

Report On  
Exploring the future of banking: **A study on National Bank  
Limited**

By

Student Full Name: **Sabrina Islam**  
Student ID: **19164030**

An internship report submitted to the **Brac Business School** in partial fulfillment of the  
requirements for the degree of  
**Master Of Business Administration**

**Brac Business School**  
Brac University  
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## **Declaration**

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
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:**

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**Student Full Name: Sabrina Islam**  
Student ID :19164030

**Supervisor's Full Name & Signature:**

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**Supervisor Full Name: Rafiuddin Ahmed**  
Designation: Associate Professor  
Department: Marketing ( Dhaka University)  
Institution: Brac University

## Letter of Transmittal

Rafiuddin Ahmed  
Associate Professor,  
Marketing (Dhaka University)  
BRAC University  
66 Mohakhali, Dhaka-1212

Subject: Submission of internship report

Dear Sir,

I am pleased to submit the Internship Report as a partial fulfillment of MBA program. I give best effort to present this internship report on “**Exploring the future of banking: A study on National Bank Limited**”

Conforming to your guideline, I attempted my best to work earnestly to cover all viewpoints in regards to the issue. Viable introduction is exceptionally fundamental for introduction with this present reality working field. I have taken in sound information and comprehend on the fundamental task of the bank. Through I confronted a few restrictions to set up the report because of lack of composed information, time confinement. I have altogether delighted in setting up this temporary position report which has contributed fundamentally to my comprehension on the basics and significance down to my learning.

Therefore, we pray and hope that you would be kind enough to accept our report and forward it for further evaluation and oblige thereby.

I trust that the report will meet the desires.

Sincerely yours,

Sabrina Islam  
Student ID: 19164030  
BRAC Business School (MBA)  
BRAC University  
Date: October Day, 2021

## **Non-Disclosure Agreement**

[This page is for Non-Disclosure Agreement between the Company and The Student]

This agreement is made and entered into by and between [Brac University] and the undersigned student at BRAC University Student ...Sabrina Islam.....ID: 19164030.....

Here I want to mention that if Brac University wants to publish my report or wants to use it. They have to consult with me before doing this and ask for permission.

## **Acknowledgement**

I would like to express my sincere gratitude and appreciation to my instructor, Rafiuddin Ahmed. It would not have been feasible for me to finish this report without his assistance, exhortation and general supervision. His supervision all through the season of this internship period has been most inspiring for me.

I am also indebted to our branch manager Muhammad Jahidul Islam and other employees without them it could not be possible for me to work properly and make that internship report.

## Executive Summary

The purpose of report is making because I am doing MBA and right now I am doing intern in National Bank Ltd. Here I am doing internship for my intern report purpose and to complete my MBA. So I am making this report for knowing about this bank and also “**Exploring the future of banking sector**” that is my topic for my internship.

**National Bank Limited** has its prosperous past, glorious present, prospective future and under processing projects and activities. Established as the first private sector bank fully owned by Bangladeshi entrepreneurs, NBL has been flourishing as the largest private sector Bank with the passage of time after facing many stress and strain. Justice Ahsanuddin Chowdhury inaugurated the bank formally on March 28, 1983, but the first branch at 48, Dilkusha Commercial Area, Dhaka started commercial operation on March 23, 1983. Currently National bank limited, position is 2nd highest operation profit in banking industry 2017. They launch in 2018 new product named “Shadhinota”. They have many products and services. They follow traditional structure and also they follow centralization departmentalization.

Now I am going to talk about my topic that name is “exploring future of banking” so here I am researching many topic about future of banking I have five topics and discuss it. 1st topic is “Technology for a future of the bank” National bank they can start apps which help them to bring cash directly from the apps. That can they start for that consumer don’t have to transfer their money into Bkash and take it they can directly take money from their Bank apps. Second is “Technology driven in banking of Bangladesh”. In National bank we need to establish ICT (Information Communication technology) so this can help their consumer in very several way. if they are establish ICT then they can a technology device for that they can detect a black money transaction for that they don’t have to keep any human employee it can be artificial something or apps that can detect that and stop that transaction after that they can

report it to Bangladesh bank. Third topic is topic “Green banking practices in Bangladesh”. Green banking means that banking sector should play a vital role that how to play for saving green culture. Green banking is very important for bank. Fourth topic is the “Future of banking”. Here I just telling about banking future maybe after 10 or 20 years we can see that bank is not visible so bank have to use by many technology thing and it’s going to depend on technologies. And last one is “Bank of 2030: Transform boldly”. Here bank are telling about cloud this is a technology that help bank to store data and help bank and also their customers this is a biggest tech thing and handling data, and giving bank security everything etc. Here I already said that in future bank are going to keep artificial intelligence, and many new apps which help bank in the hand of customer by using tech things. That time bank maybe doesn’t have physical presence but they exist in internet and technologies. Lastly I recommend many things to National bank that is the bank has to increase their advertisement and also increase their social activity, green banking activity for the future benefits. Sometimes I noticed that new employee they get confused that how to handle situation or how to operate their equipment so I think employee may need advance training. It is also good for future banking training is needed for the latest technology. It has good impression in the mind of customer over the banking sector in Bangladesh. Gradually it has introduced new concept of banking which gives them extra advantage over its competitors. Here my topic is “Exploring future of the bank”. So for the future of NBL bank I suggest them many things hope they will apply it in their bank and many things which maybe I can’t suggest them in future.

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# Chapter 1

# Introduction

# Chapter 1

## [Introduction]

### 1.1[background]

The purpose of report is making because I am doing MBA and right now I am doing intern in National Bank Ltd. My name is Sabrina Islam ID: 19164030. Here I am doing internship for my intern report purpose and to complete my MBA.

Here I am doing MBA from Sep 28 to November 28, in, Lake Circus branch. Address is 156 Lake Circus, Kalabagan. Mirpur Road, and Dhaka-1205. My supervisor name is Muhammad Jahidul Islam he is vice president and manager. My role is here is opening accounts of customers, communication with customers for what they need helping them with information.

So I am making this report for knowing about this bank and also **“Exploring the future of banking sector”** that is my **topic** for my internship. How a bank can give service to the customers with new ideas and technologies. These things we are going to elaborate here. Also we are doing this report that to learn how a bank control their employee how they can motivate them and also their reward system etc. In a bank their product and service how they utilize it , their targeted customer, how they targeted customer, how they differentiate their specific customer and each group of customer facilities, condition, benefit. Bank loan interest ratings, for loan sector. In a bank what they check to give a loan what background is needed or what should necessary for customer to take loan and so on.

So basically we are doing this report for gaining our knowledge about banking sector, or any organization to regarding our course.

But our main focus on future of the bank that how cans it will be beneficial for consumers how can they help. How bank can be changes in future for better customer services.

## **1.2. Objective of the report:**

The objective of the report is learning about banking process that how it operates in banking sector or any organization. For that we can know about how they attain their goal by planning, organizing, leading and controlling. By these things how they can have new innovative things in future for the consumers.

The prime objective of this report is to achieve practical knowledge about the knowing about this banking rules and services and what they are doing for the future. Specific objective are as follows.

- First I have to know about what are they doing for the future scope
- To evaluate the performance of the bank.
- To apply theoretical knowledge in the practical field.
- To make a bridge between the theories and practical procedures of banking day-to-day operations.
- To gain practical knowledge by working in different desks of Mirpur Branch of National Bank.
- To observe the working environment in commercial banks.
- To study existing banker-customer relationship.
- To know the overall functioning of National Bank Ltd.
- To have some practical exposures that will be helpful for my future career.

### **1.3 Limitation of the Report:**

In a bank it is not possible to know, all information from every side. There are some limitations in every analysis. I have also faced some problems at the time analyzing the performance of the bank. The limitations of my research work are as follows:

- Anything, which will adversely affect the image of the bank, could not be disclosed.
- It is also not possible to go the depth of each activity of credit card division & Advance division because of time limitation. Therefore, it very difficult to carry out the whole analysis.
- The division also refuses to provide on its performance, especially on commission earned.
- Also, we have limited knowledge for that we can make mistakes, and that is our biggest limitation. We try our level best to collect information and do the report properly.



## Chapter 2

# Organization part

## **2.1 History:**

National Bank Limited has its prosperous past, glorious present, prospective future and under processing projects and activities. Established as the first private sector bank fully owned by Bangladeshi entrepreneurs, NBL has been flourishing as the largest private sector Bank with the passage of time after facing many stress and strain. The members of the board of directors are creative businessmen and leading industrialists of the country. To keep pace with time and in harmony with national and international economic activities and for rendering all modern services, NBL, as a financial institution, automated all its branches with computer networks in accordance with the competitive commercial demand of time. National Bank Limited was born as the first hundred percent Bangladeshi owned Bank in the private sector. From the very inception, it was the firm determination of National Bank Limited playing a vital role in the national economy. The then President of the People's Republic of Bangladesh Justice Ahsanuddin Chowdhury inaugurated the bank formally on March 28, 1983, but the first branch at 48, Dilkusha Commercial Area, Dhaka started commercial operation on March 23, 1983. The 2nd Branch was opened on 11th May 1983 at Khatungonj, Chittagong. At present, NBL has been carrying on business through its 200 branches & Agri Branches spread all over the country. It has drawing arrangements with 415 correspondents in 75 countries of the world, as well as with 37 overseas Exchange Companies located in 13 countries. NBL was the first domestic bank to establish agency arrangements with the world famous Western Union in order to facilitate quick and safe remittance of the valuable foreign exchanges earned by the expatriate Bangladeshi nationals. NBL was also the first among domestic banks to introduce international Master Card in Bangladesh. In the meantime, NBL has also introduced the Visa Card and Power Card. The Bank has in its use the latest information technology services of SWIFT and REUTERS. NBL focused on all key areas covering capital adequacy, maintaining good asset quality, sound management, satisfactory

earnings, and liquidity. National Bank, has now acquired strength and expertise to support the banking needs of the foreign investors. Since its inception, the bank was aware of complying with Corporate Social Responsibility. In this direction, we have remained associated with the development of education, healthcare and have sponsored sporting and cultural activities. During times of natural disasters like floods, cyclones, landslides, we have extended our hand to mitigate the sufferings of victims. The Transparency and accountability of a financial institution are reflected in its Annual Report containing its Balance Sheet and Profit & Loss Account. In recognition of this, NBL was awarded Crest in 1999 and 2000, and Certificate of Appreciation in 2001 by the Institute of Chartered Accountants of Bangladesh.

The bank has a strong team of highly qualified and experienced professionals, together with an efficient Board of Directors who play a vital role in formulating and implementing policies.

## **2.2 Current market scenario:**

Currently National bank limited, position is 2nd highest operation profit in banking industry 2017. They launch in 2018 new product named “Shadhinota”. Recently they revision their interest from existing product also they create double benefit account from this account they reduce their time previously it is 9.5 month but now it is 6.5 month.

National Bank Limited inaugurated ATM booth at Kazihata Branch, on the 31st of March, 2018, Saturday. National Bank Limited inaugurated ATM booth at Natore Branch, on the 31st of March, 2018, Saturday. National Bank Limited inaugurated ATM booth at Birampur Branch, on the 31st of March, 2018, Saturday. National Bank Limited inaugurated an ATM booth at Mohakhali branch, on the 29th of March, 2018, Thursday. Under this ATM network, all Visa cardholders will be able to use this ATM 24X7. The ATM is connected to the National Payment Switch, Bangladesh (NPSB) managed by Bangladesh Bank. Thus all the



### **2.3. Product & service description:**

#### **Liability Product:**

**Monthly deposit scheme:** Here people can do 3, 5, 8, or 10 year type deposit skim it is started by 500 to 50,000 taka. It can open which people are under 18 but with guardian.



#### **Millionaire deposit scheme:**

Here people can open 4, 6, 9, 12 year type account. Single person can open more than one account also here which people are under 18 can open account with guardian.



#### **Double benefit account:**

It can start at least 1 lakh to maximum any amount. And people can get double amount of it by saving that amount. Previously it time was 9.5 month but now it is 6.5 month.



### **Monthly earning scheme:**

Here it is for 1, 3, and 5 year and the least amount is 1 lakh for opening account. And in this account people can get monthly interest. It is also can open which people are under 18 but with guardian.



### **Shadhinota:**

In national bank it is new product they launch it is in 2018. Here people can enjoy profit after 2 month. Any time people can enjoy this product. People can enjoy by investing 50,000 for 2 years. It can withdraw any time before finishing the time if needed without any charge. It can

open different branch and single people can open more than one account and enjoy this benefit. People can enjoy 80% loan against this account.

- Here are many service and product that are saving deposit, current deposit, term deposit, FC deposit, Apon thikana sonchoy, luxury deposit savings scheme, overdraft, lease financing house building, small medium enterprise, consumer credit scheme, trade finance, and agriculture finance.

#### **2.4. Any other relevant information: MISSION, VISION AND GOAL OF THE NATIONAL BANK LIMITED**

##### **Vision:**

Ensuring highest standard of clientele services through best application of latest information technology, making due contribution to the national economy and establishing ourselves firmly at home and abroad as a front ranking bank of the country are our cherished vision.

##### **Mission:**

Efforts for expansion of our activities at home and abroad by adding new dimensions to our banking services are being continued unabated. Alongside, we are also putting highest priority in ensuring transparency, account ability, improved clientele service as well as to our commitment to serve the society through which we want to get closer and closer to the people of all strata. Winning an everlasting seat in the hearts of the people as a caring companion in uplifting the national economic standard through continuous up gradation and diversification of our clientele services in line with national and international requirements is the desired goal we want to reach.

**Goal:**

National bank's goal is to become a leading provider of integrated financial services for small and medium-sized enterprises (SMEs), industrial investors and high net-worth individuals in Bangladesh.

**TARGET CUSTOMERS OF THE NATIONAL BANK LIMITED**

Due to the predecessor company's involvement financing sector of the country the bank inherited its top corporate customers. Moreover the bank is involved in import trade financing. Bulk importers of consumer durable, food grains industrial raw materials are its customers. They choose their customer also in location wise.

**2.5. Report the organization's efforts with Corporate Social Responsibilities:****National Bank Limited contribution for social responsibility:**

<b>Corporate Social Responsibilities</b>	<b>Taka in Lac</b>	
<b>Year</b>	<b>2019</b>	<b>2010</b>
Education	37.50	26.79
Disaster/Relief	386.37	90.31
Prime Minister Relief Fund	275.00	433.46
Health	72.18	111.59
Welfare of freedom Fighter	2.00	7.25
Development of religions institution	8.85	17.05
Sports & culture	32.65	627.10
Others	217.22	78.47



## 2.6 Organizing Practice of National Bank

- **Job Design:** We know that job design means the determination of an individual's work related responsibilities. The bank determines its job among the employee of the organization.

AFM. Shariful Islam (Managing Director): who controls the overall activities of the organization and Ms. Ranveen Haque Sikder (Director); that monitor the overall activities of the organization.

- **Job Socialization:** As we know job specialization is the degree to which the overall task of the organization is broken down and divided into smaller components part. The bank follows the job specialization in HRM& Admin, and maintains the Human resource and Admin department. As we know that there is some limitation of job specialization such job dissatisfaction and worker may become bored. We know that there are some alternatives of job specialization that are job rotation, job enlargement, and job enrichment.

I asked the director Mrs. Ranveen Haque sikder about following of alternatives of job specialization. She replied us the National Bank job design follows all the methods, but sometimes it is not properly following this method. The National Bank assigns specific tasks to members, monitors and controls its own performance, and has autonomy over work scheduling.

- **Grouping Jobs: Departmentalization:** The second building block of organization structure is the grouping of jobs according to some logical arrangement. The process of grouping jobs according to some logical arrangement, the National Bank has two

kinds of departmentalization follow the method functional, locational departmentalization.

- **Establishing Reporting relationships:** The third basic element of organizing is the establishing of reporting relationships among positions. The National Bank is following the tall organization, because that tall organization is said to be the tall structure is more expensive (because of the larger number of managers involved) and that it fosters more communication problems (because of the increased number of people through whom information must pass).
- **Chain of Command:** A clean and distinct line of authority among the positions from junior Executive Accountant & Finance to Managing Director the organization there has a clear and distinct line of authority.
- **Distributing Authority:** Another important building block in structuring organizations is the determination of how authority is to be distributed among positions. The National Bank is following the delegation process, because a manager gives employees the time fixed and to say that they will have to finish the work in this period.
- **Delegation:** The process by which manager assigns a portion of his or her workload to others. The CEO delegation his work among his subordinates.

The National Bank is also following the third step of delegation process which is called creating accountability. Creating accountability also helps develop

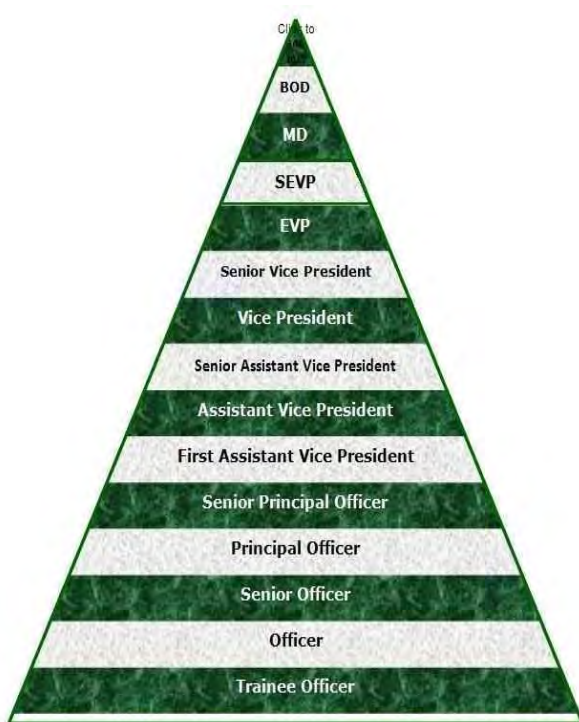
subordinates. By participating in decision making and problem solving, subordinates learn about overall operations and improve their managerial skills. Since the National bank puts the power behind the high manager, they follow centralization. Because centralization has been said that the process of systematically retaining power and authority in the hands of higher- level managers.

- **Coordinating activities:** A fifth element of organizing is coordination. As we discuss earlier, job specialization and departmentalization involve breaking jobs down into smaller units and then combining those jobs into departments. Once this has been accomplished, the activities of the departments must be linked-systems must be put into place to keep the activities of each department focused on the attainment of organizational goals.

As we asked the director about what type of coordination process follow the company she replied that the company follows the sequential interdependence. Sequential interdependence when the output of one unit becomes the input of another unit.

- **Structural coordination Technique:** For achieving coordination activities many techniques are need to develop such as managerial hierarchy, rules and procedures, liaison roles, task forces and integrating department.

I asked the director to maintaining coordination activities, what types of techniques the company follow? She replied to me most of the technique given above the company follow according to condition of the circumstance. But they did not even use the task force.



➤ **2.7. Organization structure picture.**

**First: Board of Directors**

The board of management of the bank depends on the Board of Directors, for over all supervision and directions on policy matters. The power of general supervision and control of the affairs of the bank is exercised by the President and the Managing Director of the bank who is the Chief Executive. The board consists of 14 members.

**Second: Top Level Management**

The Managing Director and the Senior Executive Vice President, major responsibilities of this are to take central decision and transmit it to the second step.

**Third: Executive Level Management**

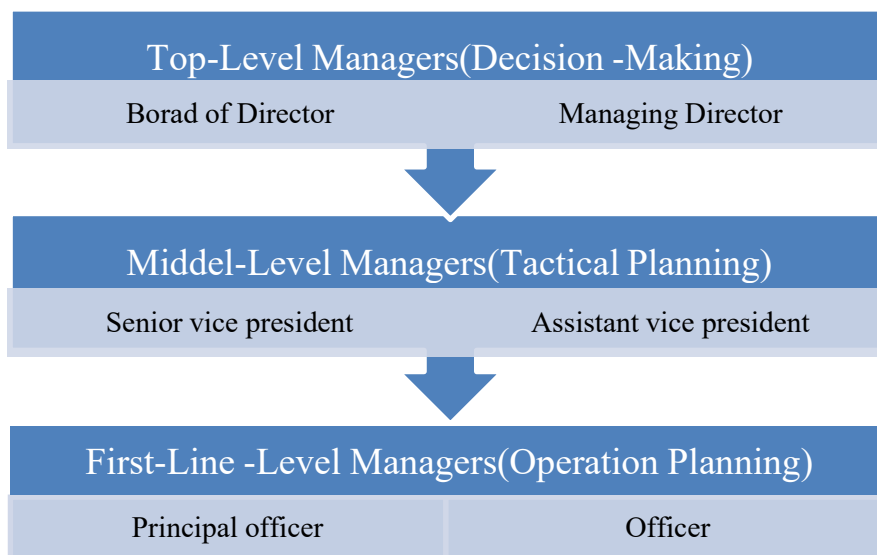
Executive Level Management, which contains Executive Vice President, Senior Vice President, Vice President and Assistant Vice President. Major responsibilities of this part are to supervise and control division/department.

#### Fourth: Branch Operation Management

Branch operation management this contains branch management and other lower level management. Major responsibilities of this part of the 106 branches of this bank are to report to the head Office from time to time

The National Bank is following the tall organizational structure, because that tall organization is said to be the tall structure is more expensive and that it fosters more communication problems. That's way follows the tall structure and also follow the formal entities exist. So there is no informal entities exist.

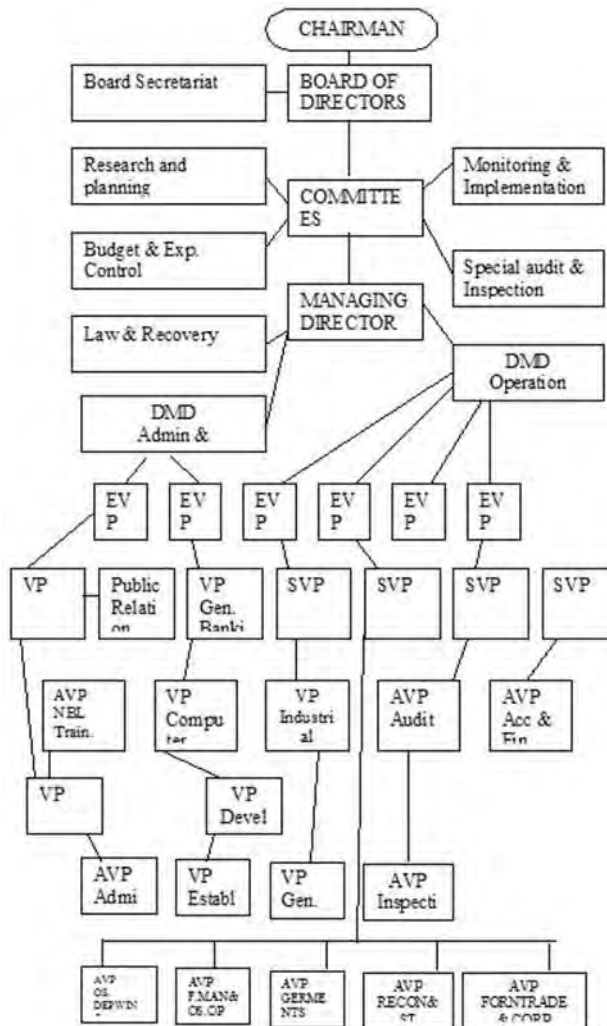
### 2.8 Decision making



#### Decision making process

The chain of command in the decision making of National bank Ltd. Firstly the top-level managers, which contains Board of Directors, Managing Director, Additional Managing Director and Deputy Managing director, Major responsibilities of this are to take central decision and transmit it to the second step. Secondly, middle-level managers, which contain executive vice president, senior vice president, vice president and Assistant vice president. Major responsibilities of this part are tactical plan to supervisor and control division. Thirdly, 1<sup>st</sup> line-level managers which contain branch manager and other mid or lower-level management. Major responsibilities of this part operational plan is working principal officer and officer, if they can work

properly, the tactical plan will succeed and the decision making process has to be realized if a tactical plan is successful.



## 2.9 Centralization

I asked the director those benefits of departmentalization. He replied that it make easy for the company to reach customer easily. We also asked her about the problems of departmentalization, she replied that sometimes it increase the administrative cost.

Yes, the National Bank is following the organization centralized process, because all the activities of systematically retaining power and authority are kept by the higher

level managers. Thus, leaders can gather information and efficiently discuss pros and cons of decisions in a small group. This makes the communication and decision making process much more efficient than in decentralized structures in which many local managers must participate in the process. That's way the National Bank is following centralization process.

# Chapter 3

[Literature review]

[For the future of banking]



## **Technology for a future of the bank:**

For a successful bank or for a successful banking future we need to know that banking sector is going to capture by other organization such as many MFS like Bkash, Nogod etc. So banking sector should be conscious about their existents. In this new era everyone wants easy, shortcut way for that consumer nowadays frequently using Bkash, Nogod this type of apps. So if banking sector wants to be continued in general people they must have to continue their progress so here in this article “Journal of internet banking and commerce” we find that traditional banking is no more attractive we need to do technology banking in this world people are very fast forward everyone wants to be best in their life and want their work done very quickly they have no longer time to sit and wait for their work done so they need to have that organization which help them to work done fast so when Chinese bank was going to member of WTO in November 2001 then they can understand that world is going to be based on technologies so they are going to very serious about this.

Today in this era everyone is depending on technologies they are going to shopping in online, business, then entertainment business, internet banking etc. so we can understand how much internet is important for us. We all know that internet banking runs from a decade now mu topic is future of banking industry so we need to do more with it.

In this article I found that how in China they started internet business and how they can run their online business via banking and how bank can help their consumer with technologies and internet so that is I found but now I suggest that in bank internet use should be more available and easier for the customers they should do more for their consumers like in every bank there is a apps that they use for their customers so they can use it with more beneficial.

In China they discovered internet on that time so now they should or also in our country bring more technologies and things which help consumer to do their work easy way.

We know that now MFS is going to popular because of their services so we can suggest that bank can do many things for their customers that they can trust bank for their activity.

In National Bank Ltd their customers are using card there are many cards like debit card, credit card, Platinum, gold etc. In Bkash people can bring money by their apps so In National bank they can start apps which help them to bring cash directly from the apps. That can they start for that consumer don't have to transfer their money into Bkash and take it they can directly take money from their Bank apps.

Also they can create many apps system like many people who are aged they can't always come into Bank and tell their account problem so if bank communication through their banking apps that will be very beneficial for consumers like by using technologies employee can appear through apps like online video and customer can ask question about their account or any new information they want so they can get easily that information.

## Technology driven in banking of Bangladesh

Our next article is Technology driven banking in Bangladesh here Bill Gates says in 2008 that banking is important not a bank anymore because technology is important nowadays. He says that traditional banking is gone now people are depending on technologies. Technologies bring people closer like they can do banking so easily by the help of technologies. He suggests that we need to establish ICT in any bank because it is helpful ICT meaning is Information Communication Technology. Technology help bank for low cost because technology is going to decrease workload so bank are going to spend less money for each work.

In National bank we need to establish ICT (Information Communication technology) so this can help their consumer in very several way.

Like in every bank has their own apps which can help them in many ways if they are establish ICT then they can a technology device for that they can detect a black money transaction for that they don't have to keep any human employee it can be artificial something or apps that can detect that and stop that transaction after that they can report it to Bangladesh bank.



Employee training is important for bank if we bring new technologies in National Bank Ltd so we need to train our employee for the new technology that how they should use it because many bank employee does not know how to use it and then they bring problem also to the consumers so consumer get irritate and don't want to get service from bank so employee should trained properly. In National bank employee should also take a good training that how to use new tech things that they can easily help to the consumers. How to use software hardware device they should know it properly.

By this ICT banking sector should an IT department that actually all the bank have already. In national bank also have that IT department here bringing more tech thing IT department can play a vital role for a banking sector many customer want to know many thing by sitting home peacefully during Covid time so if IT department can help people by their apps by giving them all the information they need it will really helpful for the customers. Also they can know by this technology that for their Bank how much loan they should give people or how much interest they should offer by that time how much profit they can gain or what they should do for gaining that profit for that IT department can help bank because by using technology they can easily know that how they can achieve their goal perfectly.



## **Green banking practice in Bangladesh**

Green banking is very important for the entire bank. Here my topic is future of the bank so many people can think what is relation with this things I would like to say there is many relation with this green banking and future of the banking sector.

Green banking means that banking sector should play a vital role that how to play for saving green culture. Green banking is very important for bank.

There are many way to have green banking such as green credit card, Green account, Green saving accounts, Green money market accounts.

Green banking is necessary for global warming issues.

In National bank they are doing green banking but I want to suggest them to make their banking more green activity.

They can plant in their roof many trees that can give fresh air to the employee also others when employee get bored by worked or tired they can feel good if they get fresh air and feel active in this way they can better serve their employee.

There are many banks who does not treat consumer well and that is very bad for the banking reputation for the future so definitely banking environment is effective with consumers.



Even in loan activity Bank can play a vital role of green banking. They can give loan by researching about customers like when customers want loan employee can gather information about their activity that for what activity they want loan from their bank. If employee see that customers can give other people a fresh environment by their activity. For an example if customers can show employee that we are doing or build a institution for that thing they need loan they can show employee evidence that place is hygienic pollution free.

Then employee can give them loan for doing it. By this things bank can help or do green banking.

Also bank can bring condition for their employee that they have to plant a tree in their location where they are doing this institution or building.

Green banking in another way they can transaction customer's money in very safe way like there will be no unethical thing. They use their money for much charity or help people in their emergency time. By this way they can do green banking to their future.

Many banks don't follow this green banking but they should follow because green banking also can hold banking future by to contribute global warming.



Bangladesh bank already told other bank for running green banking. So if National bank ltd are continuously did green banking they can open more branches in Dhaka or other area.

Bangladesh Bank can give that permission to the National bank for their successfully green banking activity.

Customers also going to satisfied by their activity that how they are active in green banking and save the world climax also they take care of customers.

I suggest In National Bank they should do many things for green banking they can have a department for green banking that can handle green accounts, credit card also they can motivate their customer for green activity.



## **The future of banking:**

Here already Bill gates said that banking sector traditional look is going to change it is not going to stay all time same so banking sector changing is very important. Here in Dhaka Tribune Mamun Rashid says that maybe in future banking sector is not going too held in Physical because everything is going to depend on technologies so if in future bank is not going to see but it will exist in technologies.

So for the future National Bank Ltd can do one favor for them for future continue their bank.

They are already doing internet use; technologies etc. so they can also do create an app which helps them to continue their banking activity.

In India already they jumped about bandwagon but Bangladesh bank not accepted that much new thing. But if National Bank Ltd accepts those new technologies and they can exist if their physical bank is not seeing. Because of using new technologies and apps they can connect with their exist consumers also new consumers.

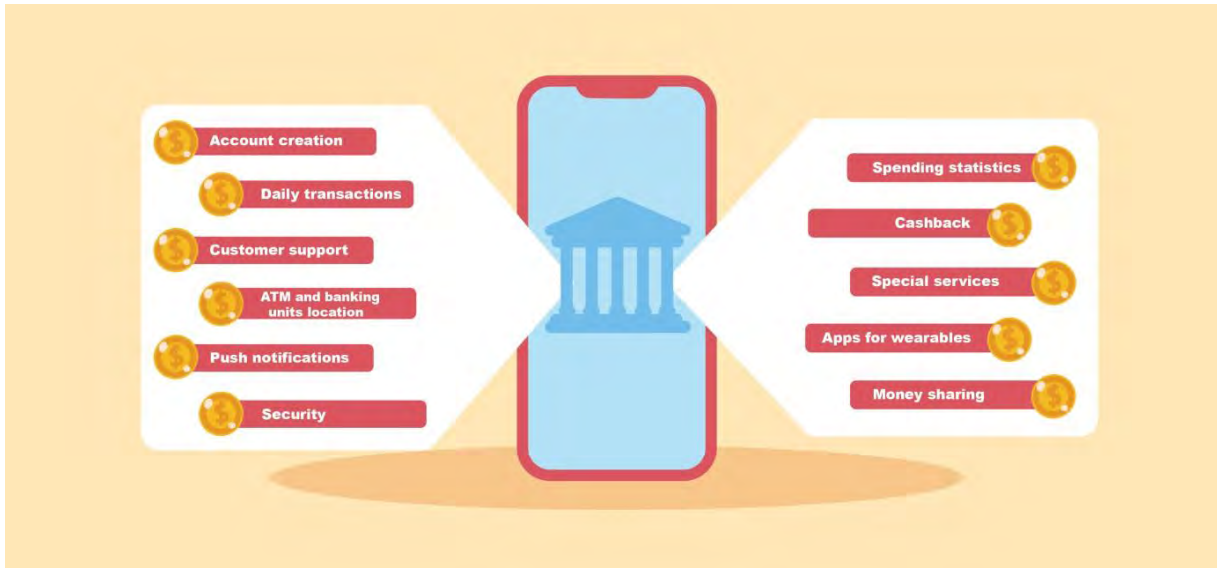
Here by all of the people are already using laptop, tabs mobile phones people are already surrounded by tech thing so in this article basically they said about those things that in future of banking maybe bank is not going to a place which visited by people or customers they can use banking activity by their apps.

### **National bank apps:**

Here I just telling about banking future maybe after 10 or 20 years we can see that bank is not visible so bank have to use by many technology thing and it's going to depend on technologies.

Here in bank there are many accounts like saving accounts, deposit accounts, current account etc. everything can happen by their apps. Giving loan, cash delivery etc transaction can happen by their apps.





It's just an example of future banking apps.

### **Artificial intelligence:**

Here it's like when in future we are using new banking apps they can use this thing like if any customer want to know about any information that related about bank or their accounts so if in their apps there is a system of artificial intelligence that mean human intelligence that worked by machine so via their apps they can appear in apps by using internet and new technologies so people can communicate through apps virtually and can know information what they want to know.



So we can say that bank can use these things in future artificial intelligence and many apps with new new technologies and make it more unique.

## Bank of 2030: Transform boldly

For a successful bank we need to change our banking totally. In 2030 we found many things new that can occur after 10 or 15 years. So here I discuss it with National bank Ltd.

**Data integrity and analytics:** Here in this article said that data is powerful in banking sector without data they can't run a bank customers need data for their accounts also bank need data that what customer want from bank or in future what they can want from bank.

In National bank they can do one thing for their future they can create a data tracking apps by using technology so they can know about their customers and they information and by this things they can have a 5 or 10 year survey and they can understand what customer want from bank so this can help them to meet customer need.



### 3.9 Data integrity and analytical

**Digital and emerging technologies:** Here bank are telling about cloud this is a technology that help bank to store data and help bank and also their customers this is a biggest tech thing and handling data, and giving bank security everything etc. Cloud is a tech thing that can bring a banking sector in hand in technology and this tech thing can bring bank high security.



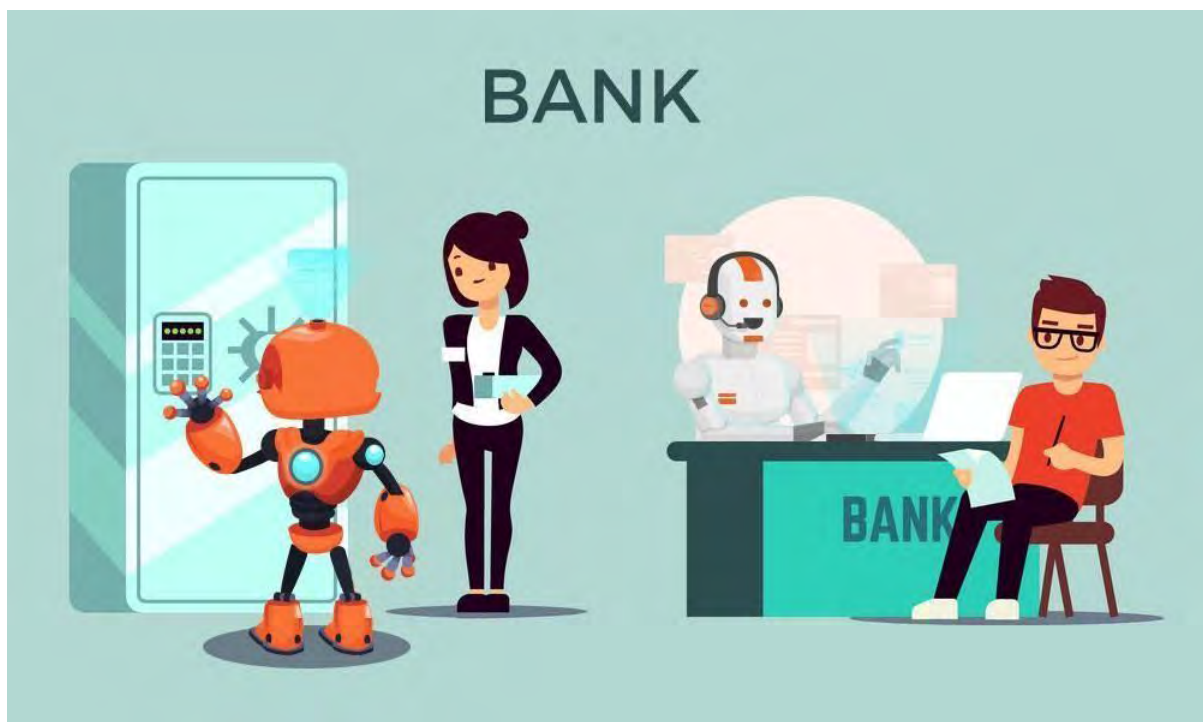
**Embracing and becoming digital:** Banking sector day by day going digital like technological based so already National bank doing that but in this article here at 2030 in this time definitely National bank should take it more seriously many bank are already doing many tech use. So National bank should already take that step.

### **Enterprise agility:**

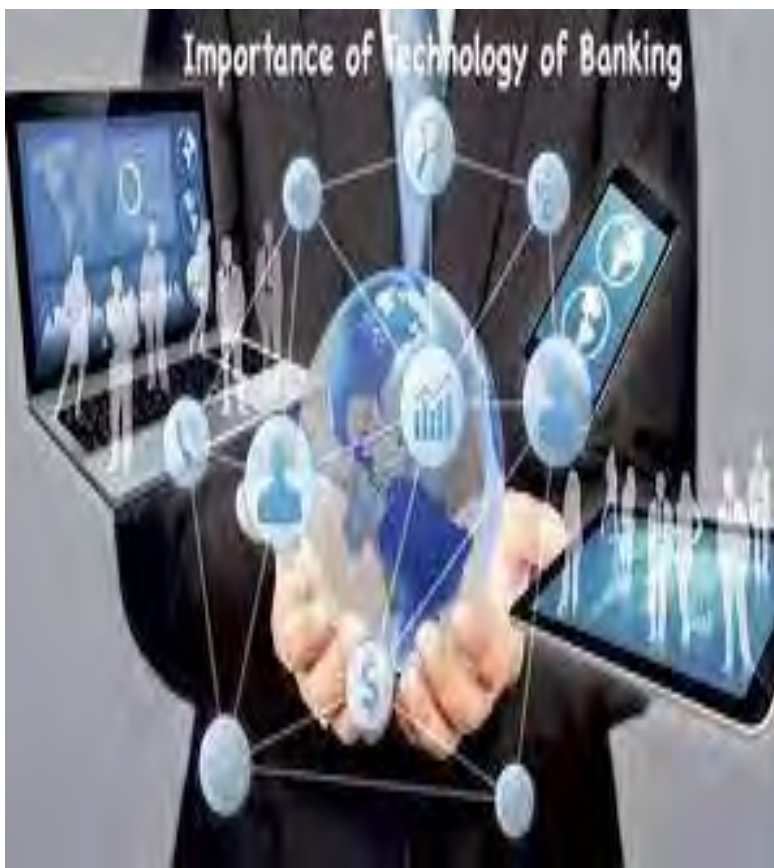
National Bank Ltd need to more fast banking is not needed to be a huge it's needed to be fast and quick because customer want fast service from everyone so National bank Ltd should be fast by taking many verity of technology.

### **Future of work:**

Nowadays financial institution discovered many technology things because of our world is forwarding very fast so bank should also do these things. Here I already said that in future bank are going to keep artificial intelligence, and many new apps which help bank in the hand of customer by using tech things. That time bank maybe doesn't have physical presence but they exist in internet and technologies.



**Leveraging platforms and monetizing data:** By using technology bank can hold many data and information so they can understand how to give information to their customer. In National bank their customer also want many information about loan and how to save money or how can they get benefited by many their accounts and going to make profit by their money in which side they invest money by bank for that bank have to gain many knowledge and data. In traditional style bank can't keep much information because then they don't use so much money but now they use many technology things so they can keep many information as they want and can give their customer.



## **Orchestrating across the ecosystem:**

For the bank future fintechs, big techs, and bank should work together because fintech is helping with technology and delivering the customers. Big tech is like apple, Samsung etc. In future bank can work with this technology related company so I suggest to National bank ltd that they can work with this type technology related companies that can help bank so much.



**Cybercrime and financial risk:** In Many bank there are many customers who do many black money transfer also many hackers are going to hack many banks and take money. Also there are many crime that occur in bank so we need to use detect technology that can detect crime or black money and get out of this issues.

In National bank I want to have their own detect apps or machine that can help them to detect every negative work in bank so they can save themselves also save their customers.



Here I discussed about my five topics which is related about banking future maximum is about technologies because in future actually we are going to depend on this. We already are depending on this tech things and internet and banking sector is already is doing their best but by this articles what I found I discussed. By these articles I already understand that in future bank is going to be fully tech based.

So I suggest National bank to do same. This bank should accept many technologies they already do but they need to do more and using these technologies and make their bank faster and quicker.

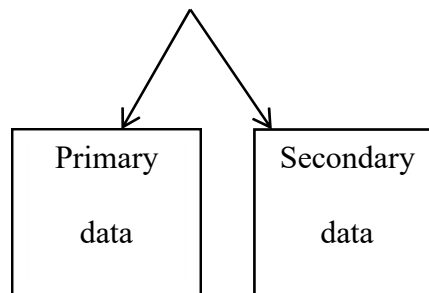
# Chapter 4

## Methodology



## **Methodology:**

To create the report properly we use 2 types of sources that are:



### **Primary sources:**

Our report mainly based on primary data. We collect information by.....

- Face-to-face conversation with the respective executive and senior officers of the Bank.
- Informal conversation with the bankers.
- Practical work exposure from the different desks of the branch.
- Study of the relevant files as instructed by the officers concerned.

### **Secondary sources:**

- Annual Reports of National Bank Ltd.
- Periodicals published by Bangladesh Bank.
- Article from Google for future banking.

# Chapter 5

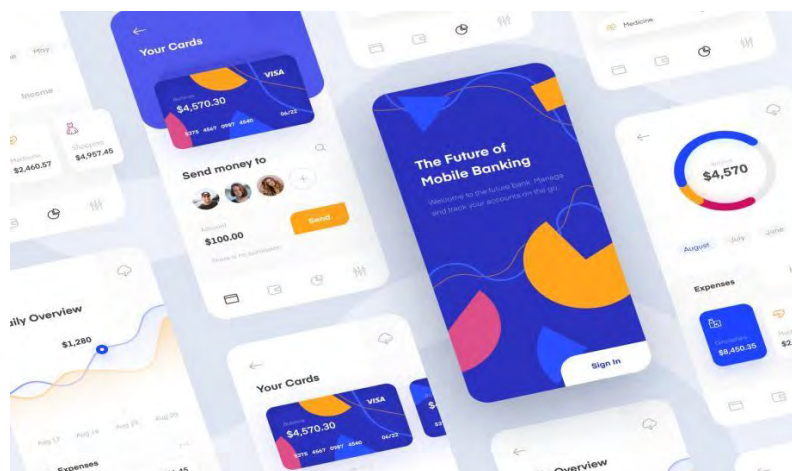
## Data Analysis & Findings

## Data analysis:

My topic is future of banking sector and here I am intern of National bank ltd. I analysed five articles here as far I understand about that bank should more accept technology things because our customers are depending on technologies day by day technology is very important for us world is moving very fast so technologies is needed everywhere. If bank want to prosper in future then they have to depend on technologies and internet. Also there are many things that bank need to do.

## Various apps for bank:

Here I said about many apps. Because Bank needed it our MFC company day by day doing great because of they are good at technologies thing and they can make move fast and give customer very satisfaction so I suggest to National Bank Ltd that they have many cards that their customer use but they should also introduce apps by which they can take money directly by using National bank apps Bkash and Nogod have that benefit if Bank have that also then customer come to bank because Bank have other many benefits that Bkash and that MFC have not.



## ICT:

ICT means Information communication technology in second article we can know that Bill Gates suggest to have ICT for future banking because our world is full of depending on technologies so definitely bank need to shift on that tech things. By Information communication we can know about many things. I National bank I suggest we definitely establish Information Communication Technologies so we can know about many things so we need to have IT department for that because it based on tech things we need to trained for this things our employee because new new technologies are all over many people and employee doesn't know how to use it so we need to training program for it and in this things I suggest that we can use by this ICT and our IT man a detect apps by this we can detect any black money transaction and many things any bad transaction happen we can detect it by out information technologies and by this things we can gather many information and use it for our next services and upcoming customer need. Detect apps can help us also being hack.



## **Green Banking:**

Our next topic is green banking for the future we all know day by day world are becoming polluted so we need to have green banking if bank started to doing green banking then they can save outside world also customer health.

So In National Bank Ltd I suggest that green banking taking more seriously they already have done many things about green banking but I think they need to do more for green banking they can have plant in their roof for that employee can take a break middle of their work and can get fresh air so they can feel active and give better service to their customers. Green banking is not just about planting and roof gardening, it's also in service like employee can give loan which customer who they are want loan for making any institutions or any building because place need to be hygienic bank employee can want documents about their location to find out how hygienic their places and then they give loan to their customers and they also can give a condition of planting tree in that location.

Bangladesh Bank already said that which bank followed properly green banking rules they can open ten more branches in cities so green banking is benefited for the future banking path.

By this article I came to know that green banking is necessary for our future so I suggest that to do these things.



## **Future banking technologies:**

Here in forth article In Dhaka Tribune said that in future banking is going to fully depend on technologies already bank started many digital banking, mobile banking etc.

Here they want to say that maybe in future bank haven't any physical place they maybe just going to exist in technologies and apps by using internet people are going to take banking service by using their mobile phone apps. Employee maybe visible via apps and help of technologies and internet customer don't need to go in bank they can take service via apps and also open accounts and many services.



Here in fifth article they said about **transformation about future of banking:**

- **Data apps:** Here bank can use data apps collection information apps so that bank can gather many information as they want by using that bank can keep more information and using in next their needed time and by that they can also know what customer want from bank and after that they can give good service to their customers.

- **Cloud:** Cloud is a new technology thing that can help bank to keep apps. Cloud is a very high technology it can give security to the bank and many things. Maybe that time bank will not exist in physical location they can get a bank in apps.



**Future of the bank:** Here bank can use in their future apps by just using their bank name. Also they can use artificial intelligence in future because here they talked about 2030 maybe in future there will be no physical appearance of bank just its going to be an apps so people are going to do banking by using internet and technologies.



### **Cybercrime and security:**

That is not new that in bank is not safe by hacking money or crime. So it is high recommended that bank should use cybercrime apps for detecting any black money transaction or any hack, or other any negative activity bank can use this apps for any banking crime and after detect it they can take proper action for it.



**Here I want to add more two points by myself that can be better for future banking that is:**

- **Loan department:**

Here bank can do one more thing they can give loan to the newer business people who want to do business via online or any little business many bank don't want to give loan to that type of business but I suggest to National bank Ltd that they should give loan to that type of business but definitely check where it is going to success or not bank should give them other facilities by making interest rate low so they can improve in their business if there is a higher chance to get success so they should give loan and other facilities by giving them that they can charge a percentage of their business profit yearly so bank can get a profit and by this things bank can do more for their future.





- **Bank code dial number:** We know that every bank has their own apps but we can use it when we have internet in our mobile phones here I want to suggest something different bank can have their own code number for dialing that they maybe can know their account information how much money they have or if customer want to transfer their money anyone if they can do by dialing this code number that will be great it should be must a use of high technologies without high technology that maybe cannot possible. So I suggest National bank can adapt that thing in their future of their banking path.



Chapter: 6

Recommendation &

Conclusion

**Recommendation:**

As the report is mainly cover by comparing all the service section and for future of banking so I noticed some problem in their service and also in branch so here I suggest some advice that if they follow this suggestion they can improve their service in all section that I feel.

- In National bank I noticed that they require many documents that is not needed at other bank for opening an account for that reason customer feel very annoying so some customer don't want to open account in this bank.
- In this branch I noticed that their equipment is not adequate and also this equipment sometimes can't give service properly like printing machine, computer their network is very slow so they can't operate properly as a result employee can't give service to the customer in a proper time so they need to increase their equipment and also they should focus on their network system. For the future banking technology must need adequate.
- The bank needs to decrease their interest expense as they have fewer deposits so they have to focus on this section very carefully.
- Policy may be revised from time to time.
- The bank has to increase their advertisement and also increase their social activity, green banking activity for the future benefits.
- Sometimes I noticed that new employee they get confused that how to handle situation or how to operate their equipment so I think employee may need advance training. It is also good for future banking training is needed for the latest technology.
- Avoid force loan as minimum as it can Right people should in right place, so that the job has been done properly. Loan can give for new business young people so they can get profit from them.

- To innovate new products bank must careful about the outcome from those products and work on that way. Because, technology device need to check whether it's going to work properly or not.
- I was intern at Lake Circus branch so I feel that in this area customer is huge and National bank is a renowned bank so in this branch customer is very high in rate so I think this branch is small for that customer I suggest that this branch should be large in size its need more space so customer can sit properly. Also they should bring more techs thing for that they can give service fast and quick.

### **Conclusion:**

It has good impression in the mind of customer over the banking sector in Bangladesh. Gradually it has introduced new concept of banking which gives them extra advantage over its competitors. Now NBL has acquired strength and expertise to support the banking demand of the foreign investors. With the support of its strong team of highly qualified and experienced professionals, together with an efficient Board of Directors there is a huge possibility to gather the highest level of market share. So establishing a strong marketing team with the proper and systematic formulation and implementing policies may create a good image in the banking sector.

Here my topic is "Exploring future of the bank". So for the future of NBL bank I suggest them many things hope they will apply it in their bank and many things which maybe I can't suggest them in future.

## Chapter: 7

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