

Internship Report on The Procurement Procedure of The City Bank Limited

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

Internship Report on The Procurement Procedure of The City Bank Limited

Submitted to:

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Letter of Transmittal

September 14, 2023

Dr. Seyama Sultana

Associate Professor

School of Business & Economics, UIU

Subject: Letter of Transmittal

Dear Mam,

I wanted to let you know that I have finished my internship report. I have adhered to your instructions in order to complete the report. I made an effort to convey all the information I gathered, while also making connections to relevant theories. Preparing this report has provided me with extensive knowledge on the process of starting a new business and creating an organizational environment. This newfound understanding will undoubtedly prove beneficial to me in the future.

I am happy to provide clarification if there are any discrepancies.

Thank you

Sincerely,

Md. Hasibul Hasan Talukder

Id- 111 201 258

Certification of Similarity Index

Declaration of The Student

I, Md. Hasibul Hasan Talukder, would like to declare that the internship report titled "Internship Report on The Procurement Procedure of The City Bank Limited" is the result of my own hard work and research. I have finished writing this report because it is necessary for my BBA program at United International University.

During my internship, I had the opportunity to work at the head office of City Bank Limited (CBL) in their procurement division. The office can be found at Gulshan-2. I had the privilege of being mentored by Md. Babul Hossain. He is a highly experienced Senior Manager at procurement division. He provided me with valuable support, mentorship, and direction to help me better understand the practical aspects of the field.

I want to state that all the information in this report is genuine and correctly reflects the work I did during my internship. I have properly cited and acknowledged any external sources of information, data, images, or content that I have referenced in this report, following the required academic referencing standards.

As a student, I understand the importance of adhering to ethical standards and maintaining integrity. I am fully dedicated to upholding these principles in all aspects of my academic and professional endeavors.



Signature: _____

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Acknowledgement

As a student in the BBA program, completing an internship is one of the most important parts of the degree. In this way, I'd like to thank all the teachers at United International University who helped me finish all of my courses.

First, I would like to thank my God for making it possible for me to finish this report. And finally, I would like to thank my honorable teacher for this report, Dr. Seyama Sultana, who has always helped and given me good advice so I could finish my report as well as I could.

I would also like to thank everyone at The City Bank Limited's Procurement division who helped me during my job there. I have to say that this bank has a great place to work and nice employees, both of which helped me a lot as I learned about how procurement procedure works.

Executive Summary

The objective of this study was to present a comprehensive overview of the CBL. The CBL, also known as the City bank Limited of the country, holds significant importance in the financial sector. As a business student participating in an internship program, I was fortunate enough to be granted the opportunity to collaborate with this particular company. I exerted my utmost effort to engage in diligent studying.

I have made an effort to provide a comprehensive overview of the the CBL. In order to complete this task, I have compiled the two most frequently used financial statements, namely the balance sheet and the income statement. The balance sheet provides an overview of the bank's financial position, while the income statement reveals the bank's net profit or net loss. Ratio analysis is a method that is employed to address these assertions.

I tried to talk about different subjects like the country's economy, the problems that banks are currently dealing with, the SWOT analysis of City Bank, and suggestions regarding the evaluation of their performance.

Following that, I attempted to demonstrate the comprehensive procurement process since I was a member of the procurement division.

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List of Abbreviation

PR= Purchase Requisition

CS= Comparative Statement

RFQ= Request for quotation

RFP= Request for price

CBL= City Bank Limited

RFI= Request for information

SME= Small and medium-sized enterprises

KPI= Key performance indicators

FCB= Foreign commercial banks

DFI= Development finance institutions

PO= Purchase Order

WO= Work Order

SCM= Supply Chain Management

Chapter I: INTRODUCTION

1.1 Background of the Report

In order to fulfil the requirements of the BBA program, it is necessary to submit a report explaining the practical experience gained after completing 120 credits. As part of the Bachelor of Business Administration (BBA) degree, students are obligated to engage in an internship program. This program aims to provide them with practical experience in a demanding sector of significant importance. During the training for entry-level positions, undergraduates are given the opportunity to fully engage themselves in the specific circumstances of the organization. The opportunity provided allows undergraduate students to observe business reality, which can be quite rare. This experience aids in establishing their career and building their confidence. Every business school has an internship program in place to fulfil this requirement. In this situation, we are presented with an opportunity to apply the theoretical knowledge we have acquired in our classes and from our textbooks. We can then evaluate and contrast it with real-life scenarios.

1.2 Objective of the Report

The purpose of this internship report is to thoroughly examine and record the procurement procedure of The City Bank Ltd. This report will concentrate on the different components, processes, and implications involved in the procurement process. The purpose of this report is to provide a thorough and organized explanation of the procurement process used by The City Bank Ltd. It will discuss the important steps, people involved, and how everything flows together. Additionally, it is important to analyze the procurement strategies and sourcing methods utilized by the bank. This analysis should focus on how these strategies and methods align with the bank's overall objectives and industry best practices. Eventually how The City Bank Ltd. ensures compliance with applicable legal and regulatory frameworks in its procurement practices, showcasing a dedication to ethical and lawful operations. Lastly, I would like to contribute to the existing body of knowledge in the field of

procurement by sharing insights and lessons that I have derived from analyzing The City Bank Ltd.'s procurement procedure.

This report aims to provide information about The City Bank Ltd.'s procurement procedure. It will discuss the operational efficiency, adherence to best practices, and potential areas for improvement. The objective is to gain a better understanding of the bank's procurement process.

1.3 Motivation of the Report

I am writing this report on "The Procurement Procedure of The City Bank Ltd." because I believe that procurement processes are extremely important in today's financial institutions. Efficient and strategic procurement practices play a vital role in the operations of any organization. They play a crucial role in maintaining the foundation of a business, making sure that everything runs smoothly, is cost-efficient, and promotes sustainable growth. The City Bank Ltd. is a renowned bank that has implemented comprehensive procurement procedures. Careful examination and analysis are necessary for these procedures.

As a student, it is important for me to have a comprehensive understanding of The City Bank Ltd.'s procurement procedure in today's highly competitive environment. Regulatory compliance holds significant importance due to its constant evolution and the ever-changing customer expectations. It is crucial for us to have a good understanding of the bank's procurement process. The purpose of this report is to investigate the specifics of this procedure so that we can comprehend the factors that impact the bank's sourcing, vendor selection, risk management, and technology integration strategies.

Additionally, the value of the report lies in its capacity to offer valuable information and recommendations. By conducting an in-depth examination of the procurement process we can pinpoint specific areas where improvements can be made to enhance efficiency. Eventually we can actively contribute to the bank's ongoing efforts to achieve continuous improvement.

1.4 Scope and Limitations of The Report

The study was conducted at the Head Office of City Bank Limited in the Procurement Department. One of the main areas of focus in my study was gathering information directly from the members of the procurement team. This was particularly important because our team was relatively small. I got help from my fellow team members while working on the report. I was given advice about how to organize the report and how to interpret the data. I had the opportunity to have a conversation with the Head of the Procurement Division and obtained the necessary information for the report. Additionally, throughout the duration of these past three months, my supervisor consistently provided me with guidance and provided crucial information pertaining to the report. Another aspect of my experience was the opportunity to learn from members of other departments. I was seated close to the departments of HR, Legal, public relations, and Branding. I had the opportunity to learn from them as well. I had the opportunity to interact with two of my fellow interns who were assigned to the Corporate and Finance Division. Through conversations with them, I gained insights into the various activities and policies of that division. All of these factors assisted me in the process of preparing the report. The placement in the Head Office was the largest scope of all. Due to this particular assignment, I had the opportunity to acquire a wide range of new knowledge and skills that would have been not possible if I had been assigned to a different location like in any branch of the bank.

If I talk about any kind of limitations that are the banking policy did not support the collection of all types of data and information. Also, the report did not have enough secondary sources of data, which was not enough for the preparation of the report. Lastly and the main thing is that the bank often disappoints to provide internal information in an informative way as their all information are confidential.

1.5 Definition of Key Terms

Procurement- Procurement is the process of purchasing goods or services

SME- SME is an abbreviation that stands for small and medium-sized enterprises. Enterprises with less than a specific level of investment and turnover are referred to as small businesses. SME encompass a wide range of businesses including those involved in manufacturing as well as providing various services.

RFQ- A request for quote (RFQ) is a document that a company uses to ask vendors to provide price quotes and bid on a job.

PO- A purchase order (PO) is a document that a buyer creates and sends to a seller to confirm their desire to buy products or services. It is a legally binding document.

SCM- Supply chain management (SCM) is the management of the flow of goods and services. It involves overseeing all the processes that convert raw materials into finished products.

Chapter II: COMPANY AND INDUSTRY PREVIEW

2.1 Company Analysis

2.1.1 Overview & History

In 1983, during a time of great uncertainty, a group of 12 ambitious individuals decided to start the first private commercial bank in the country. They named it The City Bank Limited. The initial capital of the board of directors was BDT 34 million, and it has since increased to a substantial amount of BDT 3.4 billion. The City Bank Limited set up its first branch in Dhaka, precisely on Bangabandhu Avenue. The City Bank Limited made its initial debut on the Dhaka Stock Exchange in the year 1986. Subsequently, it also became listed on the Chittagong Stock Exchange in 1995. In 2013, City Bank decided to increase its presence in Malaysia. They achieved this by setting up ten branches and one representative office. In addition, it is worth mentioning that City Bank established a subsidiary office in Hong Kong in the year 2019.

City Bank offers a wide range of banking services to both individuals and businesses. These services can be accessed through different channels like physical branches, online interactions, and mobile applications. City Bank is a large commercial bank located in Bangladesh. The organization operates within the private sector and possesses a significant amount of assets. By the conclusion of the year 2021, the total assets of the organization amounted to BDT 416,902 million. The bank contributes 2.1% to the national economy's loans and 2.3% to its deposits. Over time, they have made significant contributions to the progress of the country through their banking activities and job creation. According to the information provided, the bank employs a total of 4,539 individuals. The company has provided services to over 1,700,000 customers and currently operates 7 Priority centers. In addition, the bank possesses a total of 2 Airport Lounges, 419 ATMs and CDMs, and an impressive count of over 29,000 POS machines scattered throughout the entire nation. The company has issued more than 1,390,000 cards and has successfully onboarded more than 17,500 merchants. City Bank provides a range of services to its valued customers. The services offered by this organization encompass various areas such as retail banking, wholesale banking, corporate banking, SME banking, City Alo - Women Banking, and Treasury. Additionally, they also provide services like Employee Banking, Agent Banking, and more. City Bank has created a prosperous Islamic division called City

Islamic, which operates alongside its regular operations. The total deposits of City Islamic have grown by more than 1010% from 2021 to 2022.

City Bank, which possesses a robust financial base, was able to attain a year-over-year increase in profit of 4.7%. Despite the challenges presented by the 9% regulation ceiling on industrial lending and the impact of the coronavirus pandemic, this accomplishment was still achieved. In 2021, the bank's total assets amounted to BDT 416,902 million. Which showed a growth of 9.1% when compared to the previous year. The bank's role as a financial intermediary is evident when we observe that customer deposits accounted for 67% of all assets. Based on the data collected during the previous five years, it can be observed that the average loans-to-deposits ratio of the bank surpassed 81%. This suggests that the rise in loans was in line with the increase in deposits.

2.1.2 Trend & Growth

Based on the trend and growth analysis of The City Bank Limited, it is evident that there has been a steady rise in revenue over a period of time. Furthermore, it is worth noting that the bank has made significant progress in enhancing its profitability and has efficiently executed strategies for digital transformation. The bank has achieved prominence in the financial sector because of its strategic initiatives, expansion efforts, and emphasis on customer-centric solutions. The bank's commitment to regulatory compliance and responsible risk management practices further strengthens its reputation and financial stability. It appears that The City Bank Limited is adequately prepared to sustain its growth and contribute to the economic development of the country amidst the ever-evolving financial landscape.

The City Bank Limited has demonstrated impressive revenue growth consistently in the past few years. The bank's growth can be attributed to its effective strategic planning, expansion of its product and service offerings, and successful customer acquisition endeavors.

Over the years, the bank's profitability has shown a consistent upward trend. The growth observed in this case can be attributed to the implementation of effective cost management strategies, improvements in asset quality, and the utilization of various income sources. The net profit margins have increased due to the combination of higher interest income and revenue generated from fees.

The bank has strategically expanded its branch network, with a focus on urban centers and emerging markets. The bank's expansion has enabled it to reach a broader customer base and establish itself as a widely recognized financial institution across the entire country.

The City Bank Limited has successfully increased its number of customers by concentrating on retail, corporate, and SME segments. The utilization of personalized financial solutions and tailored services has had a notable impact on cultivating customer loyalty and ensuring their ongoing support.

2.1.3 Customer Mix

The term "customer mix" refers to the different groups of customers that a bank aims to serve through its operations. The profitability of a segment is also determined by the customer mix. This can also help determine which segment is not profitable.

City Bank Limited is engaged in providing services to different customer segments. They will be serving the customers in the following segments.

Individuals provide loans to individual customers for the purpose of purchasing a car, bike, or home. In addition, they offer loans to individuals who wish to initiate new businesses, regardless of their size, whether it be small, medium, or large. Additionally, individuals have the option to open a savings, current, or business account. One option available to individuals is to utilize the services provided by DPS account.

Big, small, or medium business organizations are provided with loans by the company. These loans are given to help them either start a new business or run their existing business more efficiently.

CBL offers loans to individuals or groups who want to start a new business or operate an existing one in any industry.

It also offers loans to entrepreneurs in order to provide them with financial assistance for starting a new business.

Eventually they offer loans to individuals who wish to establish a new educational institution, such as a school, college, or university.

Doctors can receive loans or financial support from CBL in order to open new medical clinics. This allows them to provide medical services to the community.

2.1.4 Product/Service Mix

General Banking is a service offered by CBL that encompasses various sections. These sections include account opening, cheque book issuance, remittance, cash handling, accounts management, clearing, and bill processing. Under the umbrella of general banking, CBL provides a wide range of account services. The customer's perception of the bank begins with this section. This is the initial stage of the customer life cycle for service in a bank. The relationship between customers and the bank begins with the connection between the banker and the customer. In this section, it is important to give extra care to the customer. This will help create a positive impression on the customer's mind and encourage them to continue their banking relationship with the bank.

According to the International Code of Conduct, banks must adhere to the following steps when serving their customers. Banks should treat their customers fairly and reasonably. It is mandatory for bank staff to provide all information to customers in a polite manner, especially regarding the specific services being used. They should ensure that customers fully understand every point. Banks must maintain the security and integrity of their operations in a confidential manner.

The safe deposit locker service is available exclusively to customers who hold a savings or current account at City Bank Limited. There are three types of lockers available: large, small, and medium.

The main purpose of business is to generate profit through loans and advances. It is essential for a business to generate profit in order to sustain its operations. A bank is typically engaged in a type of business that revolves around the handling of money and credit. However, it is important to note that banks, like other businesses, are also profit-oriented. The funds are invested in various ways in order to generate profit. The majority of the profit in the banking industry is derived from loans and advances.

Traders can obtain loans and advances by using their personal assets as collateral. However, it is important to note that in this particular scenario, CBL is required to assume the potential risk associated with the possibility of default repayment. If a customer fails to repay, CBL has the authority to initiate legal proceedings against said customers.

CBL offers house building loans to customers who want to construct or build a new building or structure. Both the customer and the bank must fulfil certain requirements for this loan. The business plan for the project should be made available to the bank.

The bank should be given a letter of approval from the approval authority. The cost for the construction will be prepared by an engineering firm. Additionally, a survey of the land needs to be conducted by the bank.

In CBL, there are three types of SME banking services available. There are three types of SME services: medium segment, agro segment, and small segment.

City Alo is a recently launched service by City Bank Limited. It is a highly unique offering that sets it apart from other services.

This service is specifically created for contemporary, self-reliant, and professional women.

2.1.5 Operations

The operations of a bank refer to the way in which it carries out a variety of services in order to meet the requirements of its customers. The primary objective of a bank's operations is to provide customers with services that are completely accurate and appropriate. City Bank Limited operates four distinct sets of services to run their business. These services include corporate and investment banking, retail banking, SME banking, and treasury and market risk.

CBL holds a prominent position in the realm of corporate and investment banking. CBL has a strong grasp of the local legislative structure for national debt and loan markets, as well as extensive experience with various products and a wide geographical presence. This knowledge and expertise can be valuable in helping customers reach their funding and investment objectives.

Retail banking refers to the provision of banking services to individual customers. These services are primarily focused on meeting the financial needs of individuals and households. Retail banks offer a wide range of services, including savings and checking accounts, loans CBL is recognized as the pioneer in introducing the concept of issuing dual currency credit cards. In CBL, credit cards are available in two categories.

In 2010, CBL introduced three categories of American Express (AMEX) cards, which can be used in both single and dual currency modes.

CBL is experiencing significant growth in SME banking. The company is expanding its presence by establishing numerous SME centers across the nation. With a total of 87 online branches, the company has demonstrated an impressive performance in the foreign remittance business. The company has a robust exchange relationship with the Middle East, Far East, Europe, and the USA. Additionally, CBL operates 30 SME branches and 10 SME service centers.

The treasury and market risk of a bank can be assessed by considering the number of deposit accounts it holds, as this indicates its financial capability. In order to boost the savings in the deposit account, CBL, the current business account, provides customers with a high interest rate on their deposits. This can be considered as a form of risk-taking that may result in financial losses. However, it is important to note that CBL bears this risk in order to effectively serve its customers and ensure the smooth operation of its business. Furthermore, banks are exposed to risks when the interest rate undergoes continuous changes, as they must ensure that the interest rate aligns with their assets and liabilities.

The bank must also ensure that it has sufficient liquidity to obtain the necessary resources for conducting its business operations. However, there are instances where banks may encounter difficulties in obtaining new resources to sustain their business operations. In this case, it is important to note that banks are always exposed to the risk of maintaining a minimum level of liquidity in order to fulfill their obligations, such as making debt service payments and facilitating net loan transfers. The main objective of this division is to reduce risk, generate liquid assets in a timely manner, and strive to be proactive in order to provide the most suitable solution.

2.1.6 SWOT Analysis

According to the Annual Report of 2022 of The City Bank Limited-

Strengths: CBL offers special card services in various categories, one of which is the AMEX (American Express) card service. This service provides customers with exclusive benefits and privileges. By utilizing an AMEX card, customers have the opportunity to receive various discounts from numerous clothing brands, select service centers, and specific restaurants. One of the strengths of CBL is the presence of a

significant number of ATM booths. This is advantageous for customers as it provides them with a convenient and straightforward means to deposit, withdraw, and transfer money. Operating the ATM machine of CBL is considered to be relatively easy and free from errors when compared to other banks. The ATM machine of CBL operates smoothly when compared to other machines. CBL offers services to their customers using a fully computerized system.

Weaknesses: CBL has highly efficient employees; however, the number of employees at each branch is relatively low. When comparing the number of branches, it is evident that the number of staff is insufficient. The customer care staff often take a significant amount of time to resolve customer problems, which leads to a high rate of call disconnections. Sometimes, the quantity of resources required to complete a task may not be sufficient. Customers often experience long wait times when they visit physical branches in order to receive service. The lack of sufficient backup options poses a risk as any error made by the IT department could potentially disrupt the entire software operation.

Opportunities: CBL has the potential to seize opportunities by taking proactive measures. Students have the opportunity to conduct research on upcoming technology services and make adjustments before their competitors do. CBL can also place emphasis on demographic changes when delivering services. For instance, they have the ability to provide a wide range of insurance services specifically tailored for elderly individuals. Alternatively, they could consider providing varying interest rates on loans based on the age group of individuals. In addition, scholarships may be provided to students. There is an opportunity to target its customer demographic. For instance, it has the ability to organize personalized services for different household incomes. Innovating new services that specifically target the youth generation can be beneficial for them.

Threats: The decline in an individual's financial capacity caused by inflation can result in slower growth of savings and investments, as well as reduced confidence. Additionally, there is a lack of awareness and willingness among people to use digital services on a large scale. Unfair practices lead to competitive distortion, and there is intense competition in corporate banking, which shifts the focus towards retail consumer and MSME financing, overcrowding these areas. Moreover, the slow

external global trade and the sharp devaluation of BDT against the US dollar can lead to missed opportunities and losses due to foreign exchange liabilities.

2.2 Industry Analysis

2.2.1 Specification of The Industry

In Bangladesh, there are a total of 48 banks, specifically forty-eight banks. In order to foster economic growth, Bangladesh must prioritize the development of its banking industry as a developing economy. The financial inclusion in rural areas of Bangladesh is quite low. However, the government has implemented microfinance and microcredit policies to address this issue. The policies implemented in Bangladesh have greatly contributed to the improvement of the financial condition in rural areas. Due to this, there is a shift towards a more market-oriented approach, resulting in a continuous transfer of resources from rural areas to urban areas. Despite the accomplishment of this achievement, Bangladesh faces an obstacle in its pursuit of economic growth, which lies within the banking industry itself.

The Bangladesh Banking industry aims to enhance its strengths by improving the paid-up capital and reserves of each bank. The proposed plan suggests increasing the minimum capital requirement from 20 million to 40 million. This adjustment is intended to ensure that the industry remains competitive when compared to neighboring countries like India, where the minimum capital requirement is 30 million, and Pakistan, where it is 50 million. If a bank encounters challenges in enhancing its paid-up capital and reserves, the recommendation from Bangladesh Bank is to consider merging with another bank. The banks in Bangladesh suggest merging with another bank if they encounter challenges in enhancing their paid-up capital and reserve. The banking sector is considered the backbone of the national economy as it plays a central role in various economic and financial activities.

2.2.2 Size, Trend, & Maturity of The Industry

According to the available information, it has been stated that there are a total of 49 banks in Bangladesh. Out of the total 49 banks, there are 4 nationalized commercial banks (NCBs), 28 local private commercial banks, 12 foreign banks, and 5 development finance institutions (DFIs). Sonali Bank is considered the largest among

the Nationalized Commercial Banks (NCBs), whereas Pubali Bank holds the top position in terms of personal banking services. Standard Chartered has emerged as the largest bank among the 12 international banks in the country. In June 2000, the total number of branches of all scheduled banks was 6,038. Out of all the branches, 39.95% (2,412) are located in metropolitan areas, while the remaining 60.05% (3,626) are located in rural areas. There is a total of 3,616 NCBs, 1,214 private commercial banks, 31 overseas banks, and 1,177 specialized banks across various branches. The operations of all banks are controlled and overseen by Bangladesh Bank (BB). Currently, Bangladesh Bank is in the process of implementing a reform program with the aim of ensuring that banks are able to offer high-quality services. Bangladesh Bank has been functioning as the central bank ever since the country gained independence. The primary responsibilities of this institution involve the issuance of currency, maintenance of foreign reserves, and provision of transaction equipment for all government financial matters. The Bank of Bangladesh is responsible for both planning and executing the monetary policy of the government. The banking sector in Bangladesh is made up of four different types of planned banks. The types of banks that exist are nationalized commercial banks (NCBs), government-owned financial institutions for growth (DFIs), private commercial banks (PCBs), and foreign commercial banks (FCBs). In 2006, the number of banks remained constant at 48. In December 2006, the total number of branches owned by these banks was 6562. The number of bank branches increased from 6402 to 6562, mainly during the year, due to the opening of new PCB branches.

2.2.3 External Economic Factors

External economic factors can have an impact on the banking industry in various ways.

1. The flow of income in a country can impact the level of capital accessible to the banking industry.
2. During a recession, the economic conditions of a country can have an impact on the growth of the banking industry.
3. The purchasing and spending behaviors of customers have an impact on both the economy of a country and the banking industry within that country.
4. The spending habits of borrowers and how they use their funds can have an impact on the banking industry.

5. Inflation has an impact on the value of currency, leading to instability in the economy. This instability, in turn, affects the banking industry.
6. When the currency of a specific country has a high value, foreign investors carefully consider providing funds to that country. As a result, the banking industry is impacted.
7. The global banking system is affected by the exchange rate of a currency.

2.2.4 Technological Factors

Technological factors have an impact on customers.

1. In Bangladesh, several banks are providing smartphone applications that allow users to complete all their transactions and access various services.
2. In our country, numerous banks are currently embracing digital banking, which is a technology-based approach.
3. Customer satisfaction has also become very high due to the acquisition of all these benefits. Because, individuals have the ability to accomplish these tasks efficiently and quickly by utilizing applications.
4. They utilized the credit card for their purchase and subsequently settled the credit card bill at a later date.

In today's modern era, numerous companies have adopted the practice of utilizing technology to conveniently credit their employees' salaries directly into their bank accounts. Another positive impact of technological factors in the banking industry is observed.

Technological factors have a significant impact on banks.

1. The banking industry is grateful for the help of technology, in addition to its customers.
2. By providing smartphone apps to their customers, banks can reduce the need for hiring as many employees. This is because customers can use these apps to serve themselves, eliminating the need for assistance from banking staff.
3. The banks in our country need to be maintained in order to provide good customer care services. This is important because if customers ever face any problems while using these apps, they can communicate with customer care employees over the phone to get their problems solved.

There are negative impacts of technology that exist in the banking industry as well.

1. The hacker can use technology to hack the banking system and disrupt the operations of a bank.
2. Consequently, the bank experienced a significant loss.
3. There are negative impacts for customers as well. For instance, if the pin number of the card or apps is disclosed to another customer or anyone else, it can create significant trouble for that particular customer.

2.2.5 Barriers to Entry

The financial service sector, such as the banking industry, encounters distinct barriers and complexities compared to other service sectors. The complexity or competition of their service is influenced by driving forces like economic stability or instability, as well as other policy issues, rules, and regulations. The banking industry also encounters various challenges such as license issues, security concerns, regulatory compliance, capital requirements, and access to financing. Entering the banking industry as a completely new bank can be quite costly due to the significant fixed expenses that need to be incurred. The presence of commercial banks such as Dutch Bangla Bank, City Bank, and IFIC Bank can be seen as regulatory barriers. The innovation of technology poses challenges for banks. Due to advancements in technology, individuals must adjust to these changes in order to stay competitive with or even ahead of their rivals. Otherwise, they risk losing their market share or falling behind in the competition. Globalization changes can also create barriers for the banking industry. The reason for this is because it changes the understanding of completion in the banking industry. In order to establish a new bank in any country, including our own, there are specific criteria that need to be fulfilled. The criteria usually consist of elements such as a set investment, a sufficient workforce, and a market that is well-developed or organized.

2.2.6 Supplier Power

According to Porter's five forces, supplier power is the capacity of suppliers to impact the price, quality, and accessibility of raw materials. One possible solution could be to enhance the price, quality, and availability of the raw materials. On the other hand, one could enhance the price, quality and availability of the raw materials all at once. The

price, quality, and availability of raw materials have a significant impact on the price, quality, and availability of the final product. The banking industry is considered a service industry, which means it does not rely on raw material suppliers. As a result, there is no presence of supplier power in providing banking services. However, in the case of other materials such as paper required for preparing a cheque book or other documents, the supplier holds authority over those materials. Additionally, it should be noted that the suppliers of the furniture required for the physical evidence of the bank hold some influence over the price, quality, and availability of said furniture. Additionally, the suppliers of resources required for software innovation by IT departments exert some level of control over the process.

2.2.7 Buyer Power

In the banking industry, it is evident that there exists buyer's power. Bargaining on the interest rate of loans is a possibility for them.

When it comes to insurance, taking loans, and opening accounts, students have the option to select from the available banks to access their services.

The customers have a high level of sensitivity towards the services offered by the banks.

In addition, individuals are highly concerned about the information they receive prior to utilizing any banking services.

The power of customers can have an impact on the quality and quantity of services offered by banks.

In terms of buyer power, banks are under constant pressure to adapt to changes and improve their technological services. If they fail to do so, customers may choose to switch to competitors who offer superior services.

The availability of an ATM booth is also a requirement for a bank to retain its customers.

2.2.8 Threat of Substitutes

In the banking industry, there are several banks that exist, resulting in a high level of competition.

1. The competition of interest rates among the competitors poses a significant threat in the banking industry. Customers tend to prefer service providers who offer lower interest rates.
2. There is also a threat from substitutes in various types of insurance services. The reason for the customer
3. The importance of technology in innovation services cannot be overlooked.
4. People have a strong preference for consuming services that are both innovative and free of errors.

2.2.9 Industry Rivalry

1. All major banks engage in competition with each other by offering lower financing, higher or lower rates, and investment services.
2. Sometimes, when individuals prioritize competition, they may experience a decrease in their return on assets (ROA).
3. In our country, banks also engage in competition to see who can provide services to customers in the fastest and most efficient ways.
4. The bank in this industry always attempts to retain their customers by reducing interest rates on loans, increasing interest rates on deposits, and continuously striving to develop more innovative services.
5. Banks are constantly striving to provide their customers with more technologically advanced services in order to retain them.
6. Some customers have multiple services that they use to assess which bank provides better service.

When individuals receive superior service from one bank compared to another, they tend to spread positive word of mouth regarding that specific bank.

2.3 Comparison with the industry of 2021

Industry or Cross-Sectional Analysis 2021			
Details	City Bank	Industry Average	City Bank's Status
Balance Sheet Components:			
Total Cash	30,224,393,721	30626908577	Below Average
Balance with other Banks and FIs	22794051152	13262262636	Above Average
Investments	54920390908	63507784769	Below Average
Government Investments	48091329448	53636507980	Below Average
Loans and advances	286379678476	316672998231	Below Average
Fixed Assets including premises	6464783605	6255837384	Above Average
Total assets	416902360890	450719805208	Below Average
Total Deposits	282063632416	336857922554	Below Average
TD/Fixed Deposits	153089871504	127055904745	Above Average
Total shareholders' equity	31224444271	28831956909	Above Average
Balance Sheet Size	416902360890	450853760695	Below Average
Total off-balance sheet items	228064581079	128344682612	Above Average
Income Statement Components:			
Net Interest Income	12047799985	7882961647	Above Average
Total Operating Income	21403264194	16027280597	Above Average
Total Operating Expenses	10402717266	8455772110	Above Average
Total Provision	2545693255	2634771911	Below Average
Total Provision for Tax	3711793806	2104005451	Above Average
Net Profit After Tax	4743059867	2832731125	Above Average
Notes:			
Cash Reserve Ratio (CRR)- Surplus	6407183041	-4844009521	Above Average
Statutory Liquidity Ratio (SLR)- Surplus	24236752525	27439903034	Below Average
Capital Adequacy Ratio	14.16%	13.81%	Above Average
Total Risk-Weighted Assets	305193808132	258261979330	Above Average
Interest Income	20725354751	18659166359	Above Average
Commission, Exchange and Brokerage	4674253919	2686851754	Above Average
Other Operating Income	2102242902	1183423562	Above Average
Salaries and Allowances	6073630989	4453599664	Above Average
CEO's Salary	20301212	27381592	Below Average
Earnings Per Share	4.44	2.69	Above Average
Net Operating Cash flow per share		1.10	Above Average
	12.97		
Net Asset Value Per Share	29.26	24.56	Above Average

Chapter III: Internship Experience

3.1 Position, Duties & Responsibilities

Position: Procurement Division Intern

Duties & Responsibilities:

I provide assistance with different aspects of the procurement process. This includes responsibilities like creating purchase orders, conducting research on potential suppliers, and assessing vendor bids.

As an intern, my role involves reaching out to vendors and suppliers in order to gather quotes, negotiate terms, and acquire necessary information about their products or services.

As a diligent learner, I engage in market research to effectively identify potential suppliers and cautiously compare prices and carefully assess the quality of products or services. The research helps our procurement division make informed decisions about engaging with suppliers.

My primary responsibility is to efficiently handle and organize data. The task involves managing and arranging different procurement-related data. Like supplier information, purchase orders, and procurement records. In order to successfully finish this report it might be helpful to use spreadsheets or procurement software.

Let me explore the subject of regulations. I have been introduced to the regulatory aspects of procurement in the banking industry. To effectively navigate compliance requirements, it is crucial to comprehend them thoroughly. This involves familiarizing oneself with the regulations and internal policies that are applicable to our procurement activities. By doing so, we can ensure that our procurement practices align with these guidelines.

I have been given the opportunity to contribute towards resolving issues related to procurement. I will be collaborating with experienced team members to identify and implement effective solutions.

3.2 Contribution to Departmental Functions

As an intern, I am involved in improving the procurement process. I help with tasks such as creating purchase orders, researching the market, and assessing vendor bids. I make sure that my contributions to the procurement process are efficient and in line with the bank's needs.

In the area of vendor relations improvement, I have an important responsibility in ensuring that communication with vendors and suppliers is maintained effectively. I contribute to the establishment of strong vendor relationships that benefit the bank's procurement efforts by gathering quotes, negotiating terms, and obtaining information about products or services.

Eventually I have documented all the important file in a excel worksheet so that everyone can track each and every file through that excel. I had also prepared so many CS (Comparative Statement) for different products.

***** I could not share any files or any procurement related documents as I didn't get any permission to share those files because those are totally confidential.**

3.3 Evaluation

First Month:

I didn't do anything special in first month. I just acknowledged the whole procedure and sometimes I sat beside one of our team members and saw what are they doing for procure something. I have taken overview of procurement process and procedure and also SCFMS system management that is their own software.

Second Month:

I updated vendor enlistment database and learned the hole enlistment process of the vendor.

Third Month:

I physically involved in different task with different concern procurement officer. I also have the the whole process for the product Plastic Pallet. I collected quotes from the supplier, made CS, and every other important steps also.

3.4 Skills Applied

I have experience with data entry tasks, specifically using MS Word and MS Excel. I am familiar with using shortcut techniques to input data efficiently into the software. Additionally, I have a fast-typing speed.

I have applied the option I learned about MS Word. I have also utilized my knowledge of MS Excel. Additionally, I have utilized my communication skills. Also, while submitting the file, I showed my responsibility and accountability.

3.5 New Skills Developed

In terms of communication skills, I have had numerous opportunities to engage with my fellow team members and supervisors on a regular basis. This consistent interaction has greatly enhanced my proficiency in effectively expressing my thoughts and ideas through both written and verbal means.

Through my experiences working with my colleagues on various projects, I have come to understand the significance of teamwork, effective collaboration, and the role of individual contributions in achieving group success.

By effectively balancing the tasks of my internship with my other commitments, I have been able to improve my time management skills and successfully meet deadlines.

During my internship, I faced various real-world challenges that demanded creative problem-solving techniques. These challenges encompassed both technical issues and obstacles within the workplace environment.

During my internship, I have developed the skill of adaptability. In order to adapt to the fast-paced and constantly evolving work environment, I have had to develop a flexible mindset and be willing to acquire knowledge about new technologies. Furthermore, I have acquired the skill of adapting to different circumstances that may occur within the professional environment.

Research Skills: As a dedicated student, I have honed my ability to effectively conduct research on a wide range of topics, including industry trends, competitors, and emerging technologies. I have learned how to effectively find and gather relevant information.

When it comes to producing high-quality work, it is crucial to pay attention to detail. It is important to pay close attention to the smallest details, whether I am coding, creating reports, or contributing to other tasks.

Networking: By engaging in meaningful conversations and establishing connections with professionals in my field, I have been able to cultivate valuable relationships that may potentially result in mentorship and future employment prospects.

3.6 Application of Academic Knowledge

I utilized the techniques and knowledge that I acquired from my Computer Application course.

I have learned how to use MS Word and MS Excel. Additionally, I have been practicing various techniques to improve my typing speed. Moreover, I have been applying my ethical knowledge to ensure that I behave ethically in a corporate setting.

Taking into consideration all of the ethical decisions that I have learned from my Business Ethics course.

I attempted to demonstrate ethical behavior towards my colleague and senior officer. Additionally, I made an effort to interact respectfully with them, applying the knowledge I acquired from my Organizational Behavior course.

I made sure to be accountable and respectful when reporting to my supervisor. Additionally, I applied the knowledge I gained from my human resource courses to fulfill all my responsibilities as a corporate employee.

CHAPTER IV: CONCLUSIONS AND KEY FACTS

4.1 Recommendations for improving departmental operations

Efficient procurement operations are extremely important for the success of any organization, City Bank is also one of them. In order to improve the effectiveness and efficiency of the Procurement Department, I have identified a few key recommendations.

The concept of data-driven decision making involves using data analytics to gather information on procurement trends, supplier performance, and potential opportunities for cost savings. A strong data management system can be created by them to collect and analyses procurement data. The purpose of this system is to assist in making crucial decisions and identifying opportunities for enhancements.

In order to successfully predict future procurement needs, it is crucial to utilize demand forecasting methods. These techniques are helpful in making accurate predictions about the demand for goods or services. By using demand forecasting, organizations can make informed decisions about procurement and make sure they meet future demand effectively. When the chances of having excessive or insufficient stock are reduced, it can lead to cost savings and improved operational efficiency.

Performance metrics and key performance indicators (KPIs) are crucial tools that are utilized to gauge and assess the performance of individuals, teams, or organizations. The metrics and KPIs offer valuable insights regarding the effectiveness and efficiency of a particular situation or process.

The objective is to define and maintain a record of key performance indicators (KPIs) that align with the department's goals. To assess the efficiency of our procurement procedures, it is crucial to gauge specific metrics. The metrics that are included in this context are procurement cycle time, cost savings, supplier performance, and compliance levels. By monitoring these metrics, we can acquire valuable knowledge about the effectiveness of our procurement operations. Regularly reviewing these metrics is crucial in order to identify areas that need improvement.

The department ought to make an effort to establish a culture that encourages ongoing enhancement. We ought to encourage our fellow colleagues to actively participate by

sharing their creative ideas, identifying any obstacles that might be impeding our progress, and proposing potential solutions. Consistently reviewing and making revisions to processes is crucial in order to respond to feedback and adapt to changing business requirements.

4.2 Conclusion

City Bank Limited is considered to be one of the leading banks in our country, standing out among the other commercial banks. The brand has a strong identity. The bank is preferred by the customer. In my opinion, this bank is considered one of the most successful in our country. That is the reason why the customers of CBL always highly accept the new initiatives and offerings. CBL should seize this opportunity and continue to prioritize providing innovative services to its customers. The primary focus should be on generating fresh demands for customers and effectively meeting their needs. CBL is currently providing this service through their "City Alo" service. The creation of a new demography specifically catering to women addresses and fulfills their unique needs. By grabbing more opportunities like this, one can enhance their chances of success. The AMEX card is also a distinctive service offered by this bank. Additionally, it is profitable due to this. CBL has already demonstrated proactive behavior through various services. I hope that it will continue to do so in order to maintain its position as a strong bank in the competitive banking industry. I hope that the company will enhance its technological services in order to better meet the needs of its customers and ensure their satisfaction. I hope that the banking operation can successfully manage its activities by considering and balancing economic, political, and environmental factors. I hope that CBL will expand the range of its services to cater to all sectors of the population. I hope that CBL will expand its services to cater to a wider range of people. The services will be provided to the people in the under-bank area. After working for a duration of three months with this bank, I really like this brand a lot and I hope they continue to be successful.

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