



العرفة اسلامى بنك لىمىتيد

**Training and Development Process of Al-Arafah Islami Bank Ltd
&
General Banking System of Al-Arafah Islami Bank Ltd**



Internship Report
On
Training and Development Process of Al-Arafah Islami Bank Ltd
&
General Banking System of Al-Arafah Islami Bank Ltd

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Subject: Internship report on **“Tanning and Development Program and General Banking System of Al- Arafah Islami Bank Limited.”**

Dear Sir,

I have to honor to inform you that, I am introducing my internship report on the topic “Training and development program of Al-Arafah Islami Bank Limited.” I was quite impossible for me to introduce my internship report to you and on the university if you were not with me whenever I prepared my report. At the same time my office supervisor A.K.M. Tawhid sir also helped me to find out all the information about the internship report and also gave me a proper guidance to complete the report.

Without this report I am not able to complete my BBA program. This report is one of the most important part to complete the whole internship program. This report is a vital fact to achieve certificate from our university or the institution. I just tried my level best to bring a best output from this internship program. According to my working experience and the information which I collect from the office supervisor was included in this report.

I would like to request you to grant my internship report and also request you to judge my working ability and depending on the report if you give me a proper feedback I will help me in my future life because this is the beginning of my working life.

Sincerely yours,

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Acknowledgment

All of my thanks first go to my almighty Allah. Without his blessing it is not possible for me to write or complete this report. In my internship period I overcome lots of physical and mental disabilities which was enough for me to detached from this program but with the blessing of Allah I was overcome all this disabilities and successfully complete my internship program. My parents also help me to overcome all the barriers and gave me proper guidance to complete the task. They gave me inspiration and all time try to motivate me to complete the whole task according to guideline. Parents are always plays a vital role in anyone life. I am not different from here. They are my inspiration of life especially my mom helps me a lot to convey the whole working process. I am really feeling thankful for those person who helps me a lot to complete this work.

People who gave their lots of time and guidance to me are really taking a loving and honored place in my heart. Without their helping hand it's not possible for me to come here.

First of all, I am too much thankful to my respectable faculty member, my adviser, Mr. Zaheed Husein Mohammad Al-Din sir. Without his guidance it's not possible for me to come here. He is the person who gives me a lot of information and proper guidance to make this report. At the same time he also give me inspiration to complete the whole work and try to make to come this place.

Secondly, I am very grateful to my job supervisor A.K.M Tawhid sir who helps me a lot. Actually I am doing my major in HR but in my office I do all general work which actually done by the bank generally. From my university they told me to prepare my report on the basis of HR topic but in my office HR department is not belong, HR department just belong in the head office. In that case my supervisor gave me permission to go to the head office and make a contact to the head office and arrange all the possible working outline to complete the task properly. At the same time, Sharifa Billah mam who is the senior executive officer of Dhanmondi branch gave me a lots of inspiration to complete the report. She gave me lots of instruction to make my report accurate. Mohammad Rabi Ullah Bhuiyan sir who is the principal

officer of Dhanmondi branch also bring his helping hand to me. Which was really remarkable to me in that situation. All the people who bring their helping hand to me is really making me thankful to them because without their guidance it is not possible for me to come here. I always remember their supporting part in my mind for the whole life.

Executive Summary

This report is all about my internship report. I did my internship in Al-Arafah Islami Bank Ltd in Dhanmondi branch. Depending on the internship program and also depending on the HR related topic I would try my level best to complete this report. From May 22nd to August 22nd during this period I complete my internship program and that was a successful period of my life at the same time that was a memorable part of my whole life. This report is all about working process of Al-Arafah Islami Bank Ltd and at the same time here I am trying to give a short brief of training and development program of this bank. In this report at first I just try to give a little introduction then try to give an overview of Al-Arafah Islami Bank and also try to find out their working process and depending on the working process I gave a little overview in this report. The main part of the report contains the training and development program of this bank. In this part I try my level best to include all important information about the training and development program of this bank which they provide to their the employee for their betterment. I actually give more importance in the main part because this part is related with my study topic which actually covered by me in my university life. For that reason I just choose this topic to work on it. The whole internship program is all about general working process of the banking sector and depending on the working process I would try to include the important information. All my working activities is include here with the definition of the work. To prepared my internship report I faced lots of problem because this the first time when I just prepared a report by my own secondly all the information are not available in the website and at the same time the topic of my internship report and the working area are not same for that reason I have to go to the head office again and again and try my level best to collect all the related information. Though all my bosses and my faculty helps me a lot to complete the task on time but it had a tremendous pressure to me whenever I complete my internship report. At the end of the day it's my good luck that on the blessing of Allah I complete the whole task.

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Chapter-01

Introduction:

Actually an internship program is process where an intern get chance to flourish their idea, creativity and also their dedication which helps them in their future life whenever they get entrance in their corporate life. This is an opportunity for an intern to show their dedication to their working place and sometimes their dedication level also give them opportunity to work in a enrich company or in a renounced offices. This experience is too much important for an intern's life for their future and also for their career. The value of internship program is very high for our corporate life. Another reason for importance of internship report is it helps us to understand the whole working process of an organization. For example I can say that Al- Arafah Islami Bank Ltd helps me to realize the whole working process of their branch. They give me platform to work on their own environment with a very friendly relationship. For me, whenever I did my internship program that time they my office didn't pay any type of payment to me but most of the cases organization paid to the intern depending on their working ability. Though my organization didn't pay any amount to me but it was a massive opportunity for me to work with my bosses because the people who gave me guidance on my internship period are really very helpful to me and also gave me lots of scope to know the unknown and also try to give their best to understand the whole process easily. As a result, it make me perfect in every sector in my office. All the experience we got from my office is really make me perfect and at the same also make me able to know the whole working process in banking sector. Actually I try to include all my experience in my internship report which I get from my internship period. As a result I try to organize the whole internship report with different sector for the reason of better understanding. Al- Arafah Islami Bank is one of the most renounced bank in Bangladesh as an Islamic banking. They actually try their level best to maintain Islamic rules regulation in their office which make them reliable in their consumer mind. As I work in the foreign exchange department in Al- Arafah Islami Bank Ltd so depending on the working process I will try to include all the information on my report. Another thing is as my major is in HR so to relate with the HR topic I chose to work on training and development on Al-Arafah Islami Bank Ltd which enrich their employee's working ability. As the most important objective of an internship program is to work in an organizational environment and try to adjust with the working environment for the future corporate life with the real life experience so all the internship program is necessary for all intern

who are actually related with the business studies sector because specially the business studies +people are need these type of real life experience for the reason of lack of working opportunity for them

Background of the Study:

The purpose of the report is to find out the training and development process of the Al-Arafah Islami Bank Ltd and also try to understand the working process of the organization that how they control their working process and depending on the working process how they conduct their organization. At first it is needed to understand the whole working process. As an intern they actually give me all type of manual work on their organization. As it is a banking sector for that reason they have lots of confidential issue for their own betterment and for that reason they maintain IT facility in their organization that's why they don't want to spread their confidential issue to their intern because all the intern are not their permanent employee. Another thing is this study process is help us to find out training process of the Al-Arafah Islami Bank Ltd. This is very important for an organization to make their employee more effective from others because without an effective employee it is quite impossible for an organization to run their office. This training and development research program is help me to understand the effectiveness of this. Other objective is to find out the working process of the of the general banking capacity of AIBL and at the same time it also helps me know the information of the foreign exchange department that how effectively they conduct their working process.

Objective of the Study:

The main purpose of the internship report is to know the working process of the AIBL and at the same time to fulfilling the practical requirement of our study. It is also an objective to know the Islamic banking process that how they conduct their business with the Islamic rules and regulation. There are lots of objective to study with this topic but some specific objective are given below:

- ✚ To find out the overall branch banking and elaborately review on Foreign Exchange & Remittance of AIBL.
- ✚ Know the training and development process of AIBL.
- ✚ To compare between the expectation of the customers and the overall banking activities.
- ✚ To define the issue that contributing to the representation of the bank.
- ✚ To find out the problem and recommendation depending on the working areas.
- ✚ To understand business communication application in practical field.
- ✚ To increase my working quality to adjust with the corporate world.
- ✚ To improve the mind ability to cope up with any situation.
- ✚ Know about the whole training and development process that how they conduct the program and how effectively they conduct.
- ✚ To achieve knowledge from different department of the AIBL.
- ✚ To know about the relationship between consumer and the banker.
- ✚ To know about the working environment of AIBL.
- ✚ How to maintain the Islamic rules and regulation in their bank.
- ✚ Relate all the theoretical part with the real life.
- ✚ Find out the relationship between the real life and the theoretical part.
- ✚ Find out the effectiveness of the training and development program.

Methodology of the Study:

According to my working process I try to find out the whole information in different categories because I have some working limitation as intern so for that reason to collect information I have to follow some rules and regulation according to the branch office. To make my report more effective and more reliable I try to collect all the information from my office boss but further information are collected from different areas. Actually two sources of data are include here these are:

- ❖ Primary Data;
- ❖ Secondary Data.

As it is a banking sector and most of the information are confidential for that reason it was quite hard for me to collect all the data from my for the reason of their safety they don't want to give me the all the information that's why most of the information are collected from the secondary sources which are:

- ✚ Annual report of AIBL.
- ✚ Website of AIBL.
- ✚ Materials and files of AIBL.
- ✚ General information of banking activities during my working period.
- ✚ Published data of AIBL.
- ✚ Newspaper.
- ✚ Report etc.

Another information are collected by the primary data. Whenever I collect primary data from my office that time it was quite hard for me collect information from my boss because my boss is the second officer of Al-Arafah Islami Bank Ltd of DHANMONDI branch for that reason he was too much busy with his working area all time people are come and gone and that's why I don't get any chance to make an effective conversation with him but he was too much helpful about my work. The primary data are collected from:

- ✚ Face-to-face conversation with my boss and office staff.
- ✚ According my working area which are able to collect are taken from there.
- ✚ Daily note. From my daily note from the office are helpful for me to collect information.
- ✚ Training and development center of Al-Arafah Islami Bank Ltd was provide me information.

- ✚ Direct questionnaires.
- ✚ Employee survey question.

Scope of the Study:

As I am an intern of Al-Arafah Islami Bank Ltd at DHANMONDI branch and it is a running branch in that area for that reason I got lots of opportunity to work there. Their customer are huge in that branch, always the employee of that branch spend a busy time with their consumer, sometimes for the pressure of consumer we people who are did intern on that branch are handle customer on that time. As it was a banking sector for that reason the whole working process are divided by three different area. My supervisor divided the whole banking in three different parts so that I can got the opportunity to work in both of that divisions. These divisions are given below:

- General banking division;
- Investment division and
- Foreign Exchange division

As all the division are divided by my working criteria so it's make me helpful to complete my task easily. All the sector gave me different idea about different things. Another thing need to include that, my report is about training and development program of AIBL so to collect information about training and development program I had to go to then training center for the several times. According to the visit of the training center I got different types of information about training process.

Chapter-02

Company Overview

An overview of Al-Arafah Islami Bank Ltd

Introduction:

According to the all Muslim country in all over the world Bangladesh is one of the most popular country. 80% above people are Muslim in Bangladesh. The people of this country are more concern about the Islamic thinking, they try to maintain Islamic Sariah in their daily life, and most of this Sariah are come from the holy Quran and the Sunnah of our Prophet Mohammad (SM). As all the people of our country try to maintain the Islamic Sariah for that reason, the chairman of Al-Arafah Islami Bank Ltd think about this organization to open. Al-Arafah Islami Bank Ltd try to maintain all type of Islamic rules and regulation for the betterment of our present life and at the same time for future life that means the life after our death.

Al-Arafah Islami Bank Ltd was registered as a public limited company on 18th June 1995. The opening ceremony took place on 27th September 1995. The authorized capital of the bank is Tk. 15,000.00 million and the paid up capital is Tk. 9,943.06 million as on 31.12.2016. Most of the renounced Islamic scholars and pious businessman of the country are the sponsors of the bank. 100% of paid up capital is being owned by local shareholders.

By December 31st 2016, the equity of the bank is Tk. 21,337.48 million and the manpower is 3,070 and the number of shareholders is 36,696. They gain a regular basis profit from their organization.

Actually they provide high quality customer service to their consumer. They give more importance to their consumer about their service because they think that without their customer satisfaction it's not possible for them to achieve success.

All the program of their bank is organized by the technology. For the reason of using technology all the information about their client are save, no one can know the information without their consumer permission.

They have 147 branches all over the country. They want to spread their business all over the country and at the same time they want to give a satisfactory customer service to their consumer

by maintain the path of Sariah. They always make appositve contribution to our socio economic development.

Historical Background of Al-Arafah Islami Bank:

As Islam provide us a complete lifestyle and give us a dynamic way to solve all the problem in our life so we need to follow that path and by following the way which is provided by Allah, from these type of thinking helps the chairman of Al-Arafah Islami Bank Ltd to take decision to open this bank in our country.

Al-Arafah Islami Bank Ltd started their journey in 1995 with that type of mind that they will provide all type of banking facility to their consumer by maintain the path of Al-Quran and Sunnah.

A.Z.M. Shamsul Alam is the founder of Al-Arafah Islami Bank Ltd. his hardworking and dedicated mind and at the same time his leadership quality helps the bank to come today's position. He always gives inspiration to his employee and at the same time he gives a proper guideline to his employee to achieve success.

Al-Arafah Islami Bank Ltd is dedicated to convert their bank into an Islamic bank by maintain the way which is given by Allah. They maintain some quality to achieve success which are:

- ✓ Dynamic in action
- ✓ Creative idea
- ✓ Honesty
- ✓ Try to make accurate judgment
- ✓ Up-to-date in their attitude
- ✓ Good in approach
- ✓ Polite in behavior
- ✓ High quality customer service

They have some aim in their mind, which they want to achieve by creating an effective management, advanced technology, good profitability and by giving high quality customer service.

Today Al-Arafah Islami Bank Ltd is an iconic organization to their consumer which provide innovation, encourages improvement, values sense of urgency, take challenges and turn all the challenges to the opportunities.

Some Information about Al-Arafah Islami Bank Ltd:

Date of Registration	18 June, 1995
1st Branch	Motijheel Branch, Dhaka
Opening Ceremony	27 September, 1995
Authorized Capital	15,000.00 Million
Paid-up Capital	9,943.06 Million
Local Partnership of Capital	100%
Equity	21,337.48 Million
Number of Branches	140
Deposit	199,703.92 Million
Investment	196,519.38 Million
Number of Employees	3,070
Number of Shareholders	36,695

Table 1: Corporate Information of AIBL

Organizational Hierarchy of Al-Arafah Islami Bank Ltd:



Chat 01: Organization Structure of AIBL

Management Hierarchy of Al-Arafah Islami Bank Ltd:

Al-arafah Islami Bank Ltd has the following branch wise management structures:

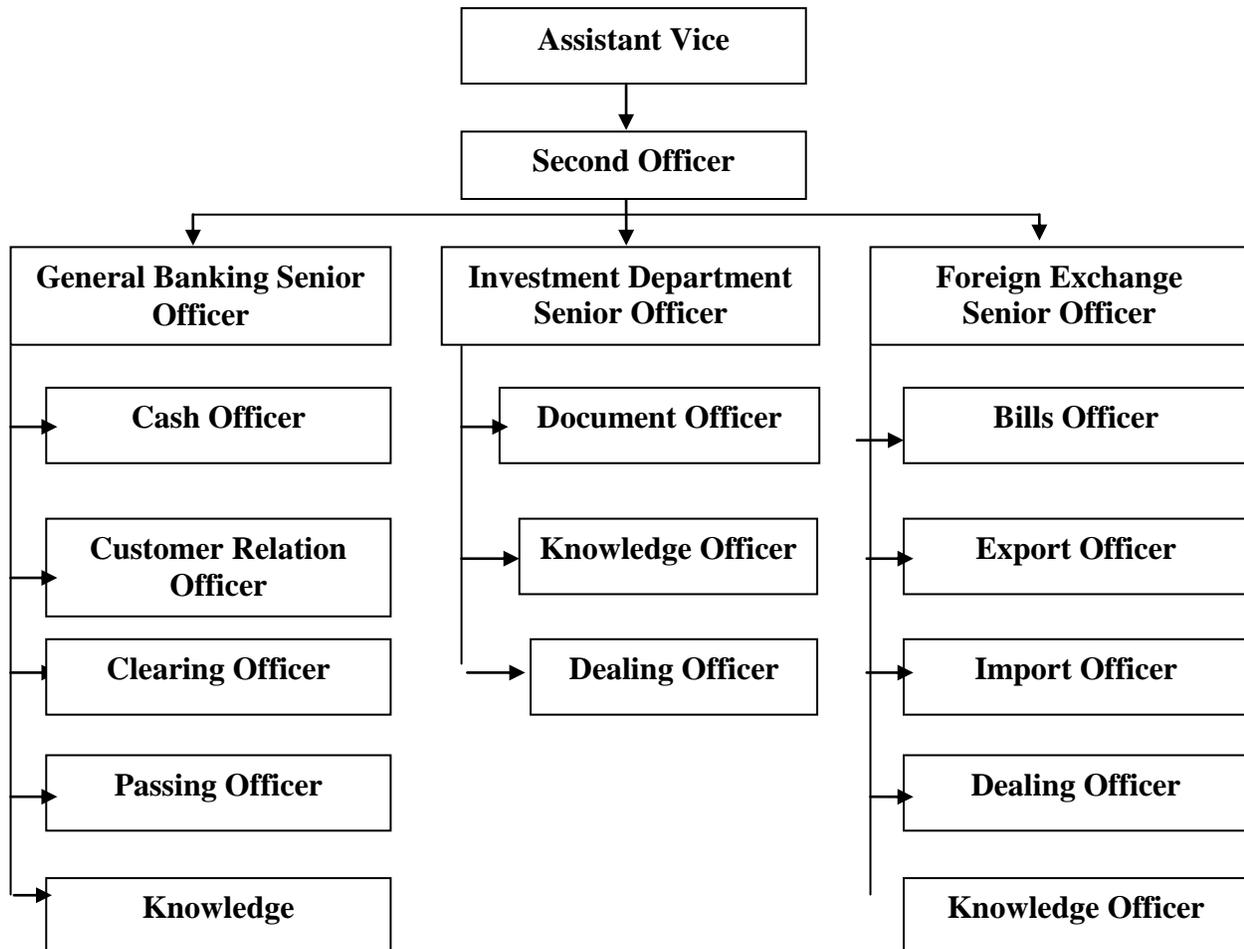


Chart 02: Management hierarchy of Al-Arafah Islami Bank Ltd

Mission of Al-Arafah Islami Bank Ltd:

Al-Arafah Islami Bank Ltd is one of the leading bank in our country. They are most renowned bank in all over the country for the reason of their unique customer service and for their loyalty. As they are most renowned and develop bank in our country for that reason they has to maintain some rules and regulation for their betterment of their organization and at the same time they has some mission on their organization which helps them to fulfill their target in the market. For an organization it is necessary to has some mission to achieve success, without mission it is not possible to achieve success. Like other organization Al-Arafah Islami Bank Ltd has some mission on their organization which are given below:

- Achieving customer satisfaction.
- Doing business with the way which is created by almighty Allah.
- Develop the Sharia basis banking business.
- Make profit.
- Balanced growth.
- Develop the creative banking system.
- Attract and retain quality human resources.
- Develop the high quality business ethics.
- Innovative banking with effective price.
- Increase the number of product verity.
- Increase the high quality employee to their organization.
- Achieve the trust that their employee are save from others.
- Involving more in micro and SME banking.
- Want to create a strong position in the national economy.
- Competitive return on shareholder's equity.
- Ensure that they maintain all sharia which is given by Allah.
- Create awareness to the general people that by maintain Allah's rules and regulation it is possible to make profit and do business.

Vision of Al-Arafah Islami Bank Ltd:

All leading company want to keep their strong position always. As I mention it before that Al-Arafah Islami Bank Ltd is one of the most leading banking organization in Bangladesh so as a leading banking organization in Bangladesh their vision is to keep up their position in the first place and at the same time they want to contribute or want to play an important role in our national economy. By playing a vital role AIBL want to establish a strong position in our nation.

Commitments of Al-Arafah Islami Bank Ltd:

AIBL has some commitments by their own. They always try their level best to maintain all of their commitments. Their commitments has some unique criteria which are different from others.

Their commitments are given below:

- To focus on Islamic banking sector.
- Create awareness to the general people that by following Allah's order it is possible to make business.
- Making standard investments to keep their position as leading Islamic bank in our country.
- Create a design for their consumer which make a new impact on trade and industrial needs.
- To deliver financial services with the touch of their heart to retail, small and medium scale enterprise as well as corporate clients through their branches all over the country.

SWOT Analysis:

Strength:

Every organization has some strength, which helps them to make their position to their consumer more reliable. Like other organization Al-Arafah Islami Bank Ltd has some strength. Which are given below:

- I. More consumer oriented.
- II. Technology based working system for that reason all information are save enough.
- III. Quality service, they provide different type of service to their consumer which are unique from others.
- IV. Follow the way which are given by almighty Allah.
- V. High performance employee are there who are enough to make profit for their organization.
- VI. Polite behavior with their consumer which attract their consumer a lot.
- VII. More innovative from others.
- VIII. Product variety.
- IX. Goodwill of their organization.
- X. Unique pricing system.
- XI. Online banking system all over the country for that reason consumer can doing their banking work from anywhere of the country.
- XII. Debit card, credit card facility.
- XIII. Lots of branches around 150, which make the banking facility in a very productive way.
- XIV. Training facility for their employee for the perfection.

Weaknesses:

Though Al-Arafah Islami Bank Ltd is one of the leading bank in our country but in some sector they have some weaknesses. They try their level best to overcome their weaknesses. The weaknesses are given below:

- I. Low interest rate from others. As they maintain Islamic banking for that reason according to their business profit they decide their interest rate that's why some time it is difficult for them to give high profit to their consumer.
- II. The term interest is not applicable for their bank as they follow the Islamic banking. In terms of interest rate they use the term Mudaraba which is come from Sariah, but most of the cases their client do not understand the term for that reason they feel demotivate to open bank account on that bank.
- III. Have some barriers to do business in all sector as they follow the Islamic banking policy. If they overcome these barriers its helps them to achieve success. They have their own ability to achieve success but till now these type of barriers are really an alarming news for them. They need to take some necessary steps to overcome these problem.

Opportunity:

AIBL has some opportunity in their own sector which helps them to achieve success. These opportunities are given below:

- I. Trust worthy.
- II. Lots of product variety.
- III. Innovative idea about banking facility.
- IV. More concern about their consumer.
- V. Effective banking policy.
- VI. Training facility to their employee.

These are all opportunities of Al-Arafah Islami Bank Ltd. for their betterment these are very important to achieve success. This opportunity helps them to go to the top of the banking sector in Bangladesh.

Threats:

There has some threats which make some barriers to do business. They always try to face these threats and try to overcome these. The threats are given below:

- I. Lots of government policy.
- II. Approved some new bank which will open soon by the permission of government.
- III. Some limitations are create by Allah which makes a barrier to them to make lots of profit.

Impact on Economy by Al-Arafah Islami Bank Ltd:

Al-Arafah Islami Bank Ltd has some economic impact on our nation. The impact is divided by two categories. These categories are:

- ✚ Direct impact.
- ✚ Indirect impact.

Direct Impact:

Direct impacts are the immediate economic effects resulting from the bank's financial transactions. Al-Arafah Islami Bank Ltd has some direct impact on the economy by doing the:

- ❖ Creating lots of employment facility to many qualitative persons.
- ❖ They always pay their proper tax to the government for the betterment of our nation.
- ❖ They maximize their shareholders' wealth.
- ❖ Make profit and according to their profit they have some welfare funds which help the poor people to get some facility.

Indirect Impact:

Banks generate indirect impact by addressing the deficiency of capital in the economy by mobilizing deposits and channelizing the same prospective investors.

Through supplying financial services, the bank helped allocate the wealth among all the shareholders received dividend, depositors and investors got profit, employees received compensation and other benefits, the underprivileged reaped benefits out of CSR while the government earned tax revenue.

In 2016, the whole value added by AIBL was BDT 8,631.57 million as against BDT 6,899.06 million in 2015. Bank's direct involvement to the economy was BDT 2,613.76 million in the form of corporate income tax. The bank distributed BDT 2,705.24 million for its total 3,070 officials in 2016 as against that of BDT 2,339.67 million for 2,810 in 2015. At the end of 2016, the bank mobilized total deposits of BDT 199,703.91 million and supported the economy in meeting its growth target by positioning BDT 196,519.38 million as investment to different sectors of the economy. In addition to these, the bank performed noteworthy import and export business.

Financial Performance of AIBL:

5 Year Financial Highlights					Taka in million	
	Year	Year	Year	Year	Year	
Particulars	2012	2013	2014	2015	2016	Growth %
Income Statement						
Investment Income	14,998.60	17,966.32	19,725.91	18,568.00	18,830.15	1.41
Profit paid on Deposit	9,710.48	12,107.71	12,616.77	11,073.01	9,957.73	(10.07)
Net Investment Income	5,288.12	5,858.61	7,109.14	7,494.99	8,872.42	18.38
Non-Investment Income	1,693.98	1,757.09	2,485.88	2,511.94	2,791.54	11.13
Non-Investment Expenses	2,226.56	2,667.14	3,261.57	3,646.78	4,152.93	13.88
Net Non-Investment Income	(532.58)	(910.05)	(775.69)	(1,134.84)	(1,361.39)	19.96
Profit Before Tax & Provision	4,755.54	4,948.56	6,333.45	6,360.15	7,511.03	18.10
Provision For Investment	811.44	588.15	1,846.86	1,796.68	1,547.87	(13.85)
Profit Before Tax	3,944.10	4,360.41	4,486.59	4,563.47	5,963.16	30.67
Provision For Tax (including Deferred Tax)	1,998.69	2,083.73	2,161.64	2,097.59	2,613.76	24.61
Profit After Tax	1,945.41	2,276.68	2,324.95	2,465.88	3,349.40	35.83
Balance Sheet						
Authorized Capital	10,000.00	15,000.00	15,000.00	15,000.00	15,000.00	-
Paid up Capital	7,130.98	8,343.25	9,469.58	9,469.58	9,943.06	5.00
Reserve Funds & Other Reserve	4,079.63	4,827.20	5,620.87	6,432.32	7,468.16	16.10
Shareholders' Equity (Capital & Reserve)	14,050.69	16,091.17	18,159.52	19,236.07	21,337.48	10.92
Deposits	118,683.39	140,980.55	166,851.17	169,887.08	199,703.91	17.55
Investment	106,650.42	125,715.39	146,740.37	162,503.14	196,519.38	20.93
Investment in Shares & Securities	5,511.24	7,138.93	9,120.90	8,851.13	9,058.68	2.34
Fixed Assets	2,394.62	2,517.22	2,661.11	3,057.38	3,240.18	5.98

Total Assets (Excluding off-balance sheet items)	149,320.36	173,161.63	210,439.01	229,106.66	272,900.04	19.11
Foreign Exchange Business						
Import Business	71,931.70	85,915.00	101,244.70	107,049.80	118,786.60	10.96
Export Business	58,476.60	68,980.30	75,843.90	79,362.90	88,152.20	11.07
Guarantee Business	1,955.72	2,006.61	3,365.27	4,471.41	4,981.34	11.40
Inward Foreign Remittance	23,120.40	7,042.50	8,541.10	9,498.00	11,735.40	23.56
Capital Measures						
Core Capital (Tier-I)	13,073.14	15,113.62	17,181.97	18,244.48	20,359.39	11.59
Supplementary Capital (Tier-II)	1,731.59	1,511.75	1,732.06	4,828.03	5,095.97	5.55
Tier-I Capital Ratio	10.38	13.33	12.74	13.17	11.92	(9.43)
Tier-II Capital Ratio	1.37	1.33	1.28	3.48	2.98	(14.33)
Total Capital	14,804.73	16,625.37	18,914.03	23,072.51	25,455.36	10.33
Total Capital Ratio	11.75	14.66	14.03	16.65	14.91	(10.45)
Investment Quality						
Volume of Non-Performing investment	1,783.60	3,598.83	6,982.60	7,713.67	8,994.98	16.61
% of NPIs to Total investment	1.63	2.77	4.50	4.66	4.54	(2.58)
Provision for Unclassified investment	1,021.15	749.60	938.27	1,090.27	1,352.83	24.08
Provision for Classified investment	711.63	1,128.03	1,518.78	2,100.27	2,586.67	23.16
Provision for Off Balance sheet Exposures	221.66	273.37	305.01	346.75	449.88	29.74
Share Information						
Number of Shares Outstanding	713,098,010	834,324,671	946,958,503	946,958,503	994,306,428	5.00
Earnings per Share (Taka)	2.03	2.46	2.20	2.25	3.07	36.48
Book Value per Share (Taka)	19.70	19.29	19.18	20.31	21.46	5.64

Market Price per Share (Taka)	24.29	19.10	14.90	14.70	15.90	8.16
Price Earnings Ratio (Times)	11.97	7.76	6.77	6.53	5.18	(20.75)
Price Equity Ratio (Times)	1.23	0.99	0.78	0.72	0.74	2.19
Dividend per Share						
Cash Dividend (%)			14.00	10.00	20.00	100.00
Bonus Share	17	13.50	-	5.00	-	(100.00)
Operating Performance Ratio						
Net Profit Margin%	5.88	5.70	5.88	4.91	4.60	(6.37)
Investment /Deposit Ratio	90.56	88.74	84.58	88.59	88.50	(0.10)
Return on Equity (ROE)%	13.85	14.15	12.80	12.82	15.67	22.21
Return on Assets (ROA)%	1.30	1.31	1.10	1.08	1.23	14.21
Cost of fund %	12.34	11.02	10.85	9.18	7.92	(13.73)
Cost /Income ratio in operating business (%)	31.89	35.02	33.99	36.44	35.60	(2.30)
Other Information						
Number of Branches	100	110	119	129	140	8.53
Number of Employees	2,110	2,387	2,649	2,810	3,070	9.25
Number of Shareholders	52,739	58,466	52,007	44,427	36,695	(17.40)

Table 02: Financial Performance of AIBL for Last Five

Chapter-03

Working process of AIBL

Working system of Al-Arafah Islami Bank Ltd:

Al-Arafah Islami Bank Ltd is one of the leading banking company in our country. To come in this position they follows lots of rules regulation and at the same time they have some different working process in their organization. For the reason of different working process they can easily solve their problem.

They actually divide their work in three different departments. These three departments helps them to solve their problem in a very frequent way. All the work are depending on the different sector go to different departments. These departments are given below:

- ✚ General Banking Department or GB Department.
- ✚ Foreign Exchange and Remittance Department.
- ✚ Investment Department.

These three are the basic working process of AIBL. Under these three departments they have lots of working variance. Three different departments description are given on the other page:

General banking System of AIBL:

As we are a developing country in all over the world for that reason most of the economy is depending on the banking sector because this banking sector helps us to increase our country capital by different way. By opening bank account and many other banking activities helps us to increase our capital as well as for our country capital.

The General Banking department of AIBL actually contracts with all types of reachable instruments, cash and other instruments and treated as a sensitive section of the bank. It contains the vault that is used as the beyond this limit, the excess cash is then transferred to Bangladesh Bank. This section perform the following sector:

Allocation of Currency:

Before starting the banking hour all tellers give requisition of money through “Teller cash proof sheet”. The head teller writes the number of the packet denomination wise in “Reserve sheet” at the end of the day. All the notes remained are recorded in the sheet.

Cash Packing:

After the banking hour cash is packed according to the denomination. Notes are counted by the employee of the cash and packed in bundles and stamped with initial.

Procedure for Opening of Accounts:

Everything in this world have some process. To some extend it is necessary to follow this process in some sector for the security purpose and also for the identity. To open a bank account in Al-Arafah Islami Bank Ltd they have some formal procedure in their bank and everyone have to follow this for the betterment of the bank as well as for the bank. Before opening an account in Al-Arafah Islami Bank Ltd the following procedure have to maintain by the consumer:

- Submit application on the right form.
- Attach two copies of passport size photograph with this form.
- Fill-up the form.
- Putting sample signatures in the sample card.
- Instruction, if necessary.

After completing all the formalities a client can easily open an account on the bank on their desire product.

List of different deposit product of the Al-Arafah Islami Bank Ltd:

Al-Arafah Islami Bank Ltd have lots of different product variety in their organization. Their different product list are given below:

1. Mudaraba Term Deposit
 - a) 36 Months
 - b) 24 Months
 - c) 12 Months
 - d) 6 Months
 - e) 3 Months
 - f) 1 Months
2. Mudaraba Savings Deposit
3. Short Note Deposit
4. Monthly Hajj deposit
5. Monthly Installment Term Deposit (ITD)
6. Monthly Profit Based Term Deposit (PTD)
7. Monthly Savings Investment (SID)
8. One Time Hajj Deposit
9. Al-Arafah Savings Bond
 - a) Al-Arafah Savings Bond (3Years)
 - b) Al-Arafah Savings Bond (5 Years)
 - c) Al-Arafah Savings Bond (8 Years)
10. Marriage Savings Investment Scheme (MSIS)
11. Pensioners Deposit Scheme
12. Special Saving (Pension) Scheme
13. Cash WAQF
14. Lakhopati Deposit Scheme
15. Kotipati Deposit Scheme
16. Millionaire Deposit Scheme
17. Double Benefit Scheme
18. Triple Benefit Deposit Scheme

19. Probashi Kallyan Deposit Pension Scheme
20. Mudaraba Savings Deposit-Student
21. Farmers, Freedom Fighters.

Types of Deposit Accounts and Their Procedure:

Following are some types of deposit accounts and their formalities:

A. Current Accounts:

This account is really work for current basis. Here a customer can easily deposit their money and at the same type for their necessary they can easily withdraw their money. For doing these type work notice is not required. They can deposit it whenever they want to and also can withdraw it whenever they want to.

a) In the name of Individual:

The consumer have to fill up a form to open an account. Terms and condition are printed on the back of the form. The form belongs the declaration clause, special instruction etc. two copies of passport size photograph attested by the introducer are affixed with the form.

b) In Joint Name:

In the name of individual and the joint name procedure are same in all the cases but one difference is here this is the special instruction clause either 'survivor' or 'former or survivor' clause is marked by the bank.

c) Proprietorship:

All the formalities are same but here the consumer have to submit the valid Trade License and Tax Paying Identification Number (TIN) along with the application.

d) Partnership:

To open a partnership account the bank ask for to submit this documents

- ✚ A copy of the partnership agreement.
- ✚ A letter signed by all partner containing the following particulars.
- ✚ The name and address of all partners
- ✚ The nature of the firm's business.
- ✚ The name of the partner authorized to operate the account in the name of the firm, including the authority to draw, endorse and accepting the bills and mortgage and sell the properties belonging to the firm.

e) Limited Company:

For the limited company bank ask for these documents:

- ✚ Registration certificate from the Registrar of Joint stock of Companies.
- ✚ Certificate of Commencement of business
- ✚ Certificate of Incorporation
- ✚ Copies of the board's resolution
- ✚ Copies of Annual Accounts
- ✚ Memorandum of Association
- ✚ Articles of Association

All of these belong the name of the persons who are authorized to execute documents with the bank on behalf of the company.

f) Societies, Clubs and Associations:

In case of these type of account the bank looking for these type of documents:

- ✚ Registration certificate under the societies registration act, 1962.
- ✚ Copies of memorandum, Articles of Association.
- ✚ Power of attorney to borrow.
- ✚ Non-government organization (NGO)
- ✚ Resolution of the Managing Committee.

The account opening procedure is same but in exception is that the Registration Certificate from the Social Welfare Department of Government must be enclosed with the application.

g) Joint account in The Name of Minor:

A minor cannot open an account in his own name due to the incapacity to enter into a contact. He can open an account in AIBL in joint name of another person who will be guardian of him or her.

B. Savings Bank Account:

This deposit is mainly for small scale savers. There is restriction on withdrawals in a month. High or heavy withdrawals are permitted only against prior notice. Interest is paid on these types of accounts.

a) Short-term Deposit (STD):

In short term deposit, the deposit should be kept for at least 07 days to get interest. The interest offered for STD is less than of savings deposit. In AIBL lots of big companies, organization, and government department keep money in STD accounts. To withdrawal frequently is discouraged by the bank and at the same time in that case prior notice is needed.

b) Fixed Deposit:

This type of deposit is open for a fixed time period. The bank do not need to follow cash reserves against these type of deposit and therefore, the bank offers high rate of interest on such deposits. InAIBL fixed deposit account is opened in 02 forms one is Midterm (MTD), which is less than one year and the other one is term deposit, which is more than one year. Bank take specimen signature of the depositors. Affixed deposit account is issued to the depositor acknowledging receipt the sum of money mentioned. It also belongs the rate of interest and the date on which the deposit will fall due for payment.

Payment of Interest:

According to fixed deposit period the interest rate is paid by the bank authority. It's a natural process for every bank. Al-Arafah Islami Bank Ltd always evaluate and counted their interest rate at each maturity date. Interest rate is one of the most important fact for any type of fixed deposit, for that reason every bank give more emphasis on this fact to make more attractive to their consumer. Al-Arafah Islami Bank Ltd is not different from this place.

Encashment Loss and Renewal Process of FDR:

A) Encashment of FDR:

If anyone want to collect their FDR before the maturity period in that case AIBL cannot bound to pay the interest rate to their consumer because before opening the FDR whenever they give a form to their consumer in that case in the form they mention it that, in case of premature FDR AIBL is not assured to accept surrender of the deposit before its maturity date. Normally savings bank deposit interest rate is allowed.

B) Loss of FDR:

If any consumer lost their FDR document in that case they have to ask for record a General Diary (GD) in the nearest police station. After that the consumer has to furnish an Indemnity Bond to Al-Arafah Islami Bank Ltd a duplicate FDR is then issued to the customer by the bank. Though it is confidential issue for both of the bank party as well as for the consumer but in case of loss fact they both have gone through by some process which is mandatory for both of the party.

C) Renewal of FDR:

All the account which is open for some period of time in that case all of these have gone through by the auto renewal system. All the instrument is automatically renewed within seven days after the date of its maturity if the consumer does not come to en-cash the FDR. The period for renewal is determined as the previous one. This system is for the betterment of the consumer because most of the cases consumer does not come for their busy time in that case this system helps the consumer to get privilege. At the same time they have seven days option for the consumer who are not able to come on time it is also an advantage for their consumer who do transaction with AIBL.

Deposits performance or growth of AIBL over the years:

Deposits:

The total deposit of the bank was Tk. 199,703.92 million at 31st December 2016 as against Tk. 169,887.08 million at 31st December 2015 a growth of 17.55% of which Tk. 2,541.33 million was bank deposit and Tk. 197,162.59 million was general deposit. The present strategy is to increase the deposit base through maintaining competitive profit rates and having low cost of funds to ensure a better spread with an average return on investment. In 2013 the total deposit of the bank was 133469.05 million where as in 2012 the total deposit of the bank was Tk. 117890.97. here we can say that the deposit rate is increase day by day which create a good effect on the bank and at the same time on the employee, because most of the cases the employee get interested by seeing the interest rate of the bank which make them interested to open an account on the bank.

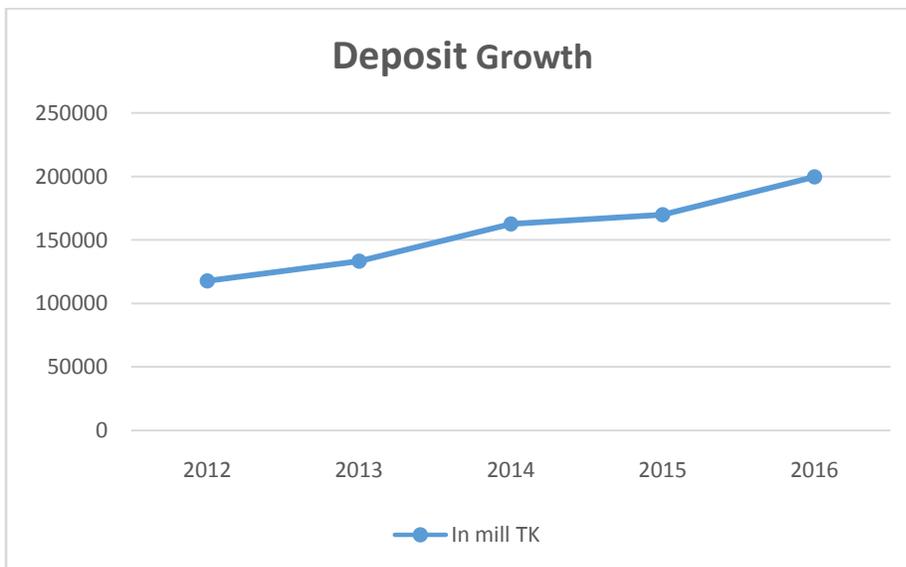


Chart 03: Deposit Growth

All information about the deposit of Al-Arafah Islami Bank is given below by a table which is easy to understand for everyone:

Deposit Mix	
Products	Taka in Million
a) Al Wadia Current Account	26,053.95
b) Mudaraba Savings Deposit	104,981.78
c) Other Mudaraba Deposit	46,027.27
d) Mudaraba Term Deposit	20,693.10
e) Bills Payable	1,947.82
Total	199,703.92

Table 03: Deposit Mix (Information about All Deposit Function)

The table which is given on the above gives us a clear view about all type of deposit function of Al-Arafah Islami Bank Ltd. according to the table we can easily define that the Mudaraba Savings Deposit of Al-Arafah Islami Bank Ltd is more popular to the consumer, the amount of Mudaraba Savings Deposit of AIBL is 104,981.78 on 31st December of 2016. As the report's information are taken from the annual report of the AIBL so for us it is quite impossible to know the current situation of the bank. To collect information about the internship report we have to follow on the annual report of the bank.

Foreign Exchange and Remittance of Al-Arafah Islami Bank Ltd:

Actually foreign exchange department is a process of exchange of one currency into another. Foreign exchange department is actually helps their client to work easily with one country to another. Dr. Paul Einzing tells that foreign exchange is a process of exchange of one national currency into another and of transferring money from one country into another. Another explanation about foreign exchange is, it refers to the rate of exchange the price of one unit of foreign exchange in terms of another currency. In its complete sense, foreign exchange means the appliance or the media used and the rate at which these media are interchange with another.

Foreign exchange department is the international department of a bank which is issued by Bangladesh Bank, actually Bangladesh Bank issues license to scheduled banks to deal with foreign exchange. These bank are known as authorized dealers. If the branch is authorized dealer in foreign exchange market, it can remit foreign exchange from local country to foreign countries. So Al-Arafah Islami Bank Ltd is an authorized dealer of Bangladesh Bank because they got the license form the Bangladesh Bank. As Al-Arafah Islami Bank Ltd is an authorized dealer of Bangladesh Bank so they have to focus on their foreign exchange department very carefully for the betterment of their own.

Types of Foreign Exchange:

Under foreign exchange department there are three kind of transaction. Actually the whole process of foreign exchange department is go through by two activities. These two activities are:

- Export Business
- Import Business

One more activity is also include here but as in my internship period the whole activities which are done by me are with the export business and import business for that reason I have no clear view about this topic. This another topic which is also relate with the foreign exchange department is:

- Remittance.

Export and import division has some individual work which has different working activities. These working activities are also include here for the better understand.

Function of Foreign Exchange Department of Al-Arafah Islami Bank Ltd:

The main function of foreign exchange department are:

1. Issuing Letter of Credit
2. Issuing Letter of Guarantee
3. Issuing Back to Back L/C
4. Purchasing Inland and Foreign Bills\trading Foreign Currencies.

They have lots of working division on their organization which helps them to complete their work in a proper way. These working process is quite difficult to explain in words for that reason here I try to explain the whole working process with a chat which helps to understand the whole process easily that which activity is done by which department and how they conclude their work.

Import procedure:

The person who is related with the import procedure is called Importer. According to Import and Export control Act 1950, the office of Chief Controller of Import and Export provides the registration (IRC) to the importer. After completing this process every individual has to secure a letter of credit authorization from Bangladesh Bank after that a person becomes a qualified importer. He is the person who requests or instructs to open an L/C. He is also called opener or applicant of the credit.

Export Procedure:

The goods and services sold by Bangladesh to foreign households, businessmen and Government are called export. The export trade of the country is regulated by the Imports and Exports (control) Act, 1950. There are a number of formalities, which an exporter has to fulfill before and after shipment of goods. The exports from Bangladesh are subject to export trade control exercised by the Ministry of Commerce through Chief Controller of Export and Imports (CCI & E). No exporter is allowed to export any commodity permissible for export from Bangladesh unless he is registered with CCI & E and holds valid Export Registration Certificate (ERC). The Export Registration Certificate (ERC) is required to be renewed every year. The Export

Registration Certificate (ERC) is to be incorporated on EXP forms and other documents connected with exports.

Letter of Credit:

A letter of credit is a letter issued by a bank (known as the opening or the issuing bank) at the instance of its customer (known as the opener) addressed to a person (beneficiary) undertaking that the bills drawn by the beneficiary will be duly honored by it (opening bank) provided certain conditions mentioned in the letter have been complied with.

Steps for opening letter of credit are:

- (a) Customer application for opening L/C with indent or Performa Invoice.
- (b) Proposal preparation as per circular security of papers submitted by the importer (list of papers).
- (c) Sanction of proposal- Terms and conditions.
- (d) Fill up the forms submitted by AIBL
- (e) Security of LCAF, LCA, IMP, L/C advice copy.
- (f) Realization of margin, commission, postage charges, register entry numbering, passing of voucher.
- (g) Passing of L/C by airmail, cable tele transmission, SWIFT.
- (h) Opening of L/C file (marking/ preserving)
- (i) Amendment of L/C (if required)
- (j) Extra Precaution (including fund for import)

Parties to the L/C:

<i>Importer</i>	<i>Who applies for L/C</i>
Issuing Bank	It is the bank which opens/issues a L/C on behalf of the importer.
Confirming Bank	It is the bank, which adds its confirmation to the credit and it is done at the request of issuing bank. Confirming bank may or may not be advising bank
Advising or Notifying Bank	It is the bank through which the L/C is advised to the exporters. This bank is actually situated in exporter's country. It may also assume the role of confirming or negotiating bank depending upon the condition of the credit.
Negotiating Bank	It is the bank, which negotiates the bill and pays the amount of the beneficiary- The advising bank and the negotiating bank may or may not be the same. Sometimes it can also be confirming bank.
Accepting Bank	It is the bank on which the bill will be drawn (as per condition of the credit). Usually it is the issuing bank
Reimbursing Bank	It is the bank, which would reimburse the negotiating bank after getting payment - instructions from issuing bank.

Table 04: Parties to the L/C

Procedure for Opening Letter of Credit (L/C):

An importer desirous to have an import Letter of Credit (L/C) limit must have applied to the designated bank in prescribed form for sanction of margin, Letter of Credit (L/C) limit it etc.

(a) Letter of Credit (L/C) Application:

For opening Letter of Credit (L/C) the client is to submit to the bank an application in the printed format of the designated bank. This is called Letter of Credit (L/C) application form, which is also an agreement between the importer and the bank. The form is to be stamped under stamp Act. The importer must submit the LCA and IMP and Indent or contract / purchase order/ Performa invoice (duly accepted by the importer) along with Letter of Credit (L/C) application. The Letter of Credit (L/C) application must be completed/ filled in and signed by the authorized person of the importer giving the following particulars.

- Full name and address of the supplier or beneficiary and importer.
- Brief description of the goods.
- Last date of shipment and negotiation time (must not be beyond 30 days from the shipment date).

(b) Examination of Letter of Credit (L/C) Application:

On receipt of Letter of Credit (L/C) application an officer of L/C section must check it very careful by the following manner.

- That the terms and conditions as stipulated in the L/C application are consistent with the exchange control and import trade regulation and UCPDC 500.
- That all the information mentioned in above column has been furnished.
- That the terms to be imported are eligible according to importers entitlement.
- That the goods are not being imported or originated from South Africa or Israel.
- If the goods are imported from any member countries of ACU.
- That the validity of the L/C must not exceed the validity of LCA.
- L/C is opened within the validity period permitted in the License.

For Letter of Credit (L/C) limit following information are to be furnished by the applicant.

(c) Preparation of Credit Report:

Bank prepares credit report in prescribed forms. Character, Capacity and Capital, which are known as the three C's of credit. Instead of the three C's some mentions the three R's i.e. reliability, responsibility and resources. To these three C's we may add two more C's i.e. collateral and conditions.

(d) Position of Letter of Credit (L/C):

Import section will see whether there is sufficient fund available in the account to cover the margin to be sanctioned, commission, postage, cable or telex charge etc. If it is found O.K, Letter of Credit (L/C) will be sanctioned.

In all cases the sanction must be informed to the importer for acceptance. On receiving confirmation from the client then the terms and conditions of the sanctioned are acceptable, the subsequent documentation/ charge document are taken up.

Following papers/ documents submitted by the importer before opening of the L/C:

- Memorandum of (In case of partnership firm).
- Photo One Copy.
- VAT Registration Certificate.

Chapter-04

Training and Development Process of Al-Arafah Islami Bank Limited:

Training makes a person perfect. Every person have some lacking in their own but if any person want to bring perfection in their behavior in that case training is one and only process to bring perfection. Al-Arafah Islami Bank Ltd have their own training process in their organization to make their employee more perfect.

Before knowing the training process of Al-Arafah Islami Bank Ltd at first we need to know about that what is training.

Basic Knowledge about Training:

Actually training is process or somehow it is a program which make anything perfect in their own sector. Everything has some own system and own criteria to solve but without any knowledge it is quite impossible for a person to solve a problem with perfection. For the importance of perfection training is compulsory. Training gives knowledge about a specific subject which is need to know by a person. Here a person get chance to make him or her perfect according to their need. Under a trainer they take training about specific term. Actually is the responsibility of the training establishment. It begins and ends with the specific program. It helps a person to get motivated from this program. At the same time it also helps a person to bring improvement in their life. Another important issues are it increase the responsibility of three partners one is the participant's organization, second one is the participant and the third one is the training establishment. First of all Participant's organization increase their responsibility by organize the training program on their organization because, by organize the program they try to increase their organization's position up in the society. For that reason their responsibility is increase in the society. Secondly, participant's responsibility is increase in their organization for the betterment. As the organization organize the program for the betterment of the participant in that case their responsibility is increase for the organization to the betterment. By getting training program they have create a responsibility about the organization.

Direction of training:

According to our basic study in the university life we all know that training has six different direction in the organization. These six direction helps the organization to achieve success. These six direction are given below:

- Laboratory
- Activity
- Action
- Person-Development
- Organization- Development
- Whole-System Development

Now I just try to my level best to describe the direction of training.

First of all, Laboratory, it is actually helpful for pay attention on the job. Depending on the other behavior and other activity helps a person to know that actually in what sector they need to improve. It is a process of function and change process of learning. According the basic knowledge and the basic activity of the employee the organization need to change the training process for the employee betterment.

Secondly, According to the employee need here the organization create an opportunity for the employee to do better in a specific skill in which sector he or she has some lacking. Here an employee get chance to improve in particular skill leads to better job performance. Under a supervisor they get chance to improve their skill in a particular sector.

Thirdly, according to the activity the employee get chance to work in a field basis work in the organization to evaluate that how effectively they do their task on the training period. Here individual skills and organizational needs will fit together.

Fourthly, in person-development stage here an employee go through by various task and activity by which they become more perfect on their position training in job requirements with emphasis on process will help participants develop general skills and understanding. Here the organization support the employee to better in their own sector by giving various facility and different tasks which they need according to the job.

Moreover, in organizational-development stage here the organization get chance to improve their position on the field. Here the organization achieve the organizational needs as process develops

understanding. Where the organization individuals get chance to improve their own skill there the organization also get chance to improve their position on their own field.

Finally, in whole-system development stage according to organization needs and training process the overall success is come because whenever an individual improve themselves that time the organization get chance to improve their own position in their own sector by using their trained people. So, the overall system is upgraded.

Types of training:

There are two types of training. These two types of training are given below:

- ✚ On-the-Job Training

- ✚ Off-the-Job Training

On-the Job Training:

According to the On-the-Job training process an employee get chance to work in the work place with other employee and to follow the other employee's working process they try to learn the basic knowledge about the office activity. Here the employee actually get chance to know about the basic knowledge about the organization and its activities. For example: in Al-Arafah Islami Bank Ltd one employee do on the job training here the employee learn that how to fill up the form who to give clearance to an account etc.

Off-the-Job Training:

In Off-the-Job training process here an employee get chance to go somewhere else for getting training. Here the employee go outside of the office and get chance to complete the training with other trainees. Sometimes off-the job training conduct for three or four days or for a long time period for example: 1-6 months. But this training process is very effective for the employee. Sometimes the off-the-job training conduct in the outside of the country in that case most of the time organization bear the whole cost about the trainee and in some cases the employee get chance to go outside of the country alone with their family also.

Training and Development Process of Al-Arafah Islami Bank Limited:

Whenever I do my internship in Al-Arafah Islami Bank Ltd that time my main responsibility was attain with all kind of handwritten activities in the organization because as it is a banking sector in that case they have some security purpose in their organization and at the same time they have some confidential information about their consumer in their software for that reason they do not give us any software basis work in their organization, but in Al-Arafah Islami Bank Ltd gives us lots of opportunity to know the unknown about their organization. As I do major in HR in that case it was quite needed for me to prepare my internship report on HR related topic in that case I consult with my supervisor about this topic and he give me an effective solution about this. He gives me all information about the training and development process of their organization.

Al-Arafah Islami Bank Ltd follow all kind of training and development process on their organization for the betterment of their employee as well as for their organization because they believe that from the core of their heart that without employee satisfaction and without effective employee it is quite difficult to achieve success.

Al-Arafah Islami Bank Ltd have their own training process in their organization. This process is given below:

Process of Training system of AIBL:

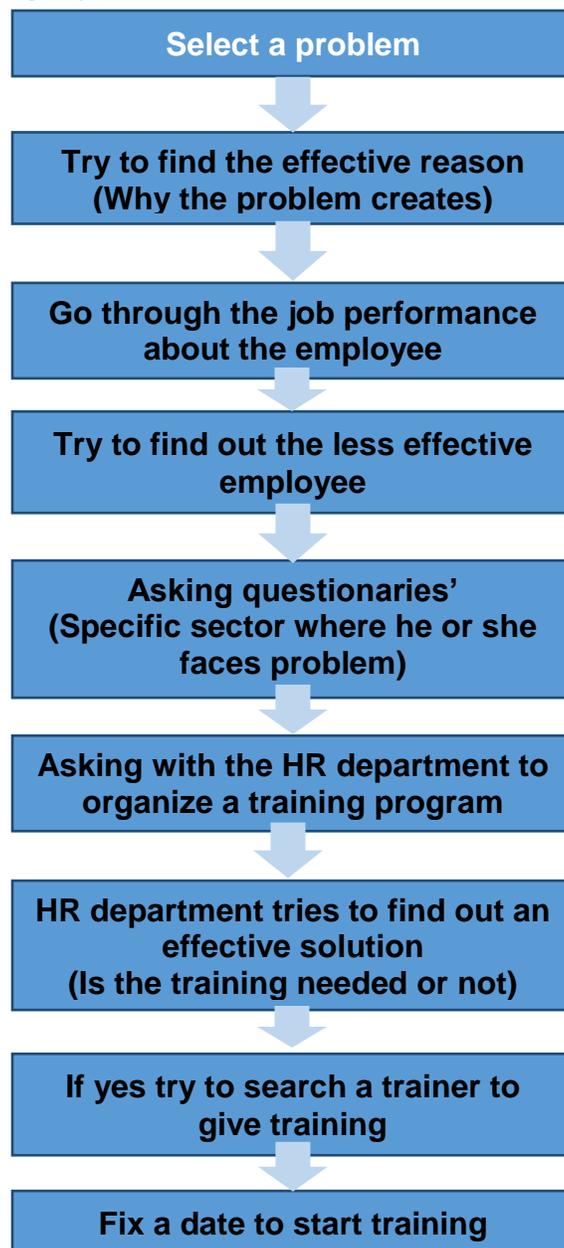


Chart 04: Training Process of Al-Arafah Islami Bank Ltd

According to Al-Arafah Islami Bank Ltd.'s training process we can say that the whole training process is gone through by the organization.

First of all, according to the transaction in their bank they try to figure out that is the transaction is good enough for their organization or not, if the transaction is not touch the satisfaction level in that case the higher authority try to find out the problem that why the problem arise. They try to find out that, "Is their employee effective enough to make satisfactory transaction for their organization or not?" All of we know that in banking sector make profit according to the installment term deposit or by the only term deposit which is known as FDR in normal baking sector. If the FDR rate is goes done in that case organization try to overcome this. In that case in Al-Arafah Islami Bank Ltd try to make a consult with their employee to solve this problem and also try to find out an effective solution about the organization. Most of the cases they try to conduct one day training session for their employee to know about the problem and the probable solution about this in that situation.

Another things is without any transaction problem they also made training program for their employee to know the unknown. All of we know that Bangladesh Bank mainly control the all banking sector in our country. They create act for the banking department for the betterment of the country. In that case whenever new acts are come most of the bankers are not well known about this act for that reason to make the whole process easy AIBL conduct training process for their employee according to the department because the people who do work on general banking naturally are not well known about the foreign exchange department.

Secondly, before organize the training process they always try to find the exact reason that why the problem create because according to the reason they organize the training program and try to make it effective for the organization and try to involve some effective tools which are help to solve problem. To find out the reason of the less effectiveness they follow the employee's working ability and their effectiveness. Banking sector is totally customer oriented so the customer service get the first priority in this organization and to increase customer satisfaction level they trained their employee that how to make conversation with their consumer. Recently, they make a contract with an Indian company who maintain the customer service level they

actually observe the employee behavior as an unknown customer, whenever they come to the organization that time no one can know them as an employee of the organization but as an employee they observe the organization and their permanent employee. That's why they organize training session for their employee to increase their customer satisfaction level.

According to the AIBL they also give more focus on the less effective employee of their organization. They organize training program for their employee to increase their effectiveness. Sometime dissatisfaction arise in the employee mind in that case this training system give them inspiration to work hard for their organization.

By asking questionnaires AIBL authority try to find out the exact problem of the employee that they faced in their organization or at the same time they also try to understand that in which sector their employee face problem and why they do not achieve the desire success, is it necessary to organize training program or not.

After completing the questionnaires the authority decide that the training program is needed for the organization or the employee. If they decide that the training program is needed for the organization or the employee in that case they asking for a training program for their employee to HR Department of the office. Here one thing is needed to include that AIBL have one HR department in their main Branch which is located on the MOTIJHEEL, Dhaka. Otherwise in other branches they have no HR department.

After asking for the training program to the HR Department the head office authority try to find out the effective solutions. Another thing is the head office authority goes with some process about the training program that if the training program is actually need for the employee or not. If they think that the training program is need for the organization or for the employee in that case they approved the training program.

After approving the training program the organization try to find out a trainer to conduct the training program. And then they fix a date to start training and after that they send the employee to the training program.

It's not necessary that all the less effective people are always get chance to go for a training program, in some aspect the senior employee of the organization and the most effective person also get chance to attain some training program . One important thing is need to include here that AIBL have their own training center for their organization which is located in the TOPAKHANA Road, Nowabpur Dhaka. All the training program is held on that place. If the training program is a day long program in that case all the expense are bear by the AIBL by their own.

If Bangladesh Bank organize a training program in Bangladesh Bank Training center in Mirpur-02 in that case most of the time the senior or most effective employee are get chance to attain the training program.

Types of Training Followed by AIBL:

Al-Arafah Islami Bank Ltd followed two types of training methods in their organization. One is On-the-Job training method and another one is Off-the-Job training method.

Whenever a new employee enter into the organization in that case they get chance to go with On-the-Job training. First six month they go with the on-the Job training on this organization. For example: in Al-Arafah Islami Bank Ltd one employee joined in May 2017, till now she work with her senior officer to know the working process of the bank. For her it is On-the-Job training.

In Off-the-Job training method in AIBL an employee get chance to go to their own training center for getting training. Actually head office define the training program for the employee for the betterment of the employee as well as the organization. Normally it is a day long program or 3-5 days training program for the employee to increase their skills. As it is held on the outside of the office and on this time period a trainee does not get chance to work on the office that's why it is called Off-the-Job training.

Some issues covered by AIBL authority:

Before starting the training they make some survey about the training program. At first they try to find out this question answer that “Are the training change goals appropriate to the target system?” if they get a satisfactory answer in that case they go through the training process otherwise they stop the training program. Another issue they try to follow that –“Are the key people involved with the training program or not?” if they get positive result about the trainee of the organization in that case they think about the further program about the organization. According to AIBL authority if the employee are not that much effective or are not loyal about the organization betterment in that case no training program can bring an effective result.

After completing the training program they actually evaluate the trainee about the specific subject in which they get training. Most of the cases they get effective result from the training program.

Actually, in AIBL HR Department control recruitment, training, career development, compensation and benefits, employee relations, employee law, disciplinary etc. according to HR department the whole training process is control by them. They actually run the training program for the betterment of the employee as well as for the organization.

Chapter-05

Overview of My Internship Department:

In AIBL I actually did my work in general banking department and foreign exchange department. In general banking department, their main activity is to open bank account, given clearance, issue chequebook to the consumer etc. and another department where I did work was foreign exchange department where they actually do export, import, issuing L/C, issuing local L/C, given clearance etc. Both of the department are doing their work with very activeness.

Both of the department are very concern about their client and also try to find out very effective way to solve any kind of problem. Their working capability is very high according to the working problem. If they fall any problem to complete any task that time instantly they consult with their senior's and try to find out an effective solution.

In foreign exchange department, most of the cases they actually deal with the export import and remittance sector. They give clearance to their party to do export and import. According to our country to do export one of the important thing is issue L/C to the authority for the reason of evidence. Al-Arafah Islami Bank Ltd issue L/C to their party to do export or import with the other country. Most of the cases the business deal with dollar amount in that case they work as a via to transfer dollar to the money or Tk.

Working Environment in Al-Arafah Islami Bank Ltd:

It was mention it before that without employee satisfaction it's not possible for any organization to achieve success. According to this working environment of an organization plays a vital role for employee's mental satisfaction. If the working environment is not cooperate with the employee's mental condition in that case it is not possible for the employee to do best for the organization and at the same time the turnover rate of the organization is increase in that situation. All of we know that if the turnover rate of an organization is increased in that case it is quite hard for the organization to achieve the desire success.

Valuation of AIBL culture:

As I mention it before that without employee satisfaction and without a good working environment no one can achieve success in the corporate world. These two things are related with each other very frequently. The relationship between the senior officer or the boss and the employee are need to very good. No one can achieve success without having a sound relation with superior and coworkers and the same thing is also applicable for an intern also.

In AIBL the working environment is very nice. The relationship between the employee and the boss is very friendly with each other. As an intern here I got lots of facility from my boss. All the time they give me inspiration to work hard and at the same time they also try their level best to make me free with the organizational environment. Whenever I went to the office I don't feel any shy to work there. All the employee of AIBL are very friendly they all very frequent with each other to solve any problem.

Valuation of works done and behavior of coworkers:

All the employee of AIBL are very friendly. Especially my supervisor are very supportive to me to complete any task which I done in my organization. Another thing is all of my coworkers are also very friendly to me. They help me a lot to complete any task on just time. Actually before doing work in bank am not that much well known about the bank culture as well as the working process of the bank, for that reason I have to depend on them to know the unknown and without their cooperation it's not possible for me to complete the task. All the time they give me the instruction that how to complete a task or what is the procedure of a specific task. All the employee in the organization all time give me inspiration to do task and also appreciate me to go ahead. I have to mention one thing that without the cooperation of my second boss Miss. Sarifah Billah is not possible for me to complete the whole internship session. She always give me inspiration to do task accurately. At first whenever I joined in my office that time I felt that this place is not mine I have to quite, but within a week all thing comes to me very frequently. All of them are try to make me to feel free with the organization. All the task which was done by me are the cooperation of my bosses. As my internship period was a non-paid organization during the internship period but their behavior was excellent no one can understand that in the office I was an internee. They make behave with me that I am a permanent employee of the organization. All time we take lunch together which also makes a strong bonding with each other. Sometimes we also hanged out with each other outside of the office this situation can easily help us to understand the friendly environment of the office.

My responsibility in the organization:

As I was joined there as an internee for that reason we have no access to the software basis work because by the software they complete their task. Another thing is as it was a banking industry in that case they have lots of confidential issue about their client as well as the process or policy of the task for that reason we have no permission to access to the software basis work but we have lots of work in the organization. The task which was done by me in the organization are given below:

- ✚ Fill up the IMP file. IMP file is the file where the detail of the import products are included. Here the import process, from where the product enter in our country, the product code, country code, port from import, port to import etc. are included. All the things are need to fill up in the form for the better understanding or to see at a glance.
- ✚ Local L/C file. Here we actually fill up the cover of that form where an employee can easily see the client position or client detail at a glance. In the front page of the form we actually fill up that which company open the L/C , from which bank, client belong which branch of the bank, L/C issuing date, File number etc.
- ✚ Account opening. In this sector we actually saw that is the client fill up the form accurately or not. In that case we also saw that is there the national ID card number is included or not because to open an account in the bank the NID number is must, without NID number no one can open a bank account. In case of minor group they have to issue their birth certificate as well as the clearance from their school's head. We have to check all of these thing to open an account on AIBL.
- ✚ Fill up the account opening form. As the banking sector is customer oriented in that case they have to dedicate to their consumer all the time. As a customer oriented industry they have to give service to their consumer all the time for that reason most of the time the consumer of the bank who want to open a bank account on the bank are not fill up the form because now the form's process are quite different for that reason most of the client do not understand that how to fill up the form for that reason most of the cases we fill up the form for the client satisfaction.
- ✚ Handle the consumer on the rush hour. All the internee of AIBL have to know the basis knowledge of the organization for the reason of handling the consumer. I was an internee of AIBL in DHANMONDI branch which was too much busy with their consumer all the

time for the reason of rush sometimes we have to help the consumer to give them basis knowledge about the product of the AIBL as well as the organization overview.

- ✚ Attaching the stamp. Most of the cases we all attach the stamp on the IMP file to create the high value to their consumer. Different file have different types of stamp. According to the file variation we have to attach stamp on that file.

Lesson learnt from Al-Arafah Islami Bank Ltd:

Internship period actually give us lesson about the corporate world as well as the organizational behavior. Whenever we belong the university life that time all of we are really related with the theoretical perspective of our study in that case most of the time we do not get chance to relate with the corporate world we have no idea about the corporate world that how this world maintain their attire, how they live their life etc. but in the internship period we actually get chance to know the real life experience. Whenever I did my internship that time knew many things which was really unknown to me before joining the organization. The things we I actually learnt from the internship period are given below:

Build up the communication level:

Before joining the organization I have some hesitation in my mind to cooperate with outsider, but after joining the organization it give me strength to cooperate with other person very frequently. After joining the organization the communication level with other person are increased in my mind and at the same time it create a self-satisfaction to me that now I can easily cope up with any situation.

Personal Development:

It increase my personal development. This period make me easy to work under pressure. It helps me to recover all of my lacking. In the bank sometimes I handle different types of work at a time. Which makes me stronger and also helps me increase my interpersonal skill.

Helps to know the corporate world:

As I mention it before that without internship period no one can understand the corporate world and its culture. After joining the organization I know the corporate culture in before I just read it in my text book but after the internship period I can easily explain the corporate culture.

Real life knowledge:

Different organization have different working activity. During my internship period I actually know the real life knowledge about the organizational task. It helps to know the real life knowledge that how to face with different types of task, how to complete a task etc.

Observing power:

It increasing the observing power of an internee because it creates opportunity for an internee to face different types of people at the same time. For that reason whenever they get chance to face

with different kind of people that time they also get chance to observe different types of people's mentality so ultimately it increasing the observing power of the internee.

Motivation Factors:

This internship period gives me motivation to do work very fluently. All of my boss give me inspiration to complete my task. Internship period makes me realize that how to relate with corporate world, how to complete task, how to face difficulties of life or any task. Over all the internship period make me motivate to continue my life with the corporate life as well as to face in difficulties of life.

Chapter-06

Findings, Conclusion and Recommendations

Findings:

Whenever I did my internship in Al-Arafah Islami Bank Ltd that time I was involving with this company very closely for that reason I was quite easy for me to know about the organization very well. According to working process and the organization structure I found some special findings about AIBL. These findings are given below:

- All of their activities are related with the Islamic Shariah and Sunnah.
- Their interest rate is define by their business activation. According to their business profit they make interest rate for their consumer.
- This bank is related with so many welfare oriented banking system.
- Related with so many social activities according to Islamic Shariah.
- This bank is related with economic development of the nation. They maintain all the national activity which are created by the government.
- Too much customer service related bank service they maintain which influence their consumer to be a client with this bank.
- This bank's investment policy follows different modes approved by Islamic Shariah based on the Quran and Sunnah.
- They maintain all Islamic way for that reason people can easily trust them and the consumer never face any loss to maintain a banking relation with them.

Al-Arafah Islami Bank Ltd is one of the most leading banking organization in our country. According to our country situation they make lots of contribution for our society. AIBL have their own library facility for their employee as well as for their consumer, they make contribution to the Al-Arafah Islami Bank Foundation Kidney Dialysis center, they have their own English Medium Madrasah which create opportunity for their employee to admit their children in this organization. They has many other activity for the society which really make a good contribution to the economy.

Limitations:

Al-Arafah Islami Bank Ltd is one of the most leading banking company in our country. As a leading organization they are success in their own position but till now they have some limitation in their organization. These limitations are given below:

- ✚ Their employee number are very less according to their branches. They need to increase their employee number for their betterment.
- ✚ According to my branch the space is very congested. They need to increase their space. Most of the cases we people who are doing internship in this organization do not get any space to work frequently.
- ✚ As it is customer oriented service for that reason they make a good behavior with their consumer for that reason most of the time when a customer come to open a bank account they do not provide all the necessary evidence to the bank and said that next day we will provide all the evidence in that case the employee of the bank fall in a trouble to get all the important evidence.
- ✚ Decision making process is very lengthy. To take any decision they have to wait for the branch manager as well as for the head office. Without head office permission they are not able to take any decision instantly.
- ✚ ATM booth number is very low according to Dhaka city. They need to increase the number of ATM booth.
- ✚ Sometimes some client of the bank delay to pay their payment for the import for that reason they get sufferers but bank authority do not take any initiative step to solve this problem.

They have few problems or limitation in their organization but till now they are success in their position. In future if they give focus on these limitation in that case this will help them to become more successful in the future and also helps them to get a position in their consumer mind in a very broader perspective.

Conclusion:

In before I always mention that Al-Arafah Islami Bank Ltd is one of the most successful as well as powerful banking organization in our country. This is my pleasure that I got chance to work in this organization and with its employee. During my internship period I got chance to meet with the corporate life for the first time. This internship period give me basis knowledge about the banking sector as well as many unknown things. This time period also helps me to focus on my limitations as well as my strength. The whole program is a blessing for my future life. Now I can able to face any difficulties of my life for the reason of AIBL because it makes me perfect by giving pressure as well as the inspiration. AIBL is really give me platform to flourish myself in front of many people. Here I achieve lots of experience which is not possible for me without joining there. All the experience and basic knowledge which I got from AIBL will improve my resume as well as also increase my interpersonal skills. Al-Arafah Islami Bank Ltd is really give a friendly environment to work. All the coworkers and the employee of the bank are really very cooperative with me during my internship period to overcome any kind of problem without their cooperation it was not possible for me to complete the whole session. Last but not the least I want to remember my almighty Allah that without his blessing it is not possible for to come here and all the time he gives me way to cope up with any situation to handle it. In this report the concepts and idea are all related with HR and accounting as I do major in HR and minor in accounting. A just try my level best to make the report more effective as well as also try my level best to gather all the experience here to share with my faculty, friends and juniors for better understanding.

Recommendations:

From my internship period I got chance to know about Al-Arafah Islami Bank Ltd. according to my working zone I have some recommendation about AIBL which are given below:

- ❖ Need to increase number of training session for their employee.
- ❖ Only the senior member of the bank get chance to attain training session which is organized by Bangladesh Bank, for some cases they need to send some junior employee in that session which also increase more effectiveness of the employee.
- ❖ Bank should need to increase number of branches where the foreign exchange department have to establish.
- ❖ Their website is not rich enough. They need to give focus to increase their website for better information.
- ❖ Space should be needed to increase because the space is very low for the employee.
- ❖ Need to increase number of female employee for their organization.
- ❖ Need to increase their advertisement for their betterment. That means need to focus on marketing.
- ❖ Number of exporter and importer who operate their transaction with this bank are need to increase to achieve the organizational goal.
- ❖ Training process is very lengthy. They need to reduce some step from there.
- ❖ Need to give more importance to their employee for their satisfaction as well as for the organizational development.

These all are recommendation for the organization. I believe that if they give more focus on that these things are helps them to achieve success in the future.

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