

Internship Report on AIBL

Md. Nazmus Sakib

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

Internship Report on AIBL

Submitted to:

Name: Md. Qamruzzaman Ph.D., ACMA

Designation: Associate Professor

School of Business and Economics

United International University

Major: Finance

Submitted by:

Name: Md. Nazmus Sakib

Id: 111 181 028

Major: Finance

Trimester: 14

School of Business and Economics



United international university

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Letter of transmittal

22.03.23

Md. Qamruzzaman Ph.D., ACMA

Associate Professor, School of Business and Economics, United International University

Subject: Internship Report on AIBL

Dear Sir,

It is my pleasure to submit the final report for my three-month internship at Al-Arafah Islami Bank Limited (AIBL).

This study looks at the investment procedures and returns of Al-Arafah Islami Bank Ltd (AIBL). As part of my internship at the assigned company, I have written this report. I have labored hard on this report, and I hope it will be successful. Working at the organization and producing this report has been an enlightening and enjoyable experience for me.

In light of this, I humbly urge that you accept my evaluation, and I appreciate your consideration in advance.

Sincerely,

Md. Nazmus Sakib

ID: 111 181 028

Certification of similarity index

Declaration of the student

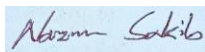
I hereby declare that no plagiarism was made while making this report, all the information in this report was collected by me and written down in my own words. I also tried my best to cite the sources of the information I gathered while making this report.

I also confirm that all information in this report is accurate and up-to-date with the banking system of AIBL.

It is my responsibility to ensure that my work is not being copied by another student and also to ensure the confidentiality of my work in honor of AIBL and my supervisors.

Name: Md. Nazmus Sakib

ID: 111 181 028

A handwritten signature in blue ink that reads "Nazmus Sakib".

Signature:

Date: 22.03.23

Acknowledgment

First, I thank Allah for allowing me to finish my internship report. I also like to thank my parents for their help during my internship. Second, I'd want to thank Mr. Lutfor Rahman (Operations Manager). He taught me about banking and provided statistics for my internship report. Finally, Al-Arafah Islami Bank limited's HR Section allowed me to intern at the Hazaribagh branch.

Finally, my friends helped me overcome challenges throughout my internship and inspired me to finish my report.

Abstract/ Executive summary

The Islami Financial System is becoming more and more popular across all cultures, races, and religions. There are more than 300 financial institutions around the world that provide Islamic banking services. Eight Islamic financial institutions in our country are fully functional. Following the teachings of the Holy Quran, Al-Arafah Islami Bank Limited (AIBL) was established on September 27, 1995. Islamic Shariah, which AIBL adheres to, forbids charging interest on loans. AIBL's loss-and-gain products are becoming increasingly popular. To build a banking system with a focus on social justice, AIBL provides low-income people with employment opportunities. Based on social and national needs, the bank funds "Halal" enterprises. The bank contributes to public works projects and initiatives that foster economic growth and new job opportunities. The bank helps the economy by providing services in 148 locations across Bangladesh.

In my internship report, different departments, and activities of AIBL will be discussed and recommendations that can improve their services and efficiency will be made.

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List of Abbreviation

AIBL: Al- Arafah Islami Bank Limited

CHAPTER I: INTRODUCTION

1.1 Background of the Report

Overview and history: Al-Arafah Islami Bank Limited has been a prominent commercial bank in Bangladesh since its foundation on September 27, 1995, according to the Islamic Shariah principles upon which it was created. More than 70 countries worldwide, including Bangladesh, have permitted 218 Islamic financial institutions to operate in their markets. It has shown the use of its technique and the efficacy of its operation in the interim. Thanks to the efforts of Al-Arafah Islami Bank Ltd a project known as "Krishi O Grameen Khudra Bing Prokolpo" has been initiated (Microfinance) (Alam, 2000). By implementing this project, Al-Arafah Islami Bank Ltd. is working towards the relief of poverty, developing agricultural sectors, creating job opportunities, and other similar objectives. Thanks to the efforts of Al-Arafah Islami Bank Ltd., a project known as "Krishi O Grameen Khudra Bing Prokolpo" has been initiated (Microfinance). By implementing this project, Al-Arafah Islami Bank Ltd. is working towards the relief of poverty, developing agricultural sectors, creating job opportunities, and other similar objectives. Al-Arafah Islami Bank Ltd. has 78 branches, a total of 1033 employees, and 1,2013 shareholders as of December 2010. The paid-in capital is 4,677,28 million Taka, compared to the permitted capital of 5,000 million Taka. Al-Arafah Islami Bank Ltd. is the most sophisticated and prosperous Bank in Bangladesh, owing to the wise leadership of its board of directors, the Islamic banking knowledge of its staff, and Allah's will. The Bank has maintained a strong profit and paid considerable dividends. The key to the Bank's success is its ability to provide high-quality customer service by integrating creative ideas with current technical breakthroughs and new products. The Bank offers a broad range of products and services tailored to satisfy each client's particular needs. The Bank is committed to making significant contributions to the nation's economy. It presently has 78 branches, of which 36 are AD sites, enabling it to contribute significantly to the nation's socioeconomic development (Alam, 2000).

Vision: To be a leader in the area of Islamic banking in Bangladesh and to contribute significantly to the growth of the country's economy.

Mission: Spread Shariah-based banking procedures.

- Customer service that is timely and professional
- Exceptional financial services with the latest technology.
- Maintaining high corporate integrity and a competitive return on equity for shareholders.
- Unwavering commitment to the growth of the nation's economy.
- Banking services that are both cutting-edge and reasonably priced.
- Maintain a high level of quality in the human resources you employ.

I.2 Objectives of the Report

The objective of the report: This report's main objective is to evaluate the general banking operations carried out by Al-Arafah Islami Bank Ltd.

I.3 Motivation of the Report

To improve theoretical understanding via an emphasis on practical application.

To understand ABEL's general banking system.

To detect the issues that are occurring with ABEL's general banking activity.

To acquire knowledge about the general operating procedures of the Bank.

To analyze the overall performance of AIBL's general banking operations

I.4 Scope and limitations of the Report

Scope and limitations of the report: This article aims to investigate the general banking operations that Al Arafah Banking carries out. This study focuses on the working activities I had the opportunity to engage in while working in the different departments to conclude those activities. This emphasis is done to ensure that the research is accurate. During my investigation, I focused mostly on the loan and general banking services Al Arafah Islami Bank Ltd made available.

Limitation of the report: There may be some data limitations in the report. There are many branches in Al Arafah Islami Bank and I am writing this report based on only one bank. So there may be some data limitations.

I.5 Definition of Key terms

Banking system: It is the regulations and rules that are followed by financial institutions in Bangladesh.

Chapter 2.1 Company Preview

2.1.1 Overview and history

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- Banking services that are both cutting-edge and reasonably priced.
- Maintain a high level of quality in the human resources you employ.

2.1.2. Trend and growth

- To begin the establishment of a financial system free of any interest.
- To develop a state-of-the-art banking system that can accommodate a wide variety of clients
- To make a significant contribution to the nation's overall economic growth and development.

2.1.3. Customer mix

Banks can establish customer relationships with a wide variety of clients, including private persons, companies, charitable organizations, and trusts. Before opening any accounts, the banker is required to thoroughly research all of the relevant rules and regulations, in addition to the prevalent conventions and practices.

2.1.4. Product/service mix

Product and service of AIBL

Mudaraba Savings Deposit: A deposit may be obtained in monthly installments at Tk.300/-, Tk.500/-, Tk.1000/-, Tk.1500/- & Tk.2000/- for a tenure of 5,8,10, or 12 years, and the deposit can be retrieved together with a profit after the plan's term has come to an end.

In line with the program above, deposits of Tk. 1.00 lac and multiples thereof are accepted for 5 (five) years, and the bank paid Tk. 8805 per month per lac and proportionately on the balance amount of deposit under the category throughout the period under review.

On the other hand, the above-mentioned rate is subject to change after the completion of each calendar year and the reconciliation of accounts.

Under the scheme above, a Hajj deposit may be paid monthly for 1 to 20 years. This allows the account used to do Hajj with the accrued money while still generating a profit.

Under the provisions of the program, monthly deposits are accepted. After the period, the depositors may ask the bank to invest double the amount of their savings in any viable sector of their choice without providing collateral. Individuals who participate in the program and save money may utilize the funds to create their businesses and take advantage of bank investment options.

2.1.5. Operations

- The Bank is committed to establishing a financial system that prioritizes social welfare, the economic progress of low-income persons, and the provision of employment opportunities.
- The Bank distributes funds to a range of Halal businesses, considering the needs and aspirations of society and the country.
- The bank participates in a range of operations to construct infrastructure, implement the government's many development goals, and create new job possibilities.
- Profit may properly function as an alternative to interest, according to the laws of Islamic Sharia, which govern all aspects of the bank's activities.
- The bank's investing strategy complies with the many stipulations of Islamic Shariah, which are drawn from the Quran and Sunnah.

2.1.6 SWOT analysis

Strengths:

- Bangladeshi banks must have 10.62% capital adequacy. AIBL averages 14.4% CAR year-round.
- Banking Software: ABABIL, AIBL's Islamic banking software, ranked eighth globally.
- Geography AIBL has many branches throughout Bangladesh.
- The bank has 148 branches in 7 Bangladeshi divisions.
- AIBL has customer loyalty. Customers of AIBL are loyal.

Weakness

- Centralized Management: In AIBL, the top authority makes all major decisions without consulting subordinate management.
- AIBL non-performing loans increased during the year.
- Understaffing in AIBL's GB and Remittance divisions upsets consumers at rush hour.
- Windows XP runs most AIBL machines.
- Lack of ATM booths: AIBL's ATM services are unsatisfactory due to a lack of ATM booths in Bangladesh.

Opportunities

- AIBL can improve customer service by following Islamic Shariah.

It could modernize Islamic banking in Bangladesh.

- AIBL, a famous Bangladeshi Islami bank, needs more ATM booths despite rising client demand.
- Internet banking: As Bangladesh's internet develops, AIBL may offer its clients e-banking, enhancing its potential.
- Market Entry: AIBL can enter new markets with Islamic-compliant products and services.

Threats

- The Bangladeshi central bank claims that Islamic banking laws are weak.
- Bangladeshi banks are heavily taxed.

- Increasing Competition: Because banking is profitable, it attracts new competitors, boosting competition between existing and up-and-coming enterprises. After all, everyone wants a market share.

Chapter 2.2: Industry analysis

2.2 Industry Analysis:

Industry analysis is a method for conducting a market evaluation that is utilized by businesses and analysts to gain a better understanding of the competitive dynamics that are present within a particular industry. This is accomplished by comparing and contrasting the various aspects of the industry in question (Stackhouse & Stewart, 2016).

2.2.1 Specification of the industry

Islamic banking differs. Eliminating interest rates makes it distinctive. Islamic banking follows Quranic law and sunnah. It promotes fairness, efficiency, stability, and growth. This arrangement shares risk evenly between the entrepreneur and capital owner. Depositors or investors split investment rewards. Islamic banks continuously seek profitable ventures to improve depositor returns.

2.2.2 Size, trend, and maturity of the industry

The banking sector of Bangladesh helps the country's economy. Bangladesh's financial system was established in 1971, following independence, with six nationalized commercial banks, three state-owned specialized banks, and nine international banks. Despite this, Bangladesh currently has 61 scheduled banks that are entirely under the supervision of Bangladesh Bank. Scheduled banks include commercial banks that are privately held, state-owned, specialized, and international. 33 of the 61 scheduled banks are publicly traded on capital markets.

2.2.3 External economic factors

Porter's five forces analysis: The Five Forces Framework established by Michael E. Porter is a framework for examining the operational environment of a business's competitiveness utilizing the five factors. It does this by extracting five criteria that influence the competitive intensity of an industry and, therefore, the profitability-based appeal of an industry. These factors are drawn from the economics of industrial organizations (Asad, 2021).

2.2.4 Technological factors

The AIBL bank uses Ultimus as its principal software for opening accounts and conducting other banking-related activities. Use ACCS to do a check scanning and authenticity check before transmitting it to another bank (Automated Cheque Clearing Solution).

Also, I am now familiar with how to use the Bangladesh Bank Online Monitoring System for both import and export, and I can submit back-to-back L/C postings, sales contract postings, duplicate and triple entries, and other types of entries online. I learned how to enter FC data by making use of the software provided by the AIBL FCR system. I now get how they move money from one bank to another utilizing the Swift system for L/C transfers (a program). The fact that I was never taught about some of these technologies over the course of my academic career is evidence that banking operations are rapidly becoming automated through the application of innovative software and technologies.

2.2.5 Barriers to entry

New bankers pose little risk in Bangladesh. Bangladeshi banks demand 400 crore taka to open. New entrants are unlikely because it is hard to start a bank with so much money. We need political support to start a bank due to political instability.

Brand loyalty is considered for new arrivals. Bangladeshi banks have thousands of loyal customers. Consumers cherish cost advantage, and incumbent banks in Bangladesh

maintain a cost-advantage banking system, making it difficult for new rivals to enter the sector with a cost advantage. Bangladesh has 56 banks, with 11 more about to join. Starting a bank takes time due to government rules and paperwork. Corruption slows Bangladesh's paperwork, which hinders newcomers. Hence, new bankers pose little threat.

2.2.6 Supplier Power

Suppliers are bank depositors. Individuals and corporations supply banks now. Suppliers have little bargaining leverage because the Bangladesh central bank regulates depository institutions and banks are controlled by their parent branches.

In this scenario, individual depositors deposit the smallest sums of taka, while banks earn the most by setting a low-interest rate.

Corporate suppliers' bargaining power is minimal in the banking industry, but they deposit huge amounts of money and are the bank's main funding source. Banks disregard corporate suppliers' limited bargaining leverage. Hence, corporate banking suppliers have little bargaining power.

2.2.7 Buyer Power

Customers have little negotiating leverage because banks determine interest rates and guidelines.

Corporate clients can negotiate the investment limit while having little leverage because they have a sizable deposit in the bank and a sizable borrowing from the bank. This purchaser serves as both a supplier and a customer. Banks appreciate business clients for this reason. Banking rarely engages in buyer haggling.

2.2.8. Threat of Substitutes

Banks have moderate substitution risk. Bangladesh has 35 non-banking financial institutions that offer a variety of products at low prices. Bangladeshi banks are less well-

known than Sri Lanka Bangla Finance Limited, and IDLC Finance Limited. Hence, Bangladeshi financial products are equivalent.

2.2.9. Industry rivalry

Banks compete for market share by offering a variety of products and services. Every year, bank rivalry grows as more banks obtain the first-mover advantage.

56 traditional and 8 ISLAMI Bangladeshi banks offer equivalent products and services. Most crucially, they all targeted huge firms, creating severe competition. Islamic banks controlled 14% of the market in 2014, while conventional banks controlled 86%. Islamic and mainstream banks in Bangladesh compete (Siddiquee, 2013).

CHAPTER 3: INTERNSHIP EXPERIENCE

4.1 Position, duties, and responsibilities

My internship experience includes working in General Banking, Clearing, Investment, Foreign Trade, and Cash Operations in several different bank divisions.

Part of the general banking section:

My first job was in accounts, and then I moved on to general banking. When I first started working here as an intern, the year was almost up, so everything was a little bit disorganized, and the amount of work that needed to be done was a little bit overwhelming. I have previous experience working in several different bank departments simultaneously. From the very beginning, I was required to learn about the many different account opening forms, both individual (single/joint) and institutional, as well as important

bank documents such as KYC forms, FATCA forms, and TP forms, and how to fill them out with the necessary information from already filled-out forms.

Along with other bank paperwork like the KYC form, FATCA & TP for Savings, FDs, and DPS using the information I received from the NIDs and TIN papers, etc., there were a ton of incomplete account opening forms—maybe 400. I was required to complete all of these forms, along with the other bank paperwork.

In addition to photocopies of the customers' and nominees' national identification cards, birth certificates, passports, and driver's licenses, the required documents include two photographs of the account holder that are the size of a passport and one photograph of the nominee that is the size of a passport (signed by the account holder at the back for all photos) a copy of the utility bill, any relevant E-tin certificate, and any supporting documents if necessary.

In addition to that, I finished filling out approximately forty new account registration forms. Once I confirmed the NIDs and affixed seals to the paperwork, Deputy Manager, the GB in charge, and the employee who was picked to sign all signed their names. In addition to that, I am now familiar with the Ultimus program and can open accounts with it.

I was also assigned the job of contacting clients and existing account holders through phone and text messages on any missing documents, especially NIDs, and collecting them. This responsibility fell under my purview because it was delegated to me.

For us to provide the service as soon as the clients arrived, it was my obligation to record any new checkbooks, debit cards, or credit cards in the register books. I also had to make sure that these items were stored in the appropriate locations and the correct sequence. As I had become an expert on a few different subjects, I was given the responsibility of instructing a new intern on the workings and procedures of the company.

4.2 Training

There was no distinct training given to me by my supervisors, I mostly learned my way through the job. The orientation was the only time when I was separately introduced to the rules and regulations of the company.

4.3 Contribution to departmental functions

Clearing Section: My primary responsibilities in the clearing section included verifying the correctness of account numbers and balances, as well as receiving and processing checks. After that, I would sign and affix a seal to the deposit slip for both the client and the bank, then I would keep the portion of the slip that belonged to the bank with the check, and then I would give the client their portion of the slip. I was able to contribute to the purification of the interior as well as the exterior. My primary responsibility throughout the times that they carried out EFTN and FT was to assist with verifications. In addition to that, I helped them through the RTGS and EFT treatment processes.

Then, I used to match them with the cheque numbers and quantities because there were 4-5 large clients who would consistently provide lists of the cheque numbers of persons who would be passing large amounts of checks on a given day. I used to do this because there were 4-5 large clients who would consistently provide these lists. In addition, confirmation for extra cheques was obtained from the customers by calling them on the phone.

Investigating Credit: When I first started, I learned about a variety of loan options, each of which had an Islamic name, as well as the numerous forms of documentation and processes that were required when making investments. They mentioned that learning is the primary endeavor there and emphasized its significance. Because this department is responsible for the most important analytical work, the length of my stay there was not sufficient to understand everything.

I've also been a witness to the process of creating mortgage deeds. After that, I learned how the provisions of an investment proposition are drafted. They never refer to loans as loans since under Islamic law, doing so is forbidden; rather, they refer to financial

transactions as investments. I have also sealed checks that were obtained from the loan borrowers for installment payments because it is considered that depositors are donating their money for investment, and because of this, the money must be used appropriately to ensure that a profit is made. I have done this because it is considered that depositors are donating their money for investment.

International Trade: While I worked in the international trade department, it was my job to ensure that the L/C papers were filed away in the appropriate folders following the informational hierarchy that I had been instructed on. After that, I would put them in a file, make sure they were sealed, and then stamp them with a 500 taka stamp.

After that, utilizing the login information that they provided, I would link to the Bangladesh Bank Online Monitoring System. Once there, I would be required to publish data concerning the L/Cs that were opened making use of the documents that were organized. Back-to-back online posting is the term that is used when referring to the process at Bangladesh Bank.

Following that, I increased the number of postings on my website by over fifty sales contracts. After that, I went to the website of the Bangladesh Bank Online Export Monitoring System and entered more than ninety exports that were either identical or tripled. I needed to work on an Excel spreadsheet with a variety of EXP quantities so that I could build ratios with the bill numbers. After the money had been generated, I upgraded the files so that they would be monitored more closely by the BB online monitoring system. This effectively sealed the files. There is a wide selection of paper available for use in export transactions, including EXP paper, invoice paper, custom clearing paper, shipment paper, billing paper, and others.

In addition to that, I became familiar with the Swift L/C transaction system and used the Ultimius tool to carry out a few authorizations.

4.4 Evaluation

Before I started working as an intern at a bank, there were a few things—I guess you could call them expectations—that were floating around in my head. These things were all based on what I had learned about the banking industry and the job from what I had read or heard while I was an undergraduate student. Before I started working as an intern at a bank, I was an undergraduate student. When I first started working at the bank, I had the misconception that everyone who worked there led a fairly mundane life. After all, the adage goes that a banker's job is never finished and that bankers never smile. I had expected that we would have a difficult time talking with one another because of the significant age gap as well as the professional gap that separates us. And I was under the impression that as an intern, the most I could contribute to their nasty attitudes was a "yes sir/miss." There was a period when the thought that I wouldn't have anyone to talk to made me feel incredible down, and there was a time when I worried about it. It was a source of anxiety for me that they would either be too preoccupied to take the time to explain things to me because they were so busy or that they would reprimand me if I made a mistake while doing the responsibilities that they had delegated to me. I was curious to see how they dealt with customers, particularly those who were disruptive, impatient, or otherwise at fault, as well as how they handled lines and other customer service-related issues while I was taking a course in service marketing. Specifically, I was interested to see how they dealt with customers who were at fault. As Islamic Sharia is the foundation of the financial system there, the only people who will be allowed to work there are Muslims. It seemed to me that a three-month internship would not be sufficient time to understand anything about the culture of the country or the business methods that are common there. After some time had passed, I started to have second thoughts about the decision I had made previously to complete my internship in a bank. Despite this, I am relieved to say that my personal experience was nothing at all like what I had heard or imagined it to be. It is essential to not only rely on hearsay but also to form your own opinions based on firsthand observation because, as the old saying goes, "life in the real world is never quite like it is in the movies." (Siddiquee, 2013)

By the kindness of Allah, I have never made a mistake in the work that I have done, but if I had, they would have instructed me rather than reprimanded me if I had done so. I was blown away by how proficiently they handled customer service calls and by how graciously they spoke to even the most impolite of consumers. Customers are kept from becoming upset by being offered tea and cookies while there is a queue of people waiting to be served. Even though the bank is founded on Islamic ideals, its employees come from a diverse range of religious backgrounds and cultural backgrounds, and they all get along well.

4.5 Skills applied

In terms of technical proficiency, I can now utilize Ultimius, the main piece of software used by AIBL, to open accounts in the bank and carry out transactions within it.

I now understand that the Bangladesh Election Commission's Partner Portal allows one to verify a client's NID. I learned how to scan cheques and remittances using the Automated Clearing House System (ACCS) so they may be sent to another financial institution.

To make FC data entry easier, the AIBL FCR system software was carefully examined. What I've discovered is that the L/C funds are moved between banks through Swift (a program). I rapidly mastered the program because I had to use Excel Sheets frequently to enter data or perform calculations. I can now scan, print, and create photocopies thanks to the scanner. I've also learned the skill of utilizing a checker machine to tell real checks and cash from fake ones.

Each new client receives a TP (Transaction Profile) so they may discover how frequently and how much they can deposit and withdraw from their account each month based on their income. Also, it might be a beneficial indicator for both clients and staff.

I've learned how to get along with people and maintain friendly connections with both employees and clients. During my internship, I saw how the entire team supports one another and how closely they are bonded on a personal level. They have become a close-knit team because they work side by side every day.

4.6 New skills developed

Excel Skills

Before this internship, I had no idea how important Excel was in the world of business, I had to use Excel every day for the simplest of tasks like bookkeeping, and I have improved my Excel skills.

Skills in Data Analysis: The Know Your Customer (KYC) form is based on the client's details and assists in analyzing the risk level of any clients; for instance, if a client's score is less than 15, they are considered to be less risky for the bank, and if their score is higher than 15, they are considered to be highly risky. Employment, residences, bank account balances, types of accounts, and other elements are all relevant.

4.7 Application of academic knowledge

Although theoretical knowledge is valuable, having experience in the real world is even more so. I have witnessed a variety of applications of the topics that I have most recently learned in a course. During my time working as an intern, I have put to use many of the abilities that I acquired during my time at university, including those related to working with people, marketing, analysis, and excel.

Chapter 4: Conclusion and Key findings

5.1 Recommendations

AIBL, which is one of the most well-known Islamic banks in Bangladesh, focused on the Islamic banking system that is in place today. AIBL is continuously striving to guarantee that it maintains a safe position in the industry by maximizing the amount of its deposit and making investments of high quality. During my time working at the bank as an intern, I picked up the following knowledge, which I have put below

- The investment department of AIBL lacks quality human resources, which causes their disbursement procedure to take longer.
- There are no other investment alternatives available at any of the branches of AIBL because not all branches are permitted to offer investments in the Mudaraba and Musharaka modes.
- Out of all the available investment opportunities, AIBL decided to place a significant emphasis on the Bai-Muajjal mode, which resulted in approximately 38.60% of their total investments for the year 2022.
- Between the years 2013 and 2022, AIBL's investment at its branch in Hazaribagh fell as a direct result of the departure of the leather industry from the city of Hazaribagh.
- As part of the consumer investment plan, AIBL's Hazaribagh branch makes significant investments in the Bai-Muajjal style of operation. The amount that they invested in 2022 was 979,180,000 TK, which was the highest amount allowed by the Hazaribagh branch for any kind of investment.
- Whereas other Islamic banks, such as IBBL, invest across the board in the economic climate of the country, AIBL places a large emphasis on the industrial sector, as evidenced by the fact that 49.10% of their total investments are made there. In addition, AIBL does not make any investments in the nation's attempts to advance its economy.
- Of all the divisions in Bangladesh, AIBL only favored Dhaka, which is where they invested 78% of their total investments. Bangladesh is divided into 8 different divisions. AIBL did not provide support for female entrepreneurs who were looking for investment

during the time that IBBL and other Islamic banks were expanding their investments throughout Bangladesh.

5.2: Key understanding

Due to the growing popularity of Islamic banking in Bangladesh, banks now need to offer a greater range of goods and services. If AIBL pursues a more futuristic approach in the banking industry, it will be more successful. These are my conclusions and some recommendations for the future. AIBL should hire qualified individuals to work in its investment branch. At all AIBL branches, the Mudaraba and Musharaka investment strategies ought to be accessible. Investments in general, not just Bai-Muajjal, should be the focus of discussion. That's because modern shoppers favor a variety of options. AIBL must adapt contemporary methods if it is to succeed in the banking sector. EIBL's recovery department should, if anything, become busier over time as the company's classified investments increase. To make its products more acceptable to the general public, AIBL needs to alter both its investing practices and policies. AIBL needs to modernize its internal networking and infrastructure to better serve its clients. AIBL has to make changes to its accounting opening form to make it easier for customers to utilize.

5.3: Conclusion

Bangladesh's banking industry is highly competitive, with each operator vying for market share by offering cutting-edge goods and services. Hence, banks must create a solid business plan and set of policies to elevate their position within the sector.

In that sense, AIBL is not exceptional. The leadership of AIBL works arduously to bring banking services to every corner of the nation to continue growing. This report breaks down the investments made by AIBL in its Hazaribagh branch by mode. The branch concentrated a lot of its resources there because the leather industry was close by; however, as the leather industry migrated away from Hazaribagh, the branch's investment

in the region shrank. The Bai-Muajjal investing approach was likewise a top choice for the Hazaribagh bank. Locals have little interest in experimenting with other investment options because no local banks offer the Mudaraba investing technique. The rate of return on investments changed yearly as well. The analysis of IBM's investment strategy concludes that it is ineffective in several different industries. The bank lacks sufficient investments to operate over the entirety of Bangladesh. Each year, a greater percentage of the bank's assets are categorized. So, a bank's management must handle this problem and offer a persuading investment plan to its clients for it to prosper.

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