



Inspiring Excellence

Internship Report On
JAMUNA BANK LIMITED

JAMUNA BANK

FOREIGN EXCHANGE OPERATIONS OF JAMUNA BANK LIMITED

(Mohakhali Branch)

Submitted To

Ms. Fabiha Enam

Senior Lecturer

BRAC Business School

(BRAC University)

Submitted By

Azhar Uddin

ID: 16304178

Letter of Transmittal

30th April, 2019

To
Ms. Fabiha Enam
Senior Lecturer
BRAC University, Mohakhali, Dhaka, Bangladesh.

Subject: Submission of the Internship Report.

Dear Ma'am,

It's my pleasure to submit my internship report on "Foreign Exchange Operations of Jamuna Bank LTD (Mohakhali Branch)". In my report, I have tried to follow your valuable instructions and able to complete it regarding the topic, analyzed the insight and aspect of Jamuna Bank foreign division. In this report, I have tried to show an overall process of JBL foreign exchange division, its growth rate and performance from the experience of three month internship period.

As this internship is compulsory issues for successfully complement of my BBA program, to fulfill this requirement I have started working at Jamuna Bank Mohakhali branch under foreign exchange operation department from the 13th January 2019 to 13th April 2019.

However, in this report I have tried to input relevant information, insights and the process about the foreign exchange operation of Jamuna Bank Mohakhali branch so that the main objectives can be understood. Besides, I gathered practical knowledge of official environment prior to perform into the real job field but this work will be considered as a good performance after your evaluation.

Lastly, I would like to convey my gratitude and immense thanks to you for all the guidance, kind cooperation and supervision to complete my internship report. I will be grateful if you think this report is relevant enough to fulfill my requirements. However, I will be happy to give clarification of any query if needed.

Thank You.

With best regards,

AZHAR UDDIN

ID: 16304178

Letter of Endorsements

This internship report on “**Foreign Exchange Operations of Jamuna Bank LTD (Mohakhali Branch)**” has been submitted to BRAC Business School .This internship is mandatory for successfully complement of my BBA program. To fulfill this requirement, this report has been prepared by Azhar Uddin (Id: 16304178, major in Marketing & minor in E-Business) from the three month experience on working under foreign exchange division of Jamuna Bank Limited. The report has been accepted and will be presented to the internship defense committee for evaluation.

Best of luck!

Fabiha Enam

Senior Lecturer

Brac Business School

(BRAC University)

Acknowledgement

In preparing the internship report on my three months long experience from Jamuna Bank Limited, firstly I would like to thanks to my academic supervisor Ms. Fabiha Enam for the guidelines and enormous supports. Besides, I want to show my deepest appreciation to my office supervisor KM Nahid Reza head in foreign exchange operation division at JBL Mohakhali branch for helping me to understand the basic tasks of banking. As I was assigned in JBL foreign exchange department, my office supervisor KM Nahid Reza supported throughout the internship periods. He also helped me to give information and data for preparing my internship report. Besides, I also would like to thank my each and every fellow colleague for their support and valuable time of sharing important information with me and making my workplace comfortable. Throughout the three months internship period, I have meet many clients and stakeholders from different background and professions. I would like to thank each and every person who helped me to make my internship program a successful and memorable one.

Executive Summery

In Bangladesh, banking sector is playing the vital role in nation's economy. Currently, there are 59 scheduled banks are operating within this country. Jamuna Bank limited one of the renowned private commercial bank running its operation since 2001. The bank has already gained people faith and trust for its satisfactory service and committed foreign exchange operation through strong leadership skills.

However, Jamuna bank is popular for its smooth foreign exchange operation including export, import and remittance.

In this report I focused on the performance of JBL foreign exchange operation division. The study measures the performance of JBL foreign exchange decision and identified the possible findings on yearly profit, L\C export, L\C import and foreign remittance.

There are five chapters which covers the report.

In chapter 1, discusses about the introduction of the study includes its purpose and problem statement, objectives of study literature review and the study limitation. Basically, the total research process are described in brief.

In chapter 2, discusses about the organization includes the history, mission, vision, ethical view, corporate slogan and strategic priority. It's an overall knowledge ab out the organization.

Chapter 3, disuses about the methodology part including data sources, work flowchart, how the study is conducted.

Chapter 4 discusses the most important part is foreign exchange operation includes the total process of import, export and foreign remittance, the procedure and regulation.

Chapter 5 discusses the analysis of data and finding and SWOT analysis including profit, export and import.

Chapter 6 is the last part of concluding and recommendation.

In other words this report, named **FOREIGN EXCHANGE OPERATIONS OF JAMUNA BANK LIMITED** has reflected a picture overall performance of JBL foreign exchange operation and its growth rate .

Contents

Letter of Transmittal	2
Letter of Endorsements	3
Acknowledgement	4
Executive Summery.....	5
Introduction to the Study	8
Chapter 1	8
Purpose of the Study.....	8
1.2 Statement of the Problems	8
1.5 Review of Related Literature	8
1.6 Limitation	9
Chapter 2.....	10
2 Organizational Overview	10
2.1 Introduction	10
2.2 Vision.....	11
2.3 Mission	11
2.4 Core Values	11
2.5 Corporate Slogan	12
2.6 Organization Logo.....	12
2.7 Strategic Priority.....	12
2.8 Ethical Principles.....	13
2.9 Organization Organograme	15
.....	16
Chapter 3.....	17
3 Methodology	17
3.1 Source of Data:.....	19
3.2 Analysis & Findings:.....	20
3.3 Recomendation & Conclusion:	20
Chapter 4.....	21
4.1 Introduction:	21
4.2 Regulation followed by JBL while Operating Foreign Exchange:	21
4.3 Types of Foreign Exchange Operation of JBL.....	22
4.4 Foreign Exchange Department Remittance:	26
Chapter 5.....	27

Data Analysis & Findings	27
5.1 Introduction	27
5.2 Profit scenario of JBL.....	28
5.3 Import Export	29
5.3.3 Findings:	31
Summary of Study.....	34
5.4 SWOT Analysis:	38
Chapter 6.....	41
Conclusion and Recommendation.....	41
6.1	Conclusion
.....	41
6.2	Recommendation
.....	42
Reference.....	43

Introduction to the Study

Chapter 1

Purpose of the Study

The purpose of my internship report on “Foreign Exchange Operation of Jamuna Bank LTD (Mohakhali Branch) is showing the overall scenario including performance, procedure and the financial statement of JBL foreign exchange division.

I have tried here to show my own findings through SWOT analysis and based on experience and observation in JBL Mohakhali branch.

1.2 Statement of the Problems

Evaluation of the performance of JBL Foreign exchange department including export, import and remittance.

1.3 Broad Objective

The main objective of the report is evaluate the performance of foreign exchange operation in JBL.

1.4 Specific Objective

- Finding out the insight of JBL foreign exchange operation tasks including export, import and remittance.
- Identifying new scope for the future development.
- To find the proper growth rate after analyzing data.

1.5 Review of Related Literature

Foreign exchange operation is one of the vital department of a bank. It includes export, import, selling currency, inward and outward remittance.

The study introduce a methodology from the data source both primary and secondary data to finding out the growth rate and performance. The study shows that the performance and growth both are increasing in terms of JBL foreign exchange operation. Here also proposed to utilize modern technology for further development. However, the study shows that skilled executive are the main strength for operating foreign exchange.

1.6 Limitation

- Limitation of data is the main challenge while preparing a bank report because there have lots of restriction in banking data.
- Report is highly depended on secondary data, there has chance to include wrong information.
- Limitation of time is another limitation of this report.
- As I worked a single branch of JBL, it is very difficult to find overall performance of foreign exchange operation.
- Sometimes I had to work in others department like general banking which made obstacles in monitoring topic related task.

Chapter 2

2 Organizational Overview

2.1 INTRODUCTION

Jamuna Bank Limited started its journey on 3rd of June in 2001. It has been approved under the Bank Companies Act, 1991 of Bangladesh Bank. The head Office is currently located at Hadi Mansion, 2, Dilkusha C/A, Dhaka-1000, and Bangladesh. According to the criteria of digital banking, JBL is considered as a 3rd generation bank which operates focusing on:

- Proper time management
- A positive change
- Increasing human capital
- Creating organization values among the customers

The bank was built up by a gathering of nearby business visionaries and it gives a wide range of help to exchange, trade, industry and generally business of the nation.

As a leading private bank, JBL is always ready to develop new policies for adopting newly introduced challenges. By far all these years it has progressed by increasing the number of clients and keeping satisfied them with committed service.

According to the latest report (2018) , JBL is operating 128 branches all over the country and the figure of its assets are follows :

Tk.167571.33 Million of deposits

Tk.19894.12 million of total capital

Tk.3.29 earnings per share

2.2 VISION

To become one of the best banking institute by serving people, offering the best way of product and service and contributing the country's economy.

2.3 MISSION

Jmauna Bank Limited is committed to serve its' customers through an array of products at a competitive price by using diverse technology and fast service so that a sustainable growth, reasonable return and contribution to the development of the country can be ensured with a motivated and professional work-force.

2.4 CORE VALUES

The core values which JBL follows while it is operating are very specific and customer friendly. According to setting up the best service and facing new challenges there are some core values been set by the bank which are given below

- Customer Focus
- Trust
- Integrity
- Commitment
- Business Ethics
- Quality

- Fairness
- Teamwork
- Respect
- Courtesy Harmony
- Unique Culture
- Responsible Corporate Citizen

2.5 CORPORATE SLOGAN

“Your Partner for Growth”.

2.6 ORGANIZATION LOGO



2.7 STRATEGIC PRIORITY

- To ensure customers' desired products and services in order to creating best customers' value.
- To ensure a comfortable position of foreign exchange all the time.
- Focusing on export of both traditional and nontraditional items and remittance.
- To maintain the quality of asset.
- Focus on reducing the cost of deposits.
- Ensuring easy accession of its services for the customers.
- Taking banking to the doorstep of general people.

- Providing CSR activities and helping underprivileged people of the country through JBL foundation.

In order to maintaining a well position in the foreign market JBL keeps up with the remittance and also keeping up with the export of traditional and non-traditional items

- Investing in high risk oriented business returns.
- Introducing banking who are unfamiliar with it.
- Maximizing the shareholders values as much as possible.
- Strengthening techniques and procedures of risk management and ensuring the compliance culture.
- Being conscious about the green environment and introducing it to every sector of the bank operation.

2.8 ETHICAL PRINCIPLES

Ethical principal are considered as one of the most important parts for any organization .Not only for making as much as profit or revenue but also JBL is also taking care for some ethical steps which keeps the bank in a proper manner for its existence, for keeping it up to the mark

- Following all the rules and regulations strictly all over the sectors in the bank.
- Being fair with equal opportunity for all the stakeholders.
- Maintain strong privacy of customer personal information.

- Maintain corporate culture among the employee and providing training and workshops.
- Projects have to be very environment friendly.

Along with business purposes, JBL have created Jamuna Bank Foundation which aims to provide financial assistance to poor, helpless and people who have fallen under uncertain circumstances as well as sports, culture, health-care and community development ventures.

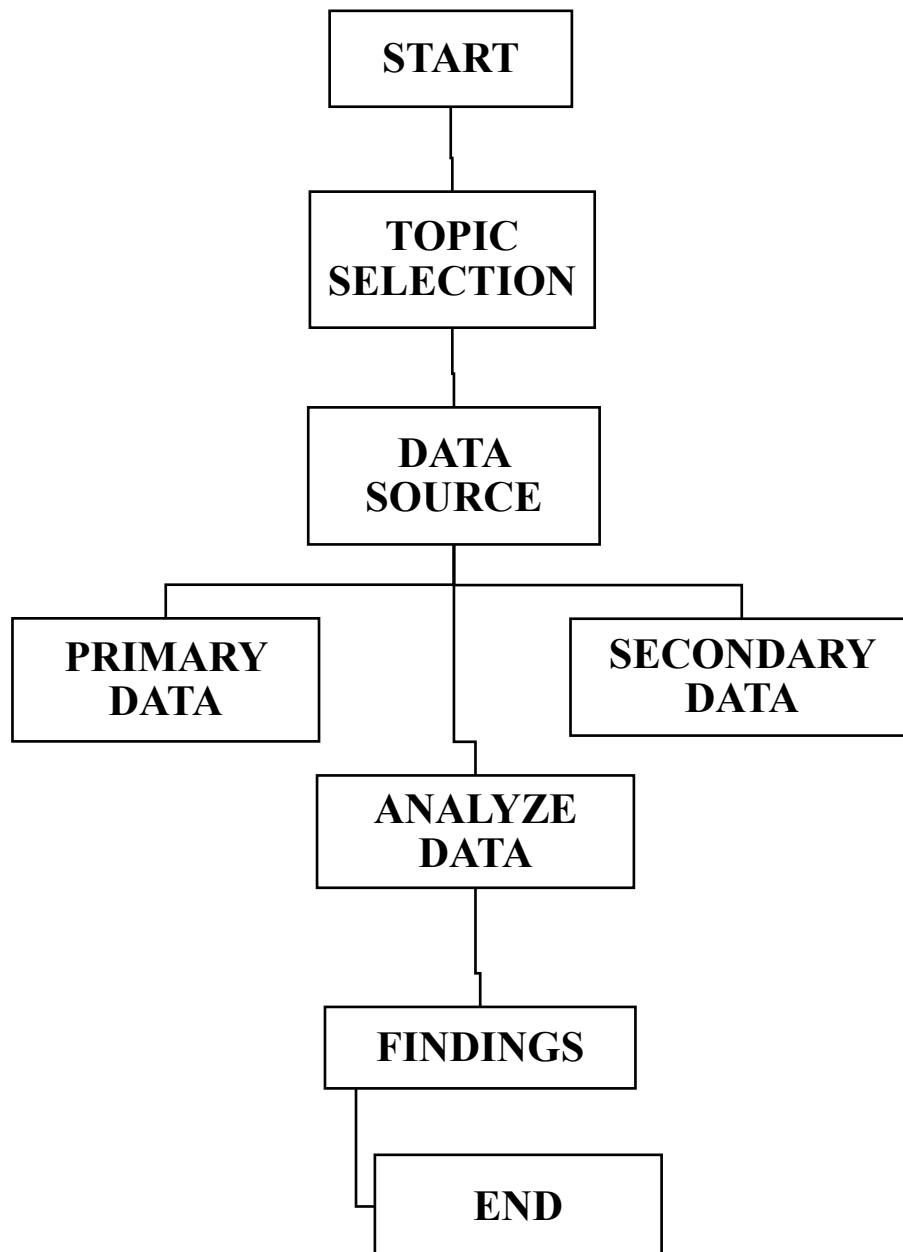
2.9 ORGANIZATION ORGANOGRAMME

Chapter 3

3 METHODOLOGY

In this research paper, the primary methodology starts from the information of the relevant in charge and operation manager. As it is a expletory research , I took data from both primary

and secondary source and used my experience of three month internship period . Research
Flow Chart



3.1 Source of Data:

1. Primary data
2. Secondary data

Both primary and secondary data are used in this research including inside and outside of the bank.

Primary data: primary data is used interviewing the executive and managers of foreign exchange department. As Mohakhali branch is the one of the most profitable branch of Jamuna bank limited, almost 82 officers are working including DMD of the bank. The in charge person who provide information from the bank internal records and their experience are -----

Shirin Akter (SAVP) operation manager of the Mohakhali branch

KM Nahid Reza(FAVP) In charge of foreign exchange department

Harun-Ur-Rashid (EO) Officer of credit department

Shawdin Malik (FO) Officer of foreign exchange department

Secondary data: Secondary data are used for quantitative analysis part from the various source which are –

- 1 JBL annual report
- 2 Bangladesh bank journal
- 3 Internet
- 4 Official publication

3.2 ANALYSIS AND FINDING:

From the body part of the study there has both qualitative and quantitative data, which helps to find the actual finding through analyzing the data. After getting the organization financial study and performance based on SWOT analysis, specific findings have been declared.

3.3 RECOMMENDATION AND CONCLUSION:

This is the last and mostly important part of the study where the specific guideline with improving proposal are declared for the betterment of foreign exchange operation department.

Chapter 4

FOREIGN EXCHANGE OPERATIONS OF JAMUNA BANK LIMITED

4.1 Introduction:

Foreign exchange department of a bank deals with foreign currency including L\C export ,L\C import and foreign remittance .It is operated under the international banking working with foreign currency on export , import and remittance . However, Jamuna Bank Limited performs various tasks focusing foreign department in Mohakhali branch. Besides , JBL has lots of renewed corporate clients like as Square , Standard group , Rupayan , Hamim group etc which are directly associated with international banking inside and outside of the country .However ,the term foreign exchange has the different meaning in different context.

Bangladesh Bank where all the local banks are obliged to follow their instructions issues permitted to deal with foreign exchange are known as permitted dealer. JBL Mohakhali branch is the one of the permitted and highly performed dealers' of Bangladesh bank.

4.2 Regulation followed by JBL while Operating Foreign Exchange:

4.2.1 Local Regulations :

Jamuna Bank Limited follows these regulation on their foreign exchange operation:

1. It follows the act 1947, on foreign exchange regulation.
2. Bangladesh bank has rights to monitor directly.
3. Export import guidance policy issued by ministry of commerce according the act of 1966.

4.2.2 International Regulations:

Jamuna bank Mohakhali branch has to follow both local and international rules for the foreign exchange transaction. The international regulation which have to be followed in foreign operation, some of these are discussed below:

- 1 .The regulation act of international chamber of commerce in the world wide nongovernment organization of companies Act, 1919.
- 2 .International court of world trade union to solve cases.
- 3 .Regulation of WTO.

Lastly, WTO (world trade organization) has specific regulation in international business to solve the business issues among 124 country worldwide .

4.3 TYPES FOREIGN EXCHANGE OPERATIONS OF JBL.

The department of foreign exchange of JBL (Mohakhali branch) has two sectors which are –

1. Foreign Trade which known as Export & Import.
2. Foreign Remittance.

4.3.1 Foreign Trade :

4.3.1 Import

Purchasing goods and services from the foreign country is called import where as people from differ sector including firms , industries , government of Bangladesh import goods and service from the country outside to meet their necessities . Basically, corporate offices are the main clients of the Jamuna Bank for their import process through agents staying inside the country and agents staying outside the country.

4.3.2 Import Regulation of the bank:

According to import- export regulation Act 1950, it is not possible to import or export without having IRC (Import Registration Certificate) issued by the office of chief controller of Import and Export division . Importers should be authorized and need permission from the concern department of the government. However, there have no permission to import from the specific country like Israel, South-Africa & Taiwan.

4.3.3 Procedure for achieving Import Registration Certificate (IRC) :

To get the registration of the license for the institution or person needs to submit some specific papers to the chief controller of export and import.

To get the license of IRC following Papers are needed which are

1. Certificate of income tax.
2. Certificate of nationality.
3. Certificate which is issued by registered Chamber of Commerce or Registered Trade Association.
4. Clearance certificate from bank.
5. Paper of trade licenses.

4.3.4 Method of Importing:

There has some specific procedure of importing goods from foreign country, there have some specific procedure of importing goods from foreign country. There have two way of importing which are direct imported goods from the country outside or imported through the agents.

Flowing steps are given below:

1	Having import license
2	Placing the order
3	Opening letter of credit
4	Procuring foreign exchange
5	Delivery of goods

4.3.5 Definition of Export

Export is the process of sending goods from the country inside to foreign country. Tax and tariff have to pay by exporter to government following the regulation of the office of chief controller of export and import.

4.3.6 Method of Export:

1	Receiving the order
2	Asking to open L\C
3	Booking
4	Exchange rate

4.3.7 Export Procedure :

It runs under the regulation by the export and import (control) act 1950. There have some procedures are followed before trade and after shipment of goods which are -----

A	Registration of exporter
B	Export permit form
C	Authorized dealer and clearance documents

4.3.8 Offers for exporters by Jamuna Bank:

- 1 .There are lots of supports that Jamuna bank limited is offering for the exporters to satisfy their customers and achieve the business goal which are in below:
2. Back to back letter of Credit: JBL offers back to back L\C for their confirmed orders for procuring various goods from both local and international market.
3. Packing credit packing credit is known as PC which is allowed 7% interest rate for the financing cutting and raw materials expense. It is also allowed at 10% to 20% of export bill.
4. Overdraft: overdraft which known as OD is being offered to exporters if any emergency capital needed.
5. Foreign document bill purchase (FDBP): FDBP is offered for the exported according to their requirement.
- 6: Local documents bill purchase: (LDBP) It is the most preferred finance for Jamuna bank is offered capital for the exporters.

4.4 Foreign Exchange Department Remittance:

Foreign exchange remittance is a very common service of JBL Mohakhali branch. It refers the transfer of money by banking channel, post office and various informal channels.

Foreign exchange operation: according to the structure of foreign exchange regulation act 1994, article (8) international money fund, JBL operates important role to transfer money both inward the country and outward the country.

However, JBL head office handle this directly by flora online banking systems in different branches.

Types of Foreign Exchange: There are two types of foreign exchange which are foreign inward and foreign outward. Besides, JBL Mohakhali branch is one of the permitted dealer of Bangladesh bank for foreign exchange.

1. Inward foreign remittance: Transfer fund from country outside to country.
2. Outward foreign remittance: Transfer fund from the country to other country.

Chapter 5

Data Analysis & Findings

5.1 Introduction

The gradually decrease of international credit market puts pressure on Banks and financial institutions. But Jamuna Banks has been stable throughout the stagnated economy with a mission in mind – to provide best in class customer service.

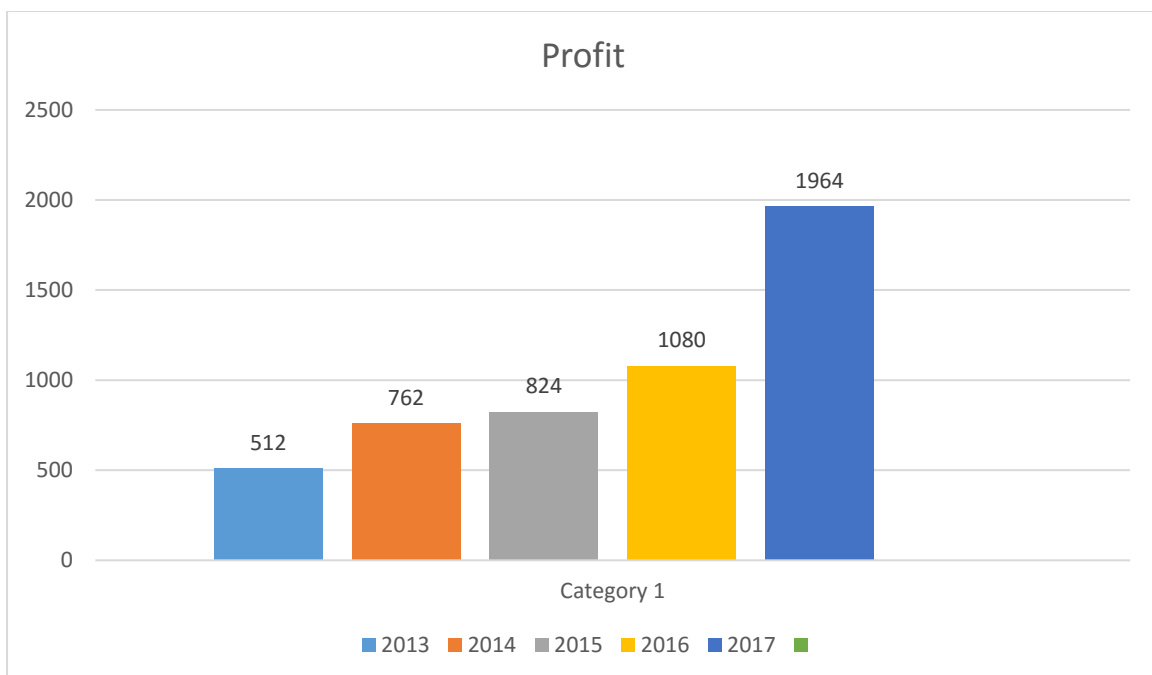
JBL had BDT 43264 million as at December 2018 compared to BDT 26216 million at the end of 2017. Loans & payables was 33396 million on 2018 compared to 21245 million in 2017. Total import was 45694 million in 2018 compared to 31234 million on 2017. Total export was 22512 million on 2018 against 18526 million on 2017. The bank collected foreign remittance of 5.12 billion in 2018 where it was 4.24 billion in 2017.

In 2018, EBT of JBL was 2.3 billion as compared to 1.87 billion. Dividend payables was 964 million. ROE remained 19.60% during 2018 and EPS was at 64.5. NPL ratio was reduced to 2.12% in 2018 compared to 3.04% in 2017.

#	Accounts	2018	2017
1	Paid up capital	2,541,669,478	1,548,546,321
2	Total capital	4,985,652,103	2,457,546,021
3	Capital surplus / deficit	990,457,654	454,684,021
4	Total assets	54,540,345,025	40,458,046,987
5	Total deposits	52,145,354,809	30,154,879,640
6	Total loan	36,457,542,154	25,640,458,464
7	Total liabilities	16,456,105,456	9,145,546,789
8	Advance deposit ratio	77.06%	80.05%
9	% of classified loans against total loan	2.21%	2.87%

5.2 Profit scenario of JBL

Operating Profit	
Year	TK (million)
2013	512
2014	762
2015	824
2016	1080
2017	1964



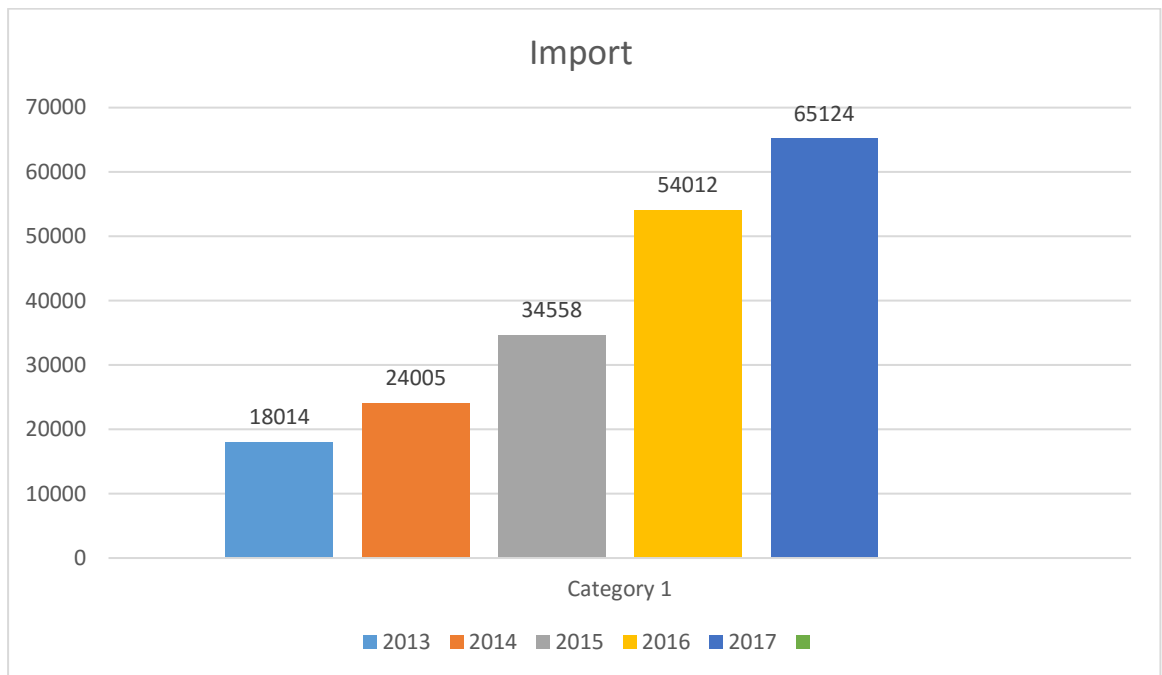
Analysis:

In 2017, JBL made BDT 1964 million profit against 1080 million in 2016 with a fine growth. After making necessary provisions for loan & advances of BDT 364 million, NIBT stood at 1642. 720 million BDT is to be paid as tax.

5.3 Import Export

Import	
Year	TK (million)
2013	18014
2014	24005
2015	34558
2016	54012
2017	65124

5.3.1 Import

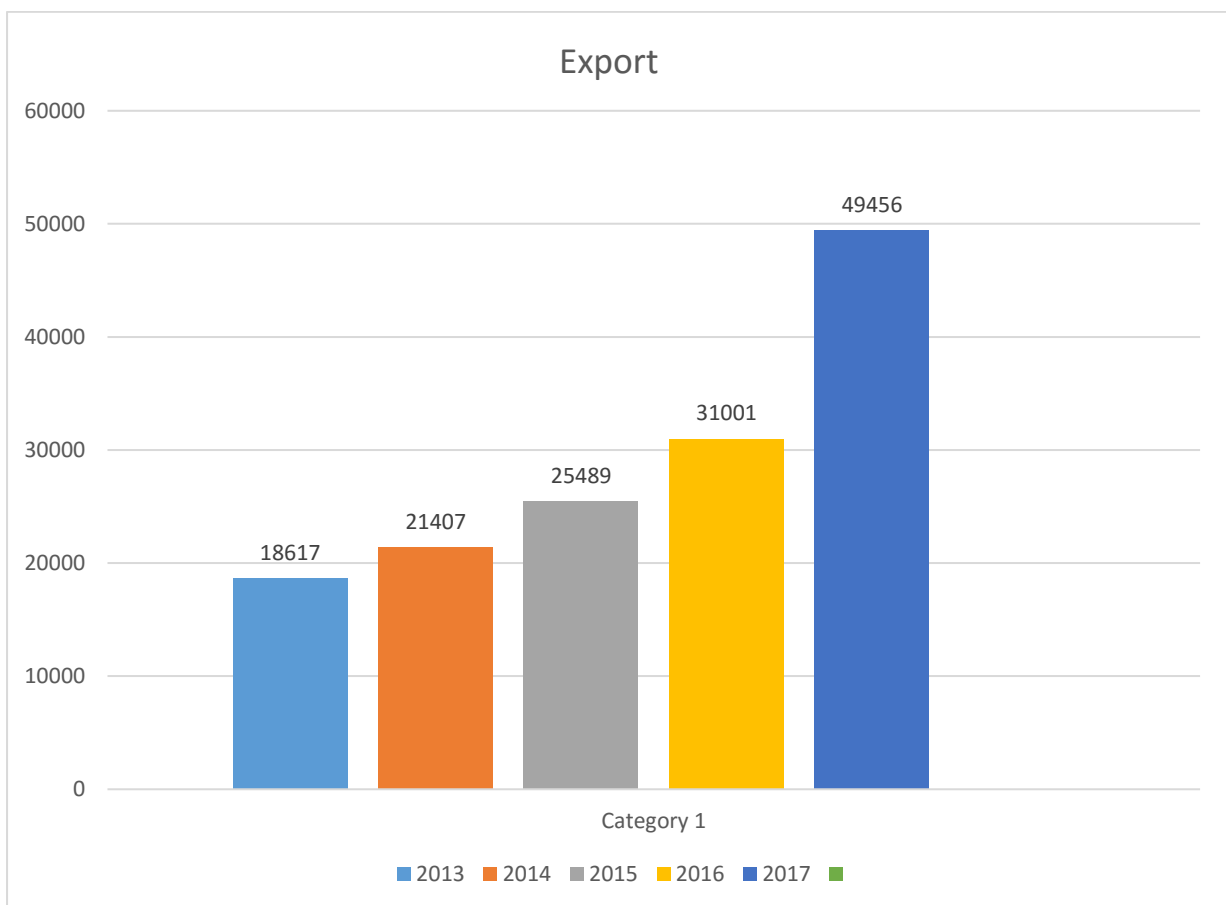


Analysis: Industrial raw materials. Consumer goods, fabrics, machinery, accessories, food, Leather items were the importing products. Changeable letter of credit was opened.

5.3.2 Export

Export	
Year	TK (million)
2013	18617
2014	21407
2015	25489
2016	31001
2017	49456

Analysis: Mostly readymade garments products were exported. On the chart given above, we can see a rapid growth in export.



5.3.3 Findings:

JBL is already on the top rank of banks in Bangladesh. It is a leading private commercial bank which is growing at a satisfactory rate. After analyzing the data of JBL, we can say that,

1. JBL's primary foreign exchange operations are opening L/C for import & export, confirming L/C, reimbursement of L/C, international student account processing. 80% of profit are generated from importing L/C, 8% from exporting L/C, 5% from student account processing.
2. They do not have the service of opening back to back letter of credit which is needed in RMG sector.
3. They are making improvements every year. We can see that from their profit, import, export chart
4. Their HR division is well constructed with experienced workers & their training system is high-end.
5. That's how they are so customer-friendly & efficient in dealing with them.

To measure the performance of a particular sector's service called "foreign exchange remittance" under foreign exchange division, I have conducted a survey from the random people through google form via Facebook, email, messenger etc. In this survey, primary data are used and number of total respondent was 69.

(Questionnaires)

Consumer Feedback about the Foreign Exchange Remittance Servicer of JBL.

1 . Age –

- A) Below 20 years
- B) 20-30 years
- C) 30-40 years
- D) Above 40 years

2 .Gender-

- A) Male
- B) Female

3. Occupation-

- A) Student
- B) Self-employed / professional
- C) Housewife/retired
- D) Service
- E) Businessman

4. Total family's income (per month)-

- A) Below 15000
- B) 15000-30000
- C) 30000-70000
- D) 70000-150000
- E) Above 150000

5 Have you exchange remittance through banks?

A) Yes

B) No

6. If yes, is it inward or outward?

A) Inward

B) Outward

7. Have you exchange remittance through Jimena bank limited?

A) Yes

B) No

8. Are you satisfied with their service?

A) Yes

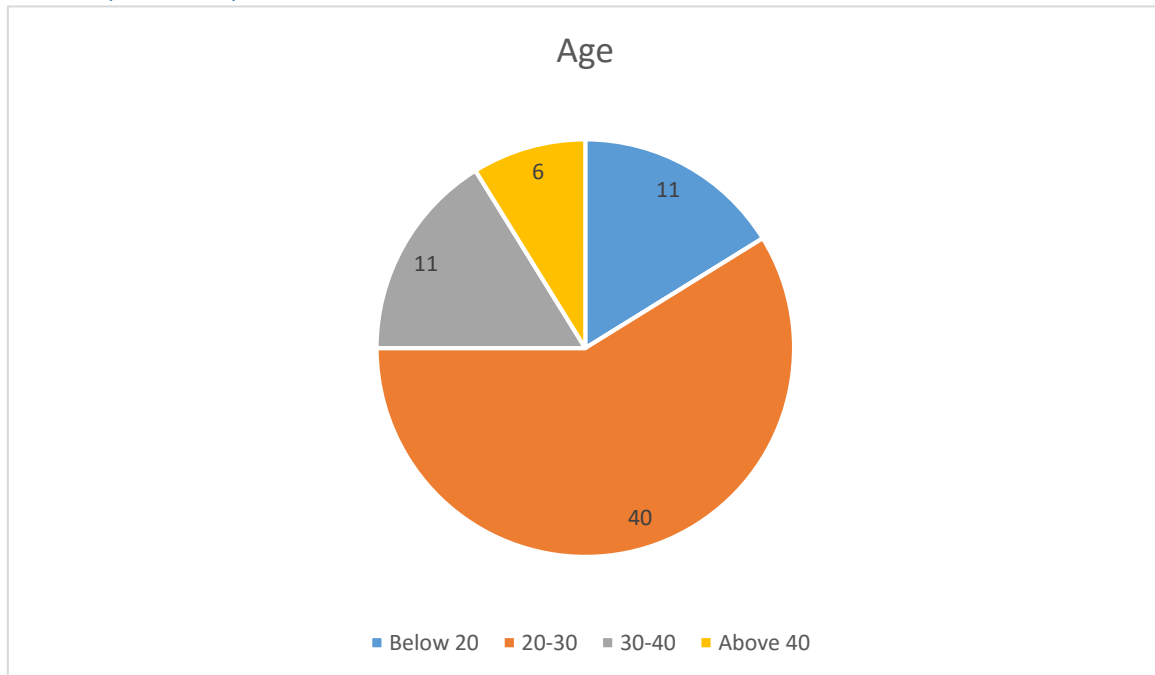
B) No

9. Would you recommend others to take JBL service while exchanging remittance ?

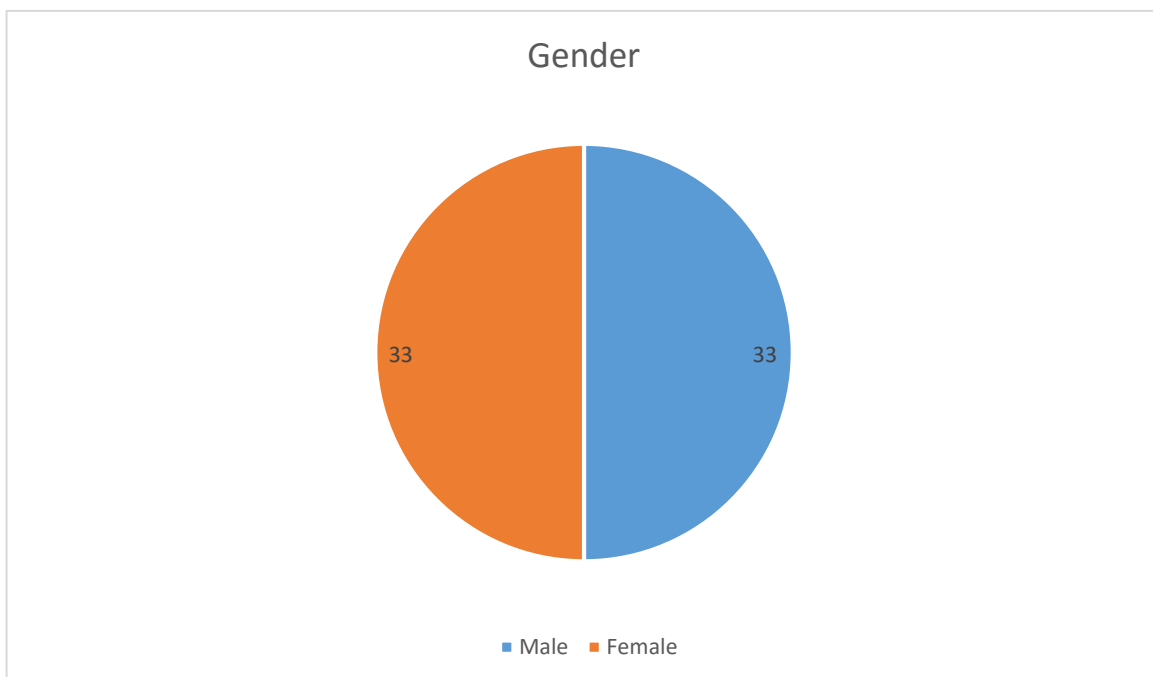
A) Yes

b) No

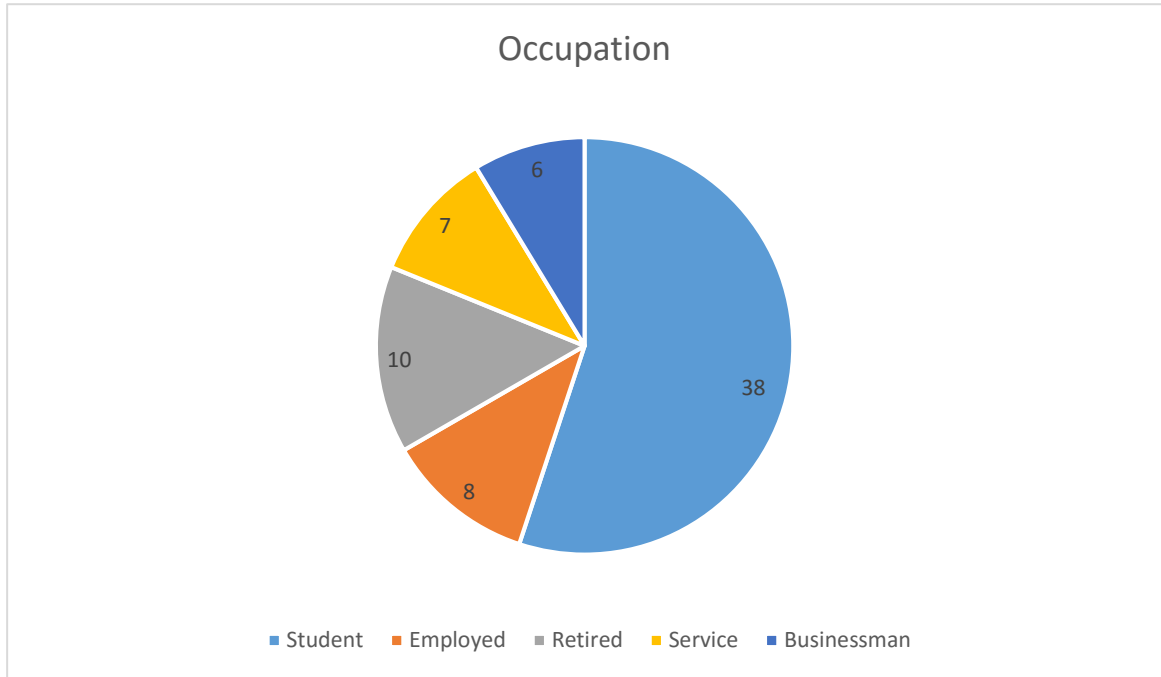
Summary of Study



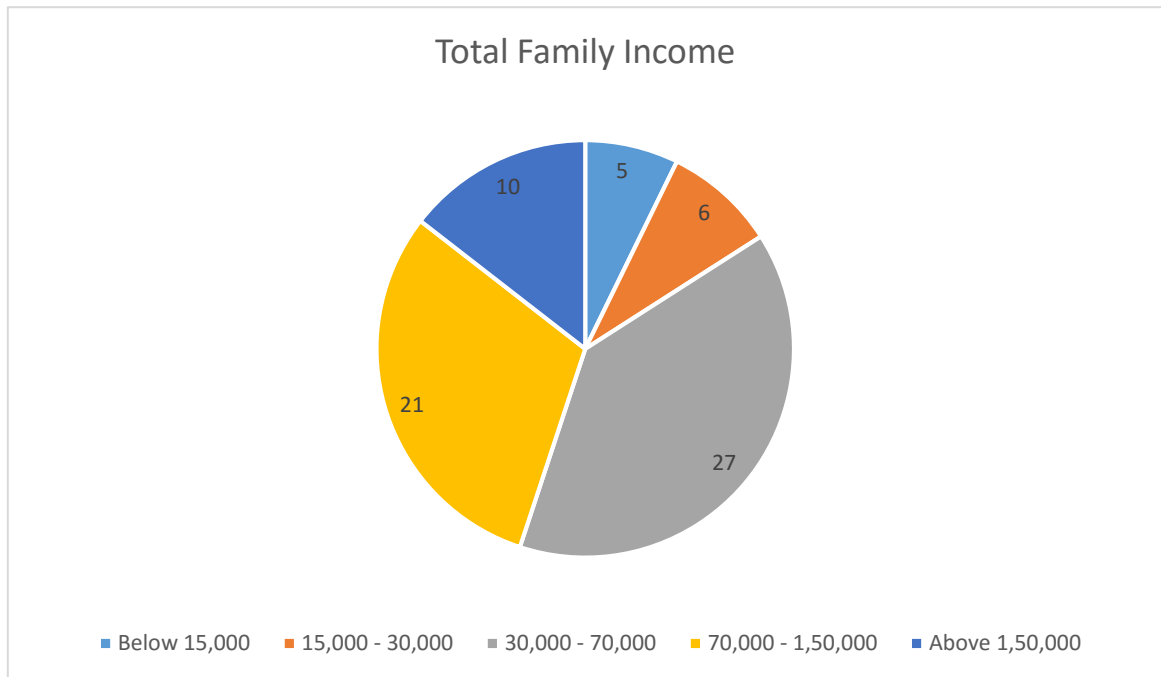
Analysis: this graph shows that --58.8% respondents age range is year (20-30),
16.1% (age range below 20 & 30-40)
And 8.8 % (age range above 40)



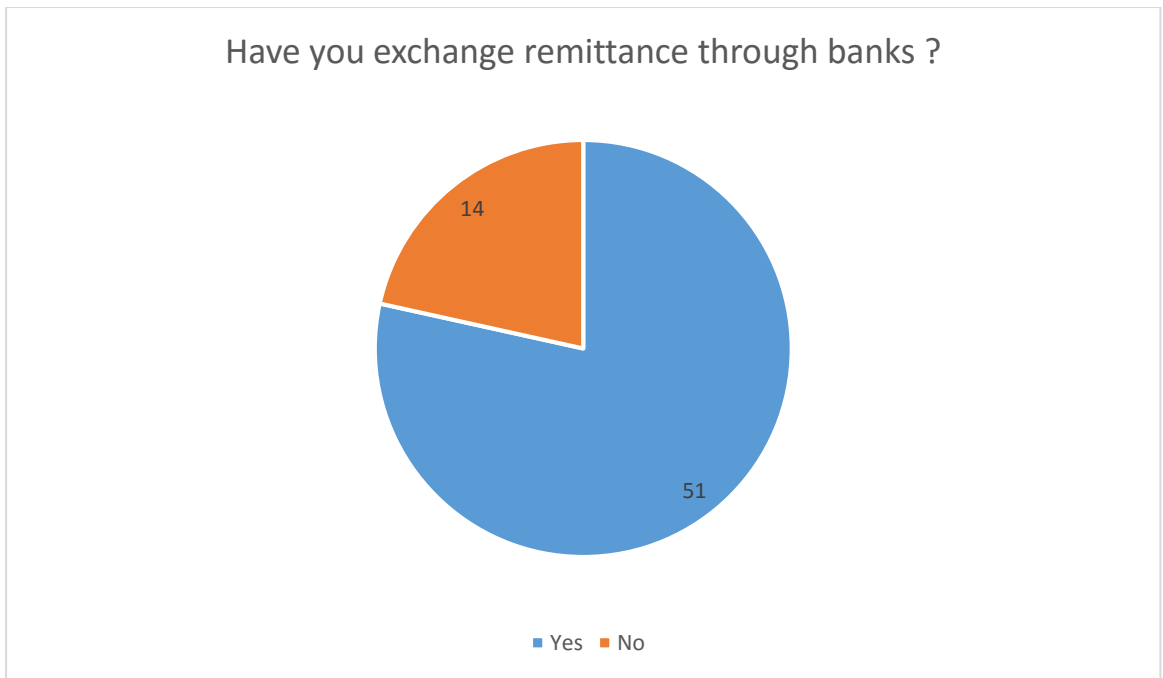
Analysis: Male & female ratio is (50\50) %



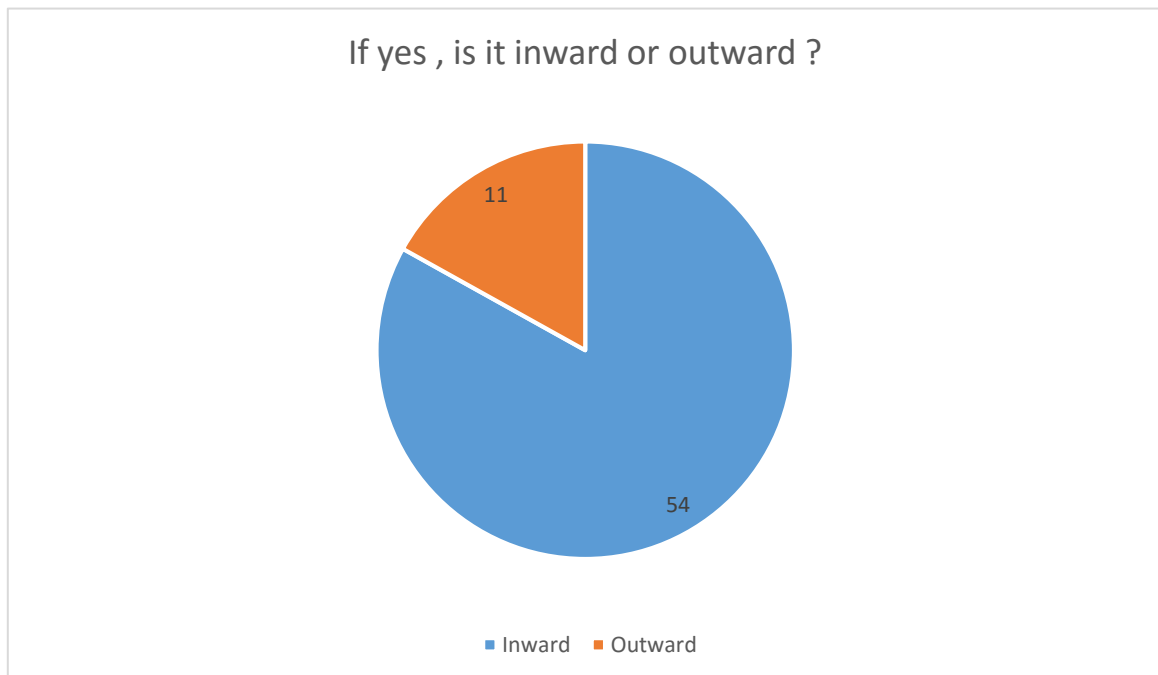
Analysis: 55% respondent are student, 14.4% respondent, 11.6% are employed, 10.12% are service holder and 8.69% are businessman.



Analysis: Among the respondent 39.13% people family income is between (30000-70000) BDT, 30.43% is between (70000-150000) BDT, 14.49% is below 15000 BDT, 8.69% is (15000-30000) BDT and 7.24% is above BDT 150000.

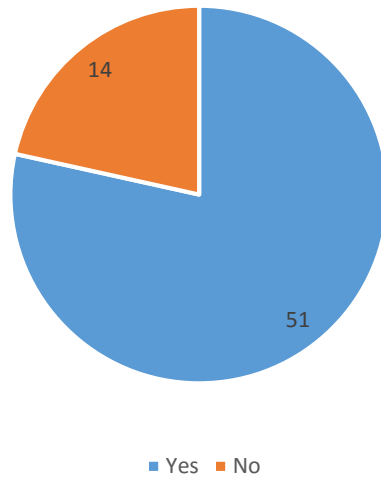


Analysis: 78.46% have exchanged remittance through banks and rest 21.54% are not.



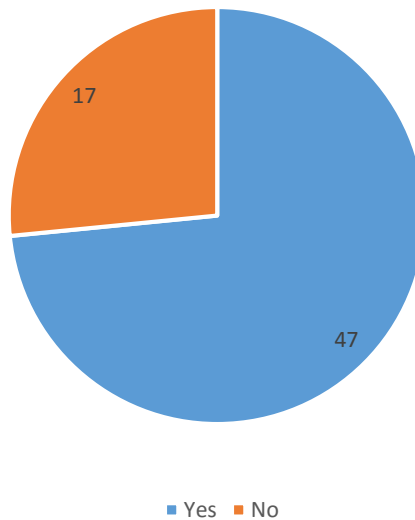
Analysis: 83.07% respondents have taken services through inward foreign exchange remittance and rest 16.92 % have taken through outward foreign exchange remittance.

Have you exchange remittance through Jamuna bank limited ?

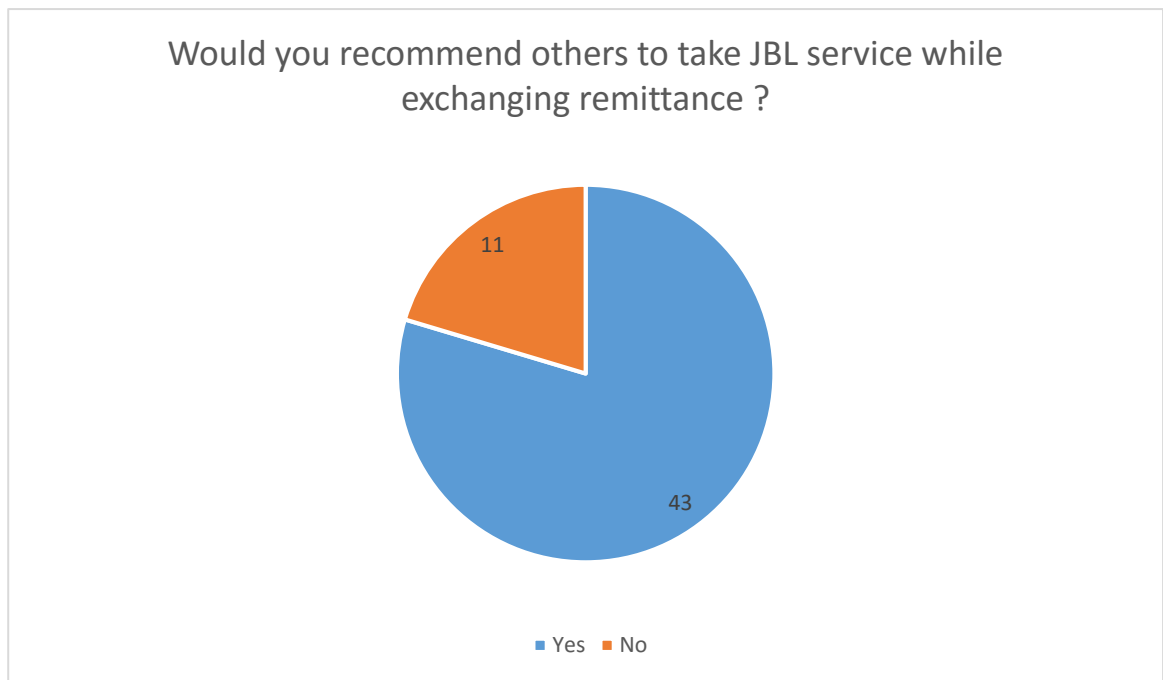


Analysis: 78.47% respondents have exchanged foreign remittance through JBL at least once and rest 21.53% have not.

Are you satisfied with their service ?



Analysis: Almost 73.43% respondent are satisfied with the service of JBL foreign exchange remittance who have exchanged remittance though JBL at least once and rest 26.57% are not.



Analysis: 79.62% respondents agreed to refer JBL in exchanging remittance and 20.38% did not.

Findings:

In order to evaluate the performance of JBL through customer feedback, it states that JBL is playing a vital role in country's economy through its sound remittance exchange process. Almost 74% customer are satisfied with their service which shows that JBL is creating a goodwill and trust from various classes people .

5.4 SWOT Analysis:

Finding out organization's strength, weakness, opportunities and threats based on the product\service, price, place, promotion, customer satisfaction etc. is known as SWOT analysis.

At present there are 57 banks are operating there activities in Bangladesh including 40 local private banks, 9 foreign banks and 8 own stated banks. In this competition market, SWOT analysis for Jamnuna Bannk will help to understand the insights of performance and future development of this organization. Working under the foreign exchange division and monitoring

tasks very closely I have found specific objects under SWOT analysis which help to evaluate and measure the performance of JBL foreign exchange division.

5.4.1 Strength:

1. JBL provides fast and quality service compared to the others banks of this country.
2. JBL is operating 4th generation internet banking with automation process.
3. Having very professional and experienced executives to solve the critical problems.
4. JBL has recently introduce mobile banking (Just Pay) and also a member of SWIFT.
5. Having renowned corporate clients and maintaining relationship for a long.
6. JBL is popular for its CSR activities all over the country. Jamuna bank foundation organizes free campaign on anti-drug movement, blood donation program, free medical service, scholarship for the unprivileged students.
7. Bank has high performance in foreign exchange department and financially stable.

5.4.2 Weakness:

1. JBL has lack of advertisement and promotional activities.
2. Insufficient number of modern accessories for digital banking.
3. In foreign exchange division JBL still follows analogue procedure while receiving documents which is time consuming and create bad impression towards the organization.
4. JBL has no specific research and development division.

5.4.3 Opportunities

1. JBL can bring new innovation in product and services.
2. JBL can establish more branches to capture more customer countrywide and diversify their service.
3. JBL can operate more smoothly by recruiting more skilled people.
4. JBL can expand foreign exchange activities because they have already a big number of exporters and importers on their faith.

5.4.4 Threats

1. New competitors and the risk in security system in overall banking system.
2. Multinational and fast growing banks are capturing the market with new ideas and technology.
3. Political uncertainty and economical break down.
4. Continuous pressure from government for reducing interest rate.
5. New rules and policy of Bangladesh Bank.
6. Problem in adjusting currency with foreign country.

Chapter 6

Conclusion and Recommendation

6.1 Conclusion

After the liberation war 1971, the banking sector in Bangladesh has grown up rapidly. At present new banks are coming with different ideas and vision. However, JBL has already earned a good reputation in the country. The report shows that, the performance of JBL is increasing day by day. Especially, the foreign exchange department of JBL is playing a vital role for the betterment of the nation's economy. If they keep this progress continuing, it will be a top performer bank among the private commercial banks in Bangladesh through their dynamic service and strong leadership. Besides, they have already created a smooth operation system in export and import since 2001.

6.2 Recommendation

Banks are considered as pillar of a country's economy. Jamuna bank limited has taken responsibility by their dynamic operation. To reach the top performer in this banking sector JBL should follow some recommendation according to the report finding are:

1. JBL should operate globally. Following this process, JBL has started their operation in Malaysia to transfer smooth remittance into Bangladesh. However, the area should be increased globally.
2. To compete with new local and internal bank JBL should bring new ideas and technology in dynamic way.
3. JBL should attract new little L\C party and new customer by different offers and promotions.
4. They should have own R&D division.
5. Marketing policy should be stronger.
6. Have to have strong performance report which should be up to date.
7. For smooth operation in foreign division, JBL should recruit more dynamic and skilled human resources.

Reference

- Chowdhury , L.R; A Textbook on Foreign Exchange ,Fair Corporation,139, Azimpur, Dhaka,1205.
- Roy H.R(2007) “Bank Regulation Act: Foreign Exchange , Kajol Publication, Dhaka , 1st edition , p(824)
- Export Import Condition of Bangladesh. (n.d.). Retrieved November 27, 2018, from <https://www.scribd.com/doc/57562825/Export-Import-Condition-of-Bangladesh>
- services. (2019, January 1). Retrieved from <https://jamunabankbd.com>
- Jamuna Bank Annual Report 2017 and 2016 .
- regulations. (2001, August 7). Retrieved from <https://www.bb.org.bd>