business

UU – Uttara University

Road 12, Sector 6

Uttara Model Town, Dhaka – 1230

Bangladesh.

Subject: **Submission of Internship Report.**

Dear Sir,

With respect and humble obedience I would like to take the opportunity that you have given me the chance to do my internship. It is my great pleasure to submit my practicum report on "**Deposit Management of Al-Arafah Islami Bank Limited."** It was a tremendous opportunity to get knowledge on the field. I think it can help me to build up a successful career.

I therefore, hope that you would be kind enough to go through this report for evaluating my performance. I am always available for my classification if any part of this paper.

With best regards

Sincerely Yours,

…………………

Tanjila Tanisha Mou

ID# 2171011154

Student’s Declaration

I am Tanjila Tanisha Mou student of Bachelor of Business Administration (BBA), major in Finance of the School of Business (SoB) in the Uttara University (UU) declaring that this report on “**Deposit Management of Al-Arafah Islami Bank Limited.**” has only been prepared for my academic requirement. It has not prepared for any other purpose.

I hereby declare that this report has been solely prepared by me and to the best of my knowledge it contains no materials previously published or written by any other person which have been accepted for the degree at Uttara University or any other educational institutions, except the quotations and reference which have been duly acknowledged.

Sincerely yours

…………………

Tanjila Tanisha Mou
Program: BBA
ID # 2171011154

Supervisor's Declaration

This is to certify that the practicum report on **"Deposit Management of Al-Arafah Islami Bank Limited."** is an authentic record as the report has been carried out by Tanjila Tanisha Mou bearing ID: F2171011154 major in Finance from Uttara University (UU) as a partial fulfillment of the requirement of Bachelor of Business Administration (BBA) degree. The Report has been prepared under my guidance and is a record of the authentic work carried out successfully. To the best of my knowledge and as per his confession, any part of this report has not been submitted for any degree, diploma or certificate previously.

Now he is permitted to submit the practicum report. I wish his all success in his future endeavors.

…………………………………………

Md. Shahnawaz Mostofa

Acknowledgement

At the very inception I would like to express my deepest gratitude to the omnipotent Allah for giving me the strength and composure to finish the task within the scheduled time. Internship report is an indispensable and integral part of BBA program as one can acquire practical knowledge by observing and doing the daily works in an organization. I have done my internship about Deposit Management of Al-Arafah Islami Bank Limited which is situated at Banaripara branch, Barishal.

My special thanks to my supervisor **Md. Shahnawaz Mostofa**, Faculty of school of Business Administration for providing me the valuable suggestions and guidelines to make this report rigorous and successful from the very inception to the end with an amicable behavior. I am even thankful to all the respected faculty members, employees, staffs and students who supported me in preparing the report.

I acknowledge my indebtedness to, **Md. Shakhayat Hossain who is the Operation Manager Mr. Faruk Ahmed** (Senior Officer) **Iftekhar Uddin Serniabat (**Officer), They helped me with the very best opportunity as much as possible.

Then I want to express special gratitude to all the employees of Al-Arafah Islami Bank Limited. I am also grateful to Deposit Management of Al-Arafah Islami Bank Limited for giving me the opportunity to make my internship program in this organization.

Executive Summary

The report is originated in result of my internship, which I have done as a requirement of BBA program. This report is done based on my three months internship in Al-Arafah Islami Bank Limited. During my stay at the office as an internee I never felt vague and ambiguous. The environment of the Al-Arafah Islami Bank Ltd. is well and friendly. The staffs are specialized in their respective fields. Each of them works on their own and there id supervised from the top management. The motivation of the staff, I believe comes from the very sense of responsibility.

The first section of this report consists of an introductory part report about the host organization of my internship, which has been developed for the proper execution of the entire report. In the second part, a brief description of the topic, in the third part data collection and processing of topics, in fourth part analysis, result and discussion of this topic, in fifth part of this report finding, recommendations and part six consist of the working experience of the internship at Al-Arafah Islami Bank Limited. To prepare this report both primary and secondary sources of data have been used.

However, from my working experience I had some findings regarding the **Deposit Management of Al-Arafah Islami Bank Limited**. As an in experienced person I may have made some mistakes in those findings, but whatever I felt from my point of view, I only pointed out those. Based on those findings, I recommended some points which may help the bank to remove their many shortcomings.

Table of Contents

Preparatory part

List of Table

List of Diagram

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

This report is originated as the requirement of Bachelor of Business Administration (BBA) program, School of Business Administration of Uttara University (UU). The report contains the company profile of Al-Arafah Islami Bank Limited this course is 4 credits was cordially privileged by the Manager of Al-Arafah Islami Bank Limited to do my internship at this organization. The duration of my internship is 3 months. I started my internship from October 2nd, 2021 and it will be ended on December 22, 2021. This report has been designed to have a practical experience through the theoretical understanding. For the completion of thesis I have been placed in Bank “named Al-Arafah Islami Bank Limited”. I decided to work on the practices of general banking activities of the Bank. The report focuses on the practices of the deposit management.

1.2 Objectives of the study

As business student it is indispensable to undergo some practical Report like this for the purpose of having flavor of professional atmosphere and make rectification, as required.

1.2.1 Broad Objective

The broad objective of this internship report is to deposit management of Al-Arafah Islami Bank Limited.

1.2.2 Specific Objective

More specifically, this study entails the following aspects:

- To know the overall idea about the account opening procedure of Al-Arafah Islami Bank ltd.
- To know about the Deposit management of Al-Arafah Islami Bank.
- To gain the experience of corporate life.

- To find out the problems (if any) relating to the banking activities of Al-Arafah Islami Bank Limited, Banaripara Branch, Barisal.

1.3 Major difficulties faced for accomplishing internship

As I am doing internship at AIBL there I am identifying many problems of the bank also as an intern. Those are problems are described below:

Lack of time

The time period of this study is very short. I had only 7 weeks in my hand to complete this report, which is not enough.

Lack of experience

There was lack of experience in collecting information. Because I never work before in a bank.

Problem in data collection

There were not enough data available for prepare this report. I asked about the latest annual report but, they said they don't have. I also searched their website but there is no latest data available which I need to prepare this report.

CHAPTER -TWO

COMPANY PROFILE

AL-ARAFAH ISIAMI BANK LIMITED

2.1 Profile of AIBL

Islam provides us a complete lifestyle. Main objective of Islamic lifestyle is to be successful both in our mortal and immortal life. Therefore in every aspect of our life we should follow the doctrine of Al-Quran and lifestyle of Hazrat Mohammad (Sm) for our supreme success. Al-Arafah Islami Bank started its journey in 1995 with the principles in mind and to introduce a modern banking system based on Al-Quran and Sunnah.

A group of 13 dedicated and noted Islamic personalities of Bangladesh are the member of board of Directors of the Bank. They are also noted for their acumen. Al-Arafah Islami Bank Ltd. has 68 branches and a total of 1432 employees. Its authorized capital is Taka 2800 million and the paid-up capital is BDT 1748.18 million.

The contribution of the Bank to the national economy and social reform has set standard bar so high that others in this business can't help aspire touching the benchmark of success earned by AIBL. More so a matter of great honor is that the contribution, commitment and success of the Bank have been recognized with a number of prestigious awards by national and international organizations of repute.

2.2Mission of the AIBL

Al-Arafah Islami Bank Limited will be an effective commercial bank by maintaining a stable growth strategy.Achieving the satisfaction of Almighty Allah both here and hereafter.Proliferation of Shariah Based Banking practices.Quality financial services adopting the latest technology

2.3 Vision of the AIBL

Islamic bankers and the wish of Almighty Allah make Al-Arafah Islami Bank Ltd most modern and a leading banking our country.

2.4 AIBL's Objectives of the Organization

The objectives for which the bank is established as follows:

- The first objective of preparing this report is to fulfill the partial requirements of the BBA program. In this report, I have attempted to give on overview of Al-Arafah Islami Bank Limited in general. Also in the major part, I have shown the practical approach of Foreign Exchange. Some following objectives of the report are as shown.

- To gain or achieve the practical Idea of banking System of AIBL.
- To explain the general banking activities of AIBL.
- To identify the problems of AIBL prevailing in its banking system
- To suggest some possible recommendations to overcome the problems.

2.5 Core value of Al-Arafah Islami Bank

- Professionalism:
- Growth
- Diversity
- Dignity
- Accountability
- Integrity

2.6 Services or Product of Al-Arafah Islami Bank Ltd

Al-Arafah Islami Bank provides all islami sharia banking services to its clients focusing on the national sustainable growth. The major fields of its activities may be represented as below:

- AIBL DPS Plus
- Western Union Money Transfer
- SMS. Banking Service
- Online Service
- Credit/Debit Card
- One Stop Service
- Time Deposit Scheme
- Monthly Savings Scheme
- Deposit Insurance Scheme
- NFCD (Non-resident Foreign Currency Deposit)

- RFCD (Resident Foreign Currency Deposit)
- Inward and Outward Remittance
- Export and Import Finance
- Working Capital Finance
- Loan Syndication
- Underwriting and bridge financing

2.7 Other Services of AIBL

2.7.1 Collection

- Gas bills
- Electricity bills.
- Telephone bills.
- Water/Sewerage bills.
- Municipal holding Tax.
- Source tax and VAT.
- Hajj deposit.
- Land development tax.

2.7.2 Payment:

- Pension of employees of Government and other Corporate Bodies.
- Bangladesh Bank employees' pension.
- Army pension.
- Govt. & Non-Govt. Teachers' salary.

2.8 Corporate social Responsibility of Al-Arafah Islami Bank

AIBL is highly concerned about their CSR program. Their commitment is to create real value in a changing world, they are determined to added value to the society by providing social services.

2.8.1 Customer Services

the Customer service is the top priority of the Bank. The Banks Policy is to make all employees more proactive to the clients irrespective of their socio-economic background. The employees are self-motivated and committed to uphold the slogan “United We Achieve”.

2.8.2 Corporate Governance

Corporate Governance is the system by which companies are directed and controlled to the best interest of the stakeholders, which describes the nature and extent of accountability of the people and institution engaged in the business. Corporate Governance ensures fairness, transparency and integrity of the management. It is the way of life, rather than a mere legal compulsion. It further inspires and strengthens investor’s confidence and commitment to the company. In fact, corporate governance leads to the good governance and good governance is an integral part of the economic development of a country.

2.9 Business philosophy of Al-Arafah Islami Bank Limited

Al-Arafah Islami Bank Ltd, a full service Sharia bank with Local and International Institutional shareholding, Al-Arafah Islami Bank Limited believes in its uncompromising commitment to fulfill its customer needs and satisfaction and to become their first its customer choice in banking. The bank is committed to run all its activities as per Islamic Sharia.

2.10Business areas of Al-Arafah Islami Bank Limited

There are major business areas. These areas are:

- Islami sharia Banking
- Foreign Exchange
- Small & Medium Scale Enterprise (SME)
- Large Scale Industries
- Agriculture Sector
- Transport Sector
- Financing In Housing Sector& Land Developing

- Finance in Home Appliance

Since I completed my internship on Deposit Management, it would be convenient for me to focus Deposit Management of Al-Arafah Islami Bank .

2.11 Management Information System (MIS)

For the purpose of automation and removal of the shortcomings of manually prepared reports and regular monitoring of the business activities, a web based application software program termed as Operations and Management Information System (OMIS), has been implemented.

2.12 Personnel Management Information System (PMIS)

Al-Arafah Islami Bank Limited has introduced a Web-based and Real Time Personnel Management Information System (PMIS) which contains all the basic and necessary information of the employees. All Human Resource related functions are executed through some specific built-in modules using the database of PMIS. All the dignitaries and employees of AIBL are able to view over fifty Real Time reports about the employees and organizational structure of the bank by registering with General Module of the PMIS system.

2.13 Hierarchical Position of AIBL

Chairman

↓

Board of Directors

↓

Managing Director & CEO

↓

Deputy Managing Director(DMD)

↓

General Manager (GM)

↓

Deputy General Manager (DGM)

↓

Assistant General Manager (AGM)

↓

Senior Executive Officer (SEO)

↓

Executive Officer(EO)

↓

Senior Officer (SO)

↓

Officer

2.14 Performance over the years of AIBL

The operational performance of the branch can be viewed by the major four aspects that are:

- Total deposit
- Loan and advance
- Import
- Export

Year	Total Deposit	Import	Export
2016	**166,851.17**	**101,244.70**	**75,843.90**
2020	**169,887.08**	**107,049.80**	**79,362.90**
2018	**199,703.92**	**118,786.60**	**881,52.20**
2019	**244,806.26**	**156,700.00**	**104,540.00**
2020	**266,205.48**	**168,573.80**	**114,481.90**
Growth	**8.79**	**7.60**	**9.55**

Deposits The complete store of the bank was Tk. 266,205.48 million at 31st December 2018 as against Tk. 244,806.26 million at 31st December 2020 a development of 8.74% of which Tk. 8,245.70 million was bank store and Tk. 257,959.78 million was general store. The present procedure is to expand the store base through keeping up aggressive benefit rates and having minimal effort of assets to guarantee a superior spread with a normal rate of profitability. Import Total import of the bank was 168,573.80 in 2018.The import rate was significantly increasing every year. The growth rate was 7.58%. Export Total Export rate of the bank was 114,481.90 in 2018.And we can see the export rate was increasing a high number over the period. And the growth rate was 9.51%. Which shows a good sign for the bank.

2.15 Five year financial highlights of AIBL

(BDT in Million)

Particulars	2016	2017	2018	2019	2020	Growth%
Income Statement						
Investment Income	18,830.15	20,491.03	24,956.81	28,811.65	26,331.28	(8.61)
Profit paid on Deposit	9,957.73	11,784.20	16,256.61	18,604.42	16,556.64	(11.01)
Net Investment Income	8,872.42	8,706.83	8,700.20	10,207.23	9,774.64	(4.24)
Non Investment Income	2,791.54	3,557.36	3,769.39	4,037.57	3,655.46	(9.46)
Non Investment Expenses	4,152.93	5,308.42	6,160.70	6,384.18	6,742.33	5.61
Net Non Investment Income	(1,361.39)	(1,751.06)	(2,391.31)	(2,346.61)	(3,086.87)	31.55
Profit Before Tax & Provision	7,511.03	6,955.77	6,308.89	7,860.62	6,687.77	(14.92)
Provision For Investment	1,547.87	1,354.89	2,177.98	2,867.66	1,887.90	(34.17)
Profit Before Tax	5,963.16	5,600.88	4,130.91	4,992.96	4,799.87	(3.87)
Provision For Tax (including Deferred Tax)	2,613.76	2,431.38	1,674.11	2,565.33	2,228.06	(13.15)
Profit After Tax	3,349.40	3,169.50	2,456.80	2,427.63	2,571.81	5.94
Balance Sheet						
Authorized Capital	15,000.00	15,000.00	15,000.00	15,000.00	15,000.00	-
Paid up Capital	9,943.06	9,943.06	10,440.22	10,649.02	10,649.02	-
Reserve Funds & Other Reserves	7,468.16	8,556.96	9,365.62	10,318.64	11,418.96	10.66
Shareholders' Equity (Capital & Reserve)	21,337.48	22,520.68	23,483.22	24,148.24	25,455.85	5.42
Deposits	199,703.92	244,806.26	266,205.48	297,241.81	326,023.41	9.68
Investment	196,519.38	235,905.23	261,874.13	288,486.02	308,620.66	6.98
Investment in Shares & Securities	9,058.68	10,145.49	12,214.67	16,170.52	21,563.67	33.35
Fixed Assets	3,240.18	3,260.38	4,494.61	4,351.93	5,833.88	34.05
Total Assets (Excluding off-balance sheet items)	272,900.04	319,255.29	338,465.30	381,051.81	418,298.65	9.77
Foreign Exchange Business						
Import Business	118,786.60	156,700.00	168,573.80	171,611.70	169,378.90	(1.30)
Export Business	88,152.20	104,540.00	114,481.90	108,967.10	104,939.40	(3.70)
Guarantee Business	4,981.34	6,443.41	7,096.02	8,274.25	10,511.21	27.04
Inward Foreign Remittance	11,735.40	20,700.00	36,917.20	37,713.40	43,807.00	16.16
Capital Measures						
Core Capital (Tier-I)	20,359.39	21,459.85	22,379.93	22,817.41	23,930.89	4.88
Supplementary Capital (Tier-II)	5,095.97	5,488.97	10,078.56	9,735.77	15,327.20	57.43
Tier-I Capital Ratio	11.92	10.40	10.12	10.22	9.74	(0.48)
Tier-II Capital Ratio	2.98	2.66	4.56	4.36	6.24	1.88
Total Capital	25,455.36	26,948.82	32,458.49	32,553.18	39,258.09	20.60
Total Capital Ratio	14.91	13.06	14.68	14.58	15.97	1.39
Investment Quality						
Volume of Non-Performing investment	8,994.98	9,921.51	12,690.72	14,100.41	11,769.58	(16.53)
% of NPIs to Total Investment	4.54	4.10	4.79	4.82	3.80	(1.02)
Provision for Unclassified Investment	1,352.83	1,723.04	1,891.00	2,157.28	2,787.10	29.20
Provision for Classified Investment	2,586.67	3,096.15	3,946.09	6,022.02	6,436.96	6.89
Provision for Off Balance sheet Exposures	449.88	570.42	689.80	778.50	935.50	20.17
Share Information						
Number of Shares Outstanding	994,306,428	994,306,428	1,044,021,750	1,064,902,185	1,064,902,185	-
Earning per Share (Taka)	3.07	3.15	2.35	2.28	2.41	0.13
Book Value per Share (Taka)	21.46	20.88	20.80	21.13	22.35	1.22
Market Price per Share (Taka)	15.90	24.10	19.90	17.20	22.20	5.00
Price Earning Ratio (Times)	5.18	7.64	8.48	7.56	9.22	1.66
Price Equity Ratio (Times)	0.74	1.15	0.96	0.81	0.99	0.18
Dividend per Share						
Cash Dividend (%)	20.00	15.00	15.00	13.00	15.00	2.00
Bonus Share	-	5.00	2.00	-	-	-
Operating Performance Ratio						
Net Profit Margin%	4.60	3.87	3.42	3.73	3.45	(0.27)
Investment /Deposit Ratio	88.50	89.95	89.87	88.93	86.92	(2.01)
Return on Equity (ROE)%	15.70	14.07	10.46	10.05	10.10	0.05
Return on Assets (ROA)%	1.23	0.99	0.73	0.64	0.61	(0.02)
Cost of fund %	7.92	7.50	8.70	9.02	7.50	(1.52)
Cost /Income ratio in operating business (%)	35.60	43.28	49.41	44.82	50.20	5.39
Other Information						
Number of Branches	140	154	168	182	184	1.10
Number of Employees	3,070	3,446	3,682	3,795	3,866	1.87
Number of Shareholders	36,695	30,386	25,793	24,276	22,142	(8.79)

2.16 Description of section where I worked

I did my Internship at Al-Arafah Isl;ami Bank ltd. From the 01st October to 21st December 2021. Deputy General Manager of the Al-Arafah Isl;ami Bank Ltd gave me the chance to join as internee

I joined in Al-Arafah Isl;ami Bank as an internship student in the Banaripara Branch, Barishal . In the time of internship period, I worked in office as a trainee under the supervision of Md. Shakhayat Hossain who is the Operation Manager. He is my supervisor internship time in the Al-Arafah Isl;ami Bank; they do not have any structured space or opportunities for working the internship students. So there my main objective is to skim through all over there system of working. On that time I observed the requirement Process.

CHAPTER -3

DATA COLLECTION AND PROCESSING

3.1 Data Description:

This report is the reflection of three months internship program in Al-Arafah Islami Bank Limited Banaripara Branch. Banking sector is a fast going sector in Bangladesh. All banks are facing tremendous competition from each other. So, the officers remain very busy to provide a better customer service. As an intern, I had to collect data and information from that busy corporate environment. Information collected to furnish this report is both from primary and secondary sources.

3.2 Data Collection:

To make this report presentable and effective, the necessary information has been collected from two sources:

3.2.1 The primary sources are:

- Practical work 3 months.
- Face to face conversation with the clients.
- Taking initial lectures from Branch Manager and Senior Officers.
- Consulting with the supervisor.
- Practical work experience at different desk.
- Close observation of the several tasks by the different department's officers.

3.2.2 The secondary sources are:

- Annual Report of Al-Arafah Islami Bank Limited.
- Brochures of Al-Arafah Islami Bank Limited.
- Prospectus of Al-Arafah Islami Bank Limited.
- Relevant file study as provided by the officers concerned.
- Working Papers.
- Different circulars issued by the Head office of Al-Arafah Islami Bank Limited.
- Unpublished data received from the AIBL, Barishal

- Different Deposit related text books.
- Different internship report and presentation.

3.2 Data Analysis:

The internship report has been prepared on the basis of "on the job" experience with the AIBL, Banaripara, Branch, Barisal. In spite of the scarcity of published data, it has been tried to make the report informative and handy. The data used in the report have been complied through different complicated ways- direct conversations with executives, continuous search on the ongoing accounts, internal and external audit report.

CHAPTER -4

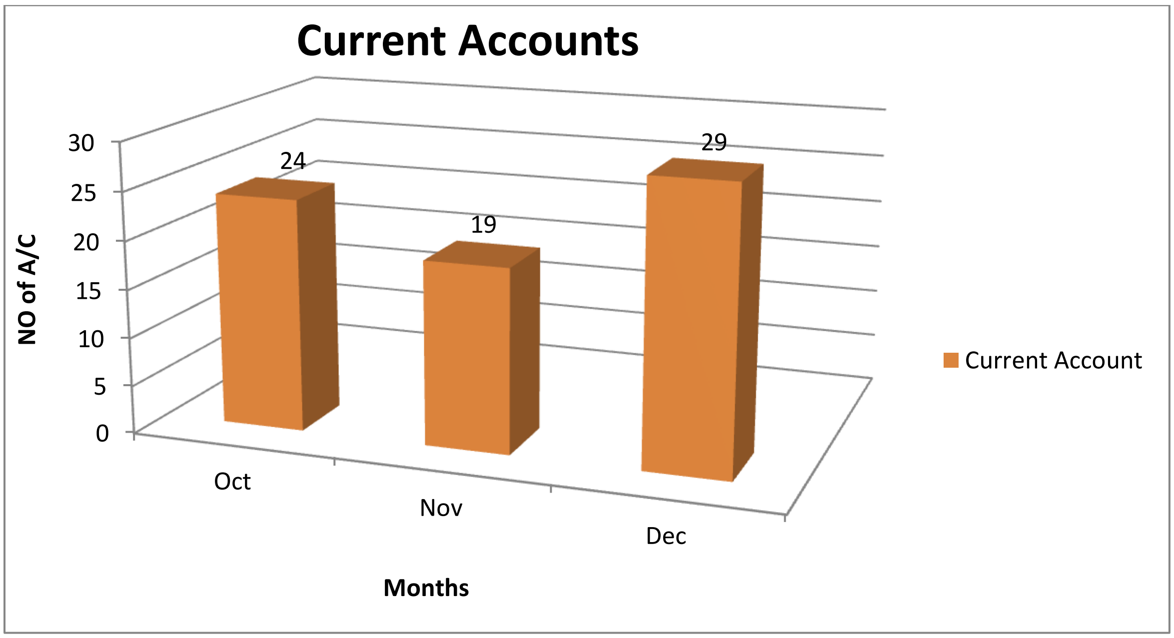
ANALYSIS AND FINDINGS

AL-ARAFAH ISIAMI BANK LIMITED

4.1 Accounts Opening Procedure

4.1.1 Current Account Opening

In the month of December 2020 the total number of Current accounts open 29.The total Current accounts open was 24 and 19 respectively in October and November. The following chart shows the comparison of three month Current accounts open in October to December 2020.



Graph -1: Comparison of three month Current accounts opens of AIBL

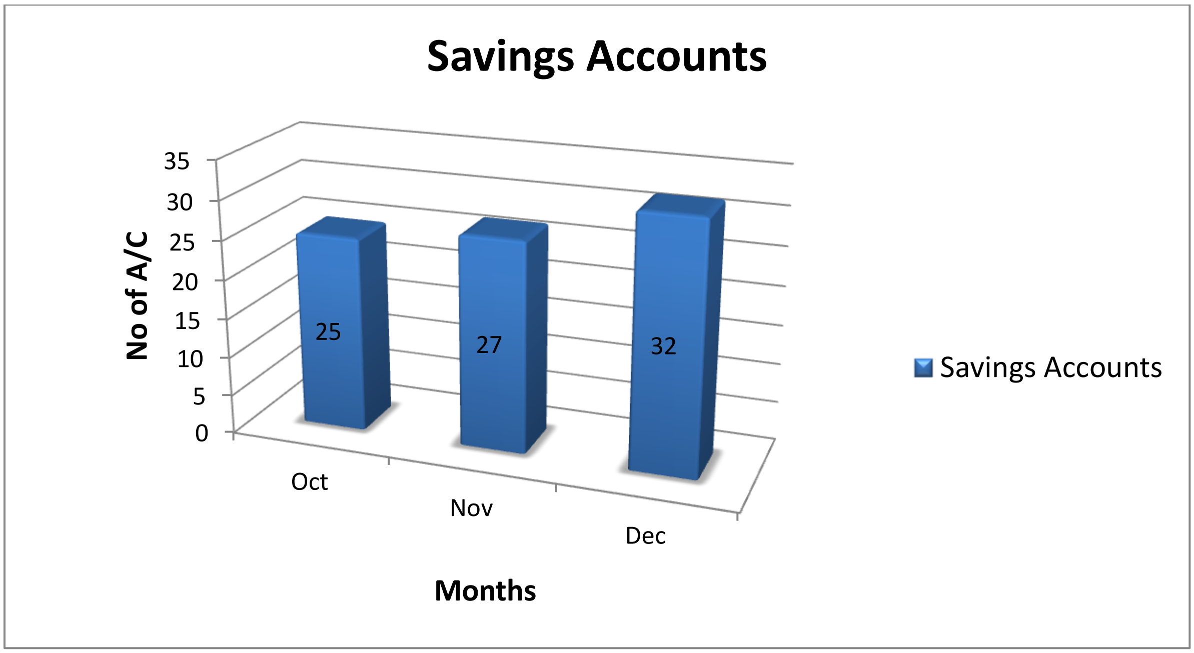
Source: Author

From the chart I can say that number of Current account open of AL-ARAFAH ISLAMI BANK LTD in Banaripara Branch in the month of october was higher than the month of November. In the month of December figure was greater than that of the month of October and November 2020.Finally I can say that the number of Current account open December 2020 was greater than the other two months.

4.1.2 Savings Account Opening

In the month of October, 2020 the total number of Savings accounts open 25.The total Savings accounts open was 27 and 32 respectively in November and December.

The following chart shows the comparison of three month Savings accounts open in May to July 2019.



Graph- 2**:** Comparison of three month Savings accounts open of AIBL

Source: Author

From the chart I can say that number of Savings accounts open of Al-Arafah Islami Bank limited in Banaripara Branch in the month of October was lower than the month of November. In the month of December figure was greater than that of the month of October and November 2020. Finally I can say that the number of Savings accounts open December 2020 was greater than the other two months.

4.2 Deposit System

Bank deposits consist of money placed into banking institutions for safekeeping. These deposits are made to deposit accounts such as savings accounts, checking accounts and money market accounts. The account holder has the right to withdraw deposited funds, as set forth in the terms and conditions governing the account agreement.

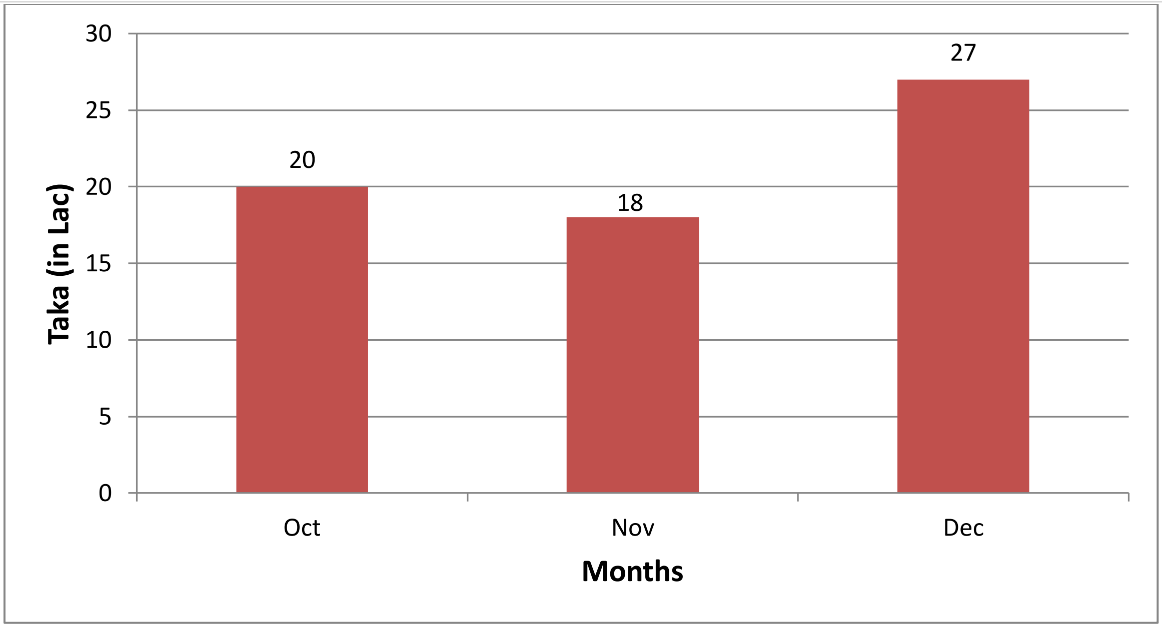
4.2.1 Fixed Deposit (FDR)

In the month of October, 2020 the total number of Fixed Deposit amount was BDT. 2032.67 lac. The total Fixed Deposit amount BDT was 1807.07 and 2709.38 respectively in November and December. The following table shows the total number of Fixed Deposit amount October, November and December 2020.

Types of Account	31 October 2018	30 November 2019	31 December 2020
Fixed Deposit Receipts (FDR)	BDT.2032.67 Lac	BDT.1807.07 Lac	BDT.2709.38 Lac

Table- 1: Total number of amount October, November and December 2020.
Source: Author

The following chart shows the comparison of three month Fixed Deposit Amount in October to December 2020.



Graph -3**:** Comparison of three months Fixed Deposit Receipts amount of AL-ARAFAH ISLAMI BANK LTD

Source: Author

From the chart I can say that number of Fixed Deposit Receipts amount of AIBL in, Banaripara Branch in the month of October was higher than the month of November. In the month of December figure was greater than that of the month of October and November 2020.Finally I can say that the number of Fixed Deposit amount December 2020 was greater than the other two months.

4.2.2 Short Term Deposit

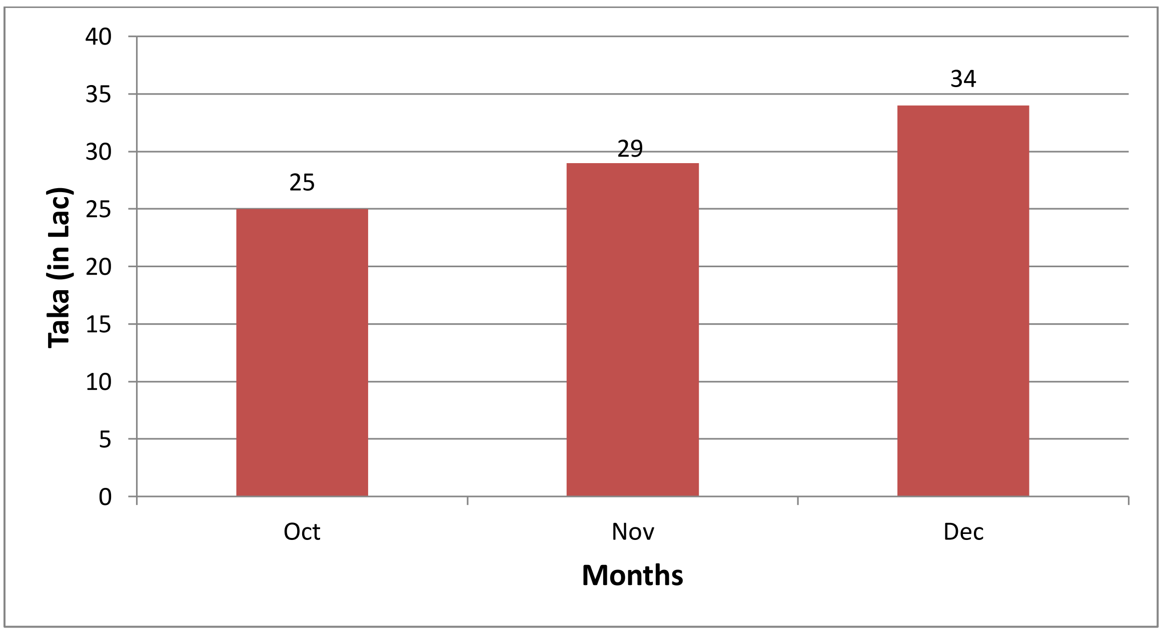
In the month of October, 2020 the total number of amount is Short Term Deposit BDT. 2542.50 lac. The total amount BD Short Term Deposit was 2907.20 and 3409.30 respectively in November and December. The following table shows the total number of Short Term Deposit amount October, November and December 2020.

Types of Account	31 October 2018	30 November 2019	31 December 2020
Fixed Deposit Receipts (FDR)	BDT.2542.50 Lac	BDT.2907.20 Lac	BDT.3409.30 Lac

Table- 2: Total number amount October, November and December 2020.

Source: Author

The following chart shows the comparison of three month Am Short Term Deposit amount in October to December 2020.



Graph -4: Comparison of three months Fixed Deposit Receipts amount of AIBL

Source: Author

From the chart I can say that number of Fixed Deposit Receipts amount of AIBL in, Banaripara Branch in the month of October was higher than the month of November. In the month of December figure was greater than that of the month of October and November 2020.Finally I can say that the number of Fixed Deposit amount December 2020 was greater than the other two month.

4.3 Findings

During the internship in Al-Arafa Bank Limited Barisal banaripara branch screening I have find out some points by screening the whole study which is expressed as major findings. I have analyzed the data sincerely and carefully and tried to identify appropriate findings. Moreover, conversations with the Al-Arafah Islami Bank Ltd. Barisal Banaripara branch officials were very significant for these findings

4.3.1 Positive

- ✓ Physical environment of Al-Arafah Islami Bank Ltd. Banaripara Branch is good.
- ✓ Documents are properly maintained.
- ✓ Employees are very skilled.
- ✓ It has excellent management
- ✓ It has high commitment of customer, qualified and experiments human resource.
- ✓ It is one of the leading commercial bank in Bangladesh.

4.3.2 Negative

- ✓ There is no sufficient manpower.
- ✓ There is no transport service for employees.
- ✓ Interest rate of deposit is low.
- ✓ Lack of Advertising.
- ✓ Customer service of SME sector is poor.
- ✓ Insufficient ATM Booth.

CHAPTER -5

CONCLUSION AND RECOMMENDATIONS

5.1 Explanations of important outcomes

The modern business world is on the faster flow of competition which is growing wider and wider. To have sustainability in his competitive world the origination are formulation new strategies and business plan with maximum efficiency levels in all sectors. Due to competition it is very difficult to build a strong base for the bank and to uphold the image of bank. Banking is becoming more and more vital for economic development of Bangladesh mobilizing capital and other resources.

Al-Arafah Islami Bank Ltd. is a private sharia bank, is also extending such contribution as to the advancement of the socioeconomic condition of the country. It has some problem but it is encouraging that they are trying to overcome these obstacles. To keep pace with current demand AIBL should be more responsive .It should take necessary steps and spread over their products all over the country. Without a strong footing of deposit it is not possible to grant huge amount of loans and advance that is one of the major sources of income of a bank and without huge amount it is possible attract the major portion that enjoy credit facilities. It I will more justify for AIBL to concentrate on corporate banking than consumer banking i.e. the major portion of the profit will be generated from corporate sector not from consumer section.

Although they have some limitations in their services, they are doing tremendous job for the economy. If they can reduce their limitation and introduce new ideas, they can do better in the banking sector of Bangladesh.

Finally, I would say that this internship at AIBL has increased my practical knowledge of Business Administration and make my BBA education more complete and applied. In this report I got the opportunity to apply various tools and concepts that I learned in my BBA courses.

5.2 Recommendations

I have the practical experience in the AIBL for only three months, with my experience in the bank with vast and complex banking system, it is very difficult for me to recommend. On the basis of my observation I would like to recommend the following suggestions:

- Computerized banking system and latest communication device should be ensured for banking sector.
- The bank should go for mass online banking to meet the demand of the present situation.
- The Al-Arafah Islami Bank Ltd. should concentrate more on its deposit products and offer more attractive interest rates than those offered by any other bank.
- Development of human resources should be ensured to increase efficiency in work.
- Efficient manpower should be recruited with having strong academic background of the related subjects.
- Ensure proper communication system and maintenance of files & machineries should be modernized.
- More interest should be paid on deposit account so that customers are convinced to deposit their money in bank.
- Time consumed at service level should be minimized at optimum level.

CHAPTER -6

INTERNSHIP EXPERIENCE

6.1 Work, workflow and people met

First of all, I was asked to work in different sections of Deposit Management. Here I was attached Md. Shariful Hasan (Senior Executive Officer),who explained what, is my responsibilities and how to perform it. Here we dealt with new customers who wanted to get information about the branch and will to deal with the branch. This is a very interesting department because here we met people of different types and deal with them accordingly. In this section, I observed the following functions.

Assisting Customers to Open Bank Account

I used to help customers to fill up the account opening form. Also provided information regarding the types of papers they need to open a particular account.

Issuance of Demand Draft

A demand draft is provided to the client in whom he has to specify that on which bank it is drawn. The amount both in words and figures is written on the demand draft.

Cash Collection

In cash counter I used to collect cash from customers that they used to deposits in Monthly Saving Accounts.

Checking Signature

I used to check all the papers like Voucher, Cheque, Deposit slip etc.

Checking Papers Submitted by customers for Short Term Loans

I used to check papers submitted by customer like Trade license, Receipt book, and Mortgage paper of land.

In the three month of my internship program I have met several people.

6.2 Significant pleasant and limitation of the report

Some significant pleasant during my internship program are given bellow:

- The branch where I complete my internship is luckily near of my house. That’s way I could easily go there.
- I didn’t know any of the employees whose are working there but because of their friendly behavior I don’t feel any hesitation.
- They treat me as an employee of their bank.
- They offered me tea, coffee and sometimes lunch also.
- I get a separate desk during my internship I feel like an employee of this bank.

They appreciated and motivated me for the work which I completed. That’s give me much pleasure.

References

Books: Financial Management

Websites:

https://www.al-arafahbank.com/

https://www.al-arafahbank.com/Financial-Statement.php

https://www.al-arafahbank.com/Shariah-Board.php

https://www.al-arafahbank.com/Social-Responsibilities.php

https://www.al-arafahbank.com/Management.php

https://www.al-arafahbank.com/specialty.php