

Report on

“Assessing the HR and Online Banking System in Islami Bank”

By

MD. HAFIZUR RAHMAN - 17204064

An internship report submitted to the BRAC Business School in partial fulfillment of the requirements of the degree of Bachelor of Business Administration.

BRAC Business School

BRAC University

Spring 2022

© 2022, BRAC University

All rights reserved.

Declaration

It is hereby declared that

1. The internship report solely prepared by my own idea and shared the internship experience
2. The report does not include any sort of material which were previously submitted to any university or organization.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

Student's Full Name & Signature:



MD. Hafizur Rahman

Student ID-17204064

Supervisor's Full Name & Signature:

Dr. Tarnima Warda Andalib

Assistant Professor

BRAC UNIVERSITY

Letter of Transmittal

Dr.Tarnima Warda Andalib

Assistant Professor,

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Internship report on Assessing HR & Online Banking system in Islami Bank

Dear Mam,

With due respect, I'm submitting my internship report on Assessing the HR and Online Banking System in Islami Bank. This report is a part of my Bachelor of Business Administration degree requirements. I was assigned to Islami Bank Bangladesh Limited, Dhanmondi Branch where I observed, studied, experienced and collected data for analysis. I have tried to make this report as standard as possible. This report includes a how they give services both online and offline, and also how this bank recruit employees and lastly their financial statement of last years. This paper focuses on Online Banking methods so that they can keep up with 4th industrialization. This paper, hopefully, will benefit in the learning and information on the financial business. I've given my all to complete the report with the main data and proposals in the most minimal and intensive manner plausible. Hopefully, this paper will meet your expectations.

Sincerely yours,

MD. Hafizur Rahman

ID: 17204064

BRAC Business School

BRAC University

Date: May 30, 2022

Non-Disclosure Agreement

This agreement is between “Islami Bank Bangladesh” & me as a student of BRAC University to utilize and access all company information in response to my internship assignment, “Assessing the HR and Online Banking System in Islami Bank” The information & data provided about the company in this report are authorized & done under close supervision of my organizational supervisor. I would like to show my humble gratitude for letting me use the information for preparing my report. As a part of the course & also as part of working as an intern in Islami Bank Bangladesh Limited a detailed presentation and the report also needs to be given to the company. The organizational supervisor strictly guided me not to use confidential information. I have collected all the necessary information directly from the vice president, principle officer, and senior office. This agreement shows the consent to use all the necessary information to make this internship report.

Name of Company: Islami Bank Bangladesh Limited

Vice President: Mahmuda Sultana, Senior Vice President, & Head of Branch, Dhanmondi Branch.

Supervisor Name: Mohammad Giasuddin, Principle Officer, Dhanmondi Branch

Senior Officers Name:

- Parveen Rahman, Senior Officer, General Banking Department, Dhanmondi Branch.
- Atiur Rahman, Senior Officer, Foreign Exchange Department, Dhanmondi Branch.
- Shah Jamal, Senior Officer, Investment Department, Dhanmondi Branch.

Name of Student: MD. Hafizur Rahman

Address: BRAC University, Mohakhali, Dhaka-1212

Acknowledgement

To start, I need to say thanks to Almighty Allah for giving me the rizk, knowledge, and ability to finish this entry level position report effectively. Moreover, I need to show my appreciation to my Assistant Professor of BRAC Business School, Dr.Tarnima Warda Andalib, my report's supervisor, for her consistent help and counsel all throughout the semester, particularly during this extreme period when extensions are restricted inside and out. I'm appreciative to her for her constant feedback about the project. Moreover, I want to thanks my co-supervision Dr. Md. Mizanur Rahman, Assistant Professor for helping me with my report. I also want to thanks Mr. Saif Hossain, Assistant Professor, for his consideration and direction towards me.

In addition, I would like to express my gratitude to Mahmuda Sultana (Senior Vice President, IBBL, Dhanmondi Branch), MD.Hasanuzzaman (Assistant Vice President, Dhanmondi Branch) and Mohammad Giasuddin (Principal Officer, Dhanmondi Branch) who warmly welcomed me into their offices for the internship. For the project, I asked many questions to the employees, manager, officer and research information from the internet.

Lastly, I want to share my first work-space experience in a bank which was wonderful. My seniors and internship colleagues helped me throughout this internship period. It was a great opportunity to know about banking activities and their halal intention in my internship period. To handle client is not an easy job however my senior and supervisor had taught me to be patient.

Executive Summary

This report was written as part of a Bachelor of Business Administration degree requirement from BRAC University. The purpose of this study is to uncover IBBL's market position and its superior performance in terms of customer satisfaction. According to the banking system in Bangladesh, there are primarily two types of banking systems: Islamic banking system and conventional banking system. Each bank has its own policy on sustainable development and corporate social responsibility that differs from the others. Islami Bank is founded on the principles of Shariah. As a result, they place a greater emphasis on people and their satisfaction with banking services than traditional banks. Customers' satisfaction with IBBL and the company's overall standing are investigated in this study. In order to complete this relationship, we employed the secondary research approach, in which we collected qualitative data from a variety of resources.

Table of Contents

Declaration.....	2
Letter of Transmittal.....	3
Non-Disclosure Agreement	4
Acknowledgement.....	5
Executive Summary	6
Chapter 1.....	10
1.Overview of Internship	10
1.1 Internship Details	10
1.1.1 Table 1: Student Information.....	10
1.1.2 Table 2: University Supervisor Information	10
1.2 Internship Information	11
1.2.1 Table 3: Placement Information	11
1.2.2 Table 4: Organization’s Supervisor Information.....	11
1.2.3 Job Responsibilities	12
1.3 Internship Outcomes.....	12
Chapter 02.....	13
2.1 Introduction.....	13
2.2 Overview of the Company	14
2.2.1 History of Islami Bank Bangladesh Limited	14
2.2.2 Vision	15
2.2.3 Mission.....	16
2.2.4 Objectives of Islami Bank	16
2.2.5 Core Values of IBBL	17
2.2.6 Achievements	17
2.3 Products and Services	18
2.3.1 Products & Services	18
2.4 Management Practices	20
2.4.1 Management & Selection Process	21
2.4.2 Steps of Recruitment Process	21
2.4.3 Phases of Job	21
2.5 Marketing Practices	22

2.6 IBBL Financial Performance & Analysis	22
2.6.1 Financial Condition.....	22
2.6.2 Changes in Net Profit over years	24
2.6.3 ROA	24
2.6.4 Competitive Analysis	25
2.7 IBBL Services and Recommendation.....	26
2.8 Summary & Conclusion.....	30
Chapter 03.....	30
3.1 Problem Statement.....	30
3.2 Methodology	30
3.2.1 Preliminary Methodology	31
3.2.2 Objectives of the Study	31
3.3 Literature Review	32
3.4 Background of the Company	36
3.4.1 About the Company	36
3.4.2 Functions of Islami Bank	36
3.4.3 Background of the Study.....	36
3.4.4 Limitations of the Study.....	36
3.5 Findings & Analysis	37
3.5.1 Asset Management Ratio	38
3.5.2 Profitability.....	38
3.5.3 Liquidity & Solvency.....	40
3.5.4 Faculties Finding & Analysis	43
3.6 Summary & Conclusions	44
3.7 Reference	46
Appendix.....	47

Table of Figures

Figure 1: Organization Structure of IBBL.....	20
Figure 2: Selection Steps	21
Figure 3: Changes in Net Profit	24
Figure 4: Changes in ROA from 2016 to 2020.....	24
Figure 5: General Banking	26
Figure 6: Foreign Exchange Services.....	28
Figure 7: IBBL Services & Products.....	29
Figure 8: CSR Planning of IBBL.....	33
Figure 9: CSR Activities from Different Sectors.....	34
Figure 10: Asset Turnover ratio from 2016 to 2020	38
Figure 11: ROA from 2016 to 2020.....	39
Figure 12 : Net Profit Margin from 2017 to 2021.....	39
Figure 13: Total Operating Growth from 2016 to 2020.....	40
Figure 14: Debt to Equity ratio from 2016 to 2020	41
Figure 15 : Current ratio from 2016 to 2020	42
Figure 16: Loan to Fund ratio from 2016 to 2020	43

Chapter 1

1. Overview of Internship

1.1 Internship Details

1.1.1 Table 1: Student Information

Name	: MD. Hafizur Rahman
Student ID	: 17204064
Program	: Bachelor of Business Administration
Department	: BRAC Business School
Major	: HRM & CIM
Email	: md.hafizur.rahman2@g.bracu.ac.bd

1.1.2 Table 2: University Supervisor Information

Supervisor Name	: Dr. Tarnima Warda Andalib
Designation	: Assistant Professor
Email	: tarnima.andalib@bracu.ac.bd
Co-Supervisor Name	: Dr. Md. Mizanur Rahman
Designation	: Assistant Professor
Email	: mizanur.rahman@bracu.ac.bd

1.2 Internship Information

1.2.1 Table 3: Placement Information

Organization's Name	: Islami Bank Bangladesh Limited
Industry	: Banking
Branch	: Dhanmondi Branch
Job Type	: Contractual (Full Time)
Duration	: Three Months
Address	: Dhanmondi Branch AD Branch, Rangs Nilu Square, House # 75, Road # 5/A, Sat Masjid Road, Dhanmondi R/A, Dhaka-1209

1.2.2 Table 4: Organization's Supervisor Information

Supervisor Name	: Mohammad Giasuddin
Designation	: Principal Officer
Mail	: gias0919@gmail.com

1.2.3 Job Responsibilities

- Gained knowledge of Banking, how they operate, satisfy clients and how to work in a pressurize environment.
- Acquired knowledge of various schemes and depository accounts.
- Figured out how to accurately open new records with candidates and chosen people's structures joined by substantial papers, for example, a copy of their NID, TIN testament, or exchange permit; account data, account legitimacy date, birth authentication, KYC structure, exchange working structure, SBS structure, etc.
- Gained knowledge of Islami Bank Internal network, IT tools, and software applications and so on.
- Procured information on different corporate assignments, for example, reserve moves, account moves, balance checks, draft issues, and record requests.
- To assemble, understand, and process banking and client related information from managers and different officials.
- Working intimately with clients and realizing banking administrations are two of the main parts of your work.
- Aid the planning of insightful and administrative work undertakings.
- Helping with the planning of ATM, clearing, and different reports on an everyday, month to month, or week after week premise.
- Helping the clients to open Banking Accounts through cellfin.

1.3 Internship Outcomes

- Learned the difference between Commercial Bank and Islami Bank.
- Shift between student life to glimpse of corporate life.
- This Internship has been a qualitative approach.

- Figure out how to draw in with others and respond serenely with an unpleasant situation.
- Getting the internal operations of the monetary business.
- Noticing and finding out about numerous components of branch banking, for example, the money office, client care, and credit, among others.
- Chances to use scholastic learnings in an office setting.
- Islami Shariah Rules and Regulation & Implementation.
- Finding out about scholastic subjects in a viable and direct way.

Chapter 02

2.1 Introduction

Banking firms, like banks, assume a crucial part in the economy of any country. Muslims comprise by far most individuals of Bangladesh. In spite of the fact that there was no Islamic financial framework worked here until 1983, there was a customary financial framework created here. Interest, then again, is completely disallowed in Islam. In conventional banking, the essential objective is to create benefit through the getting and loaning of cash in return for revenue. Accordingly, there is unjustifiable competition among brokers as well as among their clients and clients. It is broadly perceived that individuals of this nation are profoundly dedicated to the Islamic lifestyle as revered in the sacred Quran and Sunnah. Normally, they genuinely want to shape and make their financial life as per the principles of Islam, and this want is imbued in their souls. A genuine portrayal of this hidden longing of its kin, Islami Bank Bangladesh Limited was laid out on March 13, 1983, and started working on March 30, 1983, when it previously opened its entryways. From that point forward, the subject of "what is Islami Banking?" may arise. OIC characterizes an Islamic bank as a monetary association whose status, rules, and strategies explicitly declare its dedication to the possibility of Islamic Shariah and the denial on getting or paying revenue on any of its activities, as expressed in its resolutions, rules, and cycles. This is the main bank of being laid out in South-East Asia kind. All banking and contributing exercises will be completed based on a premium charge benefit misfortune sharing design, as per the organization's responsibility. In doing as such, it has opened up another skyline and proclaimed

the appearance of another beam of trust during the time spent understanding a long-esteemed want of individuals of Bangladesh: the capacity to lead their financial activities as per Islamic standards. Islami Bank Bangladesh Limited has accomplished the remarkable place of a main private business bank in Bangladesh because of the dynamic collaboration and investment of the Islamic Development Bank (IDB), as well as other Islamic banks, monetary organizations, government bodies, and famous characters from the Middle East and the Gulf nations.

2.2 Overview of the Company

Islami Bank Bangladesh Limited is the role model of other banks in terms of serving customers. There are different types of operations, IBBL serves its clients. Islami Bank Bangladesh Limited divided its operations into four departments: General Banking, Investment, Foreign Exchange, and Alternative Delivery Channels (ADC). IBBL generally makes an honest effort to serve its clients with great habits. For clients' benefit, IBBL presents various types of items and plans with new products. For example, opening account is extremely tedious work, so IBBL presents to Cellfin another cutting edge application, particularly for opening a bank account within five minutes. In this manner, similar to the Cellfin application IBBL offers many types of assistance to its clients by following Islamic Sharia

2.2.1 History of Islami Bank Bangladesh Limited

In the last part of the seventies and mid-eighties, Muslim nations were awoken by the rise of Islami Bank which gave revenue free financial offices. There are at present in excess of 614 interest free foundations everywhere. Today Islami Bank works in practically all Muslim nations, however have stretched out their wings toward the western world to serve both Muslim and non-Muslim clients. If there should be an occurrence of Islami Banking, the foundation of Mitghamar Local Savings Bank in 1963 is supposed to be an achievement for present day Islami Banking. In 1974, Bangladesh marked the Charter of Islamic Development Bank and serious itself to redesign its monetary and monetary framework according to Islamic Shariah. In 1978, Bangladesh suggested in Islamic Foreign Minister Conference in Senegal towards methodical endeavors to Islamic

Banking. In 1980, Foreign Minister Conference in Pakistan where Bangladesh Foreign Minister Prof. Shamsul Haq, proposed for making strides for Islamic Banking. Further, Bangladesh Bank sent portrayal to another country to concentrate on Islamic Banking System. In 1981, President of the Peoples Republic of Bangladesh tended to the third Islamic Summit Conference held at Makkah and Taif proposed, "The Islamic nations ought to foster a different financial arrangement of their own to work with their exchange and trade. "In 1982, IDB visited Bangladesh for study. They observed commitments done by Islamic Economics Research Bureau (IERB) and Bangladesh Islamic Bankers Association (BIBA); they assembled the courses, popular assessment through symposia and studio. Proficient exercises supported by Muslim Businessman Society (presently rearranged as Industrialists and Businessman Association). The body assembled basically value capital for arising Islamic Bank. At long last, in 1983 Islami Bank Bangladesh Limited (IBBL) emerged to take the test of doing banking business. Islami Bank Bangladesh Limited (IBBL) is viewed as the primary premium free bank in Southeast Asia. It was fused on 13-03-1983 as a Public Company with restricted responsibility under the organizations Act 1913. The bank started procedure on March 30th, 1983, with significant offer by the unfamiliar business people. IBBL is a joint endeavor global Bank with 63.92% of value being contributed by the Islamic Development Bank and monetary establishments.

2.2.2 Vision

The vision of IBBL has generally been to accomplish uncommon monetary execution and to be perceived as a main organization.

- Putting resources into request to urge interest to empower speculation outstandingly in drives that are bound to prompt expanded work.

- To establish and maintain modern banking technologies, as well as ensure the soundness and development of the financial system in accordance with Islamic principles, as well as to become a strong and efficient organization comprised of highly motivated professionals who work for the common good on the principles of accountability, transparency, and integrity, in order to ensure the stability of the financial system.
- Direct interest to invigorate investment funds. (Shariah based investment)



2.2.3 Mission

- To advance financial elevate and monetary administrations for the low-pay local area, with a specific accentuation on those living in rustic networks.
- The foundation of Islami banking through the execution of a government assistance situated financial framework is the objective of this task.
- It is our main goal to guarantee value and equity in all parts of financial movement.
- To accomplish adjusted development and evenhanded advancement through a different scope of venture activities,



2.2.4 Objectives of Islami Bank

It is the significant objective of laying out Islamic banks all around the world to support the utilization of Islamic standards in the business area, as well as to develop and improve this application. All the more explicitly, while considering the goals of an Islamic bank with regards to its capacity in the economy, coming up next are recorded:

- To make a positive commitment to financial turn of events and thriving inside the structure of Islamic equity
- To help with guaranteeing an equivalent appropriation of pay.
- To offer contemporary monetary types of assistance that are as per Islamic Shariah.
- Portion of restricted monetary assets in the most effective way.



2.2.5 Core Values of IBBL

- Faith and Trust in Allah.
- Following all the guidelines according to Islamic Shariah.
- Doing work for the poor.
- Welfare Banking.
- Proper accountability and transparency.
- Justice and Equity.
- Consciousness of Environment.

2.2.6 Achievements

- Islami Bank Bangladesh Limited (IBBL) has indeed gotten its situation for the last nine continuous years as the main bank of the country in the rundown of the world's best 1000 banks.
- IBBL is positioned 904th in the year 2020 positioning of The Banker, a widely acclaimed UK based monetary magazine
- IBBL has crossed the store millstone of one Trillion Taka. Notwithstanding stores, IBBL has gathered the most noteworthy unfamiliar settlements in June this year, outperforming every past record.

- IBBL, who follows in Shariah-based financial which is presently a bank of 15 million clients. IBBL serves its clients through 357 branches, 60 sub-branches, 1,200 specialist banking outlets, 660 own and around 11,000 shared ATM and CRM corners.
- Over the most recent one year, IBBL has gathered settlements of USD 4150 million. As of now, IBBL's" piece of the pie in settlement assortment is 32%.

2.3 Products and Services

IBBL gives interesting items and administrations that are totally centered around the requirements of its clients. Their showcasing methodology accentuates building and keeping client's connections. It is the primary preparation given to recently recruited workers, understudies, or students to foster consistent and long-haul client connections.

2.3.1 Products & Services

➤ Local currency Deposit Accounts

1. Al-Wadeeah Current Account.
2. Mudaraba Savings Account.
3. Mudaraba Term Deposit Account.
4. Mudaraba Special Notice Account.
5. Mudaraba Special Savings (Pension) Account.
6. Mudaraba Hajj Savings Account.
7. Mudaraba Savings Bond.
8. Mudaraba Waqf Cash Deposit Account.
9. Mudaraba Monthly Profit Deposit Account.
10. Mudaraba Muhar Savings Deposit Account.

➤ Foreign Currency Deposit Accounts

1. Mudaraba Foreign Currency Deposit.
2. Foreign Currency Deposit (USD, EURO, GPB).

➤ **Investment Modes**

1. Bai-Muajjal.
2. Bai-Murabaha.
3. Hire Purchase under Shirkatul Melk.
4. Mudarabah.
5. Musharaka.
6. Musharaka Documentary Bills (MDB).
7. Bai-Salam.
8. Bai-As-Sarf.

➤ **ATM Services**

1. Cash Withdrawal.
2. Fund Transfer.
3. Mini Statement of Accounts.
4. Balance Enquiry.
5. Payment of Utility Bills (Electricity, Water, Phone and Gas etc).

➤ **Other Banking Value Added Services**

1. The Bank issues Payment Orders.
2. ATM Service has been introduced in selected Branches.
3. Locker Service is available in selected Branches to preserve valuable documents and materials.
4. The Bank gives counseling on different issues.
5. Online Banking.
6. SMS Banking.
7. SWIFT.
8. REUTER, etc.

➤ **Foreign Remittance**

There are 16 (sixteen) Foreign Representatives of IBBL in 5 (five) Countries to serve expatriate customers to encourage and enhance Foreign Remittance.

2.4 Management Practices

Islami Bank Bangladesh Limited's administration structure is exceptionally extensive. The bank's independent administration, as of now led by Mohammed Monirul Moula, comprises of 18-20 scholarly people who direct the bank to achieve its ideal vision. Moreover, Islami Bank Bangladesh Limited recruits, asses the HR department, selection process and employee's compensation system and lastly take training and development from both external and internal sources. However, the CEO of IBBL have a weak spot for the people of Chittagong.

Since its establishment, Islami Bank Bangladesh Limited has had various sheets of chiefs. In 2020, another board was delegated. This new top managerial staff executed various new and creative strategies for the whole bank, autonomous of its branches or areas, which has assisted the save money with upgrading its presentation. The Bangladesh activity's corporate administration structure of IBBL is displayed beneath.

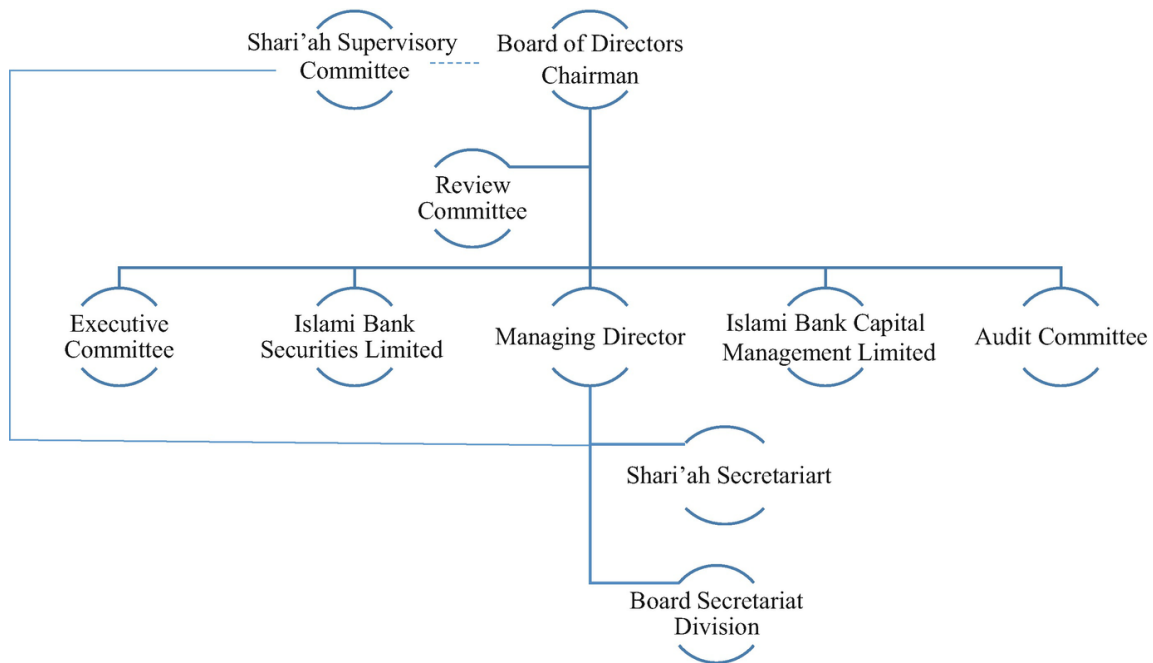


Figure 1: Organization Structure of IBBL

2.4.1 Management & Selection Process

Human Resource Management is a serious piece of the affiliation that is stressed over "everybody" estimation. HRM should be visible in one of two unique ways. Regardless, HRM is a staff, or backing in the affiliation. Its responsibility is to give assistance with HRM matters to line employees, or those clearly connected with making affiliation's product and adventures. HRM is a part of every chief's movement. Whether or not one work in a "formal" HRM office, the real factors stay that to suitably supervise delegates requires all bosses to manage the activities. The going with reasonable advancement is to pick the right number of individuals the right sort to fill the occupations. Affirmation fuses two general of parts: (I) Recruitment and (ii) Selection.

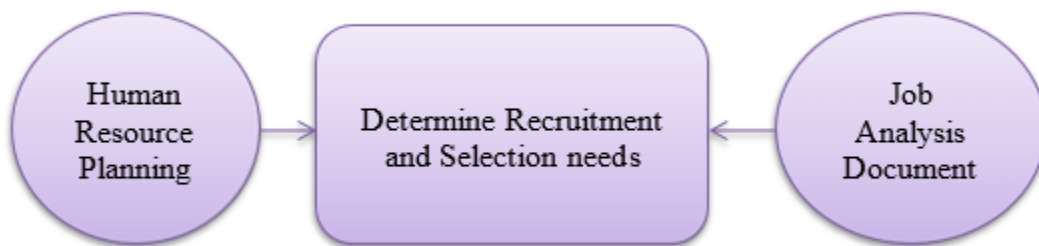


Figure 2: Selection Steps

2.4.2 Steps of Recruitment Process

- Job Circular- IBBL always post their job description to newspaper and also in their website. Interest applicant can submit their CV according to job description which matches job specification.
- Shortlisted- After that, IBBL will screen all the applicant's cv and call them out for a exam.
- Exam Phase- The selected applicant will have to sit for an exam.
- Interview Phase- In this phase, IBBL will call out all the accepted applicant who have passed the exam and will ask several questions.in the interview venue.

2.4.3 Phases of Job

There are three phases after getting selected for the job in Islami Bank Bangladesh Limited. The phases are discussed below-

- **Training Phase-** In this phase, the selected candidate has to take training in IBBL training and research center for 2-3 Months. Here, newly recruited employees will have to attend all the classes. Mostly, they are given theory part of their work.
- **Probational Phase-** In this phase, selected candidate will have to continue their work for 1 year to confirm their place for permanently. Salary will increase after the probational period.
- **Permanent Phase-** After one year of probational period, employee will get the confirmation for their designated post. Here, employee will be given every privilege as per their designated post.



2.5 Marketing Practices

For promoting products and services of IBBL, they lay out an advanced coordinated showcasing channel. To pin point in the serious market an association should foster ways of contacting their objective clients. Islami Bank Bangladesh Limited partakes in different special exercises to both advance the brand and items to their objective market. The following medium IBBL follows are given below-

- TV advertisement
- Showcase CSR Activities
- Social media
- Leaflet

2.6 IBBL Financial Performance & Analysis

2.6.1 Financial Condition

Bangladesh is one of the Muslim nations situated in the South Asian locale. The prevalence of Islamic financial frameworks has quickly filled in the country. There are 8 Monetary Performance

Analysis and the Role of Management Reorganization: The Study of Islami Bank Bangladesh Limited 3 undeniable Islamic banks working financial exercises in view of Islamic Shariah standards 4 (Bangladesh Bank, 2018). Islami Bank Bangladesh Ltd. (IBBL) is one of the undeniable Islamic banks in Bangladesh. It is the biggest and driving bank among the private regular and Islamic banks in Bangladesh and its commitment to the country's financial development and improvement is critical. The bank has a significant commitment in various financial areas like business age, settlement assortment, provincial monetary turn of events, biology and green climate, little and medium-sized industrialization, unfamiliar exchange (import-trade), lodging area, business person improvement and ladies strengthening (Rahman and McDonald, 2012; Akhtaruzzaman et al., 2016). Measurements of IBBL (2016) uncovers that the bank holds around 8% of the nation's complete bank store and the typical store development is 21%. The portion of the overall industry of IBBL in interest in the pieces of clothing and material area remains at 21%, and it dispenses 9% of the all-out speculation/credit of the whole financial arrangement of the country. The development in venture of IBBL over the most recent 5 years was 17%. The commitment to the SME area was 25% of the public objective in 2016. Over 17% of jute merchandise were delivered from plants supported by IBBL. The bank, so far, added to the enterprising turn of events, business age, and ladies strengthening by utilizing more than 2.5 million jobless people through supporting in the plants and industrial facilities. Among the private area banks, the piece of the pie of IBBL in the nation's all out lodging finance is around 13% and, in the transportation, area is around 32.49%. Likewise, the bank gathered settlement through its channel around 27% of absolute nation settlement. It was perceived by the National Board of Revenue of Bangladesh as the most noteworthy citizen in the financial area in the fiscal year 2016-2017 (IBBL, 2017). IBBL, who follows in Shariah-based financial which is presently a bank of 15 million clients. IBBL serves its clients through 357 branches, 60 sub-branches, 1,200 specialist banking outlets, 660 own and around 11,000 shared ATM and CRM corners. Moreover, last year IBBL has crossed the store millstone of one Trillion Taka. Notwithstanding stores, IBBL has gathered the most noteworthy unfamiliar settlements in June this year, outperforming every past record.

2.6.2 Changes in Net Profit over years

After comparing IBBL's Net Profit from 2017 to 2021, we came to know that, this bank golden year was 2018 and worst time was last year. The net profit of 2018 was higher than any other recent years. On the other hand, the year 2021 net profit was lower than any other recent years. The following chart are prepared with excel and shown below-

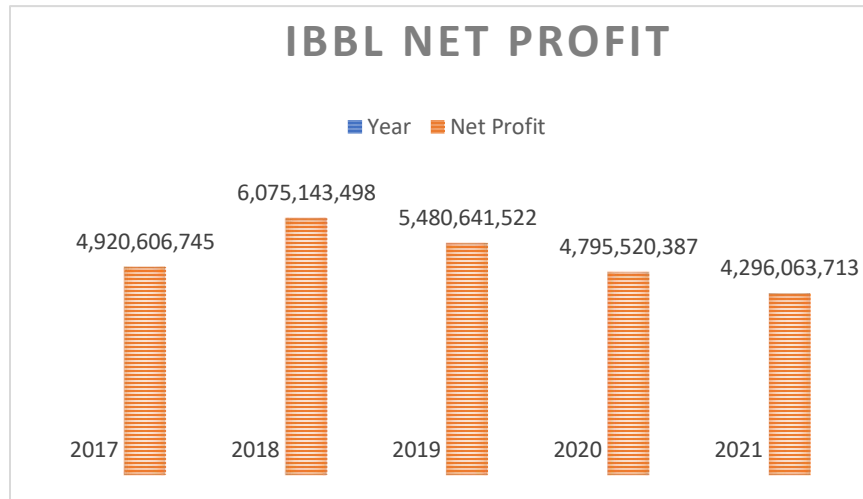


Figure 3: Changes in Net Profit

As we can see from the above chart, that 2018 was the best year and 2021 was the worst year for IBBL as per net profit ratio.

2.6.3 ROA

Return on assets (ROA) is a monetary measurement that shows how beneficial a business is in contrast with its complete resources. ROA is a metric that can be utilized by corporate administration, examiners, and financial backers to gauge how well an organization utilizes its resources for produce benefit.

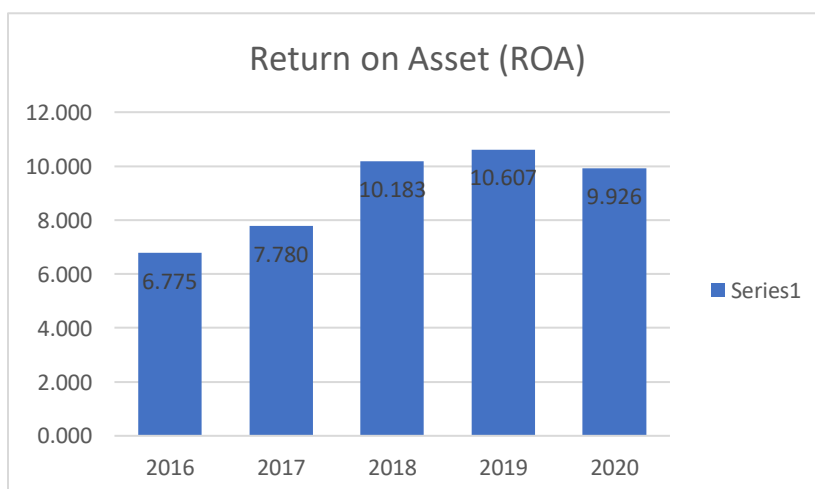


Figure 4: Changes in ROA from 2016 to 2020

2.6.4 Competitive Analysis

Bangladesh's banking side has been growing day by day. SWOT examination works with an association in deciding how to deliberately assess and checking the full-scale climate, which thusly help the association in contending. In any case, each position or circumstance has both positive and negative angles. Here SWOT examination has directed to survey Islami Bank Bangladesh Limited with regards to industry and seriousness.

Strength

- IBBL gives its client brilliant and steady quality in each assistance.
- IBBL is a monetarily strong organization.
- IBBL gives its works force an amazing work environment.
- IBBL has an exploration division.

Weakness

- IBBL needs thoroughly prepared human asset in some space.
- IBBL needs forceful promoting.
- Hire more employee around the globe.
- The methodology of credit office is to long contrast with different banks.
- Workers are not spurred in certain areas.

Opportunity

- Development of E-banking will open more extension for IBBL.
- IBBL can present more imaginative and current client support.
- Game Changer Cellfin App
- Many branches can be open in far off area through cellfin app.
- IBBL can enlist experienced, productive and proficient work force as it offers great work space.

Threats

- The overall pattern of consolidations and obtaining in monetary foundations is causing issue.
- Continuous taka debasement and unfamiliar swapping scale variance is causing issue.
- Heaps of new banks are coming in the situation with new assistance.
- Need to invest on more online service area, otherwise competitors will catch up to them.

2.7 IBBL Services and Recommendation

Despite being served with all sorts of products or schemes to the customer through our departments, there are still some limitation and recommendation space. During the internship period, I tried to collect all this information through observing and discussing with the department in charge in two months internship program. Every detail and my knowledge are being shared in the following through department wise:

- General Banking-** Under General banking operations, lot of customers come to do regular banking works. The General Banking Department is the busiest department among all. To the service in the efficient systems, the IBBL divides it into different parts like Cash Counter, Information Desk, Account Opening & Closing Desk, Cheque Clearing Desk, and Update Desk, Remittance Desk and Bank Statement & Solvency certificate. After engagement in all these departments and discussing with the in charge Anowar Sir, I have come to find some limitation in some and their recommendation. They are explained below-
 - Accounting opening is the desk where customer always visit and full of crowds to open accounts. There are some limitations of this desk like technical issues, server problem, need more man powers and lengthy process. The recommendation would be hiring some experts who would help to fill-up KYC, accounts form, etc that will save time. Moreover, technical team needs to invest and look for the server issue, sometimes clients need to wait longer period to open up an account. Another recommendation would be less paper work for existing clients who wants to open accounts in different modes.



Figure 5: General Banking

- One of the major problems of remittance desk and bank statement desk is the employee not working efficiently as a result sometimes client needs to wait a lot for a simple bank statement. The recommendation would be employee can give the bank statement first before remittance and solvency certificate, as these needs more time and clients also understand that.
- Lastly, overall General Banking department needs logistics support. Recommendation would be updated software and hardware for the employees, so that they can work efficiently and effectively by saving time both of the employees and clients.

b) **Investment Department-** Investment Department change the way of banking industry. Islami Bank does not give loan like commercial bank but rather it involves themselves with the customer in investment mechanism based on Islamic Shariah. Some investment mechanism like Bai Murabahah, Bai Tawliyah, Bai Wadhihah, Bai Salam, Bai Istisna etc. All of them have different purpose for helping and making profit with the customers following the Islamic Shariah. However, in investment sections there some recommendation and suggestion. They are explained below-

- One of the major limitations of investment department is that they cannot do business with lot of clients due to the lacking of mortgage. IBBL can invest up to 2 lacs without mortgage. However, there are way more clients who have valid income source but cannot invest with IBBL due to absence of mortgage. Recommendation would can be increase the amount of limit of investment without mortgage.
- Need proper advertisement of how Islami bank investment program really work. There are lot of customer who still thinks Islami bank and conventional banks are same. As they believe Islami Bank deals with interest. So, recommendation would be more campaign regarding the issue, so that IBBL can do business with more customer following Islamic Shariah.

c) **Foreign Exchange-** The Foreign Exchange Operation Department is depended with the management and observing of the multitude of exercises regarding unfamiliar trade tasks. Crafted by this division is done as far as Foreign Exchange Regulations Act, 1947 as adjusted in Bangladesh and Guidelines for Foreign Exchange Transaction (GFET).

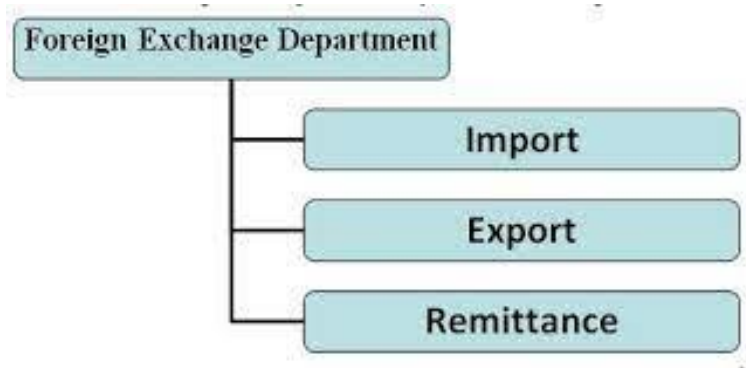


Figure 6: Foreign Exchange Services

Islami Bank Bangladesh Limited has introduced a new deposit product titled 'Mudaraba Foreign Currency Deposit Scheme (Savings)' under Mudaraba principle and endeavoring to invest the foreign currency funds in profitable way through its Foreign Correspondent Banks under Shariah Principle so as to enable the Bank to pay profit to its FC/PFC depositors, who will intend to open/maintain Mudaraba Foreign Currency Deposit (MFCD) Account particularly in US Dollar.

- Recommendation for foreign exchange would be reducing the commission charge, margin cost of LC, advising charge etc. All sorts of charge need to be reduced to sustain the client. Otherwise, they are switching towards other sources or medium.

d) **Alternative Delivery Channel (ADC):** Islami Bank Bangladesh Limited has an extremely proficient encounter of genuine financial activity. It has been practicing banking activities in Bangladesh for around 40 years. Today, it is meaning to honor the computerized financial framework to advance government Digital Bangladesh program and to accomplish the supportable improvement objective.

It has set up the Biggest IT center and security cell in Bangladesh. It's creating many projects inside its own endeavors and these are performing best too. These are extremely amazing and auto dependable. For instance: Mcash, Ibanking, Ismart applications, Cellfin applications, Chatbot, Travel card and much more.





Figure 7: IBBL Services & Products

However, there some recommendation for further improvement for ADC department. These recommendations could improve the overall products of ADC and overcome their limitations. They are explained below-

- The app cellfin is a time saving app and easy to use. The customer can easily open up account in just few minutes with just their and nominees NID copy. However, it has some limitation. Clients cannot operate this app outside of the Bangladesh and it has bug in IOS version. Recommendation would be the developer of this app should fix the bug that cause iPhone user not to use it properly and also outside coverage.
- Another problem was lack of Master Card. IBBL still cannot provide master card to their clients. They only provide Visa Card. So if any customer wants Master Card, IBBL cannot provide them. Recommendation would be starting the process of Master Card, so that IBBL can grab more customer to use their dual currency card.
- People and clients of the IBBL, still does not know about the products of ADC department. So, I would suggest there should more advertisement around the globe and reach beyond.

Islami Bank Bangladesh Limited has been working in Bangladesh beginning around 1983 with the target of offering viable monetary types of assistance and helping the country's financial turn of events. They have effectively finished 38 years in the financial business. In the wake of evaluating the prior discussion and input with regards to past and contemporary examination on the featured subjects, obviously most of exploration studies were for the most part centered around client audits and their degree of fulfillment with IBBL's administration and position. IBBL can work on in regions where they presently miss the mark to build client fulfillment. It is suggested that IBBL train forefront employees

to work on how they might interpret clients' requests, as the main immaterial determinant was the nature of staff administration.

2.8 Summary & Conclusion

The objective of this study was to look at the Islami Bank Bangladesh Limited's whole functional exercises and methods to survey its remaining as an association in its industry. To put it plainly, the administration of IBBL is genuinely amazing, with high specialists and authority bunches at each level, guaranteeing strong banking administration. They give a wide scope of engaging and easy to understand administrations, as well as a client centered approach. It's a significant perspective in keeping up with long haul client associations. IBBL has had a consistent monetary presentation, and their interconnected programming administrations give a consistent help to clients around the country.

Chapter 03

3.1 Problem Statement

With the introduction of Internet banking, the banking business has become markedly more competitive. These competitors have compelled Bangladeshi banks to embrace new technology, such as online banking, in order to make the banking process faster and easier while still meeting the demands of its consumers. The claim has been made that the majority of the products and services supplied by online banking technology do not satisfy the needs and quality expectations of clients. Furthermore, such services are skewed to only a few chosen affluent customers, to the detriment of the bulk of Bangladeshi banking customers who have internet access but are unfamiliar with the vast number of services. The bank need job satisfaction and stimulating tools. To increase bottom-level management effectiveness, job descriptions should be specified, and suitable training should be provided.

3.2 Methodology

Approach is the methodology or justification behind aggregation of data and information which are expected in partner with finding contraptions for most ideal situation of issue. Anticipated that data should complete this assessment has been accumulated basically by direct assessment of

different records, chronicles, functional cycle and workforce. Information concerning office activities of the IBBL has been accumulated through directing and talk with the board staff.

3.2.1 Preliminary Methodology

- **Primary Source of Information:** Experience in internship as well as data collected from the bank. Moreover, fundamental information accumulated through eye to eye meeting, insight, and by help in the enrollment and assurance process.
- **Secondary Source of Information:** The discretionary information accumulated from site, Magazine, Memorandum, Journals, books and a few other relevant sources, both fundamental and helper data sources will be used to deliver this report. Fundamental data sources are arranged review, casual talk with department head and discernment while working in different workspaces. The discretionary data sources are annual reports, manuals, esteem invigorates and various creations of IBBL.

3.2.2 Objectives of the Study

The main objectives of this study are to find out the overall HRM process of various banks of Bangladesh and adaptation of customers to e-banking. The objectives of the study conducted in the bank are mentioned as under:

- ✓ To understand the bank's entire HRM procedure
- ✓ To acquire practical knowledge on HRM practice.
- ✓ To know the functions of various departments of HRM.
- ✓ To learn about the bank's employment planning.
- ✓ To learn about the employee benefits.
- ✓ To learn about employee perks.
- ✓ To learn about online methods IBBL use.
- ✓ To investigate the effect of demographic factors in online banking usage.
- ✓ To identify the correlation between service quality of internet banking and customer satisfaction.
- ✓ Analyze the restrictions and obstacles that Islamic financial organizations face in a mostly conventional context.
- ✓ Introducing Islamic finance in a conventional finance environment.

3.2.3 Research Questions

1. What services can be introduced for synergies with other micro-banking platforms?
2. What changes can be brought to iTransfer-EFT and GP Wallet Refill?
3. How Islami Bank avoid reserved interest from Bangladesh Bank?
4. How can the website and apps be made the main TouchPoint for Customers?
5. How Islami Bank assesses the HR?

3.3 Literature Review

Synergies with Micro-Banking Platforms

Over the last decade, Bangladesh has progressed significantly in the banking sector with more and more adaptation and use of the internet banking. Many companies have introduced micro-banking and virtual wallets such as bKash, Nagad, Rocket, Cellfin which has drastically changed the scenario of banking. Many payments and receipts that involve lesser number of transactions are conducted using these platforms. It has opened many scopes and opportunities for Islami Bank to synergize with these micro-banking platforms and enable monetary transfer of balance and other credit benefits to let its customers use all of these services together for their banking and trade activities.

How Telecommunicating Making Life Easier

During the Covid-19 Pandemic, workers and employees all around the world were compelled to work from home due to certain safety reasons. Although it was to necessitate safety measures, working practices had changed enabling workers to communicate and complete tasks virtually. Telecommuting has made companies adapt changes and reduce costs too. Certain jobs regarding banking activities in Islami Bank can be conducted remotely which would enable workers an ease and flexibility which would keep this virtual practice where necessary and increase motivation towards their jobs. For example, cellfin app.

CSR Activities to Mitigate Central Bank's Interest

Islami Bank Bangladesh Limited is a private bank of the country to lay out up with the noteworthy objective of delivering social commitment by setting out business open entryways and ensuring strong work area and money related assurances. IBBL works different government help practices directly and through Islamic Bank Foundation (IBF). What's more, IBBL has considered a couple of remarkable store and adventure things for the less fortunate part of the country as a part of its CSR exercises. Social obligations of Islami Bank establishment are pay age, administration to the troubled, advancement of individuals situated mass school system IBBL grants among the exemplary wards of the bank authorities and the praiseworthy understudies of Banking and Finance Department of Dhaka University, Chittagong University and Manarat International University, augmentation of wellbeing and Medicare offices, improvement of culture, craftsmanship writing, science, innovation and sports aiding exploration and proliferation of Islamic philosophy, formation of offices for useful independent work through HR Development, help to catastrophe, alleviation and recovery of the management.

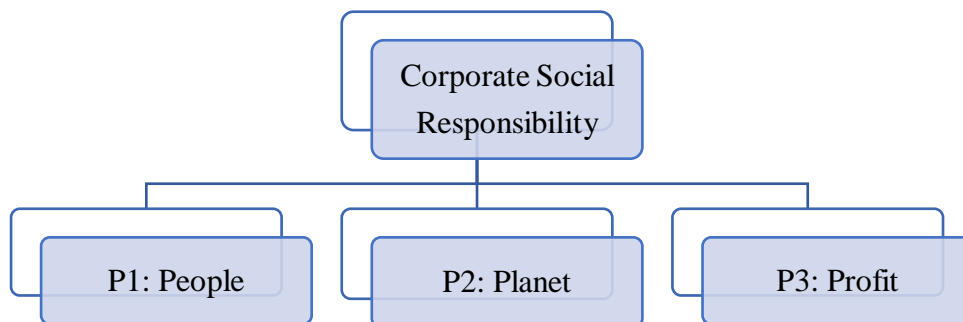


Figure 8: CSR Planning of IBBL

In this above figure, IBBL plans its CSR program in 3Ps. P1-People, P2-Planet and P3-Profit. CSR exercises of IBBL can be delegated which are displayed in the above figure. Moreover, as indicated by the arrangement of Bangladesh Bank, there are seven areas of CSR exercises, which are: Disaster Management, Education, Health, Sports, Arts and Culture, Environment and others.



Figure 9: CSR Activities from Different Sectors

Corporate Social Responsibilities of Islami Bank Bangladesh Limited has a lot of contribution in different sector. Some major sectors are given and explained below-

- Education Sector-** IBBL's commitment in education area is huge since its origin. Such a long way up to 2013, Bank has contributed BDT 628.37 million. In 2013, IBBL's commitment was BDT 135.26 million which was 1.50 times higher than 2012. Consistently IBBL has been giving grant to the exceptionally poor 800 understudies (400 in HSC and 400 in Graduation level) getting GPA 5 in SSC and HSC assessments under its immediate Scholarship program. The Scholarship is given to the understudies @ BDT 1,000/- and BDT 1,500/- each month for a long time and 3 to 5 years for HSC and Graduation level individually. Furthermore, grant is permitted to 400 praiseworthy yet unfortunate understudies in various instructive organizations. In such manner, IBBL spent a measure of Tk.28.33 million for 1800 understudies in 2013. A 10 years plan has been taken up where 10,800 understudies will partake in the grant of Tk. 356.22 million.
- Environment Sector-** For creating a eco-friendly environment, IBBL is very worry since its commencement. Bank was exceptionally worried to decrease wastages, and reuse of materials. IBBL urges workers to utilize both page of a paper, utilization of force saving utilities, insignificant to no wastage in power, water and so on. IBBL contributed BDT 22.94 million for natural reason. What's more, Bank took drives to decrease fossil fuel byproduct through establishment of sunlight-based chargers, presenting measures for saving power, water, gas and fuel, empowering twofold sided printing, utilization of scrap/one-side-involved papers for scratch pad and so forth. Bank is resolved to guarantee establishment of biomass handling plants, squander reusing plants and

Effluent Treatment Plants (ETPs) in the funded tasks. Besides, bank additionally teach and urge representatives to be delicate to the climate both inside and beyond the workplace.

- **Health Sector-** In its 30 years of tasks, IBBL has contributed BDT 1074.76 million. In 2013 Bank contributed BDT 71.50 million which is 1.5 times higher than 2012. Additionally, IBBL makes long haul strides to foster federal health insurance frameworks of the country. IBBL laid out 7 (seven) completely possessed medical clinics and 7 (seven) local area clinics of absolute 1032 beds making work of 353 specialists, 582 attendants and 2932 different representatives. Various Charitable Dispensaries, Arsenic Mitigation Program, Circumcision Camp, Mobile Eye Camp and Midwifery Training Program additionally worked by IBBL for creating wellbeing area of the country

Websites & Apps Touchpoint

In this age of smart devices and the era of smart phones, customers are more and more relying on using apps and websites to conduct business and communications. Social and e-commerce interactions are increasing daily and customers are more comfortable to communicate with businesses through apps and websites rather than their physical presence. Islami Bank can improve and promote their websites to be more user-friendly and design an official app accenting all their services to its customers to increase business activities. Virtual Platforms should be made the primary TouchPoint for customers for conducting any banking activities, seeking information and queries and other applications.

Assessing the HR

Enrollment is the way toward finding and interest talented possibility for business. IBBL reliably needs to enlist the ideal people with mix of aptitudes and resources in the perfect spot. That's what since IBBL believes to achieve the legitimate target suitably there should be a need of gifted HR. IBBL constantly has confidence in Equal Employment concealing, district, race, age, or another variable. IBBL constantly needs to choose the best and sensible HR in the unfilled position. The person who can stand up to the overall challenges and reliably remember to achieve the Company's vision, mission, and targets constantly gets tendency.

3.4 Background of the Company

- **Company Name:** Islami Bank Bangladesh Limited
- **Total Branches:** 384 Branches, 221 Sub-Branche s and 2386 Agent Outlets.
- **Internship Branch/Division:** Dhanmondi
- **Internship Duration:** 1st January, 2022 to 28th February, 2022.
- **Department of Internship:** Human Resource Management.
- **Address:** Nilu Square, House # 75, Road # 5, A Satmasjid Road, Dhaka 1209.
- **Company Supervisor:** Mohammad Giasuddin, Principal Officer.

3.4.1 About the Company

With 63.09 percent foreign ownership, Islami Bank Bangladesh Limited is a Joint Venture Public Limited Company engaged in commercial banking based on Islamic Shari'ah. It has the most branches of any private sector bank in Bangladesh. It was founded on March 13, 1983, as the first Islamic bank in South East Asia.

3.4.2 Functions of Islami Bank

- ❖ General banking
- ❖ Retail banking
- ❖ Corporate banking
- ❖ Islamic banking
- ❖ SME/Agri banking
- ❖ NRB banking
- ❖ Online banking
- ❖ Work as a government agent.

3.4.3 Background of the Study

This following report is to study the opportunities of Islami Bank Bangladesh Ltd. On online banking and improve the motivation and efficiency of the workforce by applying changes to working practices by HR department.

3.4.4 Limitations of the Study

There were some limitations in the study due to some unavoidable factors. Limitations of the report are explained below-

Limitation of Collection of Information & Time:

The standard obstacle of the assessment is the social event of information. Since most of the information are classified. Along these lines, they would rather not uncover them and I am not prepared to show any designs which they use in the time of joining or we use to refresh the archives. Moreover, time hindrance is a critical issue for most experts to examine the issue. Like the other assessment, it has time limitation to recognize the veritable issue and give a couple of propositions.

3.5 Findings & Analysis

To prepare this report, I tried to find out the effect of employees' performance, turnover rate as well as number of customers response & satisfaction towards service on investment performance of Islami Bank Bangladesh Limited, reveals the following majors' findings.

- The deposit collection of IBBL has increased over the year but the growth rate has fluctuated as well due to many customers had closed their accounts.
- The investment of IBBL has increased over the years in different sectors but the growth rate is low compare to that.
- Only the number of Muslim customers increasing no other non-Muslim customers of the bank
- The investment of IBBL is maximum in the industrial sector and minimum in the transport sector. They also invest in other sectors like commercial, real state, agriculture etc.

To flock this venture, I have intended to show the monetary exhibition of Islami Bank Bangladesh Limited from the year 2016 to 2020. This is on the grounds that the rebranding IBBL occurred in the year 2016. The monetary presentation examination is partitioned in the accompanying segments:

- Asset management ratio
- Profitability
- Liquidity and solvency

3.5.1 Asset Management Ratio

The asset turnover ratio analyzes the worth of an organization's resources for the worth of its deals or incomes. The asset turnover ratio is a metric that measures how successfully an organization utilizes its resources to produce income. In a given year, an enormous resource deal or a huge resource buy can likewise have an effect on the resource turnover proportion. After 2016, we can conclude that IBBL effectiveness for producing income from resource has expanded. In any case, after 2017, There is a proportion appeared to be diminishing. In 2020, because of Covid-19 pandemic, resource turnover proportion has diminished in a large portion of the areas. The majority of the tasks were waiting for the lockdowns, which made it incapable for every one of the organizations, as well as Islami Bank to get the appropriate return from their investment.

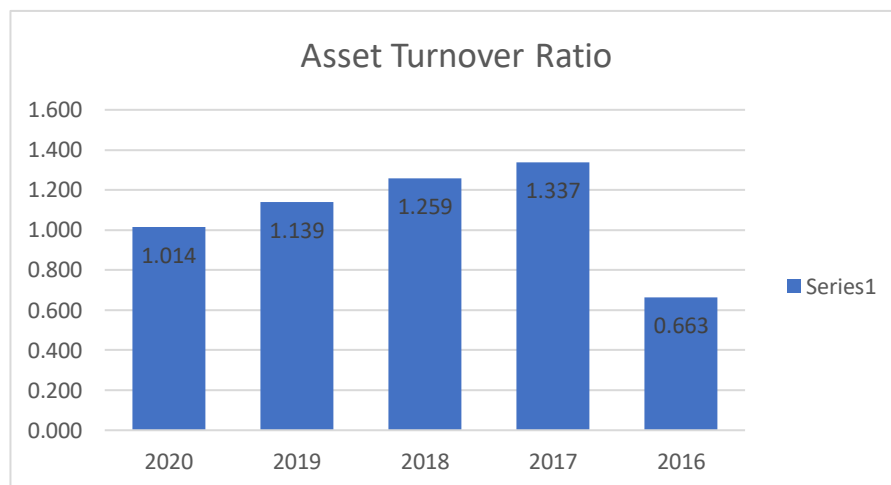


Figure 10: Asset Turnover ratio from 2016 to 2020

3.5.2 Profitability

3.5.2.1 Return on assets

Return on assets (ROA) is a monetary measurement that shows how beneficial a business is in contrast with its complete resources. ROA is a metric that can be utilized by corporate administration, examiners, and financial backers to gauge how well an organization utilizes its resources for produce benefit. The measurement is for the most part addressed as a rate by utilizing an organization's total compensation and normal resources. A better yield on resources (ROA) infers that a company is more compelling and useful in dealing with its monetary record to make

benefits, while a lower ROA proposes that there is still space to get to the next level. From the figure, we can see that after 2016 there is huge ascent in ROA. In any case, in 2020 the ROA diminished in contrast with 2019 because of the COVID-19 pandemic.

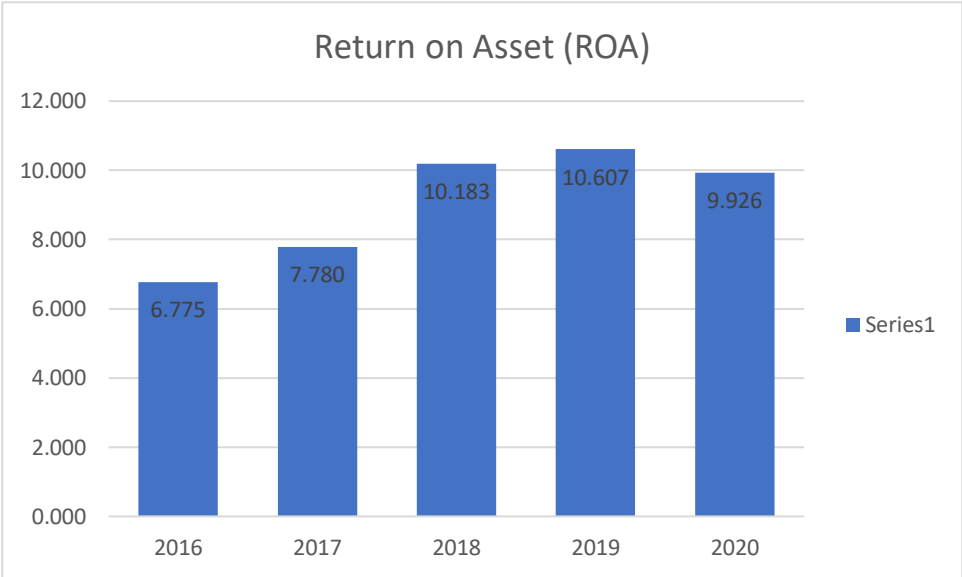


Figure 11: ROA from 2016 to 2020

3.5.2.2 Net Profit Margin

Subsequent to contrasting IBBL's Net Profit from 2017 with 2021, we came to know that, this bank brilliant year was 2018 and most awful time was the year before. The net benefit of 2018 was higher than some other late years. Then again, the year 2021 net benefit was lower than some other late years. The accompanying graph are ready with succeed and displayed beneath

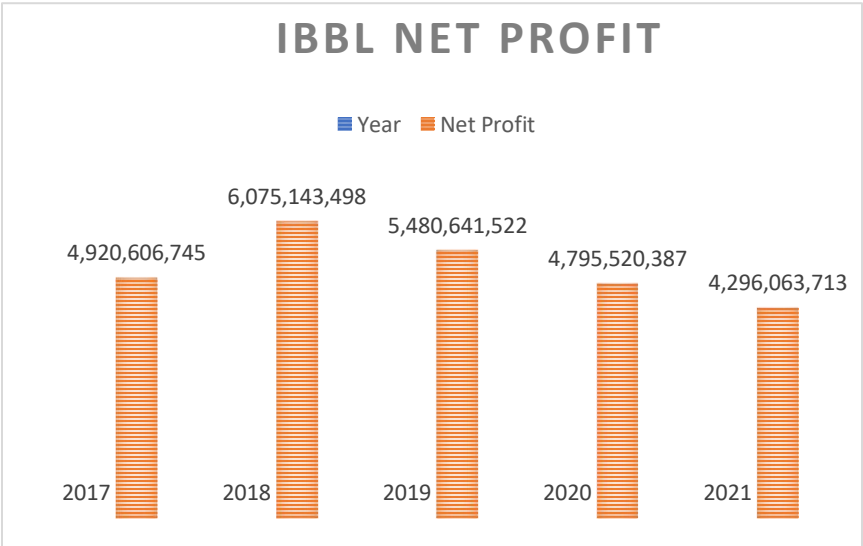


Figure 12 : Net Profit Margin from 2017 to 2021

3.5.2.3 Total Operating Income Growth

The operating income growth of Islami Bank has shown a critical ascent till 2018. The development rate staggered in the long periods of 2019 and 2020. However, the operating income appeared to be improving as from 2016 the income expanded by 236% in 2020 and the income added up to TK 2,829,785,301 from TK 841,394,901.

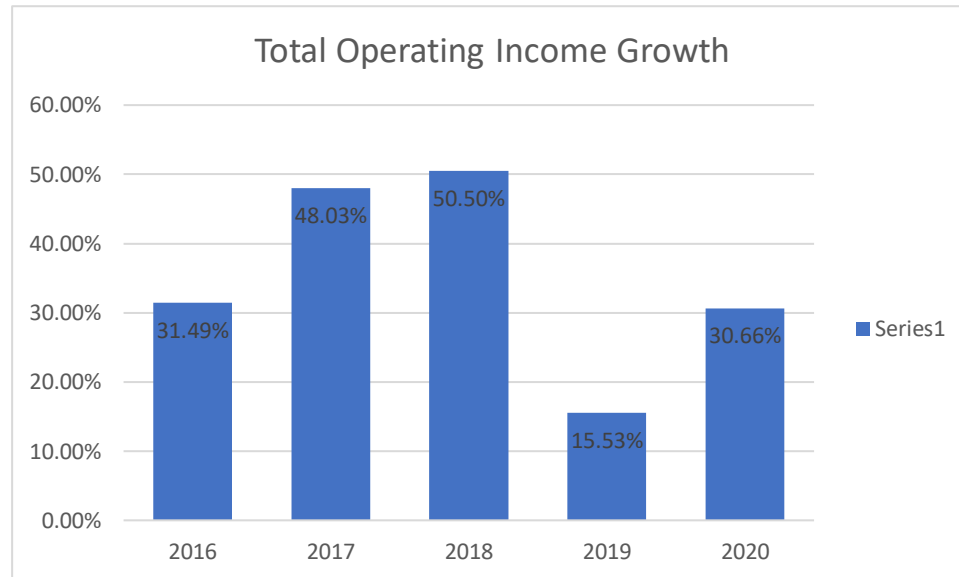


Figure 13: Total Operating Growth from 2016 to 2020

3.5.3 Liquidity & Solvency

Liquidity and Solvency are two ideas that suggest the monetary wellbeing of an organization, yet they have a few key contrasts. The expression "solvency" connects with an organization's capacity to meet long haul monetary commitments. On the other hand, Liquidity is a term that portrays an organization's ability to pay transient commitments as well as its capacity to sell resources quickly to raise cash. To understand and analyze the liquidity and solvency of Islami Bank, there are some ratios which I have used. They are shown below-

- Debt to equity ratio
- Current ratio
- Loan to fund ratio

3.5.3.1 Debt to Equity Ratio

Debt to Equity is utilized to gauge the influence NBFIs are utilizing. This apparatus is generally utilized in banking funds. It's a proportion of how much an association depends on obligation to support its tasks as opposed to completely claimed reserves. In case of a business slump, it shows the capacity of investor value to fulfill every remarkable obligation. The ideal incentive for obligation to value is 1.5 or lower. The expense of obligation additionally changes with the economic situation. Higher worth can show higher gamble for the investors. The lower the worth will be from 1.5, the better it will be. From the diagram, we can see that from 2016 to 2019, Islami Bank had an optimal obligation to value proportion. Be that as it may, in 2020, the proportion got marginally higher. This may be a result of the pandemic. During that period, alongside IBBL the majority of the Banking area needed to depend on obligations to finance their activities and in this way the proportion seemed higher. The diagram clearly shows the scenario-

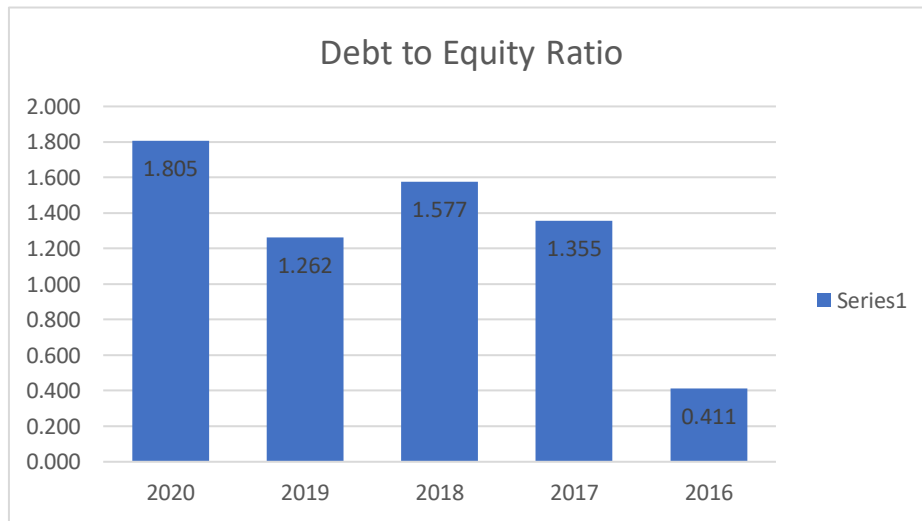


Figure 14: Debt to Equity ratio from 2016 to 2020

3.5.3.2 Current Ratio

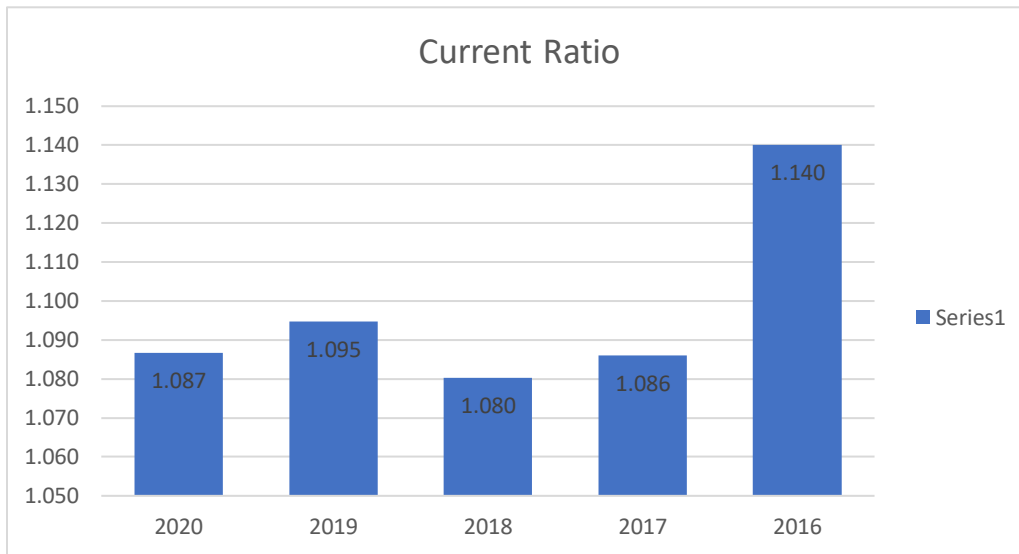


Figure 15 : Current ratio from 2016 to 2020

The current ratio is a liquidity proportion that evaluates an organization's ability to pay present moment or one-year commitments. It clarifies for analyst and investigators how a bank could utilize current resources on its monetary record to take care of current obligation and different commitments. From the graph, we can see that it had the most elevated current proportion in 2016 in this time span and the least was in 2018. The ongoing proportion of Islami Bank is marginally lower however is in accordance with the financial area, or at least, in 2016 it was 1.147, in 2017 it was 1.120, in 2018 it was 1.127, in 2019 it was 1.344 and in 2020 it was 1.257. As the ongoing proportion is in accordance with the companions of the financial region, we can say that IBBL has the monetary assets to stay dissolvable temporarily. It additionally shows that the ongoing resource is utilized proficiently by the administration of the IBBL.

3.5.3.3 Loan to Fund Ratio

The loan to fund ratio proportion estimates a bank's capacity to cover advance defaults and client withdrawals. Investors focuses on banks' loan to fund ratio proportions to guarantee that there is sufficient liquidity to cover advances on account of a downturn that outcomes in defaults. From the information, we can see that the proportion was expanding till 2018 and afterward diminishing in 2019 and 2020. This demonstrates that till 2018 the credit was additional in contrast with their inflow of asset from client. Be that as it may, after 2019 the asset was expanding in sums as the

proportion was diminishing. This implies new cash is being acquired, as well as new clients. And furthermore, Islami Bank is supporting its investment activity through stores as opposed to utilizing obligations, which in the event that pays off their obligation serving costs since stores are a lot of lower than interest installment on obligations. From 2016 to 2018, the advance to-support proportion was excessively high, which demonstrated that IBBL has less liquidity to cover for credit defaults in the event of financial slump. Nonetheless, the 2019 and 2020 credit to-support proportion demonstrate that it has an adequate number of assets to handle instances of advance default and furthermore the rebranding methodology has come about to an expansion in number of clients. The below diagram will clearly show the things I was talking above-

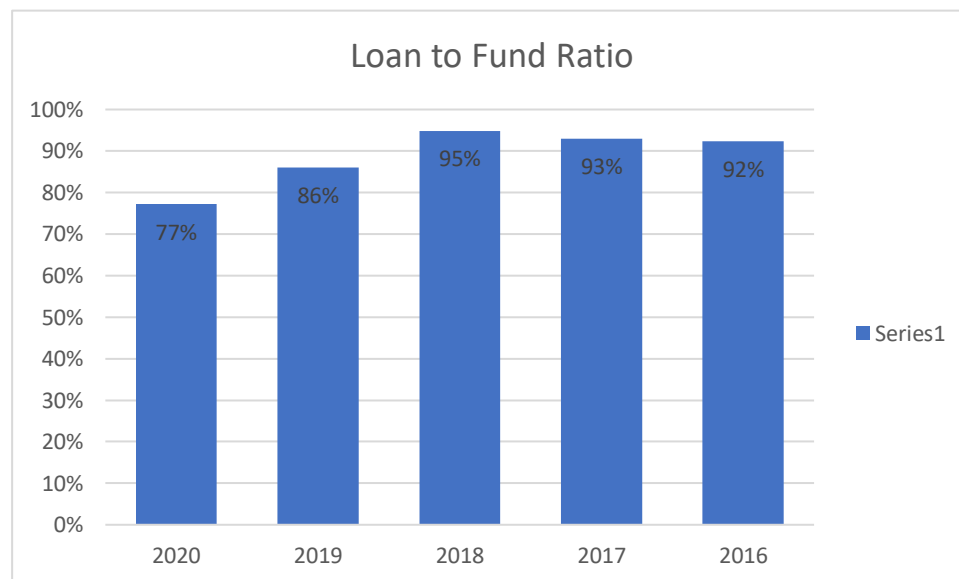


Figure 16: Loan to Fund ratio from 2016 to 2020

3.5.4 Faculties Finding & Analysis

1. Who can open up Current Account and what are the necessary documents that are needed to open current account. If someone does not have NID, can they would be open account?
2. How does Islami Bank avoid the interest? Is it putting an impact on ROA (since it is affecting the compensation package as well as the normal resources/CAPEX & OPEX)? Or, if they are avoiding a portion of it then how they are managing the other costs?

Current Account and necessary documents

To open-up current account one needs to have a proper business. Islami Bank only allow business personal to open-up current account. Moreover, to open current account one needs NID, Passport Size picture, Nominee Picture & NID, TIN of business etc.

If someone does not have NID, they cannot open bank account, however, they can open account by showing their guardian NID.

Investment Modes and CSR Activities to Avoid Interest and Managing Cost

I have already explained above how the use CSR Activities to avoid Interest from Bangladesh Bank's Reserve fund. However, to manage cost like giving salary of employee, development process etc, IBBL focuses on investment mechanism like mudaraba, mushraka etc. In this process, IBBL can buy asset in partnership of the clients and earn profit. As Islam, allow us to earn profit and avoid interest. IBBL tries to do that as much as possible.

3.6 Summary & Conclusions

In end we can express that best enlistment and assurance of specialist is the underlying advance for legitimate accomplishment. It is generally essential to Human Resources Department to know the need of the applicant and the association. At all periods of enrollment and assurance, HRM Department to search for individuals with best match of aptitudes and capacities to the need, the most raised norm of individual decency and an enthusiasm to stand up to hardships and make themselves in a developing circumstance. Enlistment and decision process should be coordinated in a direct and unsurprising with relevant normal right regulations. It should be non-biased way and participatory to be compelling.

IBBL with convincing decision system can all the more promptly perceive and get laborers with the right mastery and motivation to win in the circumstance, and also another affiliation. Exactly when delegates are productive in their movement, the affiliation benefits through extended proficiency and greater things and organizations. Additionally, when the "right" delegates are contracted from the get go, they will undoubtedly be satisfied and remain with the association.

Along these lines, by using a good assurance structure to enroll qualified delegates, affiliations can reduce turnover, increase specialist upkeep, and ultimately improve essential business results.

3.7 Reference

- Islami Bank Bangladesh Limited (2020). Annual Report IBBL. Retrieved from https://www.islamibankbd.com/annual_report/Annual%20Report%202020.pdf
- Islami Bank Bangladesh Limited (2019). Annual Report IBBL. Retrieved from https://www.islamibankbd.com/annual_report/Annual%20Report%202019.pdf
- Islami Bank Bangladesh Limited (2018). Annual Report IBBL. Retrieved from https://www.islamibankbd.com/annual_report/Annual%20Report%202018.pdf
- Islami Bank Bangladesh Limited (2017). Annual Report IBBL. Retrieved from https://www.islamibankbd.com/annual_report/Annual%20Report%202017.pdf
- Islami Bank Bangladesh Limited (2016). Annual Report IBBL. Retrieved from https://www.islamibankbd.com/annual_report/Annual%20Report%202016.pdf
- Islami Bank Bangladesh Limited. General Information. Retrieved from <https://www.islamibankbd.com/index.php>
- Chartered Institute of Personnel & Development (2007). Recruitment Process. Retrieved from www.cipd.co.uk/survey/islamibankbd/
- Human Resource Management (2011). Assessing the HR. Retrieved from www.answers.com/topic/human-resource-management/
- Format and Structure (2021). Retrieved from <http://dspace.bracu.ac.bd/>
- Research Gate (2018). Assessing satisfaction among Islamic Bank Customers' in Bangladesh. Retrieved from https://www.researchgate.net/publication/324932335_Assessing_satisfaction_among_Islamic_Bank_Customers%27_in_Bangladesh
- Higgins, S. (2021). 8 Tips to improving customer service during a crisis. Retrieved from <https://www.columbusglobal.com/en-gb/blog/tips-to-improving-customer-service-during-a-crisis>

Appendix

1. Core difference between Conventional Banks and Islamic Banks?
2. What are the limitations of General Bank Department?
3. What are the limitations of ADC Department?
4. How to avoid the Reserve Interest from Bangladesh Bank?
5. Characteristics of different types of accounts IBBL provides.
6. What are the limitations of Foreign Exchange Department?
7. What are Investment Schemes of IBBL?