



**Faculty of Business of Administration  
AMERICAN INTERNATIONAL UNIVERSITY-BANGLADESH  
(AIUB)**

**INTERNSHIP AFFILIATION REPORT ON  
“Foreign Exchange Activities” in Al-Arafah Islami Bank Limited**

An Internship Report Presented to the Faculty of Business Administration in  
Partial Fulfillment of the Requirements for the Degree of Bachelor of Business  
Administration (BBA)

**Supervised By**

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Date of Submission:8/18/2022

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**“Foreign Exchange Activities”**  
**in AI-Arafah Islami Bank limited**

## Letter of Transmittal

11<sup>th</sup> August, 2022  
Mr. R. Tareque Moudud  
Director  
Office of Placement & Alumni (OPA)  
American International University-Bangladesh Kuratoli, Dhaka.

Subject: **Submission of the internship report on Foreign Exchange Activities in AIBL**

Dear Sir,

It is a great pleasure to hand in the internship report titled “Foreign Exchange Activities” in AIBL, which was assigned to me as a partial requirement for the completion of the degree of Bachelor of Business Administration (BBA).

It is my honor and privilege to work for a leading organization in Bangladesh and to gain an in-depth knowledge on different areas. Throughout the study, I have tried my level best to accommodate information as much as I could, which I thought were relevant and informative. I tried my level best to make this report concise and informative.

I am grateful to you for your generous guidance and kind cooperation at every step of my endeavor.

I would be grateful if you would kindly accept the report and forward it to the respective department of AIUB.

Sincerely yours,  
Ragib Hossain  
ID:19-40583-1  
Human Resource Management  
American International University-Bangladesh (AIUB)

## **Letter of Endorsement**

The Internship affiliation report entitled ‘Foreign Exchange Activities’ in AIBL has been submitted to the Office of Placement & Alumni, in partial fulfillment of the requirements for the degree of Bachelor of Business Administration (BBA), Major in Human Resource Management Faculty of Business Administration on April 28, 2022 by Ragib Hossain, ID#19-40583-1. The report has been accepted and may be presented to the Internship Defense Committee for Evaluation.

(Any Opinion, suggestions made in this report are entirely that of the author of the report. The University does not condone nor reject any of these opinions or suggestions).

**Md. Mehabul Hoque Nahid**

Internship Supervisor

## **Acknowledgement**

First of all, I would like to express my deep gratitude to the Almighty Allah for giving me the opportunity to perform and successfully completing the internship report on Foreign Exchange Activities in Al- Arafah Islami Bank Limited (Banani Branch). I am very much grateful to a number of people who helped me a lot to prepare this report. I would like to extend my sincere thanks to all of them.

I am highly indebted to my respected Internship Supervisor Md. Mehzabul Hoque Nahid (Faculty of Business Administration, AIUB) for his guidance and constant supervision in preparation of this report. I am also thankful to the Office of Placement & Alumni (OPA).

Furthermore, I am very much thankful to the HR division of Al-Arafah Islami Bank Limited for allowing me to work as an intern in Banani Branch. It helped me a lot to learn about the professional life in banking sector.

Finally, I would like to express my sincere gratitude to all the officials of the branch for their patience and support in helping me to complete my report. Besides, I am also really thankful to Md. Rubayat Hasan ( FE incharge), Sheikh Md. Nurul Momen(Senior Executive Officer), Md. Mahmood Hasan (Principal Officer). Without the assistance of the individuals mentioned above, I would have faced a lot of trouble completing my report.

## **Executive Summary**

Al-Arafah Islami Bank Limited is one of the famous and islamic sharia based bank in the Bangladesh. It play vital role for the economic development. Al-Arafah Islami Bank Limited was established on June 18, 1995 with BDT 15,000.00 Million authorized capital. The first corporate branch of this bank on Motijheel, Dhaka. The bank started its operational activities September 27, 1995. Among all the branch there are only 4 branch who are the authorized dealer, and they are working on behalf of Bangladesh bank in the foreign exchange department. In the Banani Branch AIBL is one of the AD branch and very much specialized for Foreign Exchange department. It also helps many Bangladeshi organizations to boost up their foreign trade. This report states about the works I have done during my internship e.g. Reporting Back to Back L/C, Submitted Letter of Credit Authorization Form, and Recording Export/Import Registers Book and posting L/C details, Bill of Entry and IMP details to the Bangladesh Bank server. Those all are key activities of Foreign Exchange department. In the third chapter I have tried to find out some constrant and challenges. In the fifth chapter, I have done a synopsis of the report. After all the observation it can be said that Foreign exchange department is a very important department for foreign trade and also the economic development for our country. The Foreign exchange department can generate more revenue from foreign countries.

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# Chapter 1

## Introduction

### 1.1 Rationale of the Study:

One of the requirements for completing the BBA program is gaining real-world experience and developing a connection with the Academy's learning and working environment through an internship program. Practical learning, in addition to academic education, is becoming more and more valuable in today's competitive market. When previously obtained knowledge is used in practical situations, academic education became enriched. Information serves extra purposes while studying content that is relevant to the subject, in addition to its rightful application in the theoretical realm. Working at the Banani Branch of Al-Arafah Islami Bank Limited gave me the chance to get knowledge of a variety of aspects of the employment industry. How the professional world operates. There are three divisions in the banking services sector. I had the chance to review all of the financial operations because the divisional department includes the General Banking Department, Investment Department, and Foreign Exchange Department. Though I am spending the majority of my time in the foreign exchange division.

As a student of Bachelor of Business Administration (BBA) need more than just academic experience to deal with real-life issues. The internship program connect students with the real world so that they can gain valuable experience in real-world and how a company operate its operations. This report paper is being created to meet a practical need for both the BBA and internship programs. In this regard, I was assigned to Al-Arafah Islami Bank Limited (AIBL), Banani Branch for a three-month internship program immediately after completing my BBA study, and the honorable management urged me to present my practical learning at various stages. This also allows students to create a bridge that fill out the gap between their academic and practical understanding. Students must concentrate on one area and apply their academic and practical expertise gained during the internship program to the appropriate authorities. This is why I've put this paper together.

## **1.2 Objectives:**

This report's primary objective is to describe the operations of Al-Arafah Islami Bank Limited's Foreign Exchange Department.

### **1.2.1 Specific Objectives:**

- To determine the Specification of Foreign Exchange Activities in AIBL
- Describing the practical understanding of Al-Arafah Islami Bank Limited
- To identify problems and challenges of AIBL
- To understand the practical knowledge of corporate strategy.

## **1.3 Background of the Organization:**

### **1.3.1 History:**

On June 18, 1995, Al-Arafah Islami Bank Limited was founded (registered) as a private limited company with the aim of achieving success in this world and the next by following Allah's and his Rasul's (SM) direction. The first ceremony was held on September 27, 1995. Ai-Arafah Tower, 63, Purana Paltan, Dhaka-1000, and Bangladesh is the company's headquarters.

The bank has a paid-up capital of 9469.58 million and an authorized capital of 15000.00 million. The bank is largely guided by and supervised by Islamic scholars and experienced and skilled businessmen who ensure that the bank adheres to Islamic Shariah. As of December 31, 2018, the bank's authorized capital was 10,000 crore, while its paid up capital was Tk. 2348.32 crore(Ullah & Mamun, 2021). The bank employed 3682 people as of December 21, 2018, and has 25793 stockholders as of December 31, 2018.

A group of well-known and dedicated Bangladeshi people serve as the bank's architects and directors. Among them is a renowned Islamic scholar, economist, writer, and former Bangladesh bureau artist. Through his progressive leadership and continual support, JM Shamsul Alam, the bank's founding chairman, contributes to the financial market's durability.

The Executive Council of the Bank is made up of 29 committed and well-known Bangladeshi people. They're well-known in the industry for their expertise. As of 2021, Al-Arafah Islami Bank Limited has 184 locations.

Al-Arafah Islami Bank Limited works with Islamic banking institutions to implement Islamic economic and financial policies in the banking industry(Kafi, 2019). The purpose of AIBL is not only to gain money, but also to help others and succeed.

### **1.3.2 Mission:**

- Achieving the satisfaction of Almighty Allah both here & hereafter
- Proliferation of Shari'ah Based Banking Practices.
- Quality financial services adopting the latest technology.
- Fast and efficient customer service.
- Maintaining high standard of business ethics.
- Balanced growth.
- Steady & competitive return on shareholders' equity.
- Innovative banking at a competitive price.
- Attract and retain quality human resources.
- Extending competitive compensation packages to the employees.
- Firm commitment to the growth of national economy.
- Involving more in Micro and SME financing.

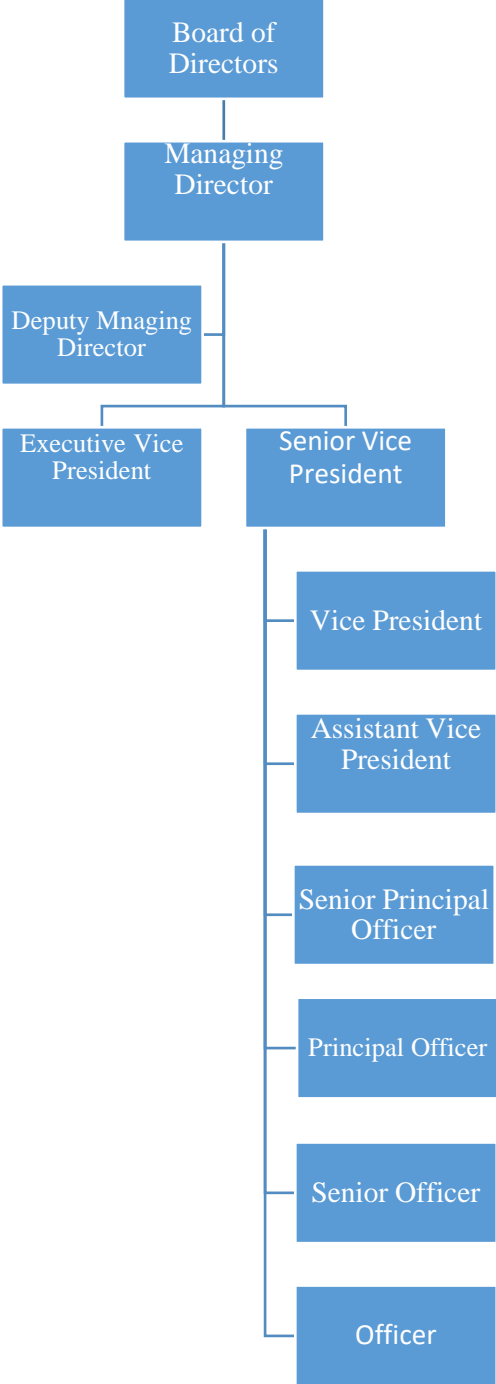
### **1.3.3 Vision:**

“To be a pioneer in Islami Banking in Bangladesh and contribute significantly to the growth of the national economy.

### **1.3.4 Commitments:**

- Ours is a customer focused modern Islamic Banking making sound and steady growth in both mobilizing deposit and making quality Investment to keep our position as a leading Islami Bank in Bangladesh.
- To deliver financial services with the touch of our heart to retail, small and medium scale enterprises, as well as corporate clients through our branches across the country.

**1.3.5 Organization Structure:**



**Figure 1: Organogram**

# Chapter 2

## Activities Undertaken

### 2.1 Work Related Activities:

After I started my internship program at Al-Arafah Islami Bank Limited's Banani Branch, and the operation manager of Banani Branch advised me to first conduct a study of foreign operations so that I could obtain primary knowledge. Al-Arafah Islami Bank Limited's Banani branch offers a variety of general activities. As a result, I will not be able to try or perform many types of activities throughout my internship program's short duration. However, while my internship, I s performed several activities on my own. I've completed the following banking tasks



- Letter of credit (L/C)
- L/C documentation, L/C checking, and L/C account-related operation.
- Assistance contributes to the senior employee
- Assisting for Client's account statement
- Gather document to clear an L/C.
- Help customer understanding fixed-deposit plan.
- Letter of Credit Authorization Form

### **2.1.1: Letter of credit (LC)**

Letter of credit (L/C) can be defined as a "Credit Contract" whereby the buyer's bank is committed (on behalf of the buyer) to place an agreed amount of money at the seller's disposal under some agreed conditions (Roy, 2014). Since the agreed conditions include, amongst other things, the presentation of some specified documents, the letter of credit is called Documentary Letter of Credit. The Uniform Customs & Practices for Documentary Credit (UCPDC) published by international Chamber of Commerce (1993) Revision Publication No. 500 defines Documentary Credit (Flannigan et al., 2014).

Any arrangement however named or described whereby a bank (the "issuing bank") acting at the request and on the instructions of a customer (the "Applicant") or on its own behalf

- Is to make a payment or to the order of a third party (the beneficiary) or is to accept and pay bills of exchange (Drafts) drawn by the beneficiary, or
- Authorizes another bank to effect such payment or to accept and pay such bills of exchange (Drafts)
- Authorizes another bank to negotiate against stipulated documents provide that terms and conditions are complied with.

Here are the different types of LC list that bank offer.

- Proforma Invoice (PI).
- Letter of credit authorization form (LCAF).
- Import form (IMP).
- A set of charge document.

- Insurance cover note.
- Party application.
- No objection certificate (NOC).
- LC swift copy.
- Bill document.
- Payment instruction.

### **2.1.2: Letter of Credit Authorization Form**

Letter of Credit Authorization Form is mainly an application for permission for opening Letter of Credit and importing of goods against the remittance. It is used for opening LC, releasing goods and remittance there against.

➤ Document required to issuing LCA Form:

- Valid Import Registration Certificate (IRC).
- Renewal of IRC
- Item to be imported is eligible as per IPO (Import Policy Order)
- VAT Registration Number
- Date of creating the LC Account
- For 15 codes, this is considered as Contract and payment should be made in advance.
- For other code, it is always L/C and no advance is required.
- Amounts in currency of L/C.

### **2.1.3: Reporting Export/Import Registers Book**

Every L/C files is recorded according to the serial number such as 5 codes, 6 codes, 11codes and 12 codes number in Export/Import Register Book that serial number is called IMP serial number(Roy, 2014). This serial number must be needed for recording IMP number or IMP file number includes IMP Serial Number + Bank's AD Code + Year. IMP serial number, L/C contact no, IMP value, freight cost, Total L/C value, types of products, and applicant name are recorded in Export/Import Register Book.

#### 2.1.4: IMP Form

IMP is a set of work related document that contains the consent and sign of the importers and send it to the Authorized Bank where the payment is being generated(Roy, 2014). The followings documents and paper should be filled and submitted is mandatory. The rule of IMP Form includes remove the freight cost (shipping cost) as well as the mode of sending products such as by air or sea. DD File and EPZ file's freight charge is zero. Documents are needed to fill up IMP form:

- Letter of Credit Authorization Form
- SWIFT Copy
- Pro-forma Invoice (PI)
- Shipping Documents

➤ The process of completion of IMP Form:

- At first input IMP serial number
- Fill the name and address of Authorized Dealer
- Fill the amount in foreign currency in figures and words
- Fill the name and address of the beneficiary
- Write down L/C contract No. and date

❖ After that fill-up there are several requirements to do: a. L/C Authorization Form: only number, date and value in taka b. Registration No with the AD c. Description of goods d. HS code e. Quantity of goods- Unit and Quantity f. Invoice value in foreign currency g. Country of origin 10 h. Incoterm used i. Port of Shipment j. Name of ship/Airlines and date of shipment (if goods are sent by post state so) k. Port of importation in Bangladesh or name of country of ultimate destination if other than Bangladesh l. Indenter's name and address

❖ Applicant full name and address with Chief Controller of Imports and Exports C.C.I.&E and BIN or VAT

❖ Coding of the transaction by Authorized Dealer



### **2.1.5: Online L/C posting in the Bangladesh bank server**

Online L/C posting is my major responsibility. For L/C posting:

- Log in to the Bangladesh Bank's server with the bank username and password
- There are many options like Home, Transactions, Reports, List of Customs Office Code, List of Govt. Importers, Casual BIN List
- Select the 'Transactions' Field and choose Foreign Import Transactions and Inland Back to Back LC Transactions
- Foreign Import Transactions is for foreign issues and Inland Back to Back LC Transactions is for local transactions.
- Filled up the online form according to the information such as LCAF ID, Importer's BIN, LC Year, LC Nature, LC Serial (Last four Digits of LC Number), LC Date, Beneficiary Name and Address, Bank's Reference No, Country of Import, Destination Country, INCOTERM Used, Expiry Date, LC Amount and Last Date of Shipment
  - Click on Apply Change
  - After that, it has been posted to the server of Bangladesh Bank.

### **2.2.6: Assist to write Cheque**

Every customer deposit and withdraws money using a cheque book. Cheque books are necessary for depositing and withdrawing money from the bank. I check the Branch name, customer name, account number, amount of money, customer signature, and date are all required in the check book. If a consumer hasn't missed anything at the bank, don't offer them any money. I helps the customers when the customer fails to write a cheque book, I write it for them and then I learn how to write a cheque book.

### **2.2.7: Gather document to clear an L/C**

After finishing transaction with international deal the bank close the L/C. So, I gather all the document from the different department because the transaction is done and they close the L/C. After closing I put it in a separate file and document then gather document to clear an L/C to the account book.

### **2.2.8: Bill of Entry**

Bill of entry is the important activity. In the common word bill of entry means the currency the party send for the goods or commodities he received the equal amount of goods. It is also posted in the Bangladesh bank server. The bill of entry is only applicable for the foreign L/C. there are some custom cord for posting the bill of entry such as for Dhaka custom house it is 301, for EPZ it is 900 and many other. There are also some registration number to post it on the Bangladesh bank server. In the bill of entry the goods always count in Kilogram or KG. Here also need to post the quantity of goods, unit price of the good and so on.

### **2.2: Other Activities:**

I help my supervisor in various ways.

- Stamp numerous pages with seals, and attached recognition seal to the document paper.
- Always keep an eye on mail.
- Whatever they instruct me to, photocopies, print, and scan documents.
- Keep track of everything, both internally and publicly, in a register book.

Customers occasionally visit our bank to learn more about our services, schemes, and other offerings. Officers are preoccupied with essential tasks, therefore they have delegated customer service to me. So they want to know more about our program and what documents are required for it. Customers can deposit money in our fixed deposit accounts.

# Chapter 3

## Constraints/Challenges

### 3.1: Observed in the Organization:

- ❖ BIN Or VAT number Problem: There are difference kinds of BIN or VAT number for each party. Some of them 11 digit and some that 9 digit, after posting the L/C to the Bangladesh bank internal server those party contract with the bank to change the BIN or VAT number. It is very much harassment for the bank employee and also management.
- ❖ Modification of IMP and Bill of Entry: It is not possible to modify the information of IMP and Bill o Entry such as IMP Serial Number, LC Nature, Bill o Entry Registration Number.
- ❖ Disorganized Working Environment: The decoration and office environment is not well organized and decorated in Banani Branch. It becomes difficult for the clients to share their information as furniture and other necessary tools of foreign exchange division are not properly arranged so that
- ❖ Technical Limitations: AIBL does not make any arrangements and have any equipment and tools for the internees. For example, internee need to bring laptop with personal internet facility or doing the office tasks.
- ❖ AIBL has very limited number of printer and supplies: All most every day, they have been wasting time for printing the important documents. They do not fix the problems of these issues. Both time and cost increases.
- ❖ Amendment problem: Basically the amendment problem is occurs for the party or applicant. Sometime party need more good but they are doing L/C less amount of foreign currency then the party increase the currency value for the more goods to import it causes problem for the party and also the bank.
- ❖ Lack of Information sharing: They do not share all information with me about some important documents of Foreign Exchange Department rather than they are so much helpful.

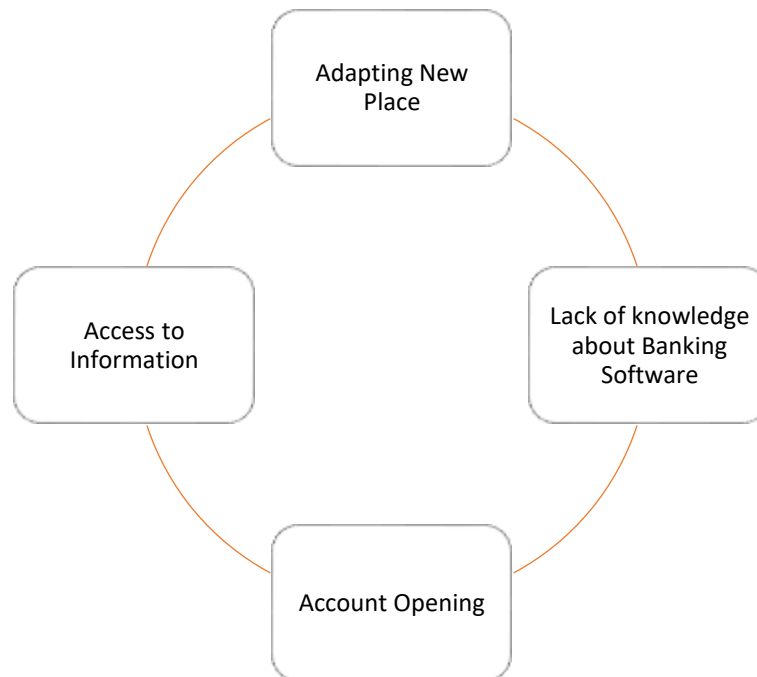
❖ Green Banking Problems: AIBL is not focused on electronic work and documentation. Most of their activities are depended on paper work.

❖ Customer Facilities using electronic facilities: The number of ATM booth of AIBL is very limited. So customer don't get enough facility to withdraw the money.

❖ Lack of incentives: The organization does not provide any extra incentive for showing extraordinary performance. Therefore, the employee are not showing better skills.

Problems of Back to back L/C: There is a problem of shipment time gap: Sometime time is shorted for exporting against import L/C, kit may be caused. AIBL cannot violate the rules & term of Shariah council.

### 3.2: Challenges as an Intern



#### Adapting with the new place

When I joined Al-Arafah Islami Bank as an intern, I was hesitant because none of them knew me, but I quickly adapted to this place when my supervisor introduced me to everyone. Additionally, office employees were friendly, It felt good when everyone helped me get out of this situation.

### **Lack of knowledge about banking software (DOCUDEX)**

Every bank uses any banking software for doing their all kind of banking activities. Al-Arafah Islami Bank use DOCUDEX software for banking works. For me that software was totally new. I didn't had any knowledge about that software. As a result, I faced some problem at first.

### **Opening a Bank Account**

Although I mainly work in foreign exchange department. But sometimes they send me different department. I found that inadequate identification documents, such as a national identification number (NID), passport, job ID card, birth certificate, portrait, and customer tin number. It was challenging for me to open an account.

### **Access to Information**

Al-Arafah Islami Bank Limited has a secure and restricted internal environment, as well as the security of the company's assets(Rony, 2015). It adheres to the policies that a company should follow. To safeguard residents' safety, gaining access to them needs extreme vigilance. As a result, a student's or intern's ability to get information will be restricted in numerous ways. Furthermore, one of the most pressing concerns is the security of the Bank's varied information or data. As a result, gathering all of the necessary material for this report quite difficult.

### **Lack of knowledge about dealing with customer**

A banker needs to deal with the consumer to give them a clear information about the services so that they open the account in the bank. Dealing with the consumer is not easy. Banker needs to explain all types of benefits as well as make to feel that opening an account won't be a hassle for the customer. At first it was quite challenging for me.

### **Lack of Training System for Interns**

They don't have a training program for interns. Since the bank has so many intricate sections, it will be very simple for us to change the entire task by training system

# Chapter 4

## Lessons Learned from the Internship Program

### 4.1: Lessons learned from the internship program:

During the internship program I have learnt a lot of things. This learning helped me to develop myself as well as it will also help in future.

#### 4.1.1: Corporate Culture:

Internship helped me a lot to learn about the organizational culture of a bank. I also learned about organizational values, practices and processes. This internship helped me to develop my organizational skills, knowledge and competencies. There are differences between the workplace culture and the academic culture in terms of clothes, demeanor, and communication style.

It took me a few days to adapt the corporate culture, but I was eventually able to do so. I would find it much simpler to acquire business culture if the university had introduced a corporate environment when I first started my studies. This learning will help me to cope up with organizational environment in my future job career.

#### 4.1.2 Performing Responsibility

I have performed all the tasks, responsibilities and duties that my supervisor is assigned. I accomplished the task on time and performed my responsibility very well decorated and organized. My official supervisor is also satisfied to see my dedication, effort and sincerity toward my jobs.

#### 4.1.3 Problem Solving and Critical thinking

Whenever I was stuck in a work or a database system, I didn't understand how to operate I had to use my academic knowledge and understand the problem at hand and solve it. There were a lot of times when I had to handle the database without any help at all.

#### **4.1.4 Transforming Skills (e.g. leadership, communication, interpersonal, problem solving. Etc.)**

- ❖ **Communication Skill:** I have improved my communication skills with customers and client. The language of business communication is far different from general communication. Because it is necessary to learn the writing skills for an e-mail and text for the clients and customers.
- ❖ **Gather knowledge:** I also have gathered practical information regarding banking activities including handling the customers and clients' queries. There are a lots of things that I am learning from AIBL beside the academic field. It will also help me to reach my future target and goal. I understand the importance of internship program as well.
- ❖ **Others Important Learned:** I have learned different foreign exchange activities, during my internship. I also learned its different terms, rules and regulation, technologies and functions of foreign exchange and I came to know about the rules and regulations of a bank

#### **4.1.5 Professionalism:**

Bankers are highly skilled professionals. Because banking positions require highly qualified employees. These are characteristics that high-level professionals have, which I have worked to foster for my personal advantage. All bankers must maintain a disciplined lifestyle due to the nature of their employment. Punctuality is typically highly prized among bankers. I had the chance to exercise professionalism during this internship program, including adaptability, discipline, communications, and punctuality. The employees' experiences were somewhat intriguing to observe. I learned how to deal with difficult coworkers that consistently demotivate others with the incorrect attitude. On the other hand, it has also been noted that just a small number of people are assuming leadership roles, supporting one another, and protecting the environment. They offer the newcomers a lot of assistance. There are usually a few customers who cause problems for the bank. It's quite challenging to manage those customers wisely. The staff always pays attention to the consumers first. They take great attention in resolving the client's issues. For the past three months, I've been interning at Al-Arafah Islami Bank Limited, where the bulk of the employees are highly serious and place a heavy focus on discipline.

# Chapter 5

## Concluding Statements

### 5.1 Concluding Statements:

For an economy money is one of the most important and essential elements which can be compared with the blood of economy. Financial institutions are one of the booming and increasing sectors in our country(Kafi, 2019). From the beginning to today banks have played an important role in our economy. Banks have their own unique strategy, which leads to their objectives. Some wishes to grow faster and achieve some long range growth. I had the chance to exercise professionalism during this internship program, including adaptability, discipline, communications, and punctuality. The employees' experiences were somewhat intriguing to observe. I learned how to deal with difficult coworkers that consistently demotivate others with the incorrect attitude. On the other hand, it has also been noted that just a small number of people are assuming leadership roles, supporting one another, and protecting the environment. They offer the newcomers a lot of assistance. There are usually a few customers who cause problems for the bank. It's quite challenging to manage those customers wisely. The staff always pays attention to the consumers first. They take great attention in resolving the client's issues. I had the chance to exercise professionalism during this internship program, including adaptability, discipline, communications, and punctuality. The employees' experiences were somewhat intriguing to observe. I learned how to deal with difficult coworkers that consistently demotivate others with the incorrect attitude. On the other hand, it has also been noted that just a small number of people are assuming leadership roles, supporting one another, and protecting the environment. They offer the newcomers a lot of assistance. There are usually a few customers who cause problems for the bank. It's quite challenging to manage those customers wisely. The staff always pays attention to the consumers first. They take great attention in resolving the client's issues. On the other hand some banks want to lead a quite life minimizing risk and convey an image of a sound bank. Even though the financial analysis on the banks performance seems the banks doing very well in the banking industry of Bangladesh, and has prosperous future. it has already created a positive impression in the minds of its citizens by rendering its excellent services. It is committed to providing top-notch money services to help the country's G.D.P. increase through encouraging



trade and commerce, advancing industrialization, boosting exports, providing employment opportunities for educated youth, eradicating poverty, raising the standard of living for people in low-income groups, and promoting the nation's overall sustainable socioeconomic development(Ullah & Mamun, 2021). Despite some issues, it has a promising future and is getting better every day. It is expanding its financial operations throughout the nation. Additionally, is steadily improving its reputation by offering various service.

According to the findings of (Nahid & Farhana, 2021), employers in the business world in Bangladesh expect interns to possess characteristics such as the ability to engage in continuous learning, generic skills, time management, teamwork, attention to detail, networking, extracurricular activities, professional attitudes and behaviours, and academic achievements. During my time as a student, I was able to learn these non-technical abilities, which have proven invaluable in assisting me to overcome challenges during my internship and to leave a positive impression on my future employers. In addition, I went to career choices seminars, job fairs, and a symposium on industry-academic cooperation on a monthly basis. These activities provided me with the necessary viewpoint on how to search out the appropriate employment and overcome selection hurdles.

## Chapter 6

### Proposed Improvement Plan

#### 6.1 SWOT analysis of ALBL:

##### **Strengths**

Concentrated market  
Officers are highly skilled.  
Broad Range of Portfolio  
Diversified and Highly Skilled  
Workforce

##### **Weakness**

Less training program  
Less ATMs Booth

##### **Opportunities**

Foreign Trade is Increasing  
Can be more rely on public  
customer than corporate customer

##### **Threats**

Many competitors  
Protfit tax increasing

## **Strength-**

- It has well reputation in the market
- Not engaged in any unfair business practice
- Concentrated market
- Officers are highly skilled.
- Executives are highly qualified and experienced
- Bank has many attractive deposit schemes.
- Well diversified credit portfolio
- Deposit mix is very sound.

## **Weakness-**

- Training programs are not frequent for the employees.
- Small market shares on individual investors.
- Long term credit is not sufficient
- Less ATM booths
- Complex credit policy.
- Maximum Corporate Customer.

## **Opportunities-**

- Can increase the advertisement
- Can be more reliable on public than corporate customer.
- Foreign trade is increasing day by day
- New Ideas of business might be used

## **Threats-**

- Govt pressure to reduce interest rate on loans.
- There are many competitors in the market
- Govt. rules and regulations are becoming strict day by day

## 6.2 Proposed Improvement Plan for AIBL:

<b>Existing Problem/Weak Areas of the Organization as identified in the AR</b>	<b>Actions to be Taken/Proposed Solution to the Problem</b>	<b>Strategy (Mode of implementation or ways of addressing the problem)</b>	<b>Office/Personnel Involved (Who will implement and who will benefit/affected by the Action/Solution)</b>	<b>Resource Requirements (Manpower and Financial)</b>	<b>Expected Concrete Result/Outcome</b>
Limited Workforce	Hire Quality Human Resource	They should hire more qualify Human resource so that they complete their	HR Department	They should increase their job circular and hire	It will improve their delay of service, by this customer will be happier.
The TIN certificate is causing a management challenge.	Make a new TIN certificate verification program.	The branch manager informed me of the head branch's management department	The activity should implement by the management department, and both the bank officer and the customer benefit	Branch should increase the number of Senior officers in GB	There will be a requirement for a skilled software developer as well as a budget
Lack of Advertising and Promotion	Add Effective Marketing Related Activities	Add Effective Marketing Related Activities	Marketing Department	Should add advertising and promotional work on their websites	Many more people will know about tier banking through promotion or advertisement

Limited ATM Service	Increase ATM Booths	AIBL need to increase their ATM booth service.	ATM Operation Department	Should add more ATM booths.	Customers can easily takeout money form anywhere.
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## References

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# APPENDICES

## Appendix A: Résumé

### Job Experience

#### Al-Arafah Islami Bank Limited

- Intern  
Foreign Exchange Department

### Academic Record

#### American International University-Bangladesh

- BBA, Faculty of Business Administration
- Major: Human Resource Management
- CGPA: 3.71

#### Ishwardi Govt. College – Ishwardi, Pabna

- Higher Secondary School Certificate (HSC)
- Commerce
- GPA: 3.50

#### Sara Marwari Model School and College – Ishwardi, Pabna

- Secondary School Certificate (SSC)
- Commerce
- GPA: 4.17
- AIUB Marketing “Business Incubator Competition”, 2019 – **Champion**
- AIUB Principles of Management Poster Competition, 2019 – **2<sup>nd</sup> Place**
- AIUB Department of Social Science “A Journey Towards the Socio-Political, Historical and Economic Dynamics and Evolution of Bangladesh”, 2019 - **Participant**



### Ragib Hossain

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**Address:** Nikunja 2, Khilkhet, Dhaka-1229, Bangladesh

### Professional Skills

- Time Management
- Team Player
- Communication

### Technical Skills

- Microsoft Excel
- Microsoft Powerpoint
- Microsoft Word

## Extra Curricular Activities

- Member of AIUB Business Club

## References

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## Hobbies & Interests

- Photography
- Reading Newspaper
- Watching Movies & TV Shows

## Appendix B: Joining Letter



Head Office  
(Human Resources Division)

+88 02-44850005  
info@aibl.com.bd  
www.aibl.com.bd  
Al-Arafah Tower, 63 Purana Paltan, Dhaka-1000

Ref: AIBL/HO/HRE/2022/1955

Date: 05.07.2022

**The Executive Vice President**  
Al-Arafah Islami Bank Limited  
Banani Branch  
Dhaka.

**Sub: Internship.**

Muhtaram,  
Assalamu Alaikum.

With reference to your letter No. AIBL/BAN/2022/962 dated 02.06.2022, AIBL/BAN/2022/1048 dated 14.06.2022, AIBL/BAN/2021/1102 dated 22.06.2022 on the captioned subject, we are pleased to inform you that the Management has been pleased to accommodate the following students as Internee in AIBL under the following terms & conditions:

Sl No.	Name of the Students	Name of the University	Approved Branch
01.	Md. Shadmaan Ahsan Mahi	IUB	Banani Branch, Dhaka.
02.	Md. Ragib Hossain	AIUB	
03.	Tahmidul Islam	AIUB	

1. They will get no financial benefit/allowance from the Bank for the internship.
2. They will maintain all secrecy about the affairs of the Bank.
3. The Internees are to obtain prior permission from the competent authority in connection with any report to be submitted by them in regards to their internship with a copy to the branch authority & the undersigned.

Ma-Assalam.

Yours faithfully,

Sd/-  
(Md. Mazharul Islam)  
Senior Executive Vice President

Copy for information and necessary action:

1. Farjana Hafiz, Career Counselor, Office of Career Guidance & Placement, Independent University, Bangladesh (IUB), Dhaka-1212
2. Md. Tariqul Hassan, Office of Placement & Alumni, American International University-Bangladesh, Kuratoli Road, Kuril, Dhaka-1229.
3. Fahmida Sultana, Office of Placement & Alumni, American International University-Bangladesh, Kuratoli, Khilkhet, Dhaka-1229
4. Office file.

  
Senior Executive Vice President

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