



Internship Report
On
**Measuring Customer Satisfaction Based on Operational time on Al-Arafah Islami Bank
Limited; Mirpur 10 branch**

Supervisor

Hasan Maksud Chowdhury

Assistant Professor,
BRAC Business School
BRAC University

Prepared by:
Tanvir Ahmed Sakif
Id: 12204118
BRAC Business School
BRAC University

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Letter of Transmittal

April 12 2018

Md. Hasan Maksud Chowdhury

Assistant Professor

BRAC Business School

BRAC University

66, Mohakhali, Dhaka-1212

Subject: Submission of Internship report.

Dear Sir,

With due respect, I would like to let you know that It gives pleasure in preparing this internship report, which was assigned to us in fulfillment of our internship requirement.

This report has been valuable as it reflects my practical exposure at *Al-Arafah Islami Bank Limited; Mirpur 10 branch*. It is a great pleasure for me to present you this report under the head of **“Measuring Customer Satisfaction Based on Operational time on Al-Arafah Islami Bank Limited; Mirpur 10 branch .”** I have learned how a real business organization operates such as account opening, investment division, foreign exchange division, clearing division & many more service offered by AIBL to the customer. I studied more to know the level of customer satisfaction so that I analyze few dates and process time to find how clients and customers are reacting.

It is pleasure to mention here that I am extremely grateful to you for your valuable guidance, tireless effort, and attention when required in accomplishing the report. I have invested the best effort I can to prepare this report if any clarification required, I would be gladly providing them as best as I can.

Sincerely Yours

Tanvir Ahmed Sakif

ID: 12204118

12th April, 2018

Tanvir Ahmed Sakif

ID: 12204118

BRAC Business School

BRAC University

Subject: Endorsements Letter

Dear Student,

I, Md. Md. Hasan Maksud Chowdhury, am authorizing you for conducting your internship project titled BUS400.

I have chosen your topic based on your major side of Bachelor of Business Administration Program, which is “ Measuring Customer Satisfaction Based on Operational time on Al-Arafah Islami Bank Limited; Mirpur 10 branch.”

With best regards,

Md. Hasan Maksud Chowdhury

Assistant Professor

BRAC Business School

BRAC University

66, Mohakhali, Dhaka-1212

Acknowledgement

At first, I would like to thank Almighty Allah who gave us the strength and opportunity to carry out this project successfully in this short period of time.

I have prepared this Internship report as a part of Internship course B.B.A program of BRAC Business School Department under the BRAC University. I am very grateful to a number of persons for their suggestion, direction, information, and kind advice so that I could prepare this report.

At first, I would like to convey our gratitude to my supervisor Ms. Hasan Maksud Chowdhury for giving us this wonderful opportunity to prepare this report.

My heartfelt thanks go to all the officials of Al-Arafah Islami Bank Limited who were involved in my report.

Firstly, would like to thank Md. Mahbubur Rahman (2nd officer) for allowing

me to do my internship in his branch. I especially like to thank Sheikh Mukammel Zaher (officer), Kamrun Nahar (Executive officer), Aminul Islam(officer), and Md. Saleh Ahmed (officer) for providing me support and courage throughout my Internship program and helping by providing necessary information. Moreover, I am grateful to Md. Elias Mufti who is the head of the branch (Vice President and Manager) and Md. Mahbubur Rahman (2nd officer and Senior Principal Officer), for giving me time and sharing their thoughts and insights about

customer satisfaction level as well as of AIBL as well as other banks.

I would also like to express my gratitude to Ms. Shanzida Shahab Uddin from OCSAR, for providing a proper guideline and necessary information.

Lastly, my heartiest gratitude goes to others who were involved and helped directly and indirectly.

Executive Summary

The report highlights products and services offered by the bank to its customers, ranges of these services, related shortcomings and suggestions how to overcome. As a part of my academic requirement for the completion of my BBA program, I needed to complete my internship program for the duration of three months in Al-Arafah Islami Bank

Limited, Mirpur-10 Branch. It is pleasure to me that I got hands-on experience in the banking sector. Here can know about the modern banking facilities as well as Consumer behaviour. These bank initiatives are designed to match the changing trade & industrial needs of the clients. As a result, this bank has a good corporate culture inside the bank. The environment of this branch Is good. Where employees make friendly environment.

In the project part here I want to make a different type of observation to find out the customer satisfaction. Here I Just record some data by observation and ask a few questions to the customers. And Find out some recommendation. The main point I find out that of employees collaborate each other and provide dedicated personnel for customer service than waiting time and service time could be easily reduced and must increase the level of customer service.

Table of content

Hasan Maksud Chowdhury	0
Letter of Transmittal	1
Acknowledgement	3
Executive Summary	4
Visson	9
Misson	9
Economic impact	10
Direct Impact	10
Indirect Impact	10
Products / Services Offering:	11
Information Technology	14
Functions and Operations	15
General Banking Division	15
Customer Service	15
Cash Department	16
Accounts Department	16
Investment	16
operating Profit	18
AIBL Capital Market Services Limited	18
AIBL Capital Management Limited	19
Foreign Trade	19
Speciality	20
CSR	21
Structure of AIBL	22
Shariah Board	23
Responsibilities I performed:	25
Learning	25

Critical Observation and recommendation:	27
Introduction:	28
Problem statement:	29
Broad Objective:	29
Specific Objectives:	29
Scope and limitation:	30
Literature review	30
Methodology of the Study	31
Data Collection	31
Primary Data Collection	31
Secondary Data Collection	31
Internal source:	31
External source:	31
Method of Research	32
Observational Research Methods	32
Opinion Based Research Methods	32
Statistical tool	32
Data Analysis and Interpretation	32
General Information About the study:	33
General Information About the study fig:02	33
Reasons of closing Account:	35
Dissatisfied client point of view:	36
Female client data analysis:	37
Average Inter-arrival time:	38
Relation between service time and Satisfaction:	39
Recommendation	40
Conclusion	41
References	41

Company Overview

Al Arafah Islami Bank Ltd was established (registered) as a private limited company on 18 June 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. Total capital of this bank is owned by indigenous shareholders. This bank is sponsored by the pious businessman as well as Islamic scholars.

The equity of the bank has stood at Tk. 21,337.48 million as on 31 December 2016, the manpower was 3,070 and the number of shareholders was 36,696. It has achieved a continuous profit and declared a good dividend over the years. Al Arafah Islami Bank Ltd is providing modern facilities to the customers as well as employees which reduce paper works and increase efficiency. Beside this, it increases transparency so that Customers could easily monitor their costs and benefits.

As an Islami bank, this bank maintains rules and regulations as the origin of the Holy Qur'an and Sunnah. Their Dedicated Employees, directors, scholars work hard to transfer Muslims from conventional banking system to Islamic banking. So that Muslim could lead a halal life which could transform people successful both in our mortal and immortal life.

Lastly. It has made a positive contribution to the nations. More than 3,070 established, dedicated employees from 154 branches serve to increase economic growth as well as increase the morality of individuals.



Historical background:

Islam is not limited to some rituals because it has the complete lifestyle for every aspect of life. Islam provides the complete guideline for economic activities. To success in both in our mortal and immortal life, all Muslim should follow those instructions. All believers Muslims follow Al-Quran and Sunnah as those guidelines. Al-Arafah Islami Bank established in the journey in 1995. This bank is Creating Value for the customer as well the society by introducing banking facility based on Al-Quran and Sunnah.

Al-Arafah Islami Bank claimed that a group of established, dedicated and pious personalities of Bangladesh are the architects and directors of the Bank. Among them, a noted Islamic scholar, economist, writer and ex-bureaucrat of Bangladesh government Mr A.Z.M Shamsul Alam is the founder chairman of the bank. His is dynamic organization and steady inspiration gave a lift to the bank in getting a leading financial institution in Bangladesh.

A group of 20 dedicated and noted Islamic personalities of Bangladesh are the members of Board of Directors of the bank. They are also noted for their business acumen. Al-Arafah Islami Bank Ltd. has 154 branches (up to December 2017) and a total of 3,070 employees (up to December 2016). Its authorized capital is Taka 15000 million and the paid-up capital is Taka 9,943.06 million as on 31 December 2016.

The intelligence of the directors, Islamic bankers and the wish of Almighty Allah make Al-Arafah Islami Bank Ltd. most modern and a leading bank in Bangladesh.



Visson

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

Misson

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

Economic impact

Economic impact can be defined as any increase or decrease in productive potential of an economy.

By analyzing the economic impact we can understand how a bank adds value to the society.

Economic impacts can be broadly categorized as:

- i) Direct Impact
- ii) Indirect Impact

Direct Impact

As like as other commercial Al-Arafah Islami Bank Make a directly contribute to the society. The direct impact of the bank is immense. More than Three thousand people are working here full time, they get a huge amount of benefit from the bank as well as Government get payment tax.

Indirect Impact

These Banks provide a number of opportunities to their customers by offering a variety of loan to meet personal and business demand by this loan people could add value to their business and personal life so it increases value to the general people of the society. On the other hand by mobilizing deposit and channelizing the same to prospective investors. Bank helped distribute the wealth among all the stakeholders, for example, shareholders received the dividend, depositors and investors got profit from their investment, the government earned tax revenue. From CSR activities national economy could also get benefit from the bank.

Products / Services Offering:

As a first growing Islamic bank is providing modern facilities so that clients could get mobilizing deposit and making quality Investment. Secondly World trade as well as national trade trend is shifting frequently so they develop their product and service according to this. For this reasons clients have lots of opportunity to get maximum benefits.

To get maximum opportunity to all individual, retail, small and medium scale enterprises, as well as corporate clients could get all banking service in any branch of the bank.

Here A list of some Product

Al Wadiah current account (CD).

Mudaraba short notice deposit (SND).

Mudaraba savings deposit (MSD).

Mudaraba term deposit receipt (MTDR).

SHAWADHIN (AS WISH)

Monthly installment based term deposit (ITD).

Monthly profit based term deposit (MPTD).

Al-Arafah monthly Hajj deposit (MHD).

Al-Arafah term Hajj deposit (THD).

Monthly installment based marriage savings investment scheme (MIS).

Al-Arafah savings bond (ASB).

Foreign currency deposit (FCD).

Pension deposit scheme (PDS).

Cash deposit waqf deposit scheme (CWD).

Mudaraba lakhpoti deposit scheme (LDS).

Mudaraba millionaire deposit scheme (MDS).

Mudaraba (special) pension deposit scheme (MSPDS).

Mudaraba kotipoti deposit scheme (MKDS).

Mudaraba double benefit deposit scheme (MDBDS).

Mudaraba triple benefit deposit scheme (MTBDS).

Al-Wadiah Current Deposit (CD):

Al-Arafah Islami Bank Limited receives deposits in their Al-Wadiah current account. Usually, business people run Al-Wadiah current account. Before opening this account, account holders must deposit 2000/- into their accounts as initial deposit for the first time. In Al-Wadiah current account customer can deposit and withdraw money any time. In this account, there is no restriction of withdrawing money. In this account holder did not get any profit. But Half yearly bank will charge for maintenance.

Mudaraba Savings Deposit (MSD):

Al-Arafah Islami Bank Limited also receives deposits from Mudaraba Savings Deposit. General people run this accounts. In Mudaraba Savings Deposit account customer can deposit money any time whenever they want. But they cannot withdraw money whenever they want, there is some restriction. Customers can withdraw money two times in a week and ten times in a month. But if they want to withdraw any big amount they have to give notice to the manager. If bank earns any profits the depositors will get at a predetermined percentage and the bank retains the residual amount as its profit. For opening this account, a minimum requirement of TK. 500/- need to be by the client as initial savings to open the account. After that, a chequebook is provided.

Mudaraba Short Notice Deposit (SND):

Mudaraba Short Notice Deposit account is similar to Al-Wadiah current account. In Mudaraba Short Notice Deposit account customer can deposit and withdraw money any time whenever they want. But there is a restriction in withdrawing money. They have to inform the manager if they want to withdraw the big amount. Like Mudaraba Savings Deposit account the customer's get profit here. This profit is given every year at a predefined rate of last year.

Mudaraba Terms Deposit Receipt (MTDR):

AIBL receives different kinds of Term Deposits from the depositors. The deposits are generally for 1 month, 3 months, 6 months, 9 months, 12 months, 24 months, 36 & 48 months, and the bank pays a stated profit rate on each of these deposits, which varies depending on the term.

Mudaraba Monthly Installment Terms Deposit (ITD) :

Under this scheme monthly instalment is TK. 500 to 5000. Maturity period is 2 years, 3 years, 5 years, 8 years, 10 years, 12 years, 15 years, and 20 years. Profit is given to the customer after deducting the tax. If the account holder died, then the account is going to sleep & deposited amount will be given to the nominee.

Mudaraba Lakhopati Deposit Scheme (LDS):

In this scheme, profit is recorded on daily basis and there is the deduction of tax according to the government rules.

Amount of Monthly deposit maturity period is :

Period	Monthly Deposit	Estimated return after maturity
3 years	2,500/-	1,00,000/-
5 years	1,440/-	1,00,000/-
8 years	790/-	1,00,000/-
10 years	590/-	1,00,000/-
12 years	455/-	1,00,000/-

AIBL Special Savings Scheme:

This scheme also familiar as Pension Scheme in other banks. If a client deposits an amount of fixed on the monthly basis often a few years i.e. 5 and 10 years he gets amount at a time.

Deposit under Other Schemes:

These are Mudaraba Hajj Deposit, Mudaraba Savings Investment Deposit, Mudaraba Profit Payable Term Deposit (PTD), Mudaraba , Mudaraba Millionaire Deposit Scheme (MMDS), and Mudaraba Kotipoti Deposit Scheme (MKDS).

SWADHIN (AS WISH) :

SWADHIN is new and very much popular product of AIBL. The main benefit of this account is account holder can deposit any amount of money in any time. The amount should be multiplier of 100. Every Years account holder get profit from the total amount. If account holder withdraws money before a certain time than he/she get 50% of the profit.

SME & Retail Banking:

AIBL currently Invest successfully of those three areas which are Industry, Trade and Services. AIBL is now focusing on investment to SME and Retail sector in line with the policies and guidelines of Bangladesh Bank.

Information Technology

The IT system of this Bank is exceptionally Strong. This bank has devoted Data focus, Disaster Recovery site and a solid group that acknowledgement and regard in the business and confidence of bank administration and of esteemed clients from all bench. In excess of 100 Atm booth arranged in the important areas of Bangladesh. Brought together tasks for all branches make this Bank quick and productive and mordant.

CBS utilizes 3-level application design with ORACLE Database alongside other Oracle items like Active Data Guard (ADG) for guaranteeing information replication to the Disaster There Recovery Site (DRS) is likewise keep up legitimately.

AIBL utilize A particularly prestigious programming ABABIL the Core Banking System. "ABABIL" reached the ninth position in worldwide positioning for Islamic Banking Software according to Gartner report. This "ABABIL " is created by Millennium Information Solution Ltd. By This Software Bank Take record all Information of Account holder, Risk administration, Fund exchange and others modern offices.

There is a list of few sectors related to banks Information technology which is continuously improving.

1. MasterCard, debit and credit card & Merchant Banking
2. National Payment Gateway (NPG)
3. Agent Banking
4. Mobile Banking
5. Internet Banking
6. SMS Banking
7. Business Process Automation (BPA)
8. Enterprise Resource Management (EAMS)
9. Human Resource Management (HRMS)
10. Batch, EFT & Real Time Gross Settlement (RTGS)
11. Sanction Screening Software etc.

On going project:

- a. Data Centre at New Office Building in Motijheel
- b. Data Centre at DR Site in Mirpur
- c. Enterprise Data Warehouse (EDW)
- d. Central Management Information System(MIS)
- e. Business Intelligence (BI)
- f. Database Advanced Security
- g. Database Audit Vault and Database Firewall (AVDF)
- h. Database Multitenant Options
- i. Contract Center (CC, IP Phony, Video Conference)
- j. VAPT by external entity

Functions and Operations

There are mainly three sections in AIBL, they are:

- A. General Banking Division
- B. Investment Division and
- C. Foreign Exchange Division.

They have small department or units under them. The details of the important sections and subsections are described below.

General Banking Division

There are certain three main sections working together to fulfill the target of the company.

- (a) Customer Service
- (b) Cash Department
- (c) Accounts Department

Customer Service

Different functions of customer service are:

- Accounts opening
- Issuance of Cheque Book
- Issuance of Payment Order
- Issuance of T.T
- Issuance of D.D
- Issuance of Online Transfer.

Handling transfer transaction.
Operation of clearing house.
Executing customer standing instructions.

Cash Department

Accepting money from the Client. Payment of cash as customer requested. Establishing the instalment check when to pay the cash to the customers whether the data is accessible.

All the received and payment money record in the receipt & payment enrol alongside account number.

Looking after month to month, week after week and day by day report of exchanges

Accounts Department

Accounting of AIBL can be broadly classified in the following two groups:

- i) General Accounting
- ii) Investment Accounting

Investment



The Investment of the bank has remained at Tk.196,519.38 million as on 31st December 2016 as against Tk. 162,503.14 (Net off PR) million in the earlier year demonstrating an expanded by 20.93%. The speculation arrangement of the bank is

all around extended the investment portfolio of the bank is well diversified and incorporates several types of businesses and enterprises.

Including ready-made garment articles of clothing, material, edible oil, send scratching, steel and designing, chemicals, pharmaceuticals, concrete, media transmission, development, social insurance, land, training, transport and venture under customer plans. AIBL has characterized venture of the bank could be kept at a low level far underneath the national normal which is 4.54%

AIBL follow Islamic Shari'ah. Bai-Murabaha or simply Murabaha: The word "Bai-Murabaha" have derived from Arabic words Bai and Ribhum. Here the word "Bai" means to purchase and sale and the word 'Ribhum' means an agreed upon profit. Bai-Murabaha means the sale of an agreed upon profit.

Musharaka: The word Musharaka meaning partnership. More Than one Business partner could jointly open an account to get the financial benefit.

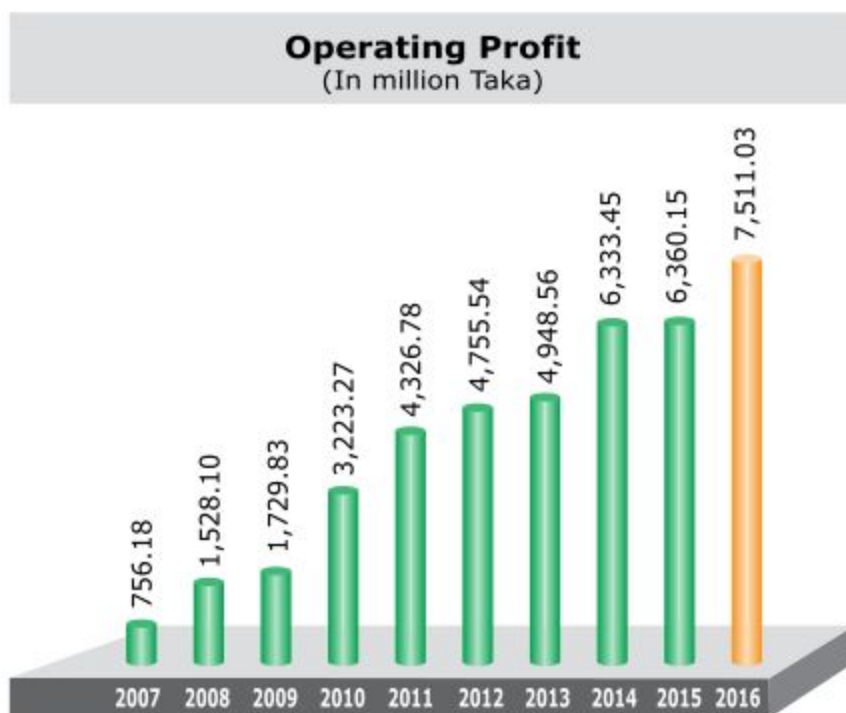
Bai-Muajjal: These words 'Bai' and 'Muajjal' are derived from the Arabic words 'Bai' and 'Ajal' where 'Bai' means to purchase and sale and 'Ajal' means a fixed time or a fixed period. So, Bai Muajjal is a sale for which payment is made at a future fixed date or within a fixed period. So, it is a sale on credit

Mudarabah: The term Mudarabah refers to a contract between two parties in which one party supplies capital to the other party in order to engage in a business activity with the understanding. Here both parties have to Share profit and losses.

Bai-Salam: In Bai-Salam is e seller is an individual or business and the buyer is the bank. Here buyer makes advance payment.

SME Banking: Small and Medium Enterprise (SME) is playing an important role in the growth Of sociology economic development. Small business people get financial benefit

Operating Profit



appropriation amounted to Tk 1,990.85 million.

The bank earned operating profit of Tk. 7,511.03 million during the year 2016. The operating profit of the Bank during the year 2015 was Tk 6,360.15 million and thus the Bank attained growth of 18.10% in respect of operating profit. The provision for income tax for the year amounted to Tk. 2,206.59 million and divisible profit available for

AIBL Capital Market Services Limited

Al-Arafah Islami Bank Ltd. owned 60.50% shares of AIBL Capital Market Services Ltd. a subsidiary company of Al-Arafah Islami Bank Limited. AIBL Capital Market Services Ltd. Consolidated in Bangladesh on 20 September 2010 as a Public Limited Company. The principal activities of the subsidiary company are to provide quality services to the prospective

institutional and individual investors in the capital market The main activities and functions of the company include;

I. Share trading in Dhaka Stock Market and Chittagong Stock Market.

II. Provide Margin conveniences to the client.

III. Full-service depository participant of Central Depository of Bangladesh Ltd.

AIBL Capital Management Limited

Al-Arafah Islami Bank Ltd. owned 98% shares of AIBL Capital Management Limited a subsidiary company of Al-Arafah Islami Bank Limited AIBL Capital Management Limited has been incorporated under the companies act (Act XVIII) of 1994 as a Private limited company by share on 25th October 2011. The company was entitled to originate the business also from 25th October 2011 with a view to run and manage the operations of Merchant Banking Services with an authorized Capital of BDT 2 billion and paid up capital of BDT 500 million. It aims to be one of the leading Merchant Banks of the country by providing quality Merchant Banking Services with a high level of professional expertise and integrity

Foreign Trade

Foreign Trade is one of the pioneer business activities of the bank conducted by and routed through the International Division. International Division of AIBL has been operating successfully having a good number of experienced officials headed by Senior Vice President who has a long experience in this business line.

In order to stimulate the Foreign Exchange business of the bank, the manpower of this Division has been exerting their all-out efforts in establishing Correspondent Banking. To promote Foreign Exchange as well as improve the relationship with world reputed bank, in hunting corporate clients to boost up Import & Export business by rendering their best and skilled services.

International Division has been giving top importance to the functioning of treasury operation. They give priority dealing as it has always been considered as an important avenue for generating income of the bank. Besides, ID has continued its maximum efforts to stabilize the remittance systems with the world-renowned organizations to bring the wage earners remittance

from the Bangladeshi nationals in overseas to contribute in extending the national revenue of the country for developing remittance. As a result, the significant result has been made in the Foreign Trade.

Speciality

All activities of AIBL are conducted under a profit/loss based system according to Islamic Shariah to get the nation rid of interest (Riba). Its investment management under different modes are fully Shariah form and well controlled by the board of Shariah Council.

During the year 2007, 70% of the investment income has been distributed among the Mudaraba depositors.

In 2008, AIBL has included online banking in its wide range of services. Bangladeshi software has been introduced in this feature to promote the local developers. AIBL frequently manages its AGMs (Annual General Meeting). Whenever needed EGMs (Extraordinary General Meeting) are also arranged.

AIBL regularly pay the dividend to our valued shareholders. For the year of 2013, we declared 13.50% bonus dividend to our shareholders

AIBL believe in providing dedicated services to the clients imbued with Islamic spirit of brotherhood, peace and fraternity.

The bank is authorized to installing a welfare-oriented banking system to meet the needs of low income and underprivileged class of people.

The Bank upholds the Islamic values of the establishment of a justified economic system through social freedom and equitable allocation of wealth.

Following the Islamic traditions, it is assisting in the economic progress of the socially deprived people; in the creation of employment possibilities and in the promotion of rural areas to ensure a balanced development of the country.

The Bank believes in social and philanthropic activities and has established AIBL English Medium Madrasa and AIBL Library. More endeavours will they take in future.

CSR

Comparative CSR Position

(Amount in Million) Taka)

Particulars	2016	2015
Health Sector	64.60	159.10
Education Sector	9.70	9.70
Disaster Management	23.20	12.40
Cultural Activities	2.00	6.70
Environment	5.80	1.80
Others	0.00	15.30
Total	105.30	205.00

A library is the carrier & store of knowledge. Al-Arafah Islami Bank has shown that other than creating profit, it can also contribute significantly in the field of providing the great source of knowledge by establishing a public library at 32, Topkhana Road, Chittagong Bhaban (1st floor),

Dhaka, thus increasing social development. It is established in a sound, healthy surroundings. It entertains 23,000 books of reference for the researchers, students, professionals, bankers, physicians, engineers, politicians, writers or journalists, even for the kids. It is open to all from the year 2000 and well located & accessible to everybody. It procured some extraordinary array of books on religion, economics, banking, computer science, business management, sociology, English & Arabic language and juvenile literature in Bangla, English, Urdu & Arabic, which are very rare

In 2016 AIBL spend 64.60 Milion TK , education 9.70 Milion TK. Which is a significant amount.

Structure of AIBL

In AIBL there is a system of hierarchy like top management to bottom level officers i.e officers or positions are organized and supervised by the higher one. In every division and department every official has an office order in order to perform his duties and which is duly supervised by his superior. The hierarchy may be mentioned as, board of directors, Managing Director, Divisional Heads, Departmental Heads etc.

Executives of the Bank:

- Managing Director (MD)
- Additional Managing Director (AMD)
- Deputy Managing Director (DMD)
- Executive Vice President (EVP)
- Senior Vice President (SVP)
- Vice President (VP)
- Assistant Vice President (AVP)

Officials of the Bank:

- Senior Principal Officer
- Principal Officer
- Senior Officer
- Officer
- Junior Officer
- Assistant Officer

Sub Staffs of the Bank:

- Messenger Cum Guard (MCG)
- Driver

- Tea Boy
- Godown Supervisor
- Godown Guard
- Cleaner

Shariah Board

Scholars of high repute with extensive experience in law, economics and banking systems and specialising in law and finance as prescribed by Islamic Shariah make up the AIBL's Fatwa & Shariah Supervision Board. They Give fatwa which is the direction what is right and what is wrong. Those scholars are assigned by the higher authority of the bank. The Shariah auditors ensure that all the transactions are carried out in strict compliance with Islamic principles of banking. They are responsible to provide transparency of the bank. For this reasons stakeholders as well as investors could learn whether the bank is following shariaha or not. The name AIBL has come to signify innovation, financial dynamism, leadership and above all a complete assurance that all the transactions are free from interest

The Board's Role

The Fatwa & Shariah Supervision Board oversees the application of different aspects of Shariah in the Bank.

As an expert source on Islamic Principles (Including Fatwas), the Board through a representative, usually the General Secretary of the Board, supervises the Shariah compliance of all the transactions in the Bank.

To devote time and effort to devising more Shariah-compliant transactional procedures, templates and banking products that enable the Bank to adapt to market trends while maintaining a high competitive edge in deposit procedures, investments, and banking services. At the same time, the Board gives its opinion on proposed new templates, and banking transactions.

The AIBL's library houses a vast collection of more than 4,000 books on Islamic Fiqh, law, economy, banking and Shariah, The library was primarily established with the aim of serving the Fatwa & Shariah Supervision Board's research team and the AIBL staff. Customers as well as employers also get access to this facility.

Shariah Supervisors:

Shariah Supervisor qualified for monitoring all the Bank's transactional systems and ensure whether it is following Shariah properly or not.

Moreover the General Secretary of the Fatwa & Shariah Supervision Board, the Shariah Supervisor handles issues about the Bank's administration from staff members, shareholders, depositors and customers, liaises with the Shariah auditors and provides them with guidance. Shariah Supervisor submits reports and recommendations to the Fatwa & Shariah Supervision Board and to the Chairman of the Board of Directors. The position also calls for cooperation in the Bank's training programmes.

Shariah Auditing

The supervisory check Shariah compliance under the direction of the Shariah Supervisor.

The auditors continuously review the Bank's transactional procedures to assure adherence to the framework created by the Fatwa & Shariah Supervision Board. The Shariah auditors submit periodic reports to the Shariah Supervisor so as to observe and maintain Shariah compliance.

Internship Experience

Responsibilities I performed:

During my internship period, I performed many duties, which I never did previously. The specific tasks which I attempted utmost of the time are as follows

- Dealings with clients as per the demand of client.
- I used to put seal and signature on account forms
- Receiving Client Personal data.
- I prepared from of different deposit scheme and accounts
- I did check on forms and filled up the important unfilled items on a form
- I used to do filing of the used, closed and pending forms
- I delivered cheque books
- I did process cheque books
- I provided guidelines to customers to fill a deposit scheme or account opening form
- ATM Card formalities

Learning

Performing A bank job is not so easy task. Bankers Have to deals with many responsibilities in real time. Most Important thing is satisfying clients is a difficult task. The different client comes from the different background so most of the time clients have inappropriate acceptance So that most of the time it becomes impossible to satisfy that type of clients.

Manager or head of the branch is in total in charge of the bank to take any decision. Officers mainly follow his instruction to perform their job successfully.

General banking is mostly responsible for doing different formulation of works such as preparing report, statements, salary statement, discussing any reports and providing ideas, Answering enquiries from customers. They also few sensitive works related to providing money by receiving cheques, computerized account information, make transaction profile, Risk grading

Remittance is responsible to give daily transactions, receiving and crossing cheques, provide foreign currency which comes from abroad with the support of Western Union, Money Gram Money Transfer. Preparing demand draft and other bill related activities. Maintain Hajj account.

ATM Card division mainly provides client information related to debit/credit card. The types of benefits that client gets from the cards. Prepared statements and voucher related to the card.

Overall Findings:

- Al-Arafah Islami Bank Limited doesn't have good Advertising and promotional strategies. They give many facilities rather than others commercial bank but lack of promotional activities they lose their potential customers.
- The Space of the branch is not up to the mark. Not Enough Space to sit more customers
- They have not sufficient efficient employees to operate different department in the bank. So they should increase efficient employees in different department.

Critical Observation and Recommendation:

Deviation of responsibilities is pretty much essential. In general banking department, all officers have a similar type of obligations. So might be improved efficiency if the officers act as a team player rather than individual

They have many attractive product and services but they do not promote their products. They can make a good word of mouth as well as advertisement.

The administration should provide suitable training facilities to their staff to be always helpful, courteous and knowledgeable.

Project Overview

Introduction:

The idea of the bank comes a long time ago in 1800 BC in Babylon. Increase the Rome Bank made a loan and accept deposit. Modern banking system comes after the Charter act of 1844. Moreover, South Asian region, the Afghan merchants well known as Kabuliawallas introduced early banking system. Later on Muslim businesspersons from Kabul, Afghanistan came to India and started a money-lending business in exchange of interest sometime in 1312 A.D. They were known as 'Kabuliawallas'

The beginning history of the Islamic Bank was detected in the early 20th century. In that time Muslim need freedom from the Western system of capitalism and communism. This isn't Mohsin develop their Islamic economic system according to the law of Islam (sharia). The primary standard of Islamic is based on risk-sharing. Islamic banking came up with the concepts such as profit sharing (Mudharabah), safekeeping (Wadiah), the joint venture (Musharakah), cost plus (Murabahah), and leasing (Ijar). The most important part of Islamic banking interests is called Riba strictly prohibited.

There are 48 banks in Bangladesh among this the number of Nationalized Commercial Banks are 4, Specialized Banks 5, Private Commercial Banks 30, Foreign Commercial Banks 9.

Banking is an important economic activity of a nation. All economic functions are connected through banks.

From this point of view, banking-a technical profession- can be termed as the industry. Services to its customers are the outcomes of banking industry besides being a central factor in improving capital formation in the country.

For this circumstances, banking becomes Importance of financial sector and Its overall Impact on our national economy. Nowadays Banks are the only media through which international trade and commerce emanate and entire credit transactions, both national and International.

Al-Arafah Islami Bank is one of the most renowned private banks in Bangladesh. As a commercial bank Al-Arafah is providing all modern facilities to the clients so that they could mobilize their deposit and make the quality investment.

It is very much a pleasure to me that I got a chance to complete my internship in Al-Arafah Islami Bank Mirpur -10 branches. Here I got a chance to apply my theoretical knowledge in the practical field. Here I had a hands-on experience how to open a bank account, how to write a pay order, verify different documents like national ID card, Check etc. The most significant part that I acquired here is that I learn how to handle client talk with seniors as well as maintain a good relationship with the client as well as employees.

Through catering financial services, the Bank helped distribute the wealth among all the stakeholders, for example, shareholders received the dividend, depositors and investors got profit but there are many reasons to lose valuable customers. One of the most important things is customer satisfaction. Customer satisfaction is the basic measurement of customer expectation. In a service organization, customers have perceived value about the organization. After getting the service as well as during the service time, most of the customers develop their own assessment of the service. In this project, I want to find out the satisfaction level by analyzing those factors.

Problem statement:

In banking sectors, loyalty comes after a long time achievement. But this long-term achievement could be destroyed if the clients did not get the proper support from the organization. It could happen if there is any lack of transparency as well as security or long waiting time. So organizations have to increase their service efficiency to decrease the waiting time. Strategically, there are few challenges that service managers have to face. As a service organization, bank managers and officers have to face those problems and challenges. Firstly, they have to understand the customer perspective and they have to manage multiple clients in real time. In the same time, they have to coordinate other departments. Besides that, it is very important for managers and officers of the bank to inform the client about improvements as well as innovations of the organization. For example, if there is any new product available or not, how a client can get more benefit from the bank etc.

Broad Objective:

The main objective of this study is to determine the Customer Satisfaction in general banking Based on Operational time Al-Arafah Islami Bank Ltd Mirpur-10 branch.

Specific Objectives:

- The specific objectives of the study are;
- Find out the customer satisfaction based on waiting time and serving time
- Probable reasons for increasing waiting time and serving time
- Find out Average inter Arrival time
- Finding the reasons of closing Account
- Over all objective of This Project is find out the relation between time and satisfactions as well as find out the client behaviours their feelings about the bank as well as find out some fact that could increase service efficiency .

Scope and limitation:

Clients have limited time and huge expectation from service organizations. They want smooth service so to satisfy customers organization have to manage all operations in real time.

If it is possible to find out which factors kill time than it is easy to improve efficiency by fixing those fact.

Most significant limitation is Limited time, limited equipment. All clients are not friendly

Literature review

This review will have the literature on consumer loyalty and behavior, customer satisfaction and process time analysis.

Berry et al.,(1990) are of the view that the sole judge of service quality is the customer as well as get positive feedback. Beside that service companies should implement the five imperatives of service quality Reliability, Assurance, Tangibles, Empathy and Responsiveness in their services. The authors have advocated knowing the expectations of the customers on the said fronts and further measuring their actual perception. It becomes imperative for service companies to improve themselves on whichever front expectations of the customers outscore their perception.

Harris, S., & Brown(2006) claimed that limited number of studies have attempted to understand the determinants of waiting times, and most focus on patient and physician-/system-level factors. Customer satisfaction:

Methodology of the Study

Data Collection

Primary Data Collection

Primary data is the original data that created by me through interview, questionnaire, experiments or case study. I collect most of the data by observing client and a few data by asking question. I use google form to record datas which I will add in the appendix part. I take data for 7 working days the period of the study lies 18-27 march 2018 . On that time period I take record most of the client activities which people came to take service on general banking sections.

Secondary Data Collection

Internal source:

- Bank's Annual Reports 2012,2013,2014,2015,2016
- Website of the bank

External source:

- Journals & Newspapers
- Consultation of related books & publications.
- Website Surfing
- Different Internship Report from Internet

Method of Research

Observational Research Methods

Observational research is a group of different research methods where researchers try to observe a phenomenon without interfering too much.

Opinion Based Research Methods

Opinion based research methods generally design to collect experiment and collecting quantitative data.

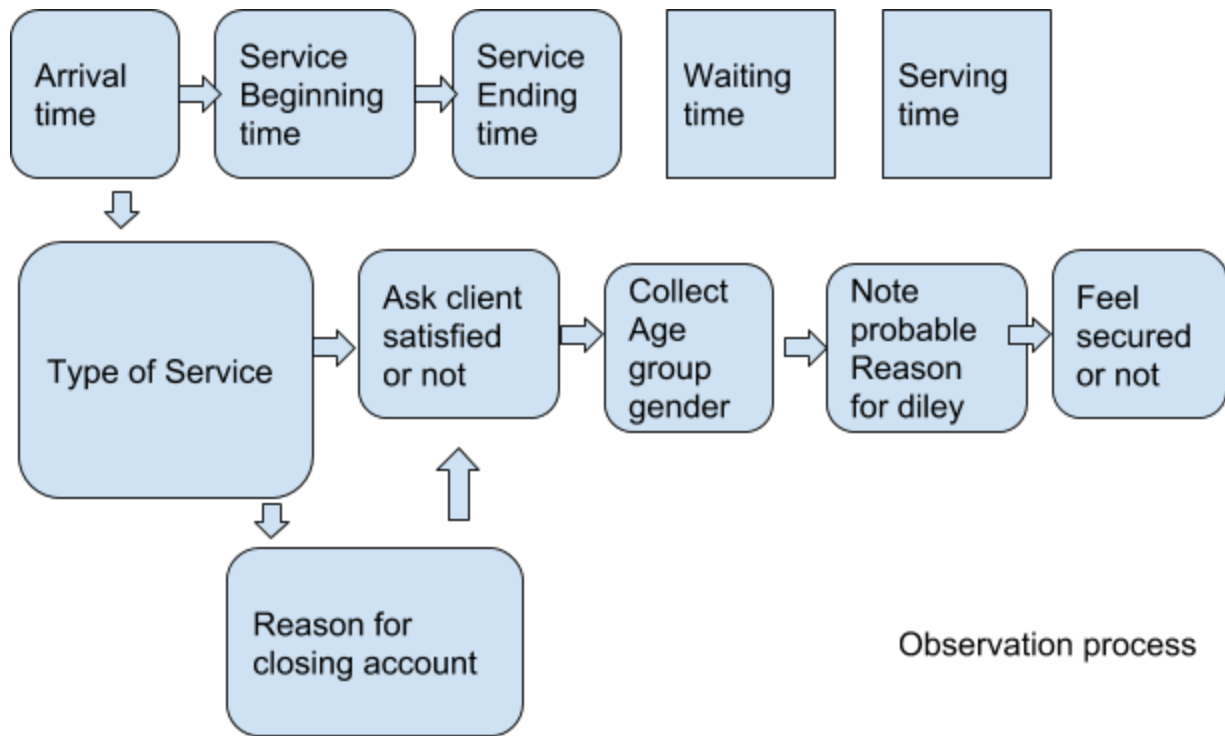
Statistical tool

To analysis data I use here statistical data: For example Average , Standard deviation etc.

Data Analysis and Interpretation

The customer is the most important part of a service organisation it's very very important to satisfy the customers. AIBL always try to provide better service to their customers. But satisfying all customer is not very easy task because offices have to maintain a lot of task in real time there's to deal with multiple customers in same time. For this reason, customers have to wait to get the service. This waiting time could happen before getting chance to talk with the offices as well as waiting in the queue.

What I Ask	What I observed
<ol style="list-style-type: none">1. Satisfied or not2. Secured or not	<ol style="list-style-type: none">3. Arrival Time4. Service Beginning Time5. Service Ending Time6. Type of service7. Age gender (collect from database)

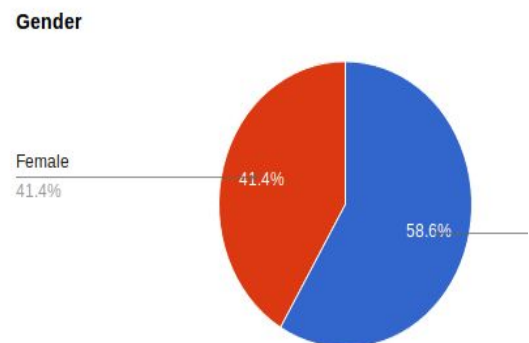


Flow Chart of the project fig:01

I make this observation for one weeks. I tried to record accurate data . From the flow chart my working process is given. After that trac service beginning time besides that I find out what type of they are want . Than I asked them if they feel secure or not and their satisfaction level lastly their Service ending time.

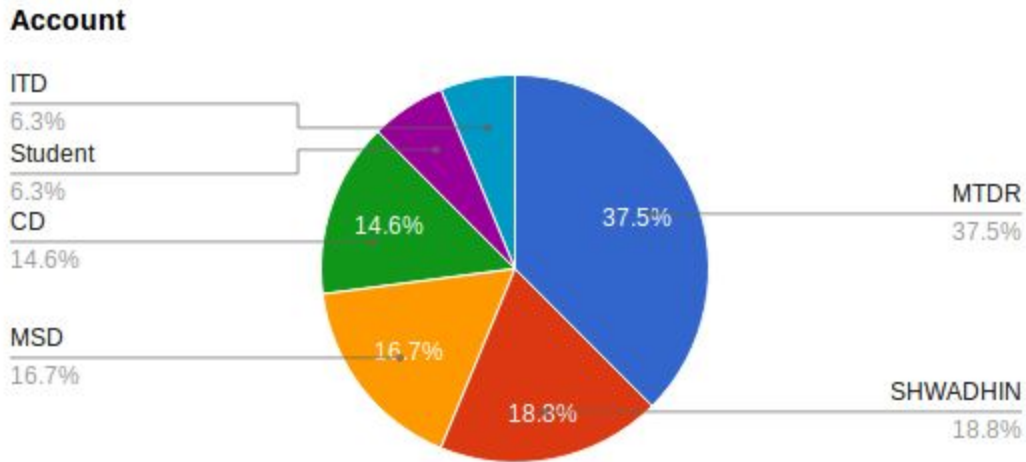
General Information About the study:

Type of Service	Top results ▾
Account Opening	43
Account Close	24
ATM Related service	12
Balance Transfer	10
Deposit/withdraw	10
Issue check book	5
online banking	4
Payorder/TT/DD/	3



General Information About the study fig:02

In 5 working Day I can collect data of 111 clients. Where 58.6% is Male and 41.4% male. Among 43 client came to open account and 24 people for closing account. Rest 44 online banking, Payorder/TT/DD/, Issue check book/recept, ATM service, Balance withdraw/received



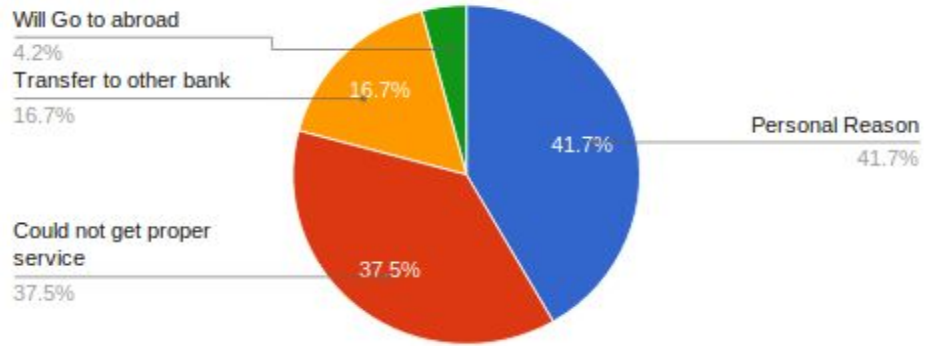
Account type client open fig :03

During the observation period Most of their Clients came to open Fixed deposit account . From the graph we can see that 37.5% open MTDR account, 18.3% Swadhin both are Fixed deposits. Though swadhin is very much new product but it become popular very quickly.

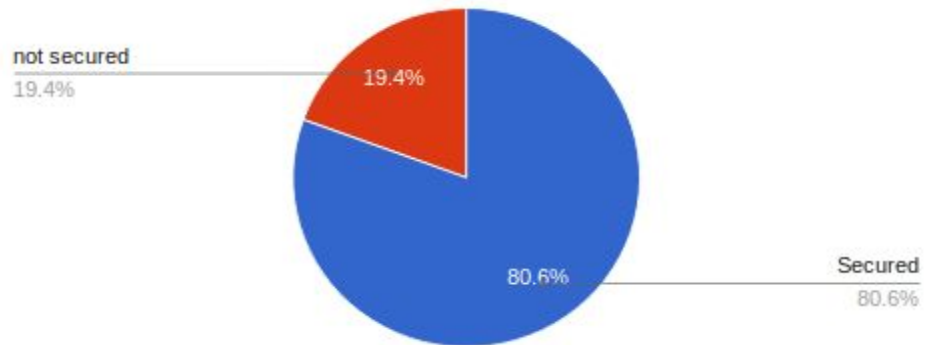
Reasons of closing Account:

To find out the reason for closing account I ask them reasons. Most of the people respond that they have personal reasons most of them they need urgent cash. 37.5% client does not satisfy about the service. But Surprising Fact is 80.6% Client believe that AIBL Provide the securedBanking facility.

Reason for closing



How Client feel about AIBL



Reasons of closing and their view fig :04

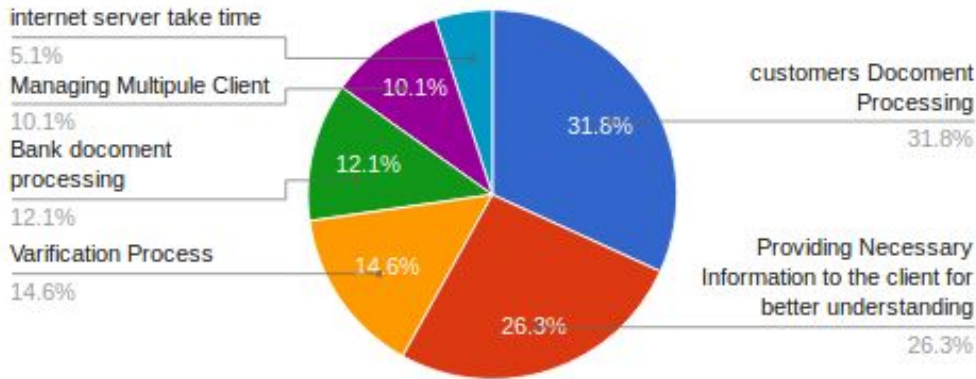
Dissatisfied client point of view:

I ask client feelings about the service in 3 grade.

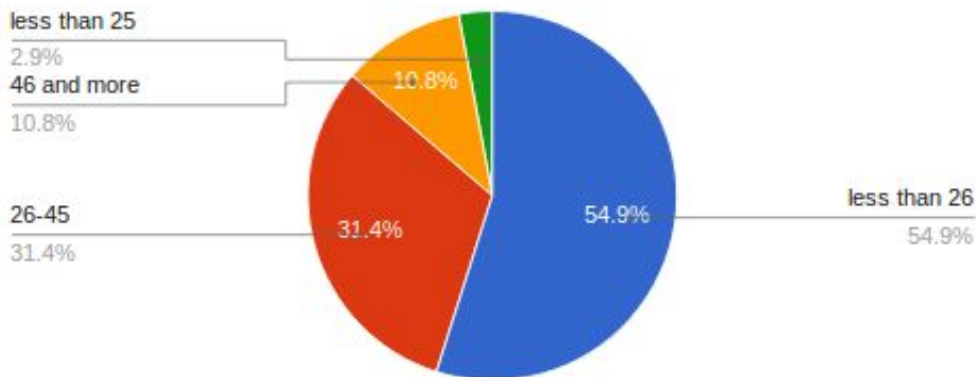
- 1.Dissatisfied
- 2.Satisfied
- 3.Delighted

Beside this I track the probable reasons for delay. From the study I find out that Customer documents processing is 31.8% responsible for delay to the Dissatisfied client.

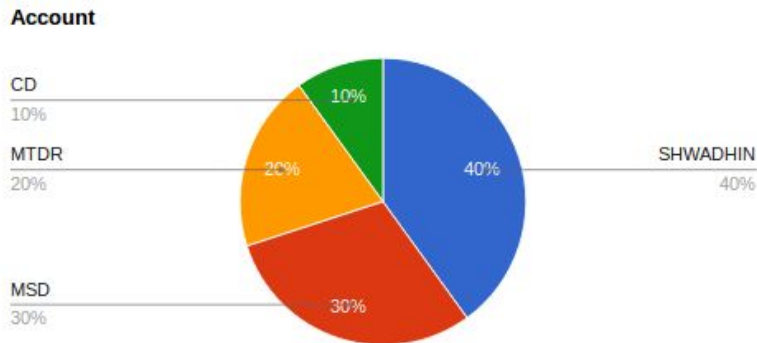
Probable Reasons for delay



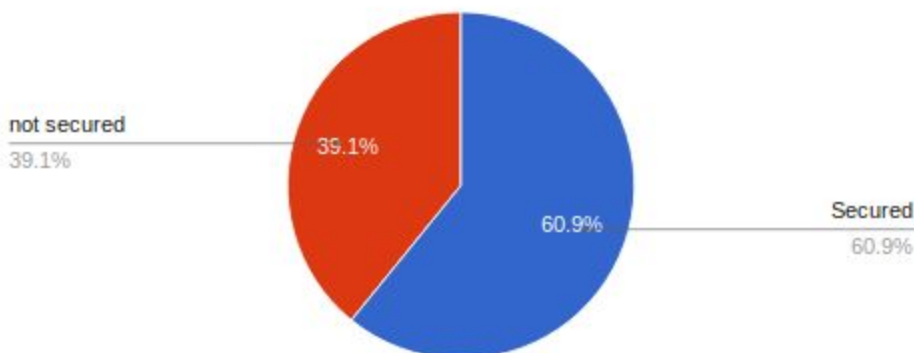
Age group



Female client data analysis:



From the study women like to open fixed deposit. Among this 40% women's open swadhin account and 20% MTDR , 30% MSD and only 10% CD.



60% womens client feels secured to AIBL

Average Inter-arrival time:

This is the dimension to find out the arrival time difference among one client to other client.

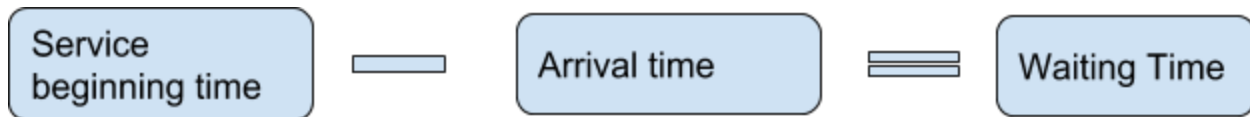
Day 1	Day 2	Day 3	Day 4	Day 5
-------	-------	-------	-------	-------

Average Inter arrival time for 5 days	0:15:26	0:10:48	0:11:39	0:12:27	0:11:54
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Average Inter-arrival rate	12.27 min
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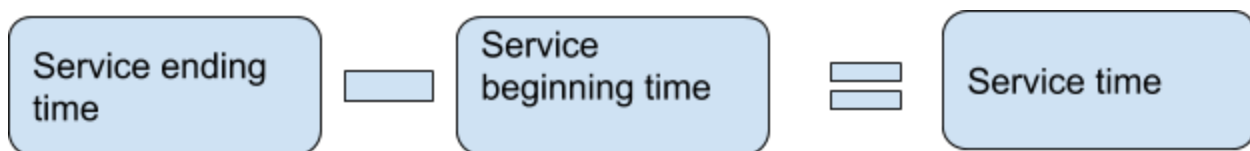
STD of inter-Arrival time	0:11:38
---------------------------	---------

From this test It is clear that the rate of client facing in General banking sector is few.



Average Waiting Time	0:06:37
Standard deviation of waiting time	0:04:13

Average waiting time means how on an average client wait for service after entering the branch.

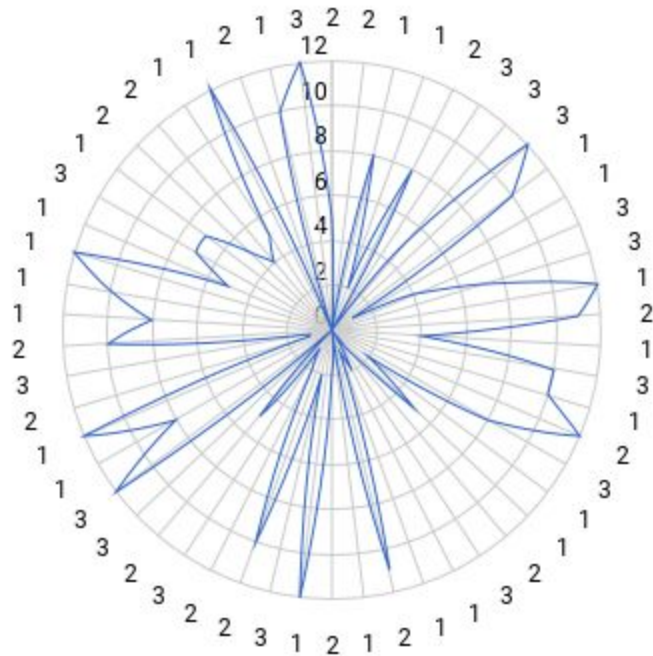


In the observation I find out the service time of client from service beginning and ending time .

Average service time	0:16:01
-----------------------------	----------------

So that Client wait for 16 min on average to get service. Here a huge time average people have to wait.

Relation between service time and Satisfaction:



From this outside the rudder diagram satisfaction is ranking 1 to 3. Inside Time duration of Operating time showing 0-12 . Here we find that Those client spend less time they become more satisfied.

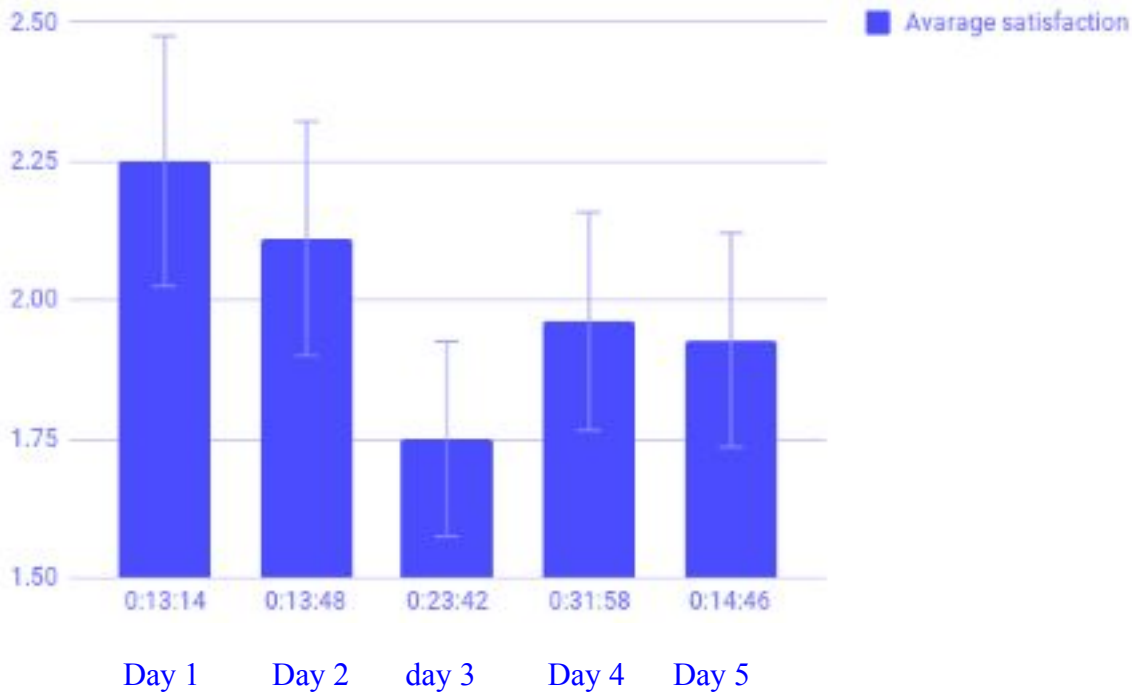
In chart Satisfaction level 1-3

Level 1:Delight

Level 2.Satisfied

Level 3. Unsatisfied

Average service time every observation day



From this chart, Each bar represents the Average service time of observation dates.

In day one the average service time is 13:14 min and average satisfaction level is 2.25. On the other hand, day 3 Average Satisfaction level is 1.75 which is lower than day 1 and service time is higher 23:42 min. So that considering average service time, it is very much significant that satisfaction is dependent on time.

Recommendation

After the observation, I come up with some recommendation. Which increase the value of the bank more efficiently. This bank should be provided dedicated service for customer document processing and verify documents.

It is possible to reduce servicing time by working in a team. There is huge popularity of SWADHIN Fixed Deposit Account. After the observation, I could find out that the number of satisfied clients is huge. So their expectation becomes higher. So this Bank should take necessary steps to more connect with clients and try to uphold their goodwill.

Conclusion

AIBL is a big financial organization. They are very much proactive through their Stakeholders. They are giving modern banking facilities. Though they are the main focus to serve Muslim community they are creating a great value for others community also. If they could fast customer service than there is a huge possibility to become number one commercial bank in Bangladesh.

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Appendix:
Survey form:

Customer Satisfaction Based on Operational time.

* Required

1. Observation Day

Mark only one oval.

- day 1
- day 2
- day 3
- day 4
- day 5

2. Type of Service *

Mark only one oval.

- Account Opening *Skip to question 4.*
- Account Close *Skip to question 3.*
- Payorder/TT/DD/ *Skip to question 5.*
- Balance Transfer *Skip to question 5.*
- Deposit/withdraw *Skip to question 5.*
- ATM Related service *Skip to question 5.*
- Issue check book *Skip to question 5.*
- online banking *Skip to question 5.*
- Standing instruction *Skip to question 5.*
- Other: _____

Close

3. Reason for closing

Mark only one oval.

- Personal Reason
- Could not get proper service
- Transfer to other bank
- Other: _____

Skip to question 5.

Type of account

4. Account

Check all that apply.

- CD
- MTDR
- MSD
- ITD
- SHWADHIN
- Other: _____

operational Information

5. Gender

Mark only one oval.

- Female
 Male
 Prefer not to say

6. Professions

Mark only one oval.

- Service
 Business
 Housewife
 Student
 Other: _____

7. Arrival time

Example: 8:30 AM

8. Service Beginning time

Example: 8:30 AM

9. Service Ending Time

Example: 8:30 AM

10. Satisfaction

Mark only one oval.

11. Probable Reasons for delay

Check all that apply.

- customers Document Processing
- Verification Process
- Managing Multipule Client
- internet server take time
- Bank docoment processing
- Providing Necessary Information to the client for better understanding
- Option 7
- Other: _____

Client feelings

12. How Client feel about AIBL

Mark only one oval.

- Secured
- not secured
- Other: _____

13. Age group

Mark only one oval.

- less than 26
 - 26-45
 - 46 and more
 - Other: _____
-

