

INTERNSHIP REPORT
On
A GENERIC STUDY ON GRADUATE PERCEPTION OF
BANK'S CREDIT DEPARTMENT

Mutual Trust Bank Limited
Dhanmondi Branch

Supervised by
Anika Nawar Oishi
Lecturer
Bachelor of Business Administration (BBA)

Submitted by
Syeda Shamshad Labonno
ID: 182011077

Submitted in Partial Fulfillment of the Requirements for the Degree
Bachelor of Business Administration



Date of Submission: 7th May, 2023



Internship Report Approval Form

Student Name: Syeda Shamshad Labonno ID No. 182011077
Major: Human Resource Management Year: 2023
Mobile Phone: 01886185830 Email: shamshad.labonno.bba@ulab.edu.bd

INTERNSHIP INFORMATION

Internship Organization: Mutual Trust Bank Limited, Dhanmonid Branch

Internship /Project Report Topic: A generic study on graduate perception of Bank's Credit Department

Term (Tick one): ☐ Spring 2023 ☒ Summer 2023 ☐ Fall 2023

SUPERVISOR APPROVAL

(Tick One)

☐ Approved ☐ Not Approved ☐ Partial Re-write ☐ Full Re-write

Remarks (For Not Approved): _____

Signature: _____ Date: _____

Name: _____

E-mail: _____

Phone: _____

PLAGIARISM DECLARATION

1. I know that plagiarism means taking and using the ideas, writings, works or inventions of another as if they were one's own. I know that plagiarism not only includes verbatim copying, but also the extensive use of another person's ideas without proper acknowledgement (which includes the proper use of quotation marks). I know that plagiarism covers this sort of use of material found in textual sources and from the Internet.
2. I acknowledge and understand that plagiarism is wrong.
3. I understand that my research must be accurately referenced.
4. This assignment is my own work, or my group's own unique group assignment. I acknowledge that copying someone else's assignment, or part of it, is wrong, and that submitting identical work to others constitutes a form of plagiarism.
5. I have not allowed, nor will I in the future allow, anyone to copy my work with the intention of passing it off as their own work.

Name: SYEDA SHAMSHAD LABONNO

ULAB ID: 182011077

Signature _____

Date: 07.05.2023

ACKNOWLEDGEMENT

Firstly, I would like to express my heartfelt gratitude and thanks to the Almighty Allah by whose mercy and graciousness I was able to complete my internship program at such an esteemed organization as Mutual Trust Bank Limited and who was and is ultimately responsible for every great thing that has happened to me in my life.

Secondly, I would like to thank my Internship Instructor and Faculty member, Anika Nawar Oishi for her encouragement, assistance, guidance and feedback with regard to everything that was required for the completion of this Internship Report and without which I could not have been able to undertake such an endeavor.

I would like to express my heartfelt thanks to Mr. Md. Monowarul Islam, respected Senior SME Relationship Manager and Head of the Credit Department of Dhanmondi branch, who was one of the pivotal persons with regard to the completion of my internship program at his esteemed organization. His Supervision, guidance, encouragement and patience transformed my internship to be that of a highly enlightening and enjoyable journey.

I would similarly like to thank all of the employees of Mutual Trust bank, Dhanmondi Branch for their friendliness, cooperation and support that they showed for me while I was working there. Most importantly, to the members of the Credit Department who taught me much about Banking Operations and their processes and without which I would not have been able to be such an effective and productive member of the Branch.

Finally, I would like to thank my Family, especially my parents, who gave me their unending support, encouragement, understanding and appreciation for my Internship Program and with regard to the completion of this report.

LETTER OF TRANSMITTAL

Date: May 7, 2023

To,

Anika Nawar Oishi

Lecturer

School of Business

University of Liberal Arts Bangladesh

Subject: Submission of Internship Report

Greetings Ms. Anika ma'am,

I am pleased to submit my internship report entitled “The generic study on Graduate’s Perception of Bank’s Credit Department” which is a partial requirement for completing my BBA degree program from University of Liberal Arts Bangladesh (ULAB). I have completed my internship at Mutual Trust Bank Limited, Dhanmondi Branch. The experience I gained throughout this time is inevitably a priceless asset. I did my hardest to gather relevant material from all accessible sources and follow your suggested rules in producing this report.

I hope that I have been able to cover all of the relevant aspects of my organization cohesively and have been able to explain all of its activities in an appropriate manner.

I would like to express my warmest gratitude for all your guidance and consideration.

Best Regards,

Syeda Shamshad Labonno

ULAB ID: 182011077

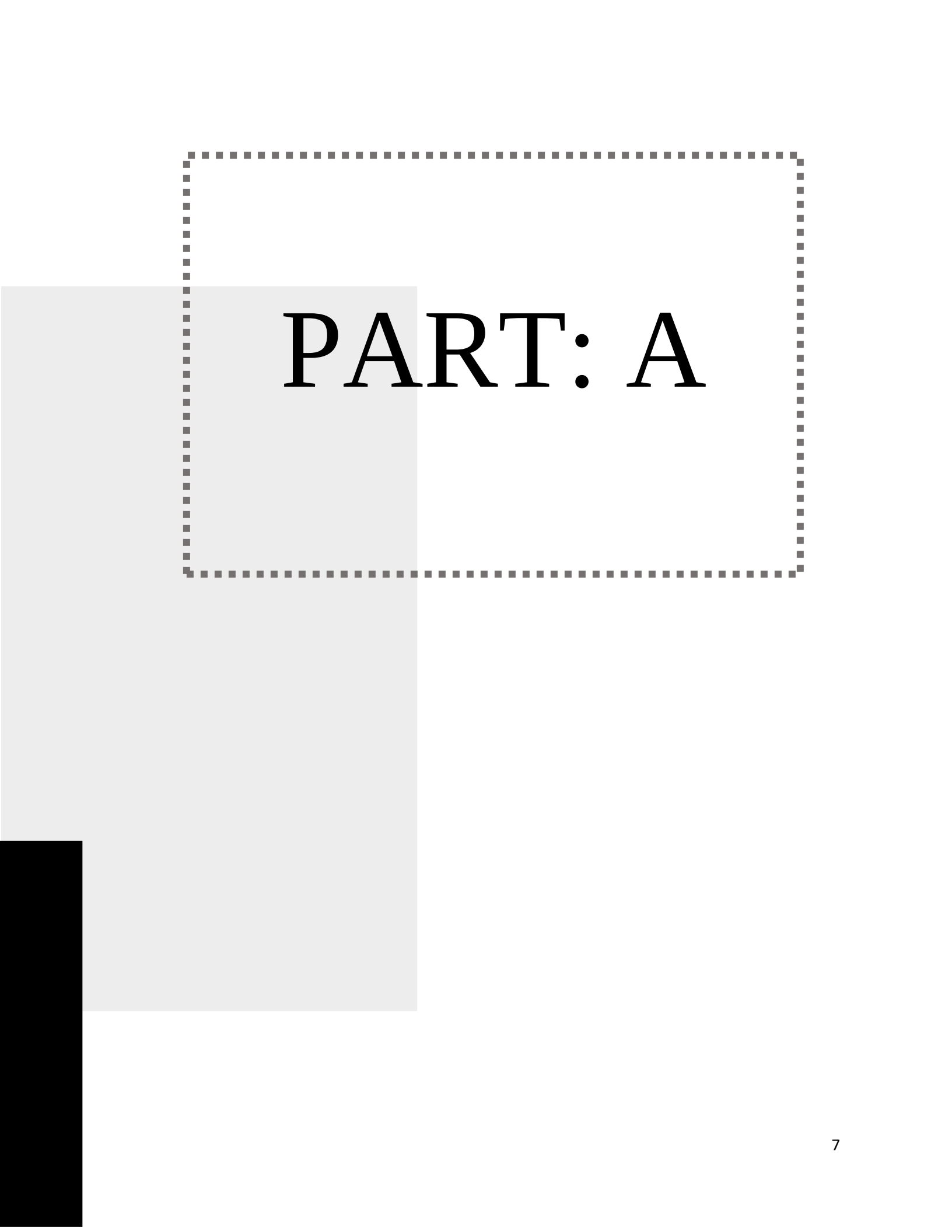
Table of Content

PART: A

Chapter One: Internship Preparation.....	08
Chapter Two: About the Internship.....	10
Chapter Three: Self Reflection.....	15
Chapter Four: Personal Development Plan.....	19

PART: B

Chapter One: Introduction.....	26
Research Title.....	26
Objective of Research.....	26
Background of the study.....	26
Problem Statement.....	27
Chapter Two: Methodology.....	28
Types of research.....	28
Research Design.....	28
Sampling Method.....	29
Chapter Three: Findings & Discussion.....	30
Chapter Four: Recommendation.....	37
Chapter Five: Conclusion.....	38
References & Appendix.....	40



PART: *A*

Chapter One: Internship Preparation

Organization Profile:

Mutual Trust Bank Limited is a third-generation commercial bank in the private sector which was established on September 29, in the year 1999 under the Banking Company Act of 1991 and incorporated in Bangladesh as a Public Limited company under the Company Act of 1994. Mutual Trust Bank Limited or MTB's main purpose was to carry out the banking business in Bangladesh and to offer world class banking services to the general public. MTB was issued Certificate for Commencement of Business and was granted the License from Bangladesh Bank on the same year of their stepping stone in the banking industry of Bangladesh.

The management of the Bank consists of a team of senior bankers who have decades of experiences in national and international markets as well as being constantly connected with the nation's banking sector. By getting a bit extensive detail on it, the bank went as a public company by the shares which carried all kinds of Banking Activities with Authorized Capital of BDT 38,00000,000 divided into 38,000 Ordinary shares of TK 100 each. The senior management team is also ably supported by qualified professionals many of whom have had prior exposure and experience working in the banking industry of the country.

Corporate Milestones:

- Mutual Trust Bank Limited set its first milestone by acquiring the business operations of the Bank of Nova Scotia in Dhaka, which was a first ever feat in the banking history of Bangladesh. It again repeated this performance by acquiring the Bangladesh banking operations of Muslim Commercial Bank Ltd. (MCB), a Pakistani bank which was operating its branch in Dhaka. Within a short period of time MTB was able to have a firm foothold in the Bangladeshi banking industry and conveyed its existence to the general public.
- In the year 2003 the Bank again came to the limelight with the oversubscription of the Initial Public Offering of its shares, which was a record (55 times) higher than the original offering and therefore commanded a respectable premium from the bank.
- The Bank is a majority stakeholder of ERA Info Tech (a joint venture with ETA InfoTech LLC, Dubai, a concern of ETA Ascon Group - a Dubai based conglomerate with a global presence).
- In 2012 the Bank had a credit rating of AA2 and a Short-Term rating of ST1.

Vision:

Mutual Trust Bank has a comprehensive and far-reaching vision. Its vision is expressed in the following two statements, which encompass the long-term roadmap, the growth path and ideals of the organization:

- ❖ *To have a poverty free Bangladesh in the course of a generation in the new millennium, reflecting the national dream.*
- ❖ *To build a society where human dignity and human rights receive the highest consideration alongside the reduction in poverty.*

Mission:

The mission statements of Mutual Trust Bank are as follows:

- *To assist in bringing high quality service to its customers and to participate in the growth and expansion of the national economy.*
- *To set high standards of integrity and to bring total satisfaction to its clients, shareholders and employees.*
- *To become the most sought-after bank in the country, rendering technology driven innovative **services** through its dedicated team of professionals.*

Services:

Mutual Trust Bank provides a wide range of services starting from general banking to customized retail banking. Its range of services are inclusive but not limited to providing: *Automated Teller Machine Services (ATMs), remittance, lockers, internet banking, mobile banking, SWIFT, and centralized trade services as well as stock brokerage services, depository services, and safe custody of securities to retail individuals, high net worth individuals, institutions, foreigners and NRBs (Non-Resident Bangladeshis).*

Core Values of Mutual Trust Bank: In the Code of Conduct of the MTB, their core values are followed as their prime principles, which are represented hereby:

Commitment: Commitment Falls under the very first premise of the book of code of conduct, that commitment is something that establishes the existence of the organization. Moreover, the tagline of MTB is to “you can bank on us”, where the trust has been the foundation of the company establishment.

Employees: The bank is promised to rely on the inherent merits of their loyal based employees and highly honor the bond they create. They celebrate unitedly as a family regardless everyone’s of versatile job positions.

Shareholders: MTB creates sustainable economic value for the supposed shareholders by keeping their needs at first.

Customers: Render state- of-the-art service to their customers and versatile products to provide the best banking experience.

Community: Employment creation, developing environment- friendly projects, social fare relevant various events are a gesture of MTB to evaluate the community they thrive in.

Accountability: Speaking of accountability of the bank, Agility and Trust are the pillars where their thought of believe stands.

Islamic Banking Service

MTB also provides a wide range of Financial, Islamic style banking instruments. The venture into Islamic Banking was started in December of 2008 with about 5 Islamic Banking windows, most notably in the major cities of Dhaka, Sylhet and Chittagong under the guidance of the prominent Islamic Banking Consultant. Today thanks to a growing demand of Islamic Banking products, MTB's Islamic banking wing "MTB Yaqeen" has spread to nearly all of its regular branches and the range of operations are nearly as diverse as that of the normal mode of services, albeit with an Islamic orientation.



Branches of the company:

The principal branch was operated first on 24th October, 1999, and was located at the hub of the business center of Matijheel area. The bank has total 119 branches and 33 Sub Branches. The number of the Branches as depending on the areas are mentioned below:

Division	Number of Branches
Dhaka	53
Chittagong	28
Sylhet	11
Barisal	07
Rajshahi	09
Rangpur	04
Khulna	05

The bank has expanded the number of branches every year possible to expand their existence more to the banking sector.

Years	Number of Branches
2012	72
2013	92
2014	100
2015	107
2016	111

Chapter Two: About the Internship

Office Description and Responsibilities:

On joining the MTB as an Intern, I was provided with a rotation which is a walkthrough and orientation of the different departments at the Branch and to get myself acquainted with the

premises and the nature of work and services provided from each department to their clients. On successfully finishing my rotation I was generously provided with the opportunity by the Head of the Branch, Mr. Md. Zahid Hossain, of choosing which department I would like to join. As such my area of choice was the Customer Service Department, which I had found to be a very enthralling prospect for me for a myriad of reasons a few of which were:

- 1) To be able to interact and meet with new people every day.
- 2) To understand the diversity of MTB's client portfolio.
- 3) To have a first-hand understanding of how bank's foster relationships with their clients.
- 4) To know the scale and depth of the General Banking Sector of MTB.
- 5) To understand how and why customers choose financial services.
- 6) To understand the range of financial services that MTB offers to its clients.
- 7) To understand how important the banking industry is to the general masses, something I felt would be most the enlightening for me if I worked at the Customer Service Department.

The Customer Service Department

The Employees at the Department: The Customer Service Department where I was assigned consisted always of a core group of 4 people and sometimes there would be internal changes such as a reciprocal transfer of an Officer from the Customer Service Department to another Department, but the number would always be the same. Below is a list of the individuals with whom I have been working at the Department ever since my joining at the Branch since the second week of May. They are:

- 1) Mr. Raqib Ahmed Chowdhury (MTO), transferred to the Credit Department on the last working week of July
- 2) Ms. Zehan Maksud, Executive Officer of the Branch
- 3) Mr. Nasif Bin Abdullah, Intern at the Branch, widely experienced in customer services, had already been working there for 3 months when I joined and had his internship extended after a few days of my joining Date for another 3 months.
- 4) Ms. Khadiza Begum, Assistant Officer at the Branch, who joined the Corporate Branch from a Maternity Leave from the second week of July, and transferred to the Customer Service Department on the same date.

Customer Service Department: Its activities at the Corporate Branch the Customer Service Department of MTB is the primary department which meets and handles the needs of the new customers as well as providing some limited services for the Bank's existing clients. The main priority of the Customer Service Department is to create and establish a formal link with MTB through which the customers can then connect with the rest of the Bank's financial service offerings as well as provide for a source of funds for the bank through the deposits that are initially created to maintain and expand MTB credit and fund portfolio.

Activation of the Formal Linkage: The formal link that the Customer Service Department provides for MTB can be briefly outlined in the following ways:

- 1) New Account creation
- 2) Provision of existing client services

New Account Creation: MTB provides the new customer with a Form through which the basic and most vital information regarding the client is verified. The form consists of information regarding:

- 1) The client's basic identity
- 2) The sources of fund that the clients wish to employ
- 3) The official identification papers that the client has at his/her disposal (this may be done through the National ID card/Tax Identification Number/Passport)
- 4) Two copies of photographs in passport size of the client
- 5) Basic information about the Nominee and his/her passport sized picture
- 6) Secondary official information of the nominee like the National ID card (although that procedure is not mandatory but still preferable)

After the form is filled, the customer desk executives check whether any of the important issues have been left out, ensuring also that the information is filled in appropriately. Then the customer's ID is created, scanned and uploaded to the MTB Database and after confirmation the new account is opened and the client can now access the services provided by the Bank.

Existing Account Holder Services: If the client is already an existing client of the Bank and holds at least one or more accounts then the Customer Service Department carries out the same procedures for a new account holder with the only exception that existing clients do not have to provide with the detailed official and legal information required for new customers.

Secondary Contributions:

My secondary contributions to the organization were mostly in the format of being a helping hand to the internal activities of the branch as well as to some respective customers whose services could not be provided from the iSTELAR system. (i.e., to the employees). As such they can be listed in the form of:

- 1) Writing Solvency Letters and Tax Certificates for both normal and Corporate privileged Clients
- 2) Registering and personally delivering corporate privileged/employee Cheque books and their ATM cards to whichever employee of the branch needed them.
- 3) Sending Emails and notifications to Respective departments with respect to any issues regarding bank services (both within the branch and to other branches that were inclusive of the MTB family)
- 4) Sending Emails to other Banks and Third Parties (e.g., other private banks, institutions)

- 5) Writing Minutes of the Meetings as per the request of the respected Head of the Branch (Mr. Md. Zahid Hossain). I was responsible for writing a formative part of the Half Yearly Review Meeting that was conducted during the Second week of July.
- 6) Delivering ATM cards and their Pin Numbers to the other Employees at the Desk
- 7) Assisting my seniors and peers at the Customer Service Desk with any other sort of help that they required (for example I would take care of their activities if any of them went to lunch).
- 8) Acting as a replacement intern at the Foreign Trade Department and undertaking any activity at the Department which could facilitate its activities and reduce the cumbersome workload.

The contribution I tried to include:

As an Intern working at the MTB 's Customer Service Department, my range of activities were all usually related to that Department and therefore most of the contribution that I had provided or could provide to the Organization were through my activities at the Customer Service Desk. However even then I can still be able to segregate my activities with regard to Primary and Secondary Contributions to the Branch, the forms of which are showcased below:

Primary Contributions:

My Primary Contributions can be listed based upon the most important work that I had done and the work which I had accomplished. They were in the form(s) of:

My Most important contribution to the MTB would be in the form of Completion of the Account Opening Forms. Before my joining at the Branch there were huge heaps of Account Opening Forms which had been lying in the cabinets and were unaccounted for. However, on my arrival my primary task from day One was to complete and finish those Account Opening Forms and submit them for approval from the Head of the Branch. As such till date I have managed to complete about 200+ Account Opening forms and bring down the total number of Account Opening Forms from the huge heap initially to just a few 15-20 forms remaining to be fulfilled.

- 1) My Second Most Important Contribution to the Corporate Branch was in registering the Cheque Books and ATM cards that came to the Customer Service Desk manually in their accompanying Register Khatas for recording and verification purposes. I consider this a primary contribution because manually registering Chequebooks and ATM cards take a lot of time and is indeed a hassle as the process involves issues that can act as barriers to efficiency. For Example ATM cards always have ATM pin numbers attached and it has to be ensured that both of them are recorded in two different Khatas, then put inside two separate envelopes and labeled with their serial numbers and finally kept alongside the other PIN numbers and ATM cards. The process is very cumbersome and before my joining as an intern at the Customer Service Desk this

would be done by the other employees at the Desk after Office Hours. However, after I joined the Branch I took this activity as one of my main objectives and therefore was able to help expedite these processes to be more efficient and leading to faster execution of these services.

- 2) My third most important Contribution to the Customer Service Desk was that later on I managed to receive access to the iSTELAR database software system through the Login ID of Ms. Sadia Tasnim, Receptionist at the branch. and therefore was able to use the system to facilitate the services at the Customer Service Department. Even though her iSTELAR ID did not have a very wide range of operations like the rest of the personnel at the Customer Service Desk, it was still enough for me to be able to carry out the important services that were necessary. The Range of Services that I was able to carry out were:

- a) *Provide Customers with Account Balance Information*
- b) *Help Open Customer IDs for new customers*
- c) *Provide Enquiry and Issuance of New Chequebooks*
- d) *Provide Enquiry and Issuance of ATM cards*
- e) *Provide Bank Statements to prospective clients or parties who needed them*
- f) *Provide Customers information about their accounts regarding active and minimal balances*

- 3) My Fourth primary contribution to the Corporate Branch was that for a week I was responsible for managing the Reception Desk of the Branch, in place of Ms. Sadia Tasnim who had been on a weeklong leave due to Tonsil surgery. As such my Contributions to the organization during that time frame were:

- a) Receiving all of the Bank's official documents, sending them to their departments for approval and usage and ensuring that all of the documents were recorded in a handwritten format so that no document goes missing or unnoticed.
- b) Receiving Any document that needs approval, assistance or verification from MTB's Corporate Head office and preparing them so that they could be sent to the Head office via Support staff
- c) Answering the queries from all third parties concerned via telephone and forwarding those calls to their respective departments on demand.
- d) Arrangement for Lunch and snacks for its employees as well as that of clients whenever the need arose.
- e) Ensuring that no documents that had come to the Bank or were going out were left unnoticed or missing.
- f) Maintaining security logs for the security guards.

- g) Keeping an updated list of attractive lunch destinations from which quick catering methods were viable.
- h) Maintaining diaries of contacts with anyone whose help or assistance the bank may need, including that of corporate clients.

Chapter Three: Self Reflection

3.1 Likings & Disliking about internship at the organization

Likings: Initially when I came to know that Mutual Trust Bank would be my destination for my internship program, I was quite skeptical and rather disappointed at having to do my internship at a Private Bank. I had heard from a lot of people that corporate life at a Bank was filled with a strenuous work schedule, was cumbersome and overly stressful. There were few fringe benefits, people would go inside a bank and never know where the time went, that people lost control of their lives and what not. Eventually I myself succumbed to some extent to the shenanigans of my peers and what I heard from known sources.

However, on joining MTB most of my expectations pretty much were blown away on the positive aspects of the corporate life at Private Banks. After having had the opportunity of doing my internship at the MTB I came up with a list of observations and notions about the Banking industry, MTB in particular, and combined they sum up the differences in expectations that I garnered from my internship experience, which were my likings about the Internship program at MTB. I have summarized them in a tabular format below:

Previous conceptions	Things I like about my internship at MTB
1) That Banking jobs were not well paid and did not provide good salaries	= A totally wrong point of view. Private Banks have one of the most attractive pay scales available in the employment market today. Their salary structure is actually unrivalled by most local well-known businesses. Their only competitors in this regard are few very well-established businesses and some famous MNCs operating in Bangladesh (Like HSBC, SCB, Unilever, Square, etc)
2) That Banking jobs provided few fringe benefits and performance incentives to their employees.	= Private Banks, especially MTB, provide very attractive performance packages and bonuses that in some cases can actually double the income of an average individual. In addition, MTB's fringe benefits are really wide and cover even fully paid

	leave options such as maternity leaves, sick leaves, etc.
3) A Banking life is tough, strenuous and stressful.	= Not necessarily as workload differs between departments and the position of a branch is very important. The most prominent branches obviously have a greater work schedule than smaller, less well-known branches. But even their substantial issues need to be taken into the context (such as efficiency levels, access to technological hubs, etc)
4) Banks have a higher workload than other financial industries	=Technically to some extent true as banks are central to the financial system of any economy. However, a resulting higher workload may not mean being constantly busy, but dealing and finishing projects and tasks on time and ensuring that work is done effectively.
5) Banks provide their Employees with moderate learning opportunities	= Completely wrong as private Banks can provide their employees with one of the fastest learning curves available in any industry. Simply comprehending the fact that each department in a bank deal with a completely different set of activities and yet the bank runs as a cohesive institution allows for huge learning opportunities. Rotations and transfers between departments actually expedites employee learning curves and improves their productivity in most cases
6) Banks do not have much room for their employees to grow due to their corporate architecture.	= A baseless viewpoint I had which was mostly dissolved when I joined the Corporate Branch. Basically, a career in private banks ensures steady increments and rigorous growth with regard to promotions and designations. The only two factors that are highly prevalent in growth however are: a) Performance: ensuring that anyone who showcases good performance can almost always expect to get promotions. b) Experience: Experience always counts and managing a bank is tough business. So experience comes into play during

	recruitments and promotions to top level posts.
7) Continuing higher studies while working at a private bank is extremely tough and of a clashing nature.	= Not a correct assumption. Many employees I came to know at the Corporate Branch were doing their MBAs from respected universities and at the same time working full time at the branch. The Head of the Branch himself was doing his Doctorate from IBA during the time I was an intern.
8) A Banking job is knowing how to manage all types of people with distinctive personalities	= Perhaps one of my only assumptions that proved to be right. The most successful managers of any private bank know how to manage their clients. However this viewpoint does not apply to banks only, but as a whole any corporate high ranking position. The motto at such a level is: Connections + Performance = Success + Promotions + Benefits.

Disliking: As an Intern at the MTB, I was provided with a lot of learning opportunities and was sometimes quite overwhelmed by the array of new things I had to learn and grasp in order to move ahead. But setting aside my learning experiences and observations, I also had to deal with almost an equal share of difficulties; issues and challenges I had to overtake and subsequently find ways of dealing with them so that they did not become substantial barriers to my learning curves. Below I have summarized the difficulties I had to face as an intern and how I overcame them. Initially the difficulties I faced were different from the ones that I faced later on. Therefore, I have segregated my difficulties based upon their impact on my internship timeframe.

- 1) **Enclosed Environment:** The First Major problem I had to face initially was in being able to adjust and deal with the enclosed working environment of the Branch. There were two substantial challenges that I had to face while being inside.
 - a) My Body started to become **Lethargic** at certain hours of the day and I started to feel sleepy because the entire premises was Air Conditioned and I was not used to living in a constantly cold working environment. The solution I found to this problem was whenever I would get lethargic, I tried to focus on work and remove

any thoughts of sleep from my mind by replacing my thought processes with that of work. This mentality proved very effective after I had managed to practice it for a couple of days.

- b) The Premises does not have much room for Windows and most of the time people working inside the Branch would be completely unaware of what is happening outside. For me the problem was that I had accustomed myself to working inside open air spaces with lots of windows and open views and my own living space and the University premises attest to such a fact. However, the Enclosed nature of the premises at the Corporate Branch was initially quite **suffocating for me** and I used to wonder how I could be able to spend the entire day inside that place. Thankfully as time wore on, I forgot this effect and became used to working in that place.
- 2) The Second major problem I had to face while working at the MTB Corporate Branch was in getting used to the hurdles of having lunch at an organization which did not have its own Cafeteria. As such I had to face two completely new sets of difficulties of having lunch at the premises which were:
- a) **Arranging for good quality food** as lunch was quite an issue as very surprisingly the locality in which the branch existed had very few quality cafes or restaurants nearby. As a result, most of the Branch's employees arranged for their food ordeals either from their homes, through external catering systems or by ordering lunch through support staff at the branch from well-known restaurants quite some distance away, such as Karwan Bazar. Sadly, for me I was not initially well aware of this ordeal of arranging quality and hygienic lunch and the first few outings of having lunch outside the Branch premises left me thoroughly sick. Eventually I solved this problem by managing lunch from my home, which both saved money from my wallet as well as saving me from the trouble of getting sick while having sumptuous lunch items
 - b) **Irregular Lunch timings:** Having lunch at the MTB is quite an art because the Kitchen is very small in size and can at most hold up to four people seated in the small table that is housed there. Therefore, from the very first day I noticed that from 1:30 till 3:00 pm (sometimes even after 3:30) the Kitchen was overloaded with Hungry Employees and as such on the first day of my life as an Intern I had my lunch at around 3:15 pm, which was quite an ordeal as I had had my breakfast at 8am in the morning. Eventually I found a way around this problem by constantly checking the Kitchen for any vacancies after 2:30pm and often I used to get really lucky.

3) **Unexpected pressure patterns:** A few weeks of working at the Customer Service Desk I started to notice an unusual pattern emerge with regard to customers at the Bank. I started to notice that Customers would flock to the Bank at odd hours and sometimes the pressure would be really immense with customers literally overcrowding the vicinity. The biggest difficulty here was that, initially, these patterns would be completely unexpected and have no prior warnings. For example, a normal day starts for the Branch with mild customer presence and then suddenly just at noon customers would literally overcrowd the area and an immense pressure would arise with heightened demand for MTB's Services. Nowhere was this felt the most but at two Departments: The Cash Department and the Customer Service Department and I happened to work in one of them. Eventually I was able to pinpoint most of the reasons why these pressure patterns emerged and prepared myself accordingly in most of those situations. The Reasons which I identified were:

- a) Customer Turnouts would be high after the second week of every month when many companies would pay their employees their salaries.
- b) Customer Turnout would be higher the first 10 days of each month because of the pending nature of MTBs' Deposit Pensions Schemes and Sanchay-E-Kotipoti which had only a 10day/1-week corresponding window for the opening of these accounts.
- c) Customer Turnouts would increase at midday and noon because many clients arrived at the Branch from far away destinations and that was the amount of time it took them to reach it.
- d) Customer Turnouts would also increase at midday because many salary account clients would come and visit the branch because of Lunch Breaks.
- e) Finally, Customer Turnouts would be highly affected by Weather patterns. If it rained for a lengthy period of time, it could be expected that about an hour after the Rains subsided customer presence at the Branch would literally boomerang in proportions.

If I had to redo this internship, how could the organization utilize me better and certain recommended ways:

This is a very tough topic to deal with effectively and I had to contemplate and think a lot before I could completely identify areas in which things would have turned out differently. An internship program is such an important course and learning platform for students of any educational degree that actually those who can grasp the full extent of such an opportunity can actually expect to become really successful in the future. This is why Internship programs exist in the first place, to allow their students to grasp the idea of working in the real world and how reality differs so much from classroom discussion or lectures.

Working at MTB was indeed one of the most enlightening experiences of my educational career, and from day one there was so much to learn that I would often spend a lot of time thinking as from what situation I had failed to learn anything from the organization. Because I did not have any prior working experience in formal organizations, especially a well performing bank like MTB, knowing what to expect initially and grasp chances for self-improvement were always quite challenging. However, I do believe that after a lot of contemplation and critical thinking and in finally having finished my internship program I was able to identify areas and issues where I could have done so much more. They were:

- 1) Initially I made the mistake of trying to learn as much as possible by sticking to only one Department (in my case it was the Customer Service Department) and thinking that if I stayed there I could learn the most. This issue was completely blown away when I was able to work a few days at the Foreign Trade Department and came to know the activities that defined that Department and ultimately understand how wrong I was.
If I could redo my internship again at MTB, I would have requested the Head of the Branch to allow me to work in all of the Departments of the branch and allow me to shift on a monthly basis. Such a prospect would have been the most enlightening for me.
- 2) I made the important mistake of not contacting my peers regarding Banking Careers and learning from them. That way many of the issues I learned through first-hand experience could have been avoided and I could have made room to learn something more and something different, adding to my knowledge portfolio.
- 3) If I could redo my internship at the MTB, I would have tried to focus bringing lunch from my house because I had to suffer a lot from having bad quality lunch from well-known eateries at the locality and could have recovered those days from which I was unable to attend my tasks at the Bank by simply being sick and being forced to stay at home.
- 4) Finally, the last thing I lament at having done with regard to my internship program is that I initially based my views on the disgruntled employees who were working at the Branch (who were few in number, but still influential enough) and judged my internship destination negatively. I eventually learned that everyone has both positive and negative views which with they see the world, but the most important views are that of yourself and you must ensure that those views are as corrective to the reality as possible. Sadly, I got caught in the old rat race of those employees who are constantly in a battle between expectations and desires and who expect too much and have a falsified view of the real world.

Chapter Four: Personal Development Plan

4.1) A brief personal development plan by highlighting the next course of action

I have always heard that working at a bank was always taxing and that corporate lifestyles at banks were always stressful and strenuous. However, my parents and my close circle of relatives would always reiterate the opposite to me and tell me that working at a bank was filled with a lot of learning experiences and that Bank jobs were ultimately better off than most of the corporate jobs out there. However, I always used to side with the viewpoints of other people because I thought that most of the times their versions were correct. But when my own internship program was assigned at a Bank, I thought to myself that I had gotten myself into a deep hole and would not be able to climb out. But working at Mutual Trust Bank's second most busy branch- in Dhanmondi, it completely changed my viewpoint with respect to the Banking Life.

Some unexpected Personal development

- ✚ One change that appeared very vividly in my life is managing time efficiently and following up a healthier routine. Being office goers, these two things are the most important elements for the road to success which I personally realized and tried to establish.
- ✚ Learned how to solve problem with bill payments of an organization the formal way of dealing with an official bill have become much clearer and distinguishable compare to paying a personal household bill.
- ✚ I developed the formal conversation ability when dealing with the outside people of the organization which I the organization taught me

As an intern who has already worked at a bank like Mutual Trust Bank, I was able to notice and observe a lot of different things which would enable me to formulate my own viewpoint of a Banking Job. Below I have listed my viewpoints which are filled with both positives and negatives and they are responsible for ultimately formulating my opinion with respect to working at Mutual Trust Bank as an employee.

1. Speaking of molding my career line, I tend to pursue a Masters, while doing my job. Whereas I used to have this misconception that, continuing higher studies while working at a private bank is extremely tough and of a clashing nature.

On the other hand, many employees I came to know at our branch were doing their MBAs from respected universities and at the same time working full time at the branch. The Head of the Branch himself was doing his Doctorate from IBA during the time I was an intern. This particular angle showed me a real scenario of handling job life and study life at a parallel manner, which undoubtedly gave me a more concrete vision of my career plan and to implement its required actions.

2. MTB Offers a relatively better pay scale and working environment for its employees than most other private banks in the country. I understood this more in-depth when I grasped the salary structures of MTB's corporate salary accounts of other local companies and I could directly correlate the differences in salary structures. Interestingly, one of my favorite seniors used to be an Intern at MTB from our university. I learned a lot from her about her career path, which gave me a reflection on mine. She guided me like an elder sister, and discussed every single detail of her journey from completing her intern to become a Customer Service officer within a year only.
3. MTB's Fringe benefits and employee compensation scheme is mostly performance oriented and filled with performance packages, and most employees can actually reach the top-level positions if they are motivated enough to contribute to MTB's growth. Yearly increments are also a commonality to MTB's pay structure.
4. Their work schedules are directly correlated with branch-level activity, and the more critical the branch, the more hectic the work schedule, and working at MTB was not actually overly strenuous. Working at private banks carries the exact work schedules of most companies and well-known firms. As a result, differences in work descriptions are not excessively different concerning other industries, which helped me understand several technical angles of job life; that bookish knowledge would not allow me to figure out my career plan.
5. The bank used to be my least preferable option to work, primarily because of this religious context; however, this got revised while observing the morals, thoughts beliefs of working at MTB. On the contrast, many Banks actually are involved in Islamic Banking as MTB is one of those banks where Islamic Banking is taken seriously. As a result, religious and moral obligations can also be taken into the context with regard to the Banking Industry. This was an essential point for me, as it changed my mindset to a certain extent. Thus, this shaped my career plan to keep an option for working at a bank in the near future.
6. Private Banks offer lots of opportunities to learn about the Nation's economy and directly feel the impacts of Economic cycles and the effect of Fiscal and Monetary Changes to Policy. As a result, working in Banks as an initial job prospect can entail their employees to learn a lot from the industry which will ultimately be very valuable in the long run.
7. Job switching between Banks are quite common and motivated and performing employees can always be assured of being able to join other banks at better pay scales if they deem that such an option is necessary. The idea of keeping several options, got enlisted in my career vision.

As a result of the above observations and findings I have come to the conclusion that a Banking job is not actually overly difficult and not much different from most of the corporate jobs out there.

Similarly attractive performance packages and a strong performance orientation with regard to promotions makes working in private banks like Mutual Trust Bank a strong prospect for me to consider in the near future and as a really viable option. Before however, I would not have even considered working in private Banks and such a prospect would not even be on the table. Now after my internship experience, I consider banks as a very viable destination for me to be able to work in and include it to my career plan. After all, this entire journey of internship program has made me realized not to look at the bank jobs with the same level of hostility as I used to look at from before.

4.2) Technical and interpersonal skills I have developed for securing employment

Life at MTB was very good for me, not just from a learning perspective but from the perspective of fostering new relations with my Coworkers and my Supervisor, Mr. Md. Monowarul Islam. The People at the Branch were very friendly and accepted me wholeheartedly into their work premises and within a few weeks I felt as if I had been working at the Corporate Branch for well over Six months. Similarly, the other interns at the branch were also very friendly and I was able to make some good friends with people who were doing their internships from other universities and widen my friendship portfolio. However subtle differences still existed in my interactions with the different strata of employees I interacted with at the branch and I would like to share my views fully in the formats given below:

1. Interaction with my Supervisor, Mr Md. Monowarul Islam.

My supervisor at the bank was the Senior SME Relationship Manager, Mr Md. Monowarul Islam. He had about 19 years of experience in the Banking Industry and was a very good and progressive banker. Before being incorporated into the branch he went through my CV and directed me to any improvements that were necessary with regard to my resume. On joining the branch, he told me that I would be treated just like an officer at the Branch and not as an intern and he ensured that this practice was enforced under his supervision. He gave me a lot of opportunities to learn and I was quite amazed with the prospect of having been able to choose my work destination, which would be the Credit Department. Whenever the need arose, he would ask me to undertake any activities that he thought were necessary and would guide me to any improvements if he spotted any flaw in my work activities. Similarly, from the very beginning I was encouraged to attend Bank meetings in his room and to portray any views I had to the other employees attending the meeting. Till date I am very thankful to him for the generosity, kindness and compassion he showed to me, especially with regard to the few days when I got sick due to an ailment.

2. Interaction with my Fellow Coworkers and Interns:

The Members of the Credit Department were very friendly and helpful with regard to my activities as an intern and they in turn acted as helping hands for me whenever I could not solve a problem

or an issue. After my joining, I was assigned to guide one of the new interns, where I tried to enable my **leadership skills**. Moreover, as being enthusiastic to learn the job tasks, I used to bring my personal laptop every day to the bank. Though I was not required to do such, but this was something that I wanted to eagerly do learn more excel related work regarding the credit transaction. On the other hand, in our branch there were five interns in total, where I was assigned to make them understand about the credit department.

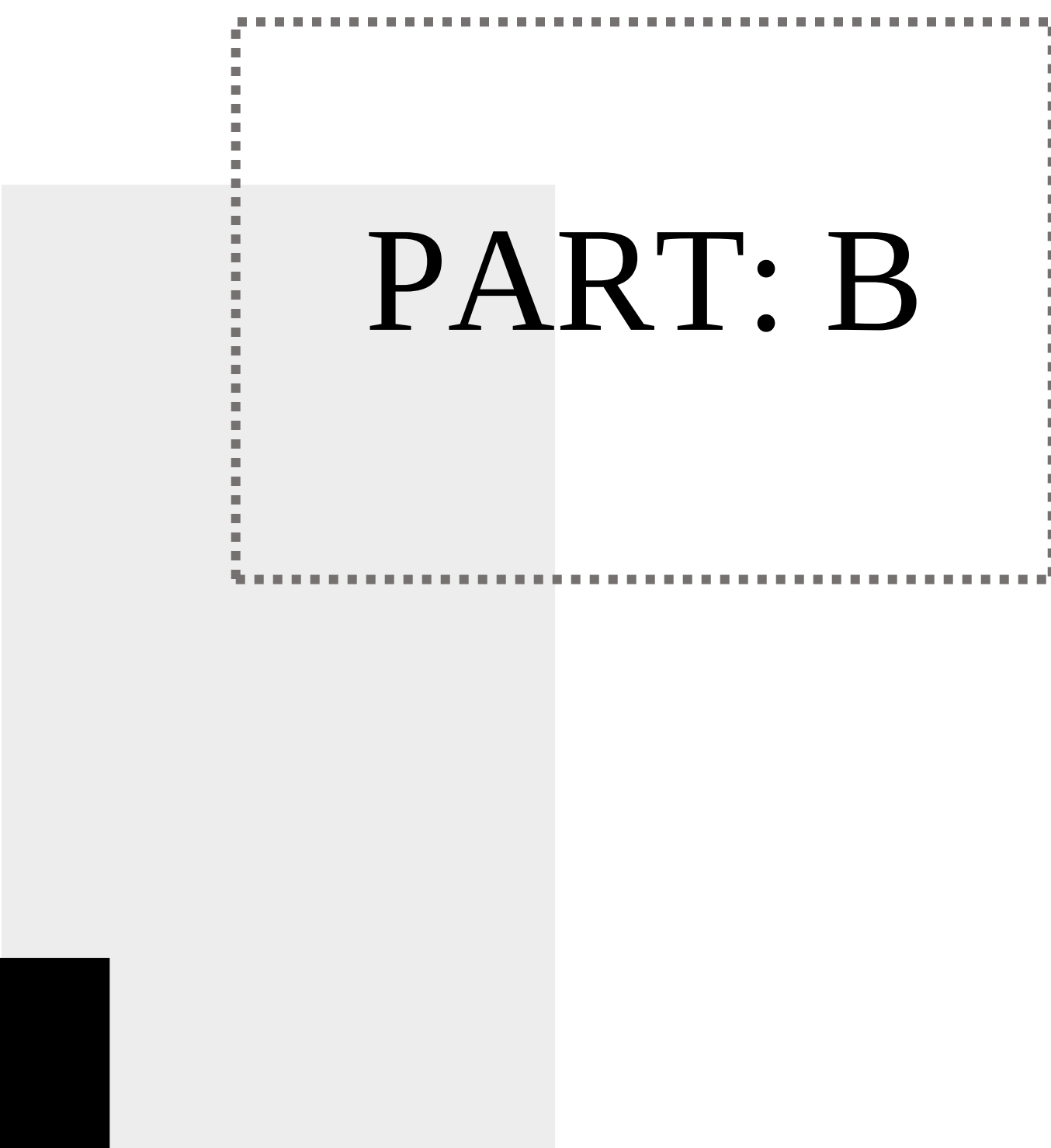
However, along with the positive learning, I also faced numerous interesting scenarios, where I had to handle conflicts with professionalism. By giving a very raw example, there was an intern, who used to take credits by her own, even when the tasks were not accomplished by her. Being a shy person, showcasing my work accomplishments by myself was the biggest barrier I struggled. After a week, I thought of increasing my **communication skills** and I also tried to be outspoken. Such practice also developed my level of patience as well to deal with **Conflicts and soft-arguments**.

The biggest interpersonal skill I acquired is to work with those people, whom I do not appreciate personally for their various behaviors. Actually, in professional life, we can not easily remove or erase someone's existence for our personal reasons. This work life boosted my confidence to increase my **People skill**. I gradually understood, it is me who has to outline what I have done in a day, and in fact, I end up enjoying tackling such **"office politics"**.

The Other two members, Ms.Putul Ahmed and Mrs. Fatema Awtef acted as my superiors and guided me to any mistakes or misunderstandings that I had had regarding banking operations and the corporate lifestyle. Ms. Badrun Nesa Chowdhury, the Deputy Manager of the branch, in particular was a very strict woman who taught me the **importance of discipline and security measures** with regard to providing information and banking services to clients. Mrs. Shafinaaz Begum, the Customer Service Manager, on the other hand was a very friendly and popular personality at the branch and her primary role with me was in sharing her banking experiences and teaching me what to expect and what not to expect from a corporate lifestyle.

3.Interactions with the other Employees of the Branch:

A commonality that exists between Mutual Trust Bank's employees is that even though everyone one of them has a distinct personality and nature they all try to help each other out whenever it is possible. It would be too big for me to list the help and warmhearted reception I received from all of the members but I believe that every one of them tried to do their best to teach me how to learn and move forward whenever I sought help from any of them. Sometimes challenging issues would arise due to situations where workload or pressure would mount from heightened customer demand, but all in all I would like to stress the view that in the end most things worked out quite well for me and that the employees treated me as one of their junior colleagues and I respected them from the point of view of well-wishing Mentors.



PART: B

Chapter One: Introduction

1.1 Research Title:

“A generic study on graduate perception of the Bank’s Credit Department”

To begin with, Credit Department is considered the heart of a bank, where all the vital activities, such as evaluating and analyzing the financial condition of the credit applicants, are performed. This research is utterly focused to the Credit department. It aims to explore how the young comers have recognized this department in the banking industry to forecast Credit Department’s valuation and acceptance.

1.2 Objectives of the Research

The sole purpose of this study is to thoroughly analyze about graduate’s perception and trends of selecting banking sector in our country. As a matter of fact, this study aims to understand the reasons for having a shortage of Financial / Credit Analyst in the banks of Bangladesh. The major objectives of this study are:

- ✚ To explore the perception of the Finance graduates on Credit Department of Banking sector. This is the core part of the research that deals how the young comers are recognizing this crucial department.
- ✚ To figure out the reasons that why graduates are less likely to join the Credit Department in a Bank.
- ✚ To give an overview about the preference towards General Banking sector
- ✚ Lastly, establishes a direct connection that such unwillingness towards Credit Departments of the graduates is one of the reasons for having a Credit Analysts-shortage in our country.

1.3 Background of the study:

According to a case study conducted by **The World Bank** on Bangladesh’s economic reformation, they have stated that, it is predicted - Bangladesh’s Gross Domestic Product (GDP) can deteriorate to **below 4.00%** by the year 2035!

The World Bank also adds that such demotion in GDP might be intrigued by three obstacles in our country, whereas **“Credit Infrastructure”** has become one of the mentioned primes. Moreover, I have been triggered by coming across the news of the mega series of recent bank scams in our country.

Furthermore, the **Business Standard** has published the list of recent scams (a graphical representation has given hereby of the article of the Business standard) likewise: the **16,000 crore LC fraud** in Social Islami Bank, the **9,000-crore scam from the Basic Bank**, Hallmark group (which are the biggest banking sector in our country), and many more heists by the corrupted bank owners by themselves.

Adding to that, in one of my courses named “Management Information System (MIS)”, we were assigned to analyze a particular case study on Bangladesh’s bank scams, which was immensely popular world wide- the Lazarus Heist.

The screenshot shows a news article from 'THE BUSINESS STANDARD' dated Tuesday, May 08, 2023. The main headline is 'Big bank scams, slow actions' with a sub-headline: 'Nearly a hundred cases of major financial irregularities and scams in the last one decade are now piled up for disposal'. Below the headline is a banner image with Bengali text 'স্বচ্ছতা, স্বচ্ছতা, স্বচ্ছতা' and 'KSRM'. The article is categorized under 'COURT' and 'RELATED NEWS'. The 'RELATED NEWS' section includes: 'Islamic banks account for half of banking sector's CSR spending in Jul-Dec 2023', 'Banks' profits increased but didn't benefit shareholders', 'Ahead of Eid, banks struggling with huge pressure of cash withdrawals', and 'Volcker slayed inflation, Bernanke saved the banks, Can Powell do both?'. The main content area features a graphic titled 'BIGGEST BANK SCAMS IN 10 YEARS' with three columns:

- BASIC BANK TK4.500CR**: ACC in 2015 filed 96 cases against 120 people. Not a single probe completed in 5 years. ACC detained 34 of the accused but all released on bail.
- CRESCENT GROUP TK3.443CR FROM JANATA BANK**: ACC in 2019 filed 4 cases, no charge-sheet submitted yet. Imprisoned Group Chairman MA Kader, his brother Abdul Aziz obtained bail in 4 cases on Feb 25.
- FARMERS BANK TK160CR**: ACC in 2014 filed a case. Charge-sheet submitted in April 2020, trial yet to begin. Key accused Wahidul Haque Choudy in jail. Choudy accused in 12 more cases, no charge-sheet yet.

*“It was the first sign of a compromised Credit and IS system that led hackers to attempt a daring billion-dollar heist from the Bangladesh Bank. The hackers ultimately made off with USD 81 million and the heist became known as **The Lazarus heist**, the most audacious cyber-attack ever attempted in the world!”* - The Daily Star

The abovementioned quote line is derived from an article of the Daily Star, stating that such humongous heist can took place at the first place due to lack of Credit Infrastructure and IS relevant ignorance’s.

Speaking of the details of the robbery, the Bangladesh Bank Heist is undoubtedly one of the most horrifying cyber terrorisms of millions of US dollar robbery attempt that had never took place in the world history. There have been numerous assumptions, dimensions, facts, events those came across after the investigation, which is still ongoing and yet to discover completely. However, some has made very strong assumptions regarding the **North Korean Heist group Lazarus**, was behind such hideous attempt. The ungodly hour, when the attempt got executed was on **4th February, Thursday night in the year 2016**, heisted by a North Korean Heist group named as “Lazarus”. Numerous research and case study have made very strong assumptions that, the lack of awareness of the Financial Analysts, amateur way of handling Data, sloppy IS procedures are one of the biggest reasons of this mishap.

Now, coming to the core point of this research, all the mentioned news has inspired me to dig into why such scams exist. As mentioned above, our country’s Credit Department has much to develop on the path, which is clearly stated by my assumptions and secondary credential resources. Simultaneously, when I was about to join Mutual Trust Bank, I was enthusiastic about working, especially in the Credit Department, to explore more and more.

Interestingly, while working in Mutual Trust Bank, I have witnessed by myself, banking graduates are even less prone to join in Credit Department. Therefore, I decided to study on their perception on Credit Department. Hence, speaking of the context of this research idea, the study solely intends to demonstrate about the assumption and mindset regarding the credit department.

Problem Statement

Speaking of internships in our country's banking sector, interns generally do not get to make themselves affiliated to learn from the banking activities. Moreover, very few financial institutions have an organized structure and work descriptions designed for the interns. Most of the interns are prone to work in the general banking sector. In contrast, the Credit department held potential learning scopes and detail-oriented analysis of understanding any company's/organization's financial condition. Furthermore, such less-interested tendency towards Credit departments of the graduates has never been under concern yet, nor any study or research has been conducted. Speaking of internships in our country's banking sector, interns generally do not get to make themselves affiliated to learn from the banking activities.

Moreover, very few financial institutions have an organized structure and work descriptions designed for interns. Most of the interns are prone to work at the general banking sector. In contrast, the Credit department holds potential learning scopes and detail-oriented analysis of understanding any company's/organization's financial condition. Furthermore, such a less-interested tendency towards Credit departments of the graduates has never been under concern, nor has any study or research been conducted.

Chapter Two: Methodology

2.1 Types of Research

Firstly, the study has gone through **Explorative** and the **Descriptive** phrases, where the findings have been interpreted by conducting:

-  **9** In- Depth Interviews of the graduates
-  **1** Focus Group Discussion of 3 Bank members
-  **19** Online Surveys

The study solely focusses on the perception of the graduates, which has not been introduced yet in the finance research field, therefore, it is considered as an Explorative kind of research. Secondly, as the discussion and findings of this study is interpreted and explained by taking In-Depth interviews and a Focus Group Discussion, thus it falls under the Descriptive method as well.

Moreover, the nine interviews were taken by having one- to- one conversations with nine different graduates, by constructing Structured Interview method. The Focus Group discussion was scheduled with respected managers in MTB bank:

- Senior SME Relationship Manager; Assigned supervisor (Md. Monowarul Islam)
- SME Relationship Manager (Md. Rasheduzzaman)
- Retail Relationship Manager (Zia Uddin Ahmed)

Lastly, the 19 Responses from the Online surveys have provided Quantitative Data regarding the perception of the graduates.

2.2 Research Design:

The Study is wholly based on the key findings of the Interview and focuses on the perception angle, which is following the **Mixed method** of having Qualitative and Quantitative Research. In the In-Depth Interview, **Qualitative Decoding** was conducted, where the entire conversation and discussion between each participant were recorded. While taking the interviews, the graduates shared their opinions and experience regarding different banking sectors by answering a set of structured questionnaires containing 13 questions. The questionnaire has both open-ended and close-ended questions.

On the other hand, the findings of the 19 online surveys of the fresh graduates gave us a crystal-clear view about the demand and condition of the Credit Department in our country. Such perception is represented through graphs and numerical figures for which, the research follows the **Quantitative method** as well. The findings depicted many significant aspects and leading issues of a banking industry in a country.

2.3 Methods for Sampling

Data Collection method

1.Primary Source:

The interviewed graduates (**9 participants**) were the direct source of **the study's Descriptive data**. Their In-Depth insights directed to more detailed logical reasoning and helped to understand the risks of Credit Operation in a bank. Moreover, the Focus Group Discussion we had with three respected Managers of MTB bank gave some interesting aspects on the Credit Department of the Banking industry in Bangladesh. Lastly, the direct information derived from the online surveys provide a direct indication towards the downward demands of Credit Department of the graduates.

2.Secondary Source:

The findings from credential internet resources entirely interpret Bangladesh's recent and predicted possible future financial condition. For example, the information and data on Credit Banking are extracted from the World Bank, International Monetary Fund (IMF) website, Bangladesh Bank, and The Financial Express.

Sampling method:

The In-Depth interviews and the Focus Group Discussion was held by implementing the **Convenience Sampling method**, which falls under the **Non- Probabilistic Sampling** methods. Moreover, due to the Time- limitation issue, I had to figure out convenient places to reach, which are easy to access, and thus, came up such sampling technique.

- **Population:** People who have been affiliated with Banking industry, and has knowledge about Credit Department
- **Sample:** 31 (9 from interviews, 3 from focus group discussion, 19 from Online survey)
- **Confidence Level:** 90%
- **Confidence Interval:** +-5%

Hypothesis:

H1: Graduates are less prone to join Credit Department

H2: The shortage of Credit Analysts in our country, is one the prime reasons not able to control the recent bank scams

These two Hypothesis were assumed before getting the results of the findings. However, after illustrating the key findings the assumption turns out to be logical based on the generic study on graduate's perception of the Credit Department.

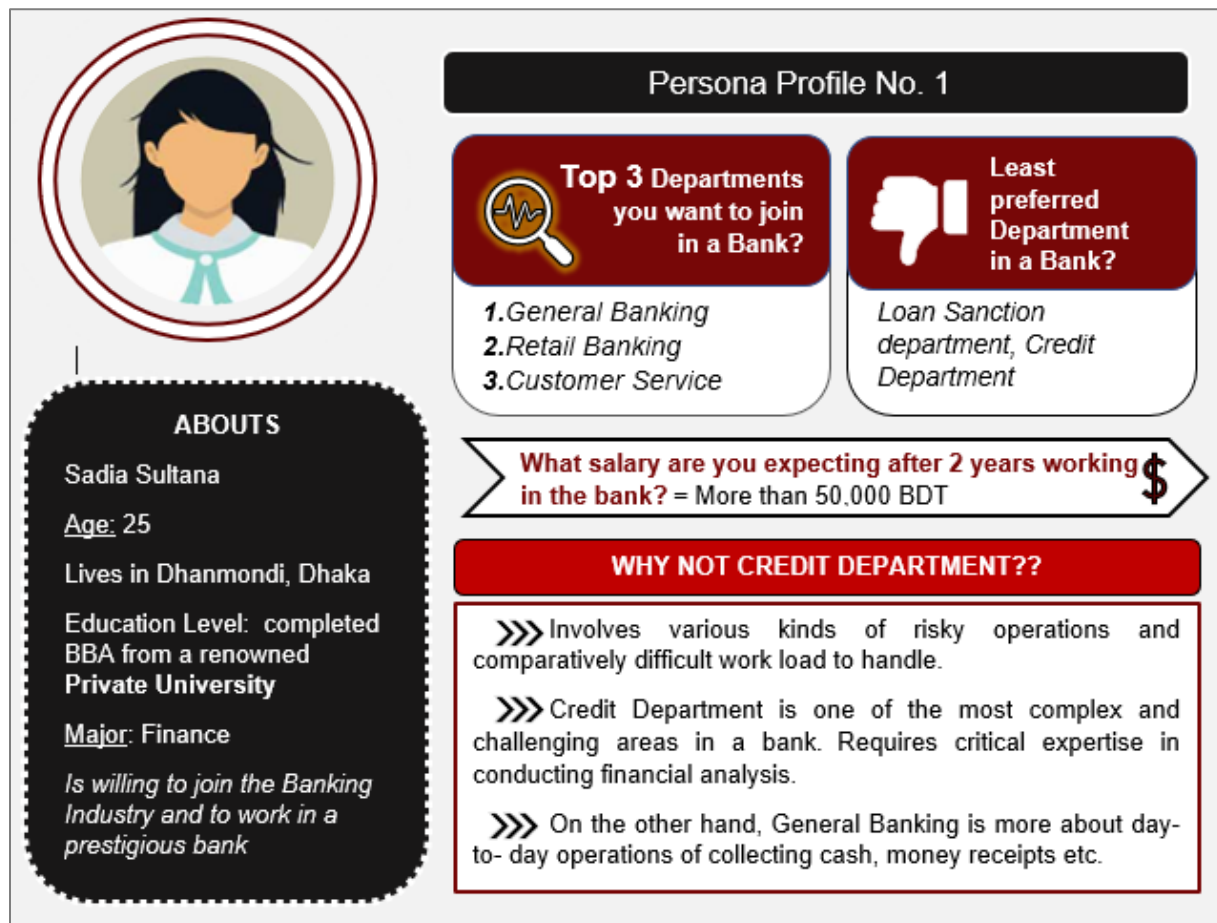
Chapter Three: Findings & Discussion

3.1 Key Findings & Discussion based on the In- Depth Interviews

As mentioned in the previous chapter, nine detailed interviews of graduates have been taken to study the perception of Credit Department. To provide a summary of their demographic information, all nine interviewees were from Bachelor of Business Administration (BBA) background. Three of them were from renowned Public Universities and rest of the participants were from different Private Universities. As the sampling method was Convenience Sampling Technique, their location is Dhaka only. Now, two of them are randomly picked to showcase the

findings and interpretation of their assumption on Credit Department, which are constructed below:

Persona Profile No. 01: To represent an effortless look at the extracts and summarized version of a female interviewee her Persona Profile has been created. This is to provide an overview of the amalgamated findings and pinpoint the essential parts of the interview:



The infographic for Persona Profile No. 1 features a circular portrait of a woman with dark hair and a light blue collar. To the right of the portrait is a dark grey header 'Persona Profile No. 1'. Below this header are two red boxes: 'Top 3 Departments you want to join in a Bank?' with a magnifying glass icon, listing '1.General Banking', '2.Retail Banking', and '3.Customer Service'; and 'Least preferred Department in a Bank?' with a thumbs-down icon, listing 'Loan Sanction department, Credit Department'. Below these is a red arrow pointing right with the text 'What salary are you expecting after 2 years working in the bank? = More than 50,000 BDT' and a dollar sign icon. At the bottom is a red box titled 'WHY NOT CREDIT DEPARTMENT??' containing three points: 'Involves various kinds of risky operations and comparatively difficult work load to handle.', 'Credit Department is one of the most complex and challenging areas in a bank. Requires critical expertise in conducting financial analysis.', and 'On the other hand, General Banking is more about day-to-day operations of collecting cash, money receipts etc.' To the left of the main content is a dark grey box titled 'ABOUTS' containing personal and educational details.

ABOUTS

Sadia Sultana
Age: 25
Lives in Dhanmondi, Dhaka
Education Level: completed BBA from a renowned Private University
Major: Finance
Is willing to join the Banking Industry and to work in a prestigious bank

Persona Profile No. 1

Top 3 Departments you want to join in a Bank?

- 1.General Banking
- 2.Retail Banking
- 3.Customer Service

Least preferred Department in a Bank?

Loan Sanction department, Credit Department

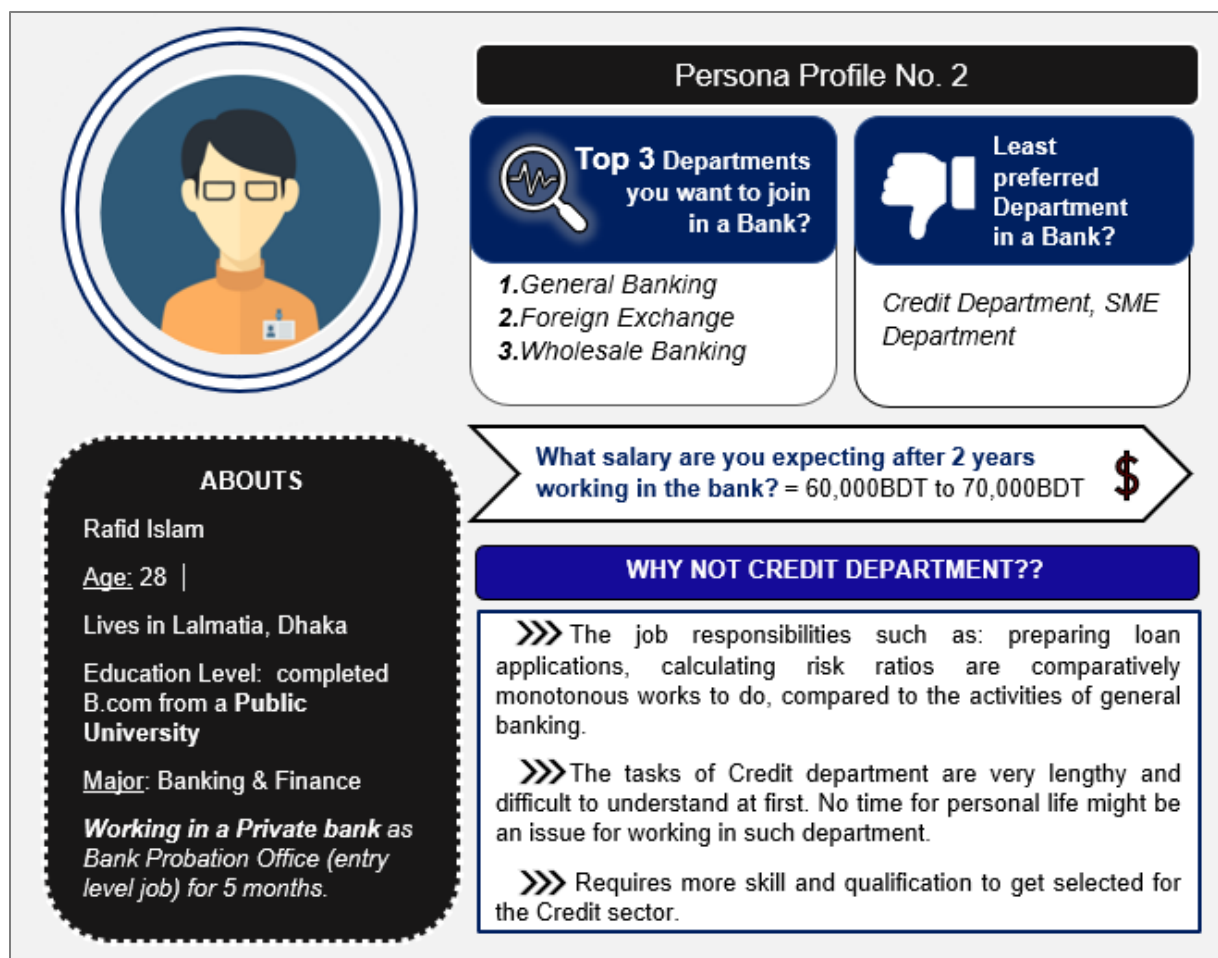
What salary are you expecting after 2 years working in the bank? = More than 50,000 BDT

WHY NOT CREDIT DEPARTMENT??

- ››› Involves various kinds of risky operations and comparatively difficult work load to handle.
- ››› Credit Department is one of the most complex and challenging areas in a bank. Requires critical expertise in conducting financial analysis.
- ››› On the other hand, General Banking is more about day-to-day operations of collecting cash, money receipts etc.

As we can observe, a 25-year-old participant named Sadia Sultana, has completed BBA program from a private university. The questions mentioned in the box has highlight her strong preference and dislikes towards different banking sectors. Moreover, the profile showcases her opinions for not choosing Credit Department.

Persona Profile No. 02: Likewise, here is the second Persona Profile of a Male Participant, who is currently holding an entry- level Bank Probation Officer (BPO) position in a bank and looking for a promotion after a year. The profile illustrates his understanding and opinion towards Credit Department.



The fact is quite vividly visible that, the Credit Department has no sign of being in the list of top 3 preference banking sector of the graduates. Though two of the interviewees have been presented hereby only, but even if we talk about the majority of the interviewed samples, one out of nine members have been avoiding the Credit Department to join.

Now coming to the second part of the Discussion, majority of the graduates desire to work in the General Banking sector. When they were asked the reason behind not choosing Credit Department as their preferred department, almost 6 of the participants mentioned “Credit Department requires extra qualification along with analytical skills; moreover, the job responsibilities under Credit Department are extremely complicated and time consuming”. However, all of the graduates typically desire to obtain a decent amount of compensation after a year of promotion, where they failed to lack that, bankers of Credit Department get higher payroll compared to the General banking sector.

3.1 Key Findings & Discussion based on the Focus Group Discussion

The focus group was conducted within my office hour, which took 20 minutes to discuss. Firstly, unlike the online survey and the interviews, this discussion was to understand from my supervisor

and other two respected managers to understand their view points. As expected, I get to understand and see many different dimensions about the reality of the Credit Department. The members and their designations in my branch are mentioned below:

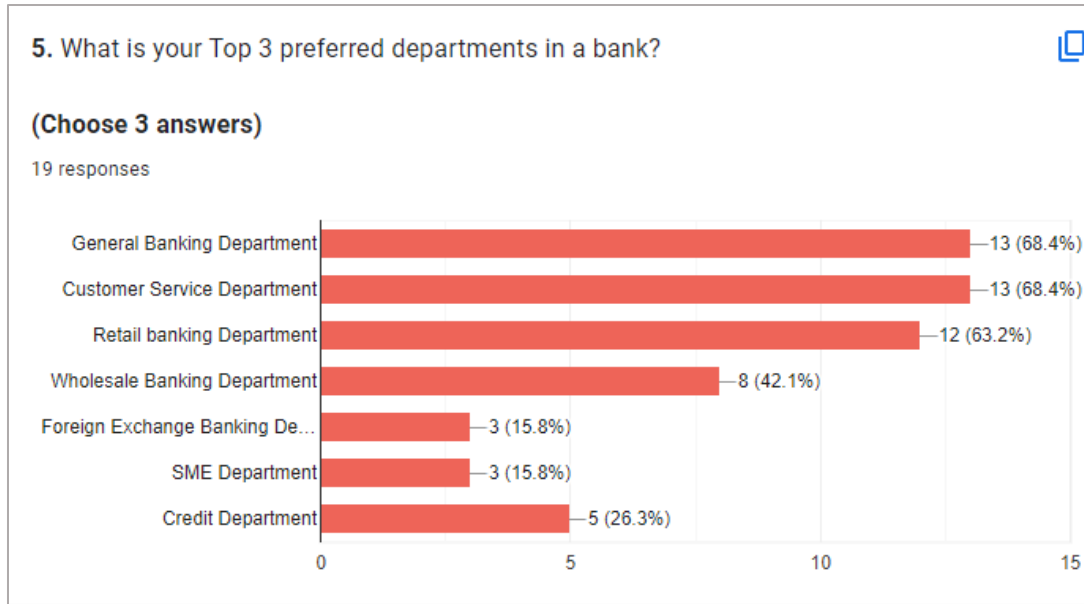
- Senior SME Relationship Manager; Assigned supervisor (Md. Monowarul Islam)
- SME Relationship Manager (Md. Rasheduzzaman)
- Retail Relationship Manager (Zia Uddin Ahmed)

In this discussion they have shared their valuable opinion and interesting insights of working in the credit department. The entire discussion was on one particular topic that, “Why there are less people in Credit Department?” According to my supervisor, there appears to be a growing demand for skilled credit analysts in our country. With the growth of banking and financial sector in Bangladesh, there is an inevitable need for credit analysis professionals who can assess and evaluate the creditworthiness of borrowers.

Mr. Zia Uddin Ahmed (One of my senior co-workers) added that, many businesses are already struggling to keep their finances afloat. Moreover, some financial institutions in Bangladesh are expanding their operations and offering new credit products, which creates additional demand for the credit Analysts. At this point, another superior of mine in the branch, from whom I get to learn a lot about banking Md. Rasheduzzaman, added that, however, it is not a cup of tea to become a credit analyst. Not only the higher qualification, skills but also severe dedication through the work life is very important. Deliciated task such as loan sanctioning, land documentation, ensuring mortgage payments, providing credit facilities to a bank, preparing business proposals etc. are extremely analytical responsibilities to handle. Thus, there has to be significant amount of potentiality towards banking job to be a Credit Analyst. However, in our country it is by build infrastructure where systems are still not updated at some point which hampers the growth of the credit department. On the contrast, fortunately, Rashed sir elaborated further, the government has tremendously developed the Credit Rating of banks from 2016. Credit Information Bureau (CIB) took the first initiative to apply online banking facilities to the nation. Such steps can bring serious changes to our country.

3.1 Key Findings & Discussion based on the Online Survey

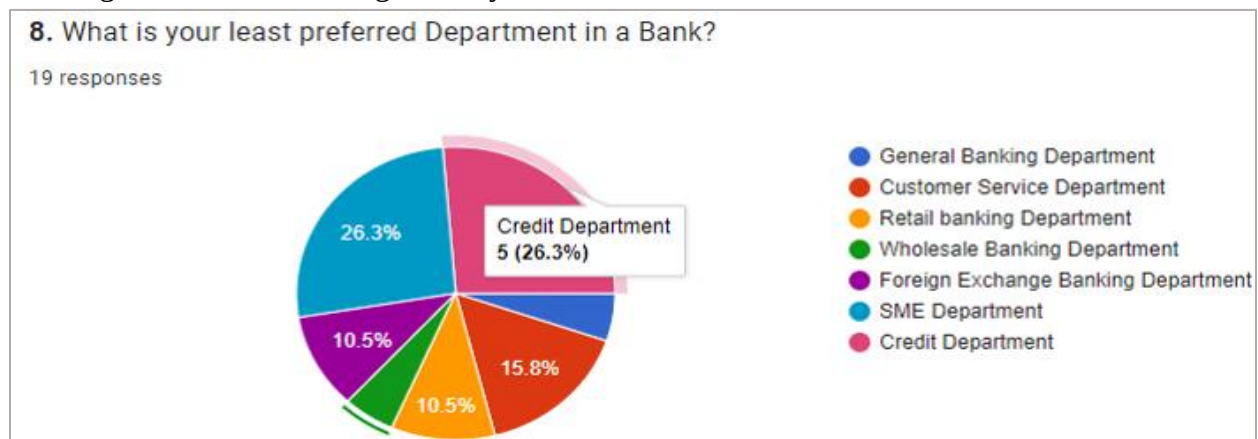
This part of the research produces Quantitative data, by providing various graph and pie charts. Moreover, the survey has been designed with the same **10 questions**, which have been used while taking the face- to- face interviews. The online survey has been kept short, which can be filled only by 5 minutes, where I have gathered **19 responses** from private and public university graduates. Due to the page limitation, the most vital parts of the Online Survey are demonstrated following:



Part B: Figure No: 01

Interpretation of Figure No: 01

By observing the screenshot of the response graph, we can firstly notice, the graph is concerned about figuring out for the Top 3 preferable Departments of the bank. Now, illustrating the numerical values, out of 19 respondents 13 of them have expressed their preference towards General Banking and Customer Service Department and eventually 12 respondents voted for the Retail banking. However, Credit Department and the other sub section of credit department like SME Department, Foreign exchange department has the least counts. Hence, a clear statement can be stated here that the majority of the graduates from BBA program are more prone to General Banking sector in the banking Industry.

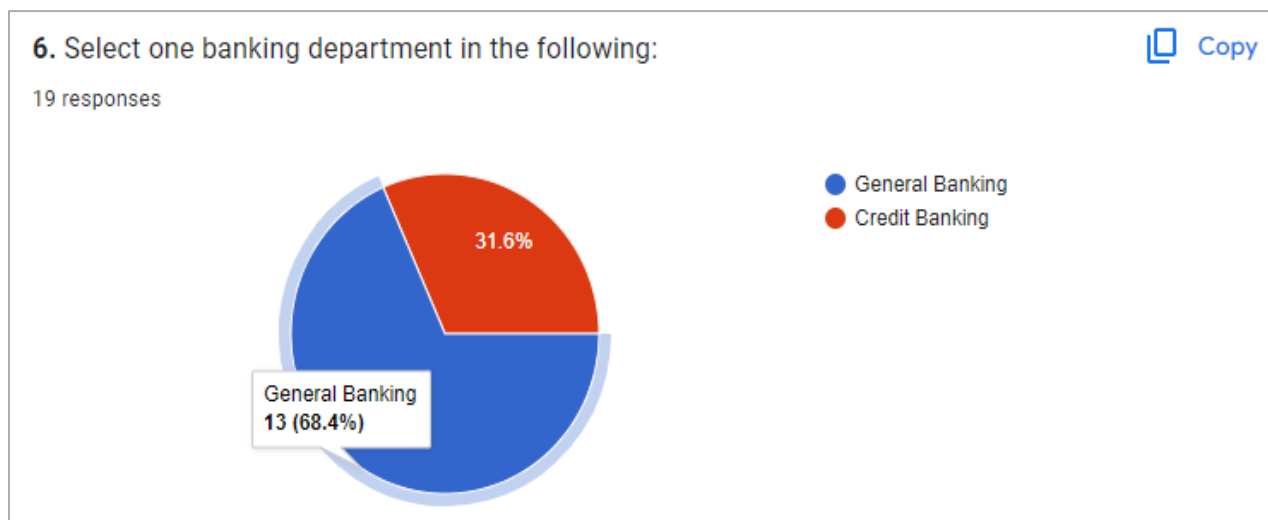


Part B: Figure No: 02

Interpretation of Figure No: 02

This pie chart is representing the least preferred departments of the graduates. As we can notice, the lion portion of the pie chart is the pink and blue colored one, which indicates to Credit

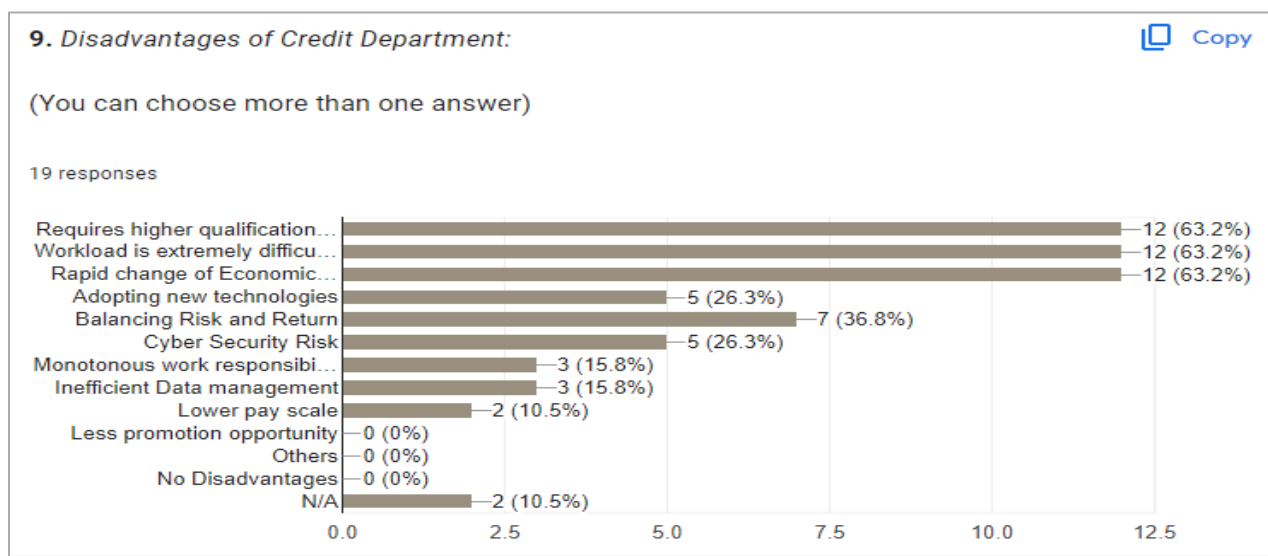
Department and SME Department; and is of 52.6% (26.3% + 26.3%= 52.6%). Moreover, SME Department or Small and Medium Enterprise Department is also a sub sector of Credit Operation. Thus, we can interpret the same findings that, the majority of the graduates are showing an unwilling nature towards the Credit Department.



Part B: Figure No: 03

Interpretation of Figure No: 03

The figure number three contains the filtered question, where the participants were directly asked which department will they go for. As we can observe, the blue colored portion of the pie chart that contains 13 respondents who have supported to General Banking over Credit Banking. Therefore, more than the half surveyed- graduates undoubtedly prefer the general banking as to establish in their career path.



Part B: Figure No: 04

Interpretation of Figure No: 04

The aforementioned figure number four, is one of the most crucial parts of the survey, where it directs to the reason for not choosing Credit Banking. Now, as we can observe there are several statements, which I have developed as the possible disadvantages according to the graduates to select, such as:

1. Requires Higher Qualification and Skill sets
2. Workload is extremely difficult and involves complex regulatory tasks
3. Rapid change of Economic Condition
4. Adopting new technologies
5. Balancing Risk and Return
6. Cyber Security Risk
7. Monotonous work responsibilities
8. Inefficient Data management
9. Lower pay scale
10. Less promotion opportunity
11. Others
12. No Advantages

By looking at the graph chart, we can perceive that, 12 Out of 19 participants of the graduate find Credit Department to be pretty difficult to work on compared to other Banking sector; such department requires higher education and skills, which might be a reason to feel insecure to believe themselves (graduates) compatible in the job market; another most chosen option was the factor of that in Bangladesh our economy floats at a fluctuated position. Though in the recent decades, Bangladesh has tremendously developed in the economic pace. In short, this finding illustrates such downward behavior of the graduates towards Credit Department.

Chapter Four: Recommendations

-  As per my observation of conducting the journey of the internship program in Mutual Trust Bank Limited, firstly, the procedure for the intern's job activities should be more documented and followed strictly. To fulfill the working goals, it is essential to understand the job responsibilities first, whereas interns sometimes remain confused about what they are supposed to do.
-  Secondly, the way I see it, Credit Department is the heart of every bank, without which a bank will not function. Therefore, the banks can introduce a rule that, every interns or entry level job holders has to learn the basic operations of a Credit Department, no matter which area of banking sector he or she works in the future. Credit operations are more like a foundation of banking knowledge, where extremely delicated work like: preparing business proposal, understanding loan sanctioning procedure, understaning Loan

documentation are being performed. Hence, at least providing a basic knowledge of Credit Operation should be mandatory for the fresh graduates in the banks.

✚ Thirdly, in our country there are very little research conducted on Credit Department. Furthermore, there is a scarce of studies and research on all the bank scams those have been happened. The potentiality of the Credit Sector in our country is still to be questioned, whereas the information regarding Credit Banking is also hard to find. Thus, this particular sector of bank needs to be introduced with more exposure by conducting research, case study etc.

Chapter Five: Conclusion

In a nutshell, it can be concluded, I have tried my level best to align the relevancy of the research topic to the significance in the Banking industry in our country. As the banking sector has enormous growth opportunity in the near future, the Credit Department will be more valuable asset to an organization. A potential organized Credit Department plays an irreplaceable role in managing accounts receivable portfolios risk to protect profits, loan sanctioning procedure, prevent potential losses etc. The sole purpose of this research was to pinpoint the unawareness about the significance of Credit Department in the graduates, which should be nurtured and taken care of from the root level of educational field. Moreover, numerous credential data, articles, case studies are directly stating our country is in a big need of potential credit manpower to tackle such hideous banking mishaps and let our economy grow in a much healthier manner.

References

- Islam Md. S. (2023) Bank Credit Output in Bangladesh: An economic Analysis. Bilingual, Available from: https://www.researchgate.net/publication/366838688_Bank_Credit_and_Agricultural_Output_in_Bangladesh_An_Econometric_Analysis
- Kashem A. (2022) Huge defaulted loans an acute risk for Bangladesh's banking sector: IMF. The Business Standard, Available from: <https://www.tbsnews.net/economy/banking/huge-defaulted-loans-acute-risk-bangladeshs-banking-sector-imf-522898>
- Mustafa K. (2023) The 'mega serial' bank scams. *The Daily Star*, Available from <https://www.thedailystar.net/opinion/views/news/the-mega-serial-bank-scams-3247641>
- [Rahman Md. M., Karima J., Sarker Md. N. A., Rahman Md M., Sutradhar R. R., Hossain M. I. \(2017\)](#) Study on Credit Risk arising in the Banks from Loans Sanctioned against Inadequate Collateral. Derived from: https://www.bb.org.bd/pub/research/sp_research_work/srw1702.pdf
- Uddin AKM Z. (2022) Eleven banks suffer capital shortfall. *The Daily Star*, Available form <https://www.thedailystar.net/business/economy/news/11-banks-suffer-capital-shortfall-3194621>
- Uddin S. (2023) World Bank study finds three obstacles to Bangladesh's economic reform. The Financial Express, Available from <https://thefinancialexpress.com.bd/public/economy/world-bank-study-finds-three-obstacles-to-bangladeshs-economic-reform-1664106919>
- Vaidya D. (2023) 5Cs of Credit Analysis Operation. Wall Street Mojo, Available from: <https://www.wallstreetmojo.com/credit-analysis/>
- (2021) When North Korean hackers almost pulled off a billion- dollar heist from Bangladesh bank. *The Daily Star*, Available from <https://www.thedailystar.net/toggle/news/when-north-korean-hackers-almost-pulled-billion-dollar-heist-bangladesh-bank-2115317#:~:text=It%20was%20the%20first%20sign,audacious%20cyber%2Dattack%20ever%20attempted.>

Appendices:

Questionnaire:

- ◆ Link of the Questionnaire: <https://forms.gle/ppZv2Awppksk97nNA>



A generic study on graduate's perception of Bank's Credit Department

- Is a 5 minute survey

The prime target of this survey is to understand and study the perception of graduates regarding a bank's Credit Department in Bangladesh's context. Moreover, it will help to explore which departments are comparatively more preferred in the Banking Industry.

labonnoali64@gmail.com [Switch account](#)

Not shared

* Indicates required question

1. Please write your email address

Figure: A screenshot of the questionnaire

In the questionnaire there are **10 questions** for the online surveys and the interviews. I tried to utilize the options of google form where those were necessary by making:

- Open ended questions
- Scale rated questions
- Close ended questions
- Multiple choice questions (MCQ)

Forward letter from University of Liberal Arts Bangladesh



ULAB
UNIVERSITY OF LIBERAL ARTS
BANGLADESH

Ref: CSO/Memo/1203/021/007

March 15, 2023

Head of Human Resources Division
Mutual Trust Bank Ltd.
Corporate Head Office
MTB Centre, 26 Gulshan Avenue
Plot # 5, Block # SE(D)
Gulshan- 1, Dhaka- 1212

Re: Internship for ULAB Student

Dear Sir/Madam:

University of Liberal Arts Bangladesh (ULAB), established in 2004 with the core values of liberal arts education and service through sustainable development. Although one of the youngest, ULAB is considered as one of the "top ten" private universities in the country. Building on the success of top-ranked international liberal arts programs, we are developing a new generation of business leaders, entrepreneurs, and media professionals, for taking up careers in fields of their choice or for starting ventures of their own. We believe that our unique, broad-based program prepares graduates to be flexible and analytical in their approach. Our focus on active forms of learning means our students have practical skills alongside theoretical knowledge.

It gives us great pleasure to inform you that a new batch of Bachelor of Business Administration (BBA) students are ready for suitable internship assignment. We would request you to consider offering an internship place to **Ms. Syeda Shamshad Labonno (ID# 182011077)**, a final-year BBA student major in HRM. The internship would be for a period of minimum 10 weeks, starting immediately. We hope you will be in a position to offer an internship place to our student.

In parallel to on-the-job learning, our students are required to carry out a small research project on a topic selected in consultation with their supervisor at the host organization.

We hope ULAB and your organization can develop a symbiotic working partnership that will mutually benefit our graduates and your organization.

If you require any further information, please feel free to contact us. We look forward to hearing from you.

Sincerely yours,

Md. Jamal Uddin
Director-Career Services Office (CSO)
Cell: 0184196 0916
Email: jamal.uddin@ulab.edu.bd



INTERNSHIP EVALUATION REPORT

Name of Intern	:	SYEDA SHAMSHAD LABONNO
Name of University	:	University of Liberal Arts Bangladesh (ULAB)
Beginning & End Date	:	02-04-2023 - 02-07-2023
Contact Number	:	01886-185830

[[Outstanding - 5 marks] {Above Average- 3 marks} {Average - 2 mark} {Below Average - 0 marks}]

Measurable fields of Intern Evaluation	Assessed by Supervisor
01 Intelligence & mental alertness	5
02 Initiative, drive, enthusiasm and involvement in work	4
03 Work quality – efficiency, accuracy and follow-up	4
04 Interpersonal relationships	4
05 Personality and presentation	5
06 Responsibility, dependability and reliability	4
07 Creative and Innovative Ideas	4
08 Communication ability (i) written and (ii) oral	4
09 Punctuality and time consciousness	5
10 Attention to maintenance of office discipline and environment	5
TOTAL RATING (Out of 50)	44

Comments of Supervisor / Manager:

Signature of Supervisor / Manager:.....

Name:.....MD. RASHEDUZZAMAN

Branch/Division:.....DHANMONDI

Date:.....08/05/2023

Md. Rasheduzzaman
SME RM
Mutual Trust Bank Limited
Dhanmondi Branch, Dhaka.





INTERN ASSESSMENT FORM

(To be filled up by Internship Organization)

ULAB ID: 182011077

Name of Host Organization Supervisor: Md. Momowarul Islam

Name of Intern: Syeda Shamshad Labonno

Designation: Senior SME RM

Semester (Spring/Summer/Fall): Summer

Organization: Mutual Trust Bank Limited

Using the following scale please assess the intern on the criteria listed below:

KEY: 5 = Excellent 4 = Very Good 3 = Good 2 = Satisfactory 1 = Not Satisfactory

Performance Criteria	5	4	3	2	1	Unable to Assess
Time Management	✓					
Communication Skills		✓				
Ability to Work in Team	✓					
Ability to Work Independently	✓					
Leadership Skills	✓	✓				
Self-Motivation	✓					
Commitment to the Task Assigned	✓					
Creativity		✓				

Comments on where the intern can improve:

As per observation, Syeda Shamshad Labonno has the ability to deal people with diplomatically. However, she has enough capability to establish her overall academics to the high scale. In addition, she should develop her creativity along with leadership skills to escalate her career into the top position.

08/05/2023

Office seal

Md. Rasheduzzaman
SME RM
Mutual Trust Bank Limited
Dhaka Branch, Dhaka.

Signature of Host Organization Supervisor & Date:

Please send the completed form in a sealed envelope to:

Career Services Office, University of Liberal Arts Bangladesh
House # 56, Road # 4/A, Dhanmondi, Dhaka – 1209, Bangladesh Tel: 9665686, 9661255, 01711298916

