

Report On
‘An empirical assessment of Operational Efficiency and E-Banking of
National Bank Limited’

By

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ID- 17304129

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

BRAC Business School
BRAC University
Fall 2021

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Declaration

It is hereby declared that,

1. The internship report submitted is my/our original work while completing my 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 that 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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Sang H Lee, PhD

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Letter of Transmittal

Sang H Lee, PhD

Professor and Dean

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report

Dear Sir,

I'm submitting my internship report, which is a requirement of the BBA program. Working under your direction is a big privilege for me.

Basically, this inquires is based on 'An observational evaluation of Operational Effectiveness and E-Banking of National Bank Limited'. I got the internship at National Bank Constrained, and they sent me to the Unused Eskaton department. I worked for NBL for 90 days under the supervision of Md. Anwarul Aziz (SPO).

This internship has given me viable involvement whereas moreover completing my scholarly information. Firstly, I got to be recognizable with the money-related environment and organizational culture of National Bank Constrained. Besides, through collaborating with the organization, this report has given me reasonable proposals for assessment.

I hence implore and trust that you just will be kind sufficient to acknowledge my internship report and grant your important judgment. It would be a colossal achievement for me in the event that you'll reveal any noteworthy and eye-catching facts.

Sincerely yours,

Chitra Devi

ID- 17304129

BRAC Business School

BRAC University

Date: February 14, 2022

Non-Disclosure Agreement

This agreement is made and entered into by and between National Bank Limited and the undersigned student at BRAC University Chitra Devi (ID: 17304129).

Acknowledgment

First and foremost, I am grateful to Lord Almighty for endowing me with the ability to carry out my obligations as an intern in this pandemic circumstance and complete the report on time.

I am pleased to have Sang H Lee, Ph.D. as my adviser, who is the Professor and Dean of BRAC Business School at BRAC University. In addition, I am grateful to Md. Anwarul Aziz, senior principal officer of National Bank Limited, for serving as my organizational supervisor. Without their guidance, it would be quite impossible for me to complete my report.

Finally, I am grateful to OCSAR at BRAC University for establishing the internship program and providing us with the opportunity to apply our knowledge in real life.

Executive Summary

Internships are required for BBS understudies to graduate from BRAC College. So, I wrapped up my internship with National Bank Constrained, one of Bangladesh's most legitimate banks. The operational productivity and E-Banking of National Bank Restricted have been highlighted in this investigation. The complete report has been broken into three chapters for a way better examination.

The layout of the internship was displayed in chapter one. The internship data has been characterized in this chapter. Moreover, the result of my internship has been depicted within the portion of this chapter. This area reflects the esteem I advertised to my company as well as how I benefitted from working as an understudy. Within the last area of this chapter, a few recommendations for NBL's future internship program were made.

The outline, operations, and a vital review of NBL have been inspected in chapter two. The reason, method, scope, and significance of examining this chapter were all secured within the, to begin with, the area of this chapter. This chapter was analyzed utilizing proportion examination, auxiliary information collecting, essential information collection, SWOT examination, and Porter's five powers. Moreover, administration procedures such as hazard administration and human asset administration have been summarized in this chapter. NBL utilizes different special exercises such as sports sponsorship, web showcasing, and press conferences as promoting strategies. Besides, they follow around the world's bookkeeping guidelines as well as the Bangladesh bookkeeping standard, which has been said within the segment on bookkeeping methods. This chapter moreover incorporates a five-year money-related data examination, which incorporates the store sum, venture sum, and resource sum. Furthermore, the monetary execution of NBL sometime recently and after covid has been examined. The comparative and mechanical examination of competitive banks amid the final five a long time has been inspected utilizing SWOT investigation, Porter's Five Strengths, and other designs. Within the last segment of this chapter, a few suggestions for NBL have been made in light of this chapter.

The working proficiency and E-Banking of NBL, as well as comparisons with different competitor banks, are inspected in Chapter three. The taking after strategies were utilized to conduct this examination: proportion examination. Besides, essential and auxiliary sources were utilized to accumulate information. Different ratios were utilized within the proportion

think about to look at the bank's operational effectiveness, and the information was collected over five a long time. The normal of five years' proportions were utilized for comparison purposes. ROA, working cost proportion, and net benefit edge, on the other hand, are subordinate variables. Lastly, the recommendation for NBL has been proved by analyzing this chapter.

Keywords: Operational efficiency, E-Banking, SWOT, ROA, ratio analysis, data, performance.

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List of Acronyms

NBL	National Bank Limited
ROA	Return on Asset
RTGs	Real-time gross settlement
ICMAB	Institute of Cost and Management Accountants of Bangladesh
ICAB	Institute of Chartered Accountants of Bangladesh
CRAR	Capital-to-risk weighted assets ratio
IFSs	International Financial Service
IAS	International Accounting Standards
BAS	Bank Account Statement
ICCD	Internal control and compliance division
ROE	Return on equity
EPS	Earnings per share
NPL	Non-performing loan
NAVPS	Net Asset Value Per Share
ROI	Return on investment
IFRS	International Financial Reporting Standards
SFU	Sustainable Finance Unit
BEFTIN	Bangladesh Electronic Funds Transfer Network

Chapter 1

Overview of Internship

1.1 Students Information

Name: Chitra Devi

ID: 17304129

Program: BBA

Major: Finance

1.2 Internship Information

1.2.1 Period, Company name, Department, Address

Period: 90 days

Company Name: National Bank Limited

Department: General Banking and Account opening

Address: Queens Garden Point, 15 New Eskaton Road, Ramna, Dhaka

1.2.2 Internship Company Supervisor's Information: Name and Position

Name: Md. Anwarul Aziz

Position: Senior Principal Officer

1.2.3 Job Scope – Job Description/Duties/Responsibilities

- Assist the officers with the account opening.
- Assisting superiors with the issuance of debit and credit cards, the issuance of checks, and the payment of several firms' salaries through the bank.
- Supporting officers with Account opening, Check Clearing, and, if necessary, interaction with customers.
- With the help of the concerned official, examine the paperwork and securities supplied by the loan applicants.
- Analyzing the papers and places where the bank would invest; assisting officials in calculating the bank's daily performance and preparing the bank's monthly report.
- So, as an intern, these are the obligations I'll be responsible for.

1.3 Internship Outcome

1.3.1 Contribution to my bank (National Bank Limited):

To National Bank Limited, I have made several contributions. For starters, the bank's per-employee efficiency grew as a result of the support. Following my arrival, the number of clients they can service grew. Furthermore, as an intern at National Bank Limited, I assisted a lot of customers in filling out the account opening form. In those three days, the officers were able to open the most accounts thanks to this. Because I was in the general banking section for three days. Not only that, but I also helped them keep track of daily accounting like how many deposits were made, how much money was taken from the bank, and how many checks were requested or issued. So, since I began assisting the cops in this area, the time it took to compute all of those things has decreased. Second, I worked at NBL's NBLiPower E-banking area, where I engaged with clients. They showed me how to sign up for NBLiPower and how to use the app. As a result, anytime they need further support, I assisted them and provided solutions to the clients. NBLiPower is extremely useful for accessing a wide range of information as well as managing accounts, cards, transferring monies to cards or accounts, paying utility bills, recharging mobile phones, and doing other tasks straight from a mobile phone. In addition, I worked in remittance and data storage for clients. Whenever a client requested assistance, I assisted them in filling out documents and correctly obtaining money. So, while my internship at NBL, these were my contributions.

1.3.2 Benefits to the student (Myself):

I profited in a variety of ways from my internship at National Bank Limited. First and foremost, I've learned how to conduct myself in a professional setting. They've taught me how to keep up with the formality of an organization or business. In addition, Account opening, issuing cheque books, issuing debit cards, issuing credit cards, RTGs (Real Time Gross Settlement), clearing checks, remittance (funds mobilization), verifying investment paperwork, and loan seeking mortgage documents were all skills I gained here. This is the practical knowledge I've acquired. In addition, I've learned how to operate under duress. Many clients, for example, want their job to be completed on time. However, managing a large number of customers and doing quality work can be challenging at times. This internship has taught me how to deal with a variety of situations and fulfill a large number of clients by working quickly. Furthermore, this internship has provided me with valuable experience that will aid in the advancement of my profession. The internship has increased my confidence and capacity to communicate with

many officials. It also aided in the development and acceleration of my abilities. Finally, I received 5,000 takas per month for my internship. So, these are the advantages of doing the internship for me.

1.3.3 Problems and difficulties faced during Internship:

My internship period was really great. During the Internship term, however, I had certain problems. The following are some of them:

The biggest issue throughout the internship was computer work. NBL assigns me several jobs that I must perform utilizing computers. Because all of the computers were assigned to certain employees, I had considerable difficulty managing even one of them. I had to rely on others who were either free or unavailable. It would be easier for me to do those tasks on time if I had my computer.

1.3.4 Suggestions for my bank's future internship program:

National Bank Limited should consider the following suggestions for hiring and managing future interns. The following are some of them:

- 1) They do not assign an intern to a certain computer. As a result, the inter had to do the tasks assigned to them at home. If they could provide an intern with a computer, the interns would be able to learn more and approach supervisors for assistance more quickly.
- 2) It has been observed that clients do not always identify the intern. As a result, the intern's ID card might be identical to that of the authorities, making it easier for consumers to comprehend.
- 3) Rather than traveling to the bank's training facility, they can have recruiting process directly through the bank for interns. Except for National Bank Limited, the majority of banks do.

So, these are my suggestions for a future internship program at National Bank Limited.

Chapter 2

***ORGANIZATION PART: OVERVIEW,
OPERATION, AND STRATEGIC AUDIT***

2.1 Introduction

2.1.1 Objective-

The following is the purpose of analyzing the overview, operational description, and strategic unit practices:

- ❑ Analyzing management, marketing, and financial methods will give readers and future academics a thorough picture of NBL's operations.
- ❑ After evaluating the various sorts of practices, readers will be able to see which areas of improvement NBL should focus on.
- ❑ Exploring NBL's E-Banking methods and practices about client satisfaction.
- ❑ The readers will be informed about NBL's standing in Bangladesh in comparison to its competitors.

These are the goals of the analysis of the overall operation and strategic audit (Chapter 2)

2.1.2 Methodology

I gathered several sorts of information from various trustworthy locations to provide an overview of my bank. I have two sorts of resources at my disposal. These are-

1. Primary sources.
2. Secondary sources.

Data from primary sources:

- Face-to-face conversations with bank personnel and employees.
- Direct communication with the client.
- National Bank Limited's various manuals.
- Circulars issued by National Bank Limited.

Secondary data sources include:

- National Bank Ltd.'s annual report for the previous five years.
- National Bank Limited has a variety of papers.
- Unpublished information.
- Different textbooks are used.

Data Collection

This research is basically based on secondary data obtained from National Bank Ltd.'s various divisions and departments; however, additional information was gathered from daily newspapers, relevant journals, National Bank Ltd.'s annual reports, Bangladesh Bank's Ministry of Finance and Planning's publications, and other relevant institutions' publications.

Ratio Analysis- Ratio analysis was performed using data from the previous five years (2015-2019). Because several banks have yet to issue their annual reports, the year 2020 has been omitted.

SWOT Analysis -the SWOT analysis approach is used to assess NBL's strengths, weaknesses, and opportunities.

Porter's Five Forces Porter's five forces analysis is a method for determining the competitive intensity of an industry.

2.1.3 Purpose

This analysis will assist in selecting managerial, marketing, financial, and operational techniques for the research. This will provide a more in-depth look into banking operations and management.

2.1.4 Limitations

There were no limitations in this study. However, as an intern, it was a fantastic chance for me to learn about Bangladeshi banking, particularly National Bank Ltd. The following are some restrictions:

- The study's principal limitation is a lack of information that was necessary for the research. Due to security and other business duties, the bank employee is unable to offer some information.
- Many of the elements could not be explored in the current study due to time constraints.
- Every organization has its secrecy that is kept hidden from the public eye. While interviewing the participants, data was gathered.
- The employees did not disclose many details for reasons of organizational secrecy, and the bank employees could only give me limited time due to their busy schedules.

- Another noteworthy issue encountered during the creation of this report was different employees' inconsistent explanations of the same subject.
- The clients were too preoccupied to give me much time for an interview.
- Because this is the first time, I've done something like this, one of the study's key limits is lack of expertise.

2.1.5 Significance

There are a few advantages to studying an organization. It will highlight the genuine situation of NBL and how they may improve it by studying marketing, management, and financial processes. Furthermore, the comparative and industry average will highlight where NBL stands and how they might improve. So, these are the benefits of conducting an organizational analysis.

2.2 Overview of the company

National Bank Limited (NBL) is a publicly-traded company in the country with an excellent track record. NBL also offers a wide range of commercial banking services guided by the mission to provide customers with fast and efficient services. The first private sector bank wholly owned by Bangladeshis, National Bank Limited, was established. Since its inception, National Bank Limited has aimed to play an important role in the national economy. The first private sector bank wholly owned by Bangladeshis, National Bank Limited, was established. Since its inception, National Bank Limited has aimed to play an important role in the national economy. In 2000, the bank secured US\$88.44 million in international remittance transactions, equivalent to Tk. 4,662.10 million compared to Tk. 3,986.20 million last year, an increase of 16.96 percent.

2.2.1 Organization information

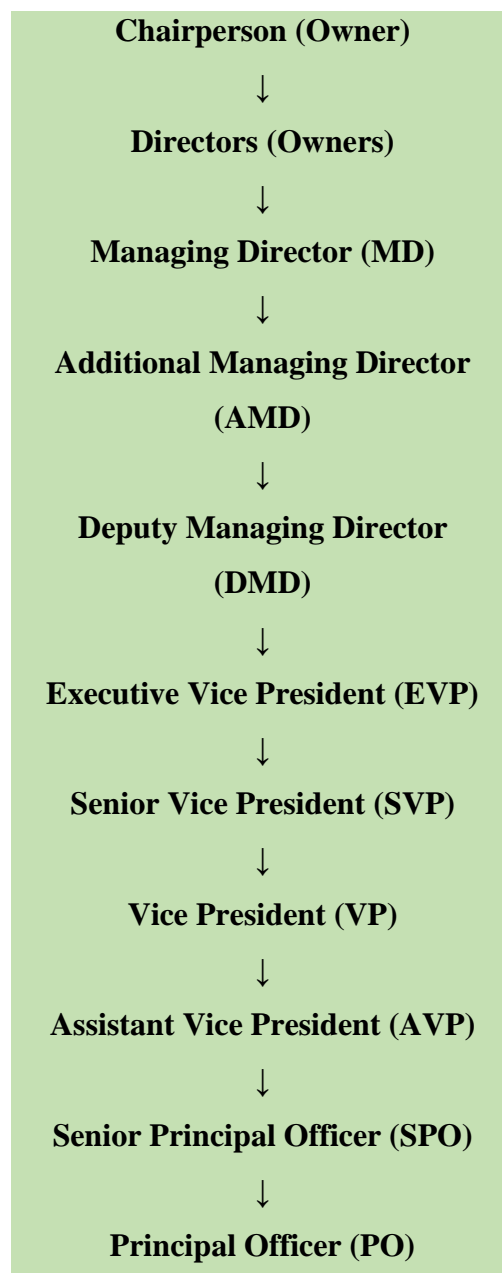
Chairman, Board of Director	Mr. Zainul Haque Shikder
Managing director and CEO	Mr. Choudhury Moshtaq Ahmed
Director, MP	Ms. Parveen Haque Shikder
No of Zones	25

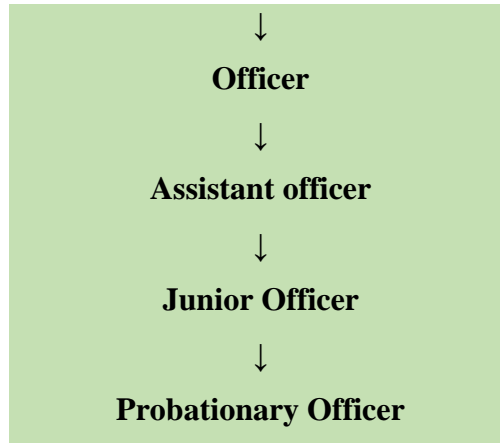
No of Branches	209
No of AD Branches	14
No ATM booths	53
No of manpower	3,442

Table 1- Organization Information of NBL

The above information's are based on 31st December 2020

2.2.2 Organizational Structure of NBL





2.2.3 CSR activity of National Bank Limited

In certain aspects, National Bank Limited has always followed through with its corporate social duty. In 2010, NBL gave Tk. 8.70 lac to a variety of causes. At National Bank Limited, we've lost six coworkers, and 386 ill cases have been documented. Our bank has already taken many precautionary measures to tackle the latest COVID-19 epidemic. In 2007, the Chief Advisor and Army Chief Relief Fund received Tk. 40.00 lac for flood victims, Tk. 20.00 lac for landslide victims and Tk. 50.00 lac for victims of Sidr. The bank has also started a pilot project to restore agriculture after the flood in Sirajgonj. The Prime Minister's Relief Fund has received Tk.5.00 crore from National Bank Limited's CSR Initiatives to help Rohingya refugees. As part of its CSR activities, National Bank Limited Donated Tk.3.00 crore to the Prime Minister's Relief Fund to help flood victims in the north and central regions of the country. The blankets were formally presented to the Honorable Prime Minister on November 27, 2017, at the Prime Minister's Office by NBL Director Rick Haque Sikder and Deputy General Manager ASM Bulbul. National Bank Limited has provided the Prime Minister's Relief Fund with 1,50,000 blankets. On October 28, 2020, Ms. Parveen Haque Sikder, the Executive Committee's Director and Chairperson, formally delivered the aforementioned Blankets to the Honorable Prime Minister at Ganabhaban.

2.2.4 Achievements of NBL

The following are their major accomplishments:

NBL won the Foremost great Corporate Give from the Organized of Gotten & Organization Bookkeepers of Bangladesh (ICMAB) and Certificate of Legitimise from The Established of Chartered Bookkeepers of Bangladesh (ICAB) for best in 2001 distributed accounts and reports

were totally distinctive for a long time. National Bank Limited was the recipient of the “Most Uncommon Execution among Banks in South Asia-2005” around the world award.

2.3 Management Practices:

The Bank's administration is shared between the Managing Chief and the Board of Chiefs. The Managing Chief is in charge of day-to-day operations and takes after the Board of Directors' arrangements and orders in this respect. Measures that are one of a kind or momentous are not included in day-to-day operations. Such activities areas it was taken by the Overseeing Executive with uncommon authorization from the Board of Executives unless holding up for a choice from the Board of Executives will hurt the bank's operations substantially. In such cases, the board of directors is swiftly informed.

2.3.1 Risk management practices

Risk management encompasses all actions that impact the risk area. Risks are defined as the negative impact on profitability caused by a variety of various sources of uncertainty. A bank's size, the complexity of its business activities, the volume of technology operations, and other factors all influence the quantity and types of risk it confronts. Typically, risks are classified into one of three groups:

- ❖ Risks inborn to Outside setting
- ❖ Risks characteristic to Working administration
- ❖ Risks inborn to money-related management
- ❖ The main objectives of risk management are to ensure that the outcomes of risk-taking are consistent with the bank's strategies and risk appetite, that there is an appropriate risk-reward adjustment to maximize shareholder returns. The Bank's risk management framework consists of three mandatory components:
 - ❖ Risk Governance
 - ❖ Risk Profile/Risk Appetite, and
 - ❖ Risk Management Technique

The Bank's Chance Technique: The taking after fundamental standards support the Bank's risk strategy:

- Earnings assortment, quality, and consistency

- Earnings development that's sustainable
- Concentrate on your primary trade whereas making vital speculations that are centered and targeted.
- Keeping the Capital-to-Risk-Weighted-Asset Proportion in Check (CRAR)
- External credit appraisals must be kept up at a tall level.
- Strategic success is aided by strong leadership.
- A rigorous risk culture, clear responsibility, and strong governance
- Risk is well-understood, quantifiable, and controllable.
- Credit, market, liquidity, and operational risks, among other things, receive special attention.
- Risks to reputation, the environment, and other factors must all be carefully considered.
- Maintaining operational efficiency and control

2.3.2 Human Resource Management Practices

Unlike other Bangladeshi commercial banks, National Bank Limited has a competent Human Resource Division that manages recruiting, labor planning, performance assessment, disciplinary actions, promotion, framework charge, representative assistance rules and perks, training, and development. Because NBL has a centrally regulated HR framework, it employs an HRD framework known as Core banking programming, which supports a wide range of HR demands for both employees and HR authorities. All branch employees can communicate with the administrative center through the HRD framework for any type of question, such as a leave application, a relocation request, a release request, training, salary, and so on. NATIONAL Bank Ltd., a bank with its training institution, the National Bank Training Institute (NBTI), prepares its workers for any type of banking training that is required to improve their skills. HR organizes a variety of training programs for employees from various branch offices, which are held at the NBTI or other training organizations such as BIBM, BBTA, and so on. The bank also has a planning and authoritative division (under HRD), which is primarily responsible for the overall HR arranging process.

2.3.3 Green Banking management of my assigned bank

As a leader in green banking, National Bank Limited supports all initiatives for environmentally friendly economic activities, and energy-efficient industries will be given priority in funding. To promote ecologically sustainable infrastructure, the Bank will fund the following projects:

- I. Project involving renewable energy.
- II. Project to provide safe drinking water.
- III. Treatment plant for sewage.
- IV. Plant for the disposal of solid and hazardous waste.
- V. A plant that produces biogas.
- VI. A plant that produces bio-fertilizer.
- VII. HHK is used in brick-making projects.

Environmentally friendly consumer loans, for example.

The following issues should be considered while financing any project:

- I. Observance of the Department of Environment's laws and regulations (DOE).
- II. The presence of a treatment facility (if required).
- III. The type of waste, its amount, and its impact on the environment are all factors to consider.
- IV. Bi-products are made from waste.
- V. Wastage is re-cycled.
- VI. Natural resource utilization, for example.

2.4 Marketing practices:

National Bank Limited is concentrating its marketing efforts on the recently launched lounge products and services. However, they are currently concentrating their efforts on publicizing the digital services they offer. National Bank Limited employs a variety of marketing strategies. As a result, the marketing media they employ are as follows:

2.4.1 4Ps

4Ps form of product, price, place, and promotion:

1. **Product:** NBL offers various types of products. The products/schemes are given below:
 - ❑ **Deposits-** NBL offers a variety of deposit products via which customers can conveniently open accounts and save money. NBL also offers the highest interest rate

of any private bank in the country. They've also incorporated different features for each product so that anyone can open the account they want. The deposit products are:

Terms of Deposit:

Savings Scheme	Monthly Term Deposit
Current Deposit Account	Term Store 3 Months
Short Term Store Account	Term Store 6 Months
Resident Foreign Currency Deposit	Term Store 12 Months
Foreign Cash Store	Term Store 12 Months
Convertible Taka Account	Term Store 24 Months
Non-Convertible Taka Account	Term Store 24 Months 1 Year Payout
Exporter's FC Store (FBPAR)	Term Store 36 Months
Current Store Account-Bank	Term Store 36 Months
Current Store Account	Term Store 3 Months
Short Term Store Account-	Bank 6 Months Payout

Table 2- term deposit and duration

❑ *Loan & Advances:*

Credit against Trust Receipt	Term Store over 36 Months
Transport Credit	Month to month Term Store
Banks Consumer Credit Plot	Term Store 3 Months

Banks Real Request Advance (Res. & Comm.)	Term Store 6 Months
Banks Loan Against Acknowledged Charge	Term Store 12 Months
Banks Industrial Term Credit	1-Month Td Nfcd
Agricultural Term Credit	3 Months Td Nfcd
Lease Fund	6 Months Td Nfcd
Other Term Loan	

Table 3- Duration of Loans and advanced products

Consumer & Retail Loans

Retail credits were propelled by National Bank Constrained for the settled pay category, specifically benefit holders, experts, and others, to back their individual and day-to-day family needs. Beneath the Retail Advance Conspire, we presented items such as-

- Any Reason Credit,
- Consumer Strong Credit,
- Education Advance, and
- Professional Loan.

New popular products-

- NBL Monthly Savings Scheme (NMS)
- Monthly Earning Scheme
- Double Benefit Account (DBA)
- Millionaire Deposit Scheme (MDS)
- Apon Thikana Shanchoy Prkalpa (ATSP)
- Luxury Savings Deposit Scheme (LSDS)
- FC Deposit
- Shadhinota: Bi-Monthly Income Scheme (SBIS)
- Currently Deposit Scheme
- Shonar Bangla Amanot (SBA)
- Higher Education Deposit Scheme (HED)
- Preferred Service Account (PSA)
- Shwapno
- NBL Amar Account
- Probashi Shwapno

Agriculture & Rural Credit-

National Bank Limited has offered farm loan facilities through its offices around the nation since its inception, recognizing the importance of agricultural financing in developing self-employment possibilities and contributing to the country's socio-economic development. To assist the destitute, the Bank has given coordinated advance offices for landless and impeded

agriculturists to assist them purchase seeds, fertilizer, water system apparatuses, and rural supplies, among other things, for generation, in this manner expanding their standard of living.

Daridro Mukti-

National Bank Limited has been trying to enhance the lives of common residents in the country. The Bank has lent a helping hand to the poor, disenfranchised, and low-income earners, as well as those living in disaster-prone areas. The 'Daridro Mukti' program moreover offers credits to little businesses and experts, cabin and craftsmanship businesses, and minimal and landless agriculturists. Agreeing to the authorities' choice, the cash set aside for the moment stage has been utilized by advance endorsements for the buy of tractors and rotational tillers by destitute, little, and minimal ranchers. In the meantime, extra tractor loans have been authorized within the Shariatpur and Khulna locale.

Price-

National Bank Limited has different types of products and they are providing the best service from the begging of their journey. In any case, they gain benefits against the benefit, and the benefit rate changes each day. A few charges against their benefit are steady those are given underneath:

→ **NBL MONTHLY SAVINGS SCHEME (NMS)**

Month to month installments of the store will be Tk.500/-, Tk.1,000/-, Tk1,500/-, Tk.2,000/-, Tk.3,000, Tk.5,000/-, Tk.10,0000/-, Tk.20,0000/-, Tk.30,0000/-, Tk.50,0000/- The Changed Installment Plan as per Changed Rate of Intrigued of NBL Month to month Reserve funds Scheme:

Month to month Installment (In Tk.)	Terminal Esteem @ 7.50% P.A. (In Tk.)			
	3 Years	5 Years	8 Years	10 Years
500.00	20,170.00	36,265.00	65,220.00	88,330.00
1,000.00	40,340.00	72,530.00	130,440.00	176,660.00
1,500.00	60,510.00	108,795.00	195,660.00	264,990.00
2,000.00	80,680.00	145,060.00	260,880.00	353,320.00

3,000.00	121,020.00	217,590.00	391,320.00	529,980.00
5,000.00	201,700.00	362,650.00	652,200.00	883,300.00
10,000.00	403,400.00	725,300.00	1,304,400.00	1,766,600.00
20,000.00	806,800.00	1,450,600.00	2,608,800.00	3,533,200.00
30,000.00	1,210,200.00	2,175,900.00	3,913,200.00	5,299,800.00
50,000.00	2,017,000.00	3,626,500.00	6,522,000.00	8,833,000.00

→ **SHADHINOTA: A BI-MONTHLY INCOME SCHEME**

The deposit is for two years.

For every Tk. 50,000.00 initial deposit, the Beneficiary will earn Tk. 585.00 in interest every 02 (Two) Months. i.e., a total of 12 interest payments will be made over 02 (two) years, with the initial deposit refunded at the end of the period.

Initial Deposit Amount (Taka)	Bi-Monthly Interest Amount (Tk.) @ 7.02% p.a.	Net Payable after 10% TAX	Net Payable after 15% TAX
50,000.00	585.00	526.50	497.25
100,000.00	1,170.00	1,053.00	994.50
150,000.00	1,755.00	1,579.50	1,491.75
200,000.00	2,340.00	2,106.00	1,989.00
250,000.00	2,925.00	2,632.50	2,486.25
300,000.00	3,510.00	3,159.00	2,983.50
500,000.00	5,850.00	5,265.00	4,972.50

→ **MILLIONAIRE DEPOSIT SCHEME (MDS)**

Deposit for 4, 6, 9, or 12 years at a predetermined monthly sum. The size of the deposit will be determined by the length of time the account has been open. The depositor will receive Tk. 10,00,000/- at maturity.

Month to Month Installment (In Tk)	Investment Period	Terminal Esteem @ 7.50% (In Tk)
17,910.00	4 Years	1,000,000.00
11,060.00	6 Years	
6,550.00	9 Years	
4,350.00	12 Years	

→ **SONAR BANGLA AMANOT**

- The deposit is valid for 45 days.
- With effect from October 1, 2021, the amended interest rate will be 7.25 percent p.a. instead of 7.50 percent p.a.
- The starting whole can be up to Tk. 50,000.00.
- The intrigued is calculated on a day-by-day premise (i.e., 365/360).
- The account will be accessible until December 31, 2021.

→ **SHWAPNO**

This is a scheme of NBL for 2 years with much more profit.

Tenure	Monthly Installment	Terminal Value
2 years	Tk.3,865.00	Tk.1,00,000.00

→ **PROBASHI SHWAPNO**

- ❖ The deposit will be held for 01(one) year.
- ❖ This product's interest rate will be 7.50 percent per annum.

- ❖ Tk.50,000.00 or more can be the minimum amount.
- ❖ This thing is self-renewable.
- ❖ Credit offices of up to 80% of the stored sum will be accessible against a lien on the account adjust at the Bank's current intrigued rate.
- ❖ Deposit Intrigued Rate

SCHEDULE OF Intrigued RATE - % PER ANNUM (Viable FROM 22-AUG-2021)-

Category Of Deposit	Slabs	Rate Of Intrigued (P.A.)
Savings	Any Amount	2.50%
Special Taka Note	Below 25.00 crore	2.50%
	25.00 crore & above	3.50%
FDR for 1 Month	Any Amount	5.50%
FDR for 3 Months	Any Amount	5.60% for Person *
		5.50% for Others **
FDR for 6 Months	Any Amount	6.00%
FDR for 1 Year	Any Amount	6.00%
FDR for 2 Years	Any Amount	6.00%

The charges for some other services are given below-

CREDIT CARD-

SI	Particular	Frequency	Platinum DUAL	Gold DUAL	Classic DUAL
01	Card Fee / Reestablishment Fee	Annually	BDT 5000	BDT 2000	BDT 700.00
02	Second Supplementary Card Annual Fee	Annually	BDT 5000	BDT 2000	BDT 700.00
03	Card Account Support Charge **	Annually	BDT 500 (For All Products)		

DEBIT CARD-

Sort of Fee	Classic	Platinum
Annual/Renewal Fee	Tk. 400	Tk. 400
Card Replacement/reissue Fee	Tk. 300	Tk. 300
PIN Reissuance Fee	Tk. 200	Tk. 300
SMS Notice Benefit Fee	Tk. 200	Tk. 200

So, these are the charges of NBL products.

2. Place-

NBL has 213 branches and 14 sub-branches around the nation, as well as 53 ATM booths. Besides, their effective and differing methodology to seizing showcase conceivable outcomes may be a consistent prepare of making and extending rustic, SME fund, and seaward keeping money offices to oblige unused customers.

3. Promotions-

NBL uses different types of promotions for their banking products and services. Mainly they focus on their Facebook page and website for daily updates. Moreover, they also advertise through news channels, papers, and radio programs. Then banners, cards are also used for promotions. Most interestingly they also promote through TVC in different channels, sponsorships are also done sometimes.

2.5 Accounting Practices and Financial Performance:

NBL's financial performance is excellent. They've kept their financial situation in good shape. State from the commencement of their operations, and certain data will demonstrate how are increasing in size.

2.5.1 Financial Information and performance analysis

We can observe from the graph below that, NBL's deposit has constantly climbed, indicating that the bank's inflow is consistent. Furthermore, this bank's overall number of investments has continually expanded. This performance demonstrates that NBL continues to expand.

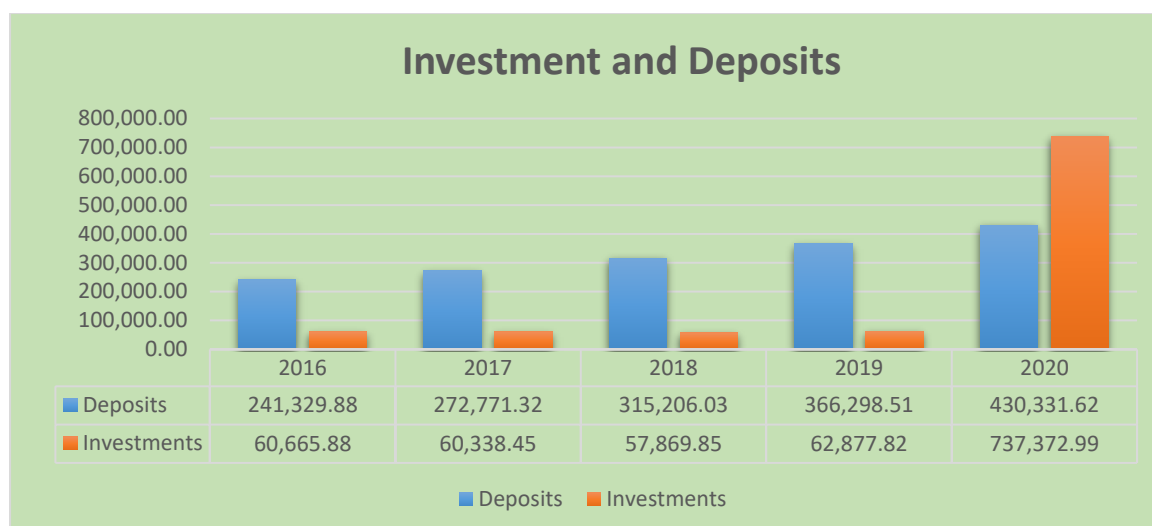


Figure 1- Investment and deposit of NBL

Operating Performance	2016	2017	2018	2019	2020
Total Revenue	5,608,559,325	4,696,011,984	4,100,310,945	4,164,354,038	3,611,454,308
Operating Profit	10,753,134,001	10,265,872,902	9,219,178,058	8,784,398,783	9,205,696,666
Profit Before Tax	10,753.13	10,265.87	9,219.18	8,784.40	9,205.70
Profit After Tax	5,567.87	4,696.01	4,100.31	4,164.35	3,485.54
EPS	2.35	1.77	1.54	1.43	1.18

Table 4- Operating performance of NBL for last five years

From the above table, we can see that the revenue of NBL has gone down in 2020 due to the COVID-19 situation. Moreover, their profit decreased in 2019 but they again bring back their profit up in 2020. If we consider the pandemic then we can say that the overall performance of NBL is quite good.

Year	2016	2017	2018	2019	2020
Equity	36,114,283,897	40,370,822,938	44,809,353,067	49,037,558,323	51,886,439,404

Table 5- NBL's equity of last five years

The above table shows that, the equity of NBL is increasing which is excellent for them.

Year	2016	2017	2018	2019	2020
Investment-deposit ratio	86.98843	91.08991	99.77831	98.49064	94.8375

Table 6- LDR of NBL for last five years

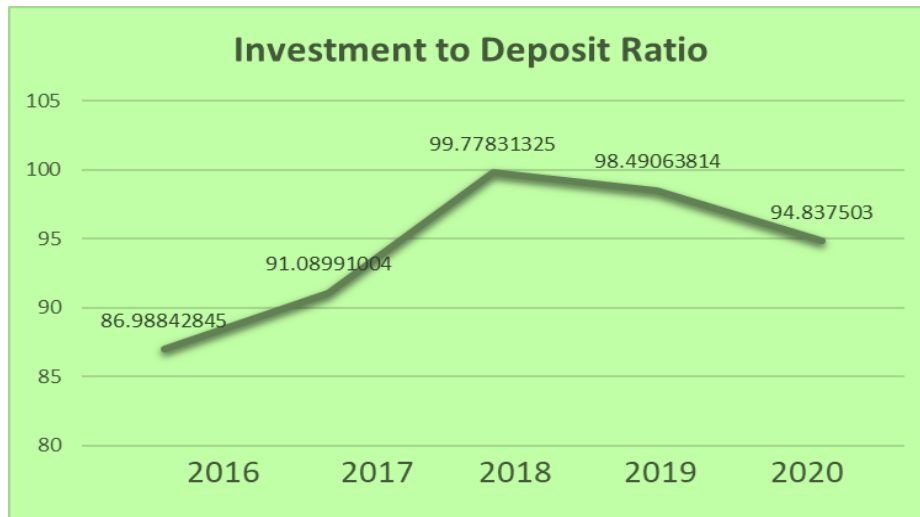


Figure 2- Investment to deposit ratio of NBL for last five years

We can observe from the graph above that NBL is investing more in 2020 than in previous years (98.49 percent). In 2020, however, the percentage dropped to 94.84 percent. As a result, NBL's investment in 2020 is lower than its investment in 2019. This is an example of one of their investment operating methods.

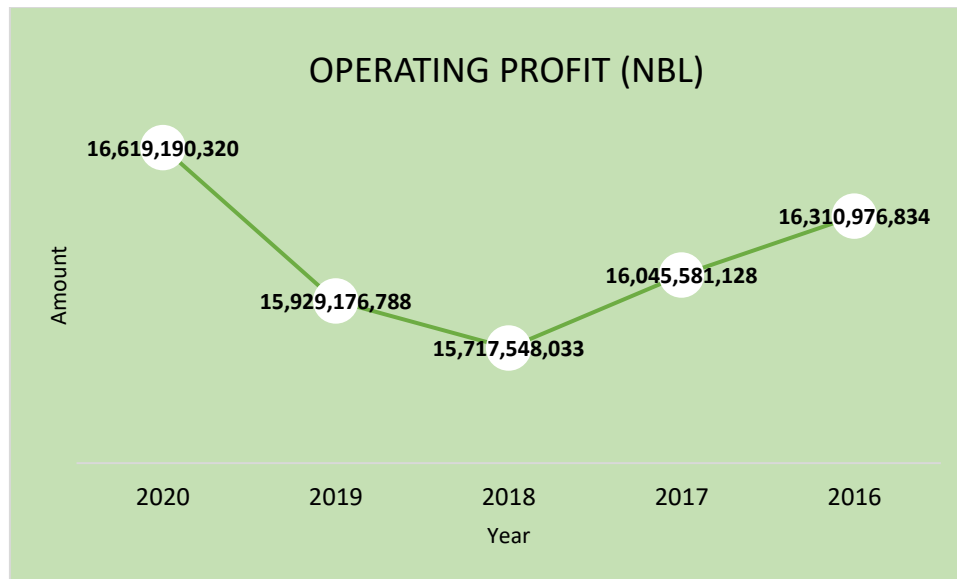


Figure 3- Operating profit of NBL for last five years

We can see from the graph above that NBL's operational profit is steadily expanding.

National Bank Limited's trend is increasing. As a result, they have always made a little more money from their activities during the previous five years. This demonstrates that NBL is running a successful business.

2.5.2 Accounting practices

In preparing the Bank's financial statements, appropriate accounting rules have been consistently used, and accounting assumptions are based on reasonable and responsible judgment. National Bank Limited is committed to making accounting methods transparent. The calculations are first completed by each branch independently, after which they submit daily reports to the Bangladesh bank and undergo audits by Khan Wahab Shafique Rahman & Co. (KWSR). However, certain computations are completed after the month's end and reports are forwarded to the central office. Two processes are used in the computation of National Bank Limited. The following are some of them:

1) **Manual accounting system:** National Bank Limited has not yet completely implemented a computerized accounting system. They still use bookkeeping to make some of their computations. For openness, they keep accurate records and accounts. However, the number of people who perform manual computations is relatively small, and it is shrinking every day.

2) **Computerized accounting system:** They make budgetary reports utilizing a computerized computer program. They plan budgetary articulations utilizing fitting and legitimate bookkeeping strategies, such as Universal Bookkeeping Guidelines (IASs)/ Worldwide Monetary Guidelines (IFSSs). Besides, National Bank Constrained takes after Bangladesh bookkeeping standards (BAS).

More particularly, National Bank Restricted pays near consideration to the computer program they utilize for inside control and bookkeeping records. National Bank Constrained compiles its budgetary articulations on the gathering framework of bookkeeping, but money stream articulation. When merchandise meets the definitions and recognized prerequisites for those angles within the System, National Bank classifies them as resources, liabilities, value, pay, and costs.

The explanation of cash stream, on the other hand, is ready utilizing the backhanded strategy in line with the universal bookkeeping standard 7 "Explanation of cash flow."

The NBL keeps up the taking after bookkeeping standard:

IAS 1- Introduction of Budgetary Statements

IAS 7- Explanation of Cash Flows

IAS 8- Bookkeeping Approaches, Changes Bookkeeping Gauges, and Errors

IAS 9- Bookkeeping Inquire about and Improvement Activities

IAS 12- Salary Taxes

IAS 15- Data Reflecting the Impacts of Changing Prices

IAS 24- Related Party Disclosures

IAS 37- Arrangements, Liabilities, and Unexpected Assets

So, these are the bookkeeping hones of NBL.

2.6 Operation management and Information system practice

National Bank Limited has well-managed operations and information system. In addition, the operational management is overseen by NBL's operation wing and internal compliance wing. There's also ICT management, which involves digitally storing data and information.

2.6.1 Operation Management practices

The Bank's working strategies are controlled by the administration through the Inside Control and Compliance Division. The Inner Control and Congruity Division reviews the branches and divisions at Head Office on a normal and uncommon premise to guarantee that they are working appropriately and in compliance with authoritative necessities. The Inner Control and Compliance Division's reports are at that point looked into by the Board's Review Committee. Inner Control and Compliance Division (ICCD) evaluates and assesses the adequacy of the Bank's antifraud inner control measures, makes suggestions for encouraging advancement in methodology execution, and reports on the adequacy of controls to the Bangladesh Bank at the conclusion of each quarter within the arrange endorsed by them.

NBL's vulnerability to prospective losses due by insufficient internal procedures or systems, insufficient employee performance, external events, or a breach of compliance, contracts, or internal regulations is referred to as operational risk.

The Sources of Operational Risk

- Breakdowns and defects in IT (back up), interface, information, and other systems, including viruses, fall under the area of operational risk.
- Breach of security or confidentiality
- human mistake
- Physical disasters affecting persons, premises, or equipment
- fraud and theft
- weaknesses in internal controls/supervision
- delivery failures
- Noncompliance with regulatory requirements



2.6.2 Information system practices

The National Bank IT Division is playing a key component in making the financial institution greater gifted in phrases of advantage, high-satisfactory, and compliance through conveying advanced, solid, and customer-pleasant innovation. NBL has added Temenos Execute, the world's riding middle handling an account framework, to hold up with unexpectedly developing innovation and produce present-day administrations. NBL's budgetary and change function, subsidized through an extensive branch organizes and top-notch participation has set us in a terrific function to meet our clients' requests and take us in the direction of our factor of marketing and marketing the maximum multiplied high-satisfactory of advantage with the aid of the maximum awesome use of present-day innovation. The Bank makes use of the later Swift and REUTERS records innovation administrations.

Since the Coronavirus (COVID19) is extended throughout the community, the alternatives to the banking of IN-PERSON and physical commerce are becoming increasingly attractive.

2.7 E-Banking of NBL

2.7.1 Introduction

Nowadays, the e-commerce, e-business, and financial services industries have become an essential component of corporate strategy and a powerful motivator for economic development. E-banking services may not only offer new competitive advantages but also strengthen client relationships. NBL provides an improved Apps Banking experience for its valued clients.

NBLiPower enables banking activities to be managed quickly and conveniently at any time, 24 hours a day, 365 days a year. Accounts, cards, cash transfer to cards or accounts, utility bill pay, mobile recharge, and other procedures may be managed immediately from a mobile phone.

2.7.2 Key Features of NBLiPower-

Login - a username and password are required to access the system.

Self-Registration – You can use your NBL account or a credit card to register.

OTP- For transaction authentication, a One Time Password (OTP) is sent to a registered cellphone number.

Navigation improvement-The sliding menu is now visible on all user sessions, which improves navigation.

Get an account summary in real time- Including savings accounts, current accounts, deadlines, deposits in foreign currencies, loans, credit cards, and transaction data as well as a ministerial of the last 20 transactions.

At any time of day or night, make real-time transactions inside the NPSB network — between NBL accounts, other NBL accounts, and other bank accounts. It's also feasible to transfer money from one NBL account to another.

Mobile Financial Services - Deposit funds into bKash and Nagad at any moment.

Mobile Recharge - this may be done using an NBL account or a credit card.

From the above features, it can be said that NBLiPower provides good services to their customers. Also, the customers do not pay any charges for these services now and there are no extra charges for using iPower. Which is helpful for now day in this pandemic situation.

2.7.3 NBLiPower services-

NBLipower offers a variety of services, all of which are provided at no cost. Only the consumer has to download the app and sign up for an iPower account. Once the account is set up, all types of payments and transactions will be simple from any place. The services they provide are-

Fund transfer- one can transfer from own account to another NBL account. BEFTN & RTGS can transfer easily.

Bill payments- Utility bills can be paid promptly using an NBL account or a credit card (such as DPDC or DESCO). NBL credit card bill payment can also be done using an NBL account.

2.7.4 Terms & Conditions

Users of the NBL internet-banking service are subject to the following terms and conditions, which outline the users' and NBL's general rights in connection with the use of NBLiPower services.

Application for NBLiPower- the users need to give an application for iPower.

User login access, password & security- After applying for the service, the assigned officer will give access, unique password, and security to open an account.

Software & Hardware requirements- Bank needs both kinds of documents to avoid any kind of malfunction.

Charges- as earlier mentioned, NBLiPower is fully free for now.

Unauthorized and fraud activities- before linking with any third-party account with own every user need to confirm the bank. Otherwise, it will consider as fraudulent activities and the bank will not responsible for any kind of discrepancy in a transaction.

Maintenance of sufficient funds- the user shall ensure the sufficient fund in the account for transaction through the I-Banking.

Anti-Money laundering- the users will confirm that they will not use this service for any kind of money laundering, illegal, unlawful purpose.

So, these are the main terms and conditions for NBLiPower and all clients need to consider all of them.

2.8 Industry and competitive analysis

The Bangladeshi financial sector, led by National Bank Limited, is thriving. Some crucial financial metrics will demonstrate how National Bank Limited stacks up against the competition.

SWOT Analysis

As the coronavirus (COVID-19) spreads over the community, alternatives to in-man or woman handling an account and bodily replacing are becoming to be step by step alluring. With COVID-19 in intellect, the financial institution is strengthening its automated conveyance channels in set up to energize customers to make use of the Versatile Banking/Internet Banking/ATM set up greater often and effectively.

SWOT analysis for NBL is given below:

1) Strength-

- ❖ In every service, NBL delivers high and consistent quality to its consumers. The customer's total satisfaction is of the highest significance.

- ❖ One of the most important contributing aspects to NBL's sources is its highly qualified and skilled workers in their respective fields. NBL offers both internal and external training to their staff.
- ❖ NBL provides a fantastic working environment for its employees. The entire facility has been conditioned from the center. The interior design was magnificent, with relaxing hues and a combination of creative elements that rivaled any global bank.
- ❖ The NBL offers a Western Union money transfer service so that these consumers can readily get foreign currency.
- ❖ Power card service is also available through NBL. For the first year, the bank does not charge a service fee for the power card.

2) Weakness-

- ❖ In comparison to its financial activities, NBL has extremely low human resources. The majority of the duties require a small number of persons to complete. As a result, many employees are overworked and forced to work late hours without the option of working overtime. This might result in excessive staff turnover, which would be too costly to avoid.
- ❖ Due to effective marketing initiatives from the management, a few of NBL's products given to its consumers, such as "Personal Credit (PC)," are sitting inactive. These products may readily be made available in an appealing manner to grow the bank's customer base and deposit status.

3) Opportunities

- ❖ The government of Bangladesh has given its full support to the banking industry to ensure the country's financial stability since it is quickly becoming one of the country's most important sources of employment. The long-term ambition for NBL will be facilitated and supported by such government concerns.
- ❖ With the advent of e-banking, NBL will have greater opportunities to reach out to customers not just in Bangladesh but also throughout the world. It also facilitates the establishment of a wide-area network between the buyer and NBL's population units, allowing for a seamless operation that meets the intended demand with the least amount of variation.

4) Threats

- ❖ All major multinational banks, as well as emerging foreign and private banks, pose significant risks to National Bank Limited. If this occurs, the intensity of competition will increase even more, and banks would need to find tactics to compete against a swamp of international institutions.
- ❖ To remain in the financial market, the default risks of all loan conditions must be minimized. Because default risk leads to the organization's insolvency. National Bank must keep watchful about this issue to implement proactive ways to reduce, if not eliminate, the problem.
- ❖ Employee inspiration is jeopardized by the destitute compensation bundle of workers from mid-level to lower-level positions. As a result, a high-quality workforce stopped the commerce, adversely affecting the organization as an entirety. So, this is the SWOT analysis for NBL.

Porter Five Forces Model

Porter's Five Components could be a demonstration that points out and analyzes the competitive strengths that drive each industry, helps in surveying the industry's shortcomings and qualities. Five Strengths investigation is broadly utilized to characterize company technique by recognizing an industry's structure.

Porter's five forces model for NBL is given below:

❖ **Threats of new entrants**

- Through the creation of modern products and administrations. Modern things not as they were pull in unused clients but moreover, empower existing clients to purchase more of NBL's modern products.
- It's doable to lower the settled taken a toll per unit by getting economies of scale.
- Investing in R&D and capacity advancement. It diminishes the window of opportunity for unused ventures to create momentous incomes, disheartening modern participants into the market.

❖ **The supplier's negotiating leverage**

- By testing with distinctive item plans and materials, so that on the off chance that one crude material's cost rises, the company may move to another.
- Developing faithful providers who depend on the company for their livelihood.

❖ **The buyer's negotiating leverage**

- By drawing in an expansive number of clients. In two ways, this will be beneficial. It'll lower purchasers' arranging quality and permit the company to streamline its deals and fabricating processes.
- Creating unused items rapidly. Clients more often than not look for discounts and extraordinary offers on well-known commodities, hence National Bank Limited proceeds to fabricate unused items, customers' bartering control may be weakened.
- The expansion of modern products will help NBL in lessening client abandonment to competitors.

❖ **Threats of Substitute Products or Services**

- By emphasizing administrations over things.
- Focusing on the customer's center needs instead of the product.
- By making it more costly for clients to move providers.

❖ **Competitors' Rivalry**

- Creating a long-term differentiation
- It will be able to compete more effectively as a result of its increased size.
- Collaborate with competitors to extend advertise estimates instead of competing for a little market.

So, these are the five factors that NBL employs in order to stay competitive in the banking business.

2.9 Summary and conclusion

Besides, their effective and differing methodology to seizing showcase conceivable outcomes could be a consistent preparation of making and extending rustic, SME fund, and seaward managing an accounting office to suit modern shoppers. A number of nationalized and multinational banks are energetic in Bangladesh. One of the foremost critical commercial banks is National Bank Limited.

Our country's inventive and magnanimous managing an account presently contains an unused measurement much appreciated to NBL. The bank has made a critical effect on Bangladesh's economy in a generally brief period of time. Its profit proceeds to rise. It's basic for an assortment of exercises, counting collecting scattered stores, credit settlement, and outside the exchange. The bank gives amazing benefits to its clients. For upgraded development and a sound financial position, it ought to construct inventive and engaging long-term credit plans, particularly for unused speculators, as well as destitution lightning programs like microloans.

2.10 Recommendations

With my little working experience, it is also tough for me to provide recommendations, but I have done my best to provide the finest recommendations possible.

- ❖ NBL should offer their branches larger conceptual in making judgments, and their headquarters should make decisions more swiftly.
- ❖ NBL should establish a separate loan recovery section; if this occurs, their categorized loan amount will be reduced, allowing them to invest more.

- ❖ NBL, Inter Bank Transactions are done by advice, but they are unsecured for the bank, thus NBL must establish a networking system between branches and the main office.
- ❖ NBL should grow its investment in many areas, like Islamic Bank Ltd, has done. If they can raise their investment, their cost of capital would decrease.
- ❖ NBL's Human Resources Department should teach its personnel in computer skills, and their Human Resources Department should organize training programs regularly.
- ❖ Management at NBL should make decisions more rapidly.
- ❖ NBL should implement group incentives so that employees may share their knowledge and strengths and work efficiently.
- ❖ Their statement should be digitized to be both cost-effective and secure.
- ❖ It has been observed that NBL marketing activities are insufficient, but effective marketing is now required for developing a positive image in the minds of target customers. They should enhance their advertising campaign and participate in social events to create a positive image in the minds of their target customers.

Chapter 3

***CHAPTER 3: OPERATIONAL EFFICIENCY
& E-BANKING OF NBL***

3.1 INTRODUCTION:

3.1.1 BACKGROUND:

Proficiency and adequacy can be seen as basic components for moving forward corporate execution and decision-making. Concurring to Neil (2019), operational effectiveness alludes to the numerous ways and strategies utilized to realize the essential goal of giving clients high-quality products and administrations within the most cost-effective and convenient way attainable. Agreeing to the creator, the foremost normal regions of operational proficiency are asset utilization, generation, conveyance, and stock administration. Kalluru and Bhat (2009) defined operational efficiency as a company's ability to reduce waste and optimize resource capacities to provide excellent products and services to consumers. Microeconomic or firm-specific determinants of corporate financial health revolve around operational efficiency (Ndolo, 2015). Bank inputs and outputs are critical because they sustain the banks' cash flow. Banks' inputs are their costs, and their outputs are their earnings. Efficiency is defined as the connection between a bank's inputs and outputs when financial variables are taken into account (Bartuseviciene and Sakalyte, 2013). A bank is considered to be more compelling when it maximizes results for a given sum of input (Alrafadi et al., 2016). In afterward a long time, a gigantic number of banks have been displayed into the keeping cash system. As a result, competition has extended, and because it where an extraordinarily profitable bank will survive in this exchange. A tall level of operational efficiency will offer assistance in client support and fulfillment. **Moreover**, Modern banks have realized that only those who remodel their payment service delivery and operations will be able to survive and thrive in the twenty-first century. This is due to globalization's pressures and fast-changing technologies (Connel and Saleh, 2004). As a result, paper-based transactions are gradually being phased out in favor of electronic-based transactions (Agboola, 2006). In response to rising market pressure and consumer demand for greater service delivery and convenience, there was a need to innovate and modernize banking operations. In terms of the entire discussion some questions may arise for the bank's performance and efficiency. This paper will describe some of them-

- What are some major efficiency variables that the managerial team must control to optimize performance?
- How well NBL is operating its activities?
- How efficiently the bank is controlling its productivity & profitability?
- Why customers should consider E-Banking?

- What kinds of consequences can arise and solution of it?

3.1.2 Objective:

The following are the major goals of my project:

- 1) Examine National Bank Limited's operating efficiency.
- 2) To compare National Bank Limited to other Bangladeshi macroeconomics banks.
- 3) To assess the impact of E-Banking on NBL.

3.1.3 Significance:

The elemental significance of this extension is that it'll emphasize the operational effectiveness and stability of the bank's operational management to the unused highlight E-Banking. As one of the key markers of a bank's financial success, operational efficiency. So, to some extent, this study will assist in learning about NBL's financial performance in comparison to other macroeconomic banks in Bangladesh **and a brief discussion of E-Banking.**

3.2 Methodology:

This report was created based on the internship experience. This research would necessitate the collection of both primary and secondary data. However, it places a strong emphasis on primary data. To gather primary data, both quantitative and qualitative research methodologies will be used.

The Primary Sources –

- I had to consult with the relevant officer to acquire primary data (s). Others are like –
- Clients' direct communication
- Exposure on several bank desks
- Interviews with bank officials
- Observation of banking activity

Secondary sources –

- Annual Report of National Bank Ltd.
- Periodicals issued by the Bangladesh Bank;
- Various publications about banking activities and credit policies.

The study's sample consists of —

The study's sample size is 40 consumers. Thirty clients are picked from deposits, and ten customers are chosen from borrowers. We believed that these clients represented the whole National Bank Ltd customer base.

Ratio analysis: Ratio analysis was performed to determine my bank's operational efficiency over five years (2016-2020).

3.3 Findings and analysis:

3.3.1 Ratio analysis:

At first, five-year trend inquiries about NBL were conducted to improve proportion examination. NBL's five-year trend is seen within the arrangement chart. The five-year normal of each bank was utilized to develop another chart. The proportions utilized incorporate return on assets, return on equity, earnings per share, nonperforming investment (loan), net asset value per share, and return on investment. All of the proportions specified in this way distant have something to do with operational proficiency.

❑ Return on Assets-

According to the graph and chart below, we can see that NBL generated more assets in 2016 but gradually the rate got down. Surprisingly in 2020, they got less rate in terms of last year. Due to covid-19, their rate of return on assets got down. So, it can be said that National Bank limited failed to gain return in terms of assets in 2019-2020 where they had more in 2016-2018.

2016	2017	2018	2019	2020
1.90%	1.43%	1.08%	0.96%	0.70%

Table 7- ROA ratio for NBL (2016-2020)

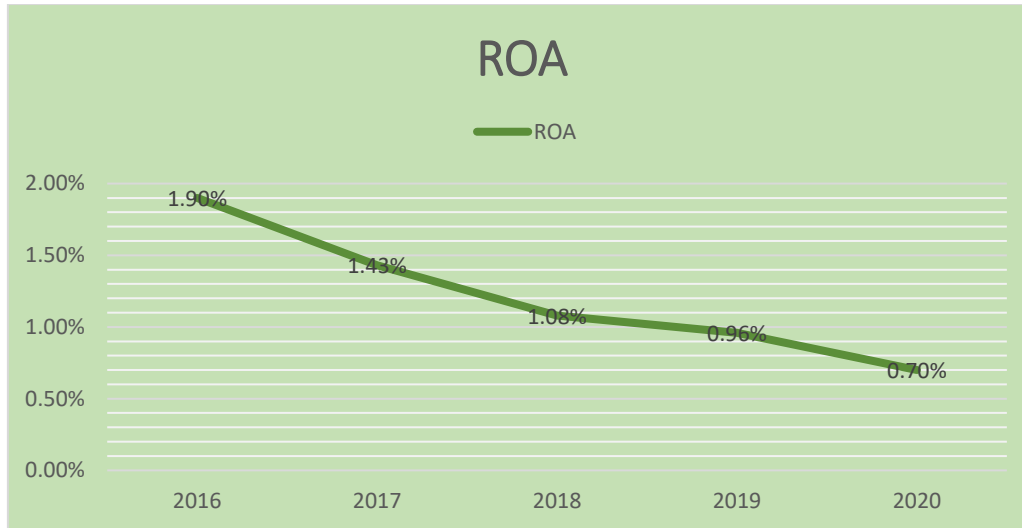


Figure 4- ROA trend of NBL for last five years

❑ **Return on Equity**

	2016	2017	2018	2019	2020
ROE	15.96%	12.27%	9.63%	8.87%	6.90%

Table 8- ROE rate of NBL from 2016 to 2020

From the graph, it is clear for us that, before the pandemic the rates were high. In recent years NBL did not earn more but the rate was so high in 2016. This indicates that the bank's profitability in contrast to stockholders' equity has decreased, which is not a positive indicator.

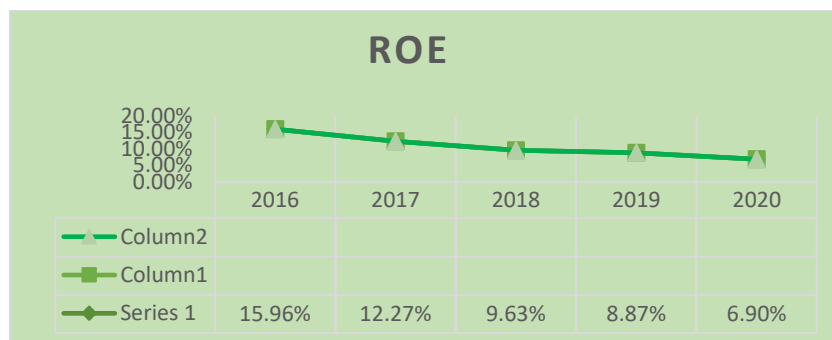


Figure - the trend of last five years ROE of NBL

❑ **Earnings Per Share**

2016	2017	2018	2019	2020
2.82	1.81	1.45	1.34	1.18

Table 9- Ratio result of EPS for last five years in BDT

From the table and graph and table, we can see that in the last five years NBL has had a downward trend in earnings per share. That means they didn't get much money from each share of their stock. They had higher EPS in 2016 than in 2020.

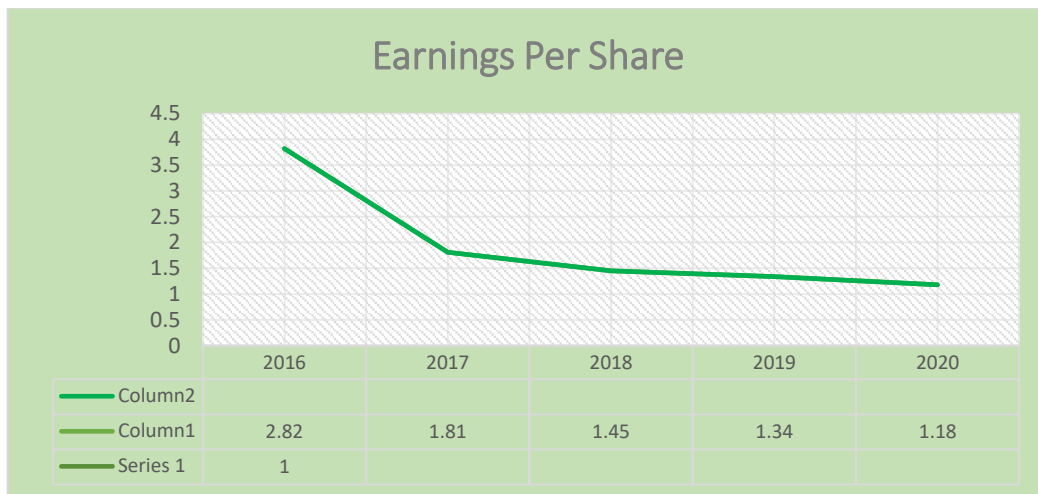


Figure 6- EPS ratio from 2016 to 2020

❑ **Return on Investment**

The graph tells that, NBL grew its return against investment in 2020. On the other hand, in 2019 they had the lowest rate in terms of other years. And they overcome their loss in 2020 which is good for them. Also, the previous rates were so high as well as their performance was good enough to keep that for a long time.

2016	2017	2018	2019	2020
17.26%	12.35%	10.28%	5.13%	8.82%

Table 10- ROI ratio for last five years

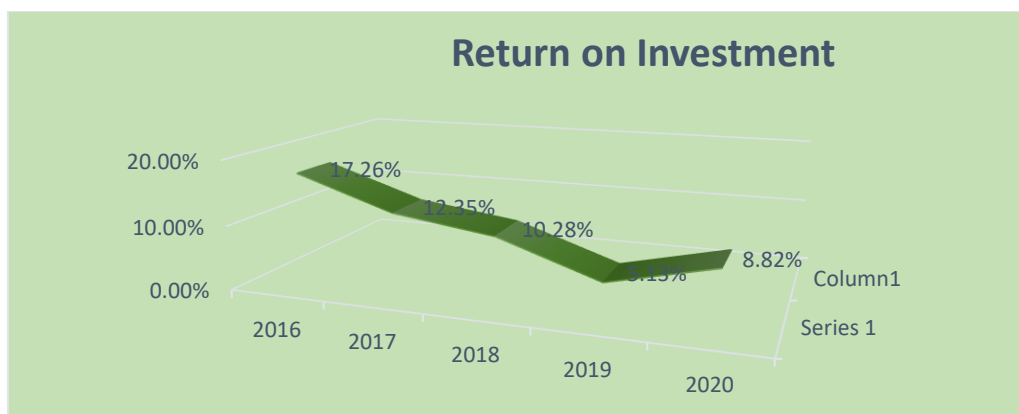


Figure 7- NBL's last five years ROI ratio

❑ **Capital Adequacy Ratio (CAR)**

2016	2017	2018	2019	2020
13.19%	13.79%	14.04%	13.38%	13.00%

Table 11- Total Capital Adequacy Ratio of NBL for last five years

From the chart, we'll see that the capital adequacy ratio of NBL has extended from 2016 to 2018. Be that because it may, in 2020 the capital adequacy ratio of NBL was low at that time compared with the five a long time. The chart shows up that NBLs are unfit to create higher capital adequacy by minimizing their credit risk.

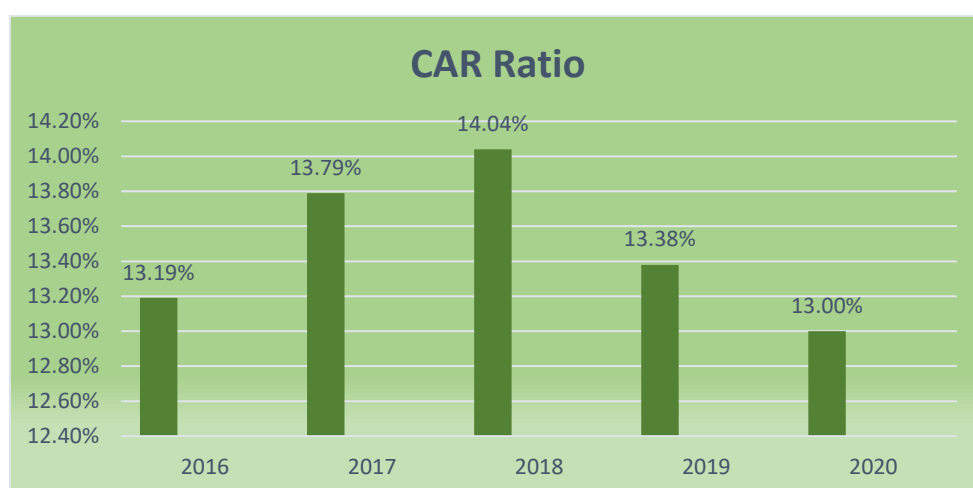


Figure 8- CAR Ratio of NBL for last five years

❑ **Non-Performing Investment (Loan)**

2016	2017	2018	2019	2020
10.35%	10.64%	9.50%	10.98%	9.38%

Table 12- ratio analysis of NPL of NBL for last five years

According to the table, NBL got a high non-performing loan in 2016,2017, and 2019 which was not good enough. But they reduced the rate in 2018 and 2020. They could collect the money from those investments. More than 6% of NPL is considered as risky for a bank. Here the bank is having too much higher rates for the last five years. Because in the last five years the bank had more investments but they did not generate much profit. The rate of income is

less than their expense. And when here is less income in terms of expense the NPL got high. Moreover, in 2020 they had much more gain in terms of previous years. Though there was an unstable situation in recent years NBL need to overcome all of them and had a good performance.

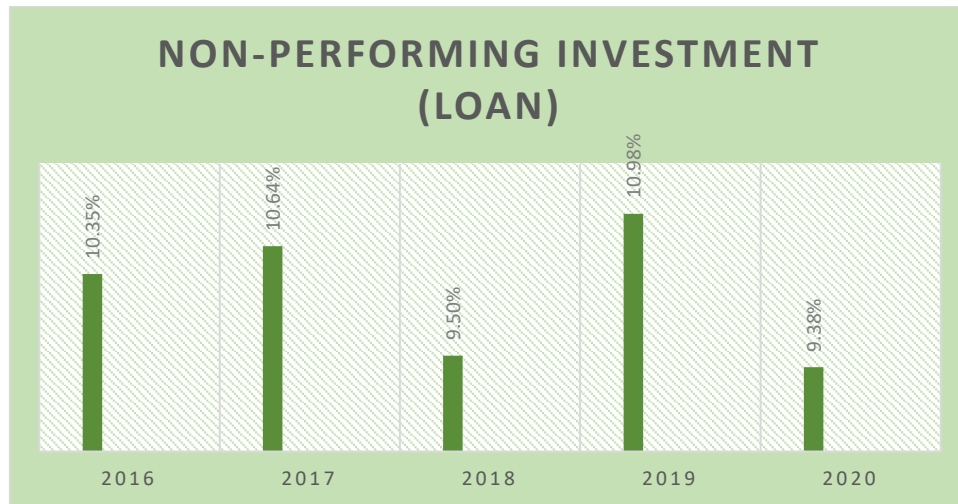


Figure 9- NPL ratio of 2016-2020

❑ **Net Asset Value Per Share**

The NAVPS represents the entire value of the scheme's investments fewer liabilities and costs. A greater NAV merely indicates that the scheme's investments have performed very well. According to the table of NBL's NAVPS, in 2020 they grew their NAV than in 2019. Moreover, in terms of the last five years, their performance was moderate. And it was fluctuating at the same level in 2018-2020.

2016	2017	2018	2019	2020
18.33	17.03	16.88	16.79	16.99

Table 13- Net asset value per share for last five years

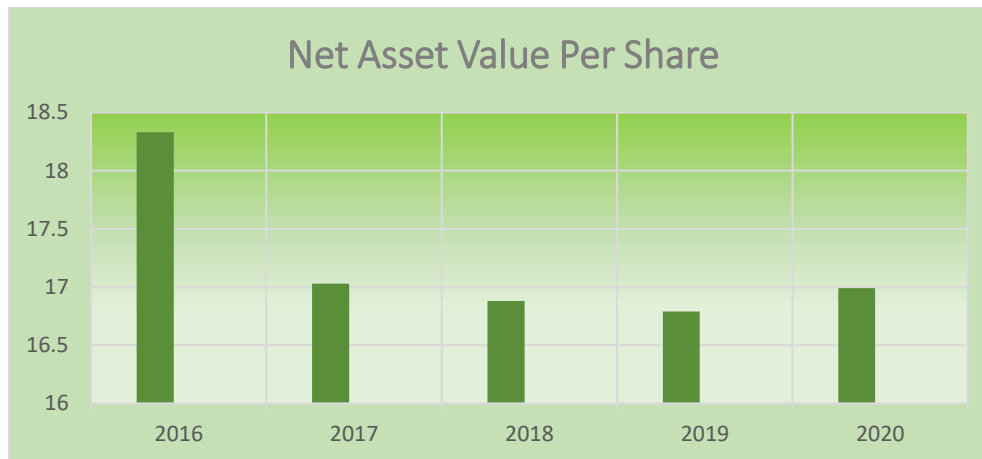


Figure 10– Ratio for last five years of NBL

At the end of the all-ratio analysis, it can be said that, NBL is controlling their performances in a good way. They are also operating their all kind of activities by considering every situation. Though pandemic of Covoid-19 has made life more difficult but the bank could keep their performance up in various sectors. Some sectors are having fewer positive reviews but still they can improve their performances.

Comparative analysis

The performance of a bank can be determined by comparing it to that of competitors. We can tell whether the bank is doing well or not based on the performance analysis. According to my bank officials there are some rival banks and I took five of them for comparing the performance.

➤ Return on Asset-

In a comparative analysis, I compare the general overall performance of my financial institution with numerous 5 banks taken into consideration to be pinnacle competitors. I take not unusual place ROA information for 5 years (2016-2020) from every financial institution.

In the evaluation with the 5 opposing banks, my financial institution`s ROA of 1.21% is the second-highest. We understand that a low ROA isn't always constantly a excellent indicator of a financial institution`s universal overall performance. Among the opposing banks, National Bank Limited's ROA is the highest. In addition, the specific competitors "Roa isn't always constantly heaps higher than NBL.

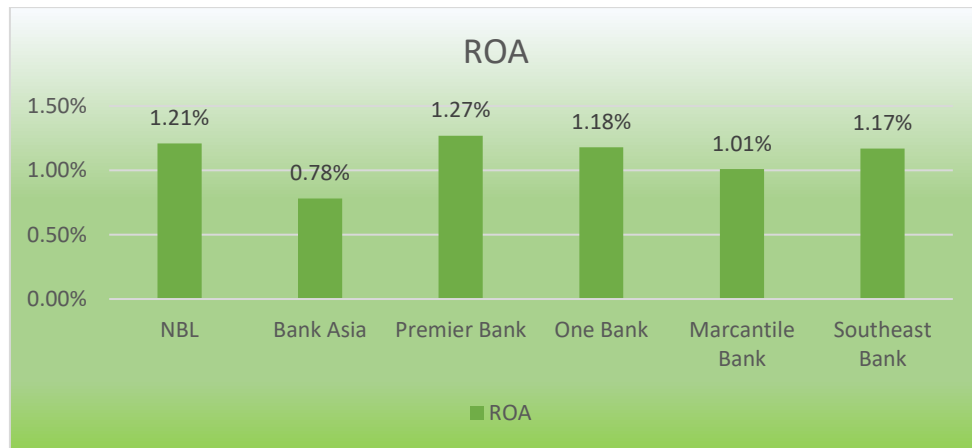


Table- Comparative analysis of ROA

➤ **Return in equity-**

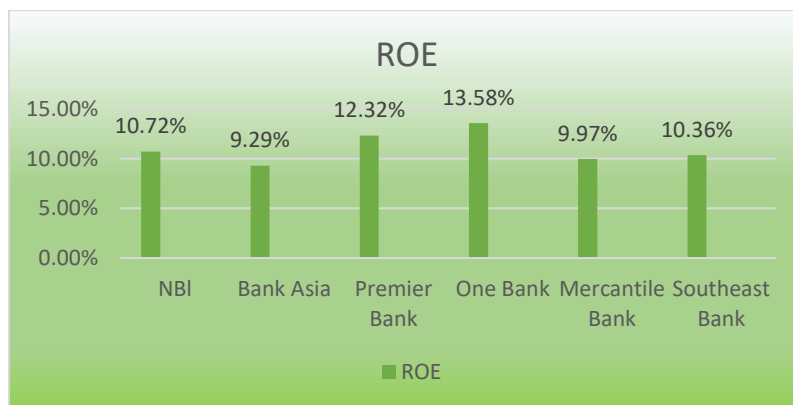


Table- Comparative analysis of ROE for last five years

In a comparative analysis, I look at my banks in general execution with distinctive five banks that's taken into thought to be vital competitors. I take the common of the five a long time (2016-2020) ROE data of each bank. In evaluation with diverse banks, my institution's ROE is direct. Other banks are doing higher in expressions of ROE. Most of the competitor banks go back on decency is more prominent than 10%. So, diverse banks are the utilization of their reasonableness more prominent efficaciously which can be getting profit.

➤ **Earnings per share-**

According to the graph above, NBL's earnings per share are the lowest among all banks during a five-year period. Mercantile Bank has the highest EPS rate of 2.98 among all other banks. There is a significant difference between them. As a result, NBL could not profit from each share of stock. Because it indicates a bank's earnings per share, operational efficiency is tied to EPS. So, in this scenario, the activities outperform other banks over a five-year period.

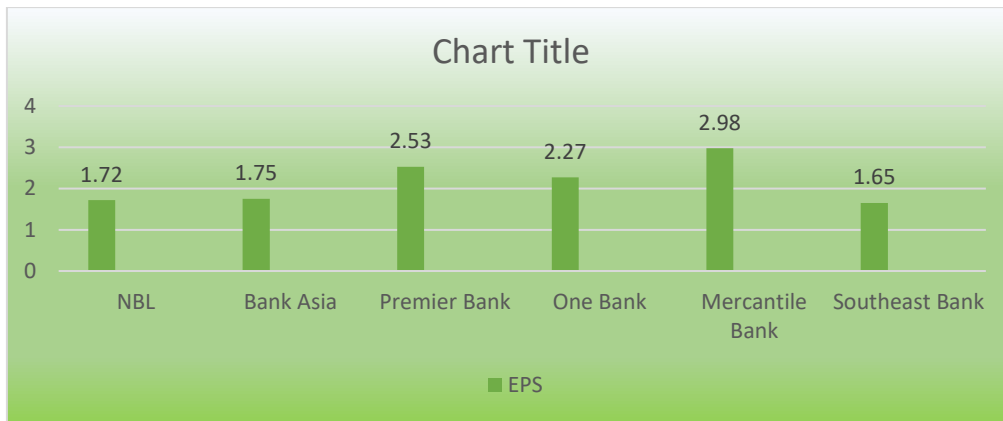


Table- EPS, comparative analysis

➤ **Return on investment-**

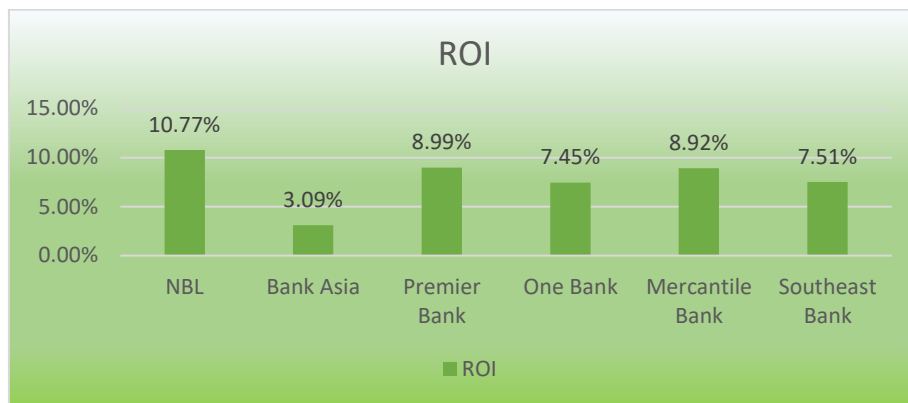


Table- Comparative analysis of ROI with NBL

According to the graph above, NBL ranks first among the five fully-fledged banks on a five-year average (10.77 percent). Among the banks, Premier Bank has the highest return on investment (8.99 percent). NBL, on the other hand, has seen a significant return on their investment. As a result, NBL's ROI has room for improvement. Return on investment also shows operational efficiency because managing investments is one of a bank's primary operational duties. The high return on investment translates into great profitability, which translates into good operational efficiency.

➤ **Capital adequacy ratio-**

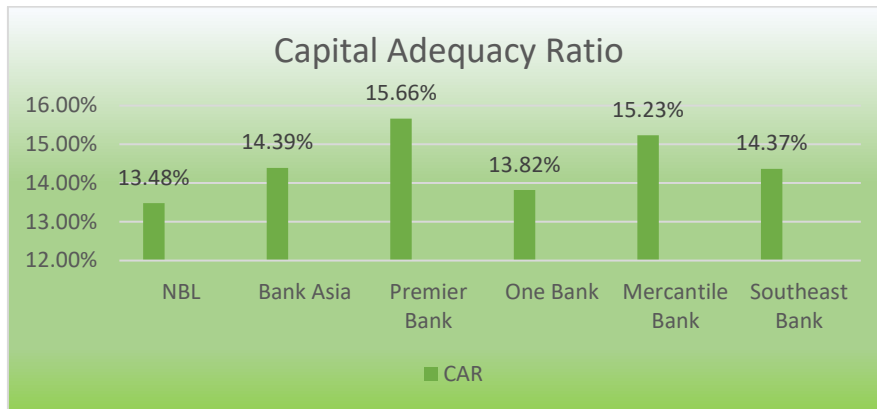


Table- Comparative analysis of CAR

In compared to other banks, the performance of my firm is similarly good. Some banks keep CAR at a higher level than NBL. Some of them maintain a higher CAR. For example, Premier Bank, Southeast Bank, and others have a higher CAR. According to the Bangladesh Central Bank, the CAR requirement is 12.50 percent. However, during the previous five years, my business has averaged 13.48 percent CAR, indicating an excellent CRM system.

➤ **Non-performing loan-**

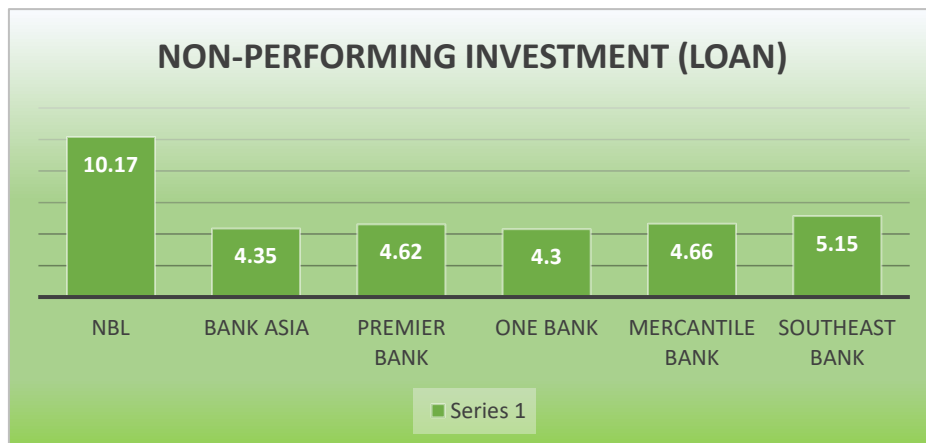


Table- Comparative analysis of NPL

My bank's NPL proportion is more prominent than that of a few of its competitors. Besides, a few banks have a lower NPL proportion than NBL. Over the past five a long time, the managing an account industry's NPL rate has surpassed 9%. In comparison to managing an account industry's NPL proportion, my organization's proportion is insufficient. Since NBL is losing cash and taking dangers year after year. As a result, they must diminish their NPL rate in arrange to extend their benefit.

➤ **NAVPS-**

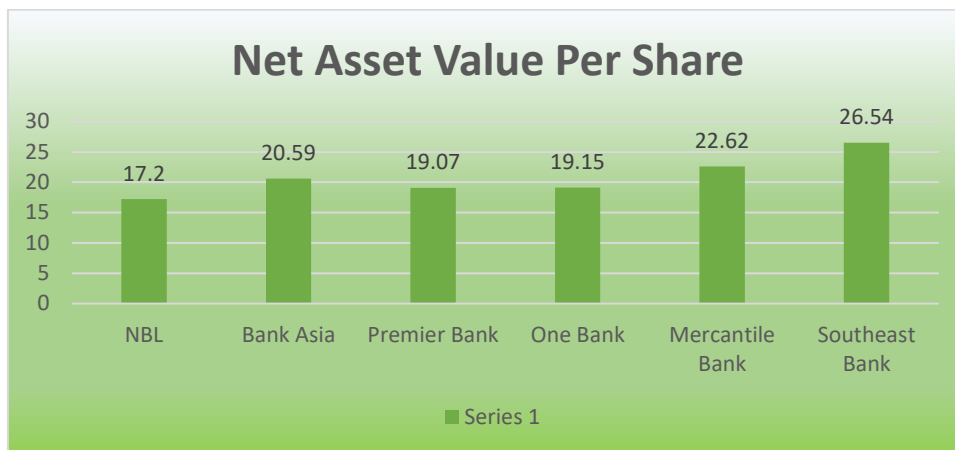


Table -Comparative analysis of NAVPS

According to the graph, NBL has the lowest NAVPS among the competing banks. Southeast Bank has the highest NAVPS of any bank. This method, the whole expense of plans was very well finished. NBL wants to improve the overall performance of its projects.

Overall ratio analysis-

According to the comparative analysis, NBL is doing well in terms of problems. They are continuing to execute in accordance with their plan. However, several of the ratios are low and put the bank in a dangerous situation when compared to other banks. NBL must enhance their investment strategy as well as their operational efficiency. If we look at the graphs and calculations it is clear that, the CAR ratio, ROI, NAVPS, NPL impacted a lot during covid period. Their performance was not that much good and they could not generate much more profit from these. The NPL hits a lot in ROA, ROE. When a bank fails to earn more deposits the liquid asset decreases. For a bank the loan is an asset and deposit is liability. Before pandemic they were having lower rate for ROA and ROE. It seems that they were unable to get deposits from their clients. We also see that some of their products are inactive and deposits are low. So, it quite clear that, the NPL impacted a lot in terms of having more expenses than income. And that's why the profitability ratio went down. That is why their performance is not satisfactory among the competitors and also for last few years. Moreover, NBL is doing good in their investment. They are having much more rate in investment. So, to conclude, having all the data and calculations it can be said that, NBL has chance for improvement and they can enhance their operational efficiencies by increasing more income.

3.3.2 Impact of Covid 19

The year 2020 ended with a slew of unforeseen results brought on by the Covid-19 epidemic. Throughout the period, NBL has maintained a positive deposit growth phase. Aside from a consistent attempt to mobilize new deposits, there is a concerted push to maintain existing clients. The modifications are as follows:

In light of COVID-19, the bank is moving forward with its computerized conveyance channels to empower clients to utilize Portable Managing an account, Web Keeping money, and the ATM arrange more regularly and effortlessly. Increment resource quality, collect classified and written-off obligations, moving forward benefit greatness, and spare costs have been their best needs.

NBL has as of now started giving completely operational managing an account back to esteemed clients over the nation. To keep the economy turning, the bank's competent specialist has chosen to organize a COVID-19 test for workers posted within the Dhaka Division, with the important costs being borne by the Economical Back Unit (SFU) as a portion of the bank's CSR exercises. In 2020, the taking after modern bookkeeping measures, changes, and translations will be executed:

- Definition of Material-Amendments to IAS-1 through IAS-8
- Revised Conceptual System for Budgetary Reporting
- Rent concessions relating to Covid-19 -Revisions to IFRS-16
- The Company utilized an attainable practical for COVID-19-related lease concession to the over lease concession connected to its commerce office. So, these are the changes made by National Bank Limited for the COVID-19 situation to keep stability in the company.

The status of NBL before and after Covid 19 is the first quarter of 2020 (until March 31, 2020) and the third quarter of 2020 (September 2020) when Covid first entered the patient on March 8. It is explained in comparison with (until 30th of March). It occurred in Bangladesh in 2020 and was affecting this sector as of April

	March 31, 2020 (BDT)	Septembe.30, 2020 (BDT)	Growth
Operating Profit	4,127,233,667	1,502,052,830	-63.61%

Table 15: Operational profit of NBL (before and after COVID-19)

Operating profit was generated because the report was prepared based on operating efficiency. Operating profit decreased by 63.61%. Therefore, covid had a negative impact on operating profit.

NBL is doing its best in terms of today's situation. They are running their productivity and profitability by considering various aspects. From the descriptive statistics and hypothesis testing this is much clearer and we can see the result in a easy way. For some aspects the bank is having less growth but by taking necessary steps they will able to reach at their destination.

3.3.3 E-Banking of NBL (Customer Satisfaction Survey of NBLiPower)

This survey will clarify why customers should use NBLiPower. As it is new for this bank and also people are not habituated with this kind of services. So, this survey will show the accessibility and friendly use of it.

The graph illustrates that NBLiPower has a high degree of customer satisfaction. The majority of NBL customers feel that opening an account with NBLiPower is simple and that the service is excellent.

❖ Account opening-

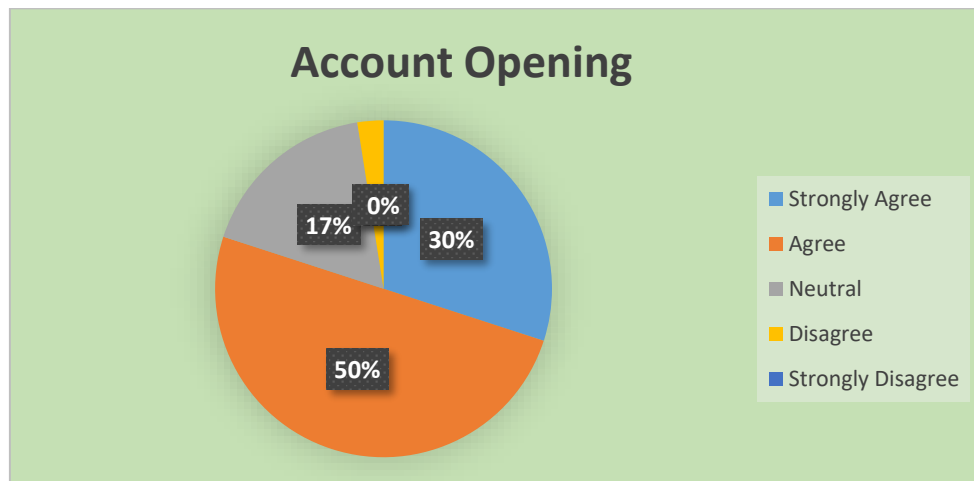


Figure 12- a survey of account opening usability

For customer satisfaction, a survey was conducted with 40 customers who are currently using the service. From the above pie chart, we can see that 50% of them are satisfied with the service and declared that account opening is easy. There were some questionnaires for the survey.

According to the answers, it is quite clear that NBLiPower is meeting the satisfaction level of the customers.

❖ **Cooperation with Customers –**

The graph demonstrates that the satisfaction bar is significantly higher than the displeasure bar. As can be seen from the graph, clients perceive that the staff is cooperative.

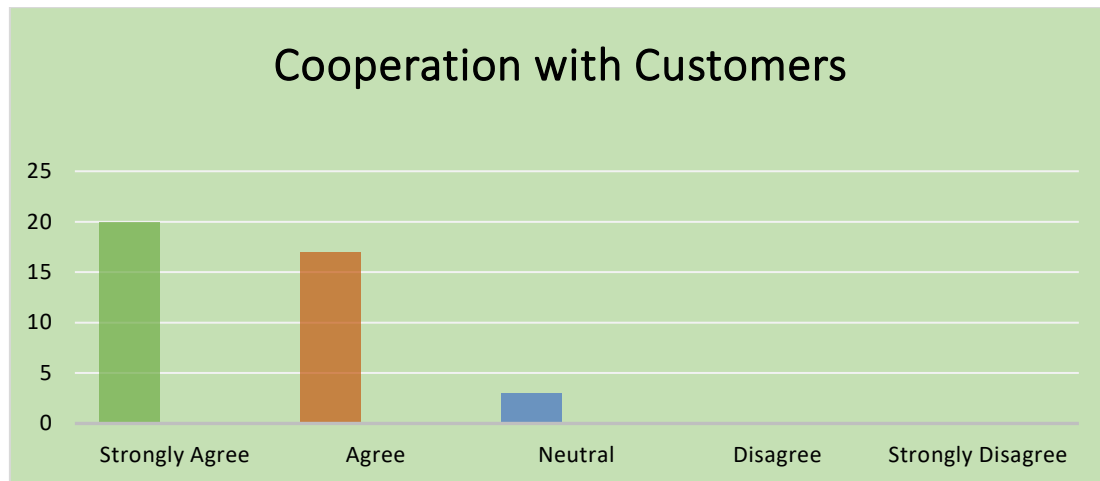


Figure 13- Survey of staff behavior with clients

❖ **Security & Automation -**

According to our observations, clients are quite happy with the bank's automation and security systems, as seen by the graph, which demonstrates that the majority of people trust the bank in these two areas.

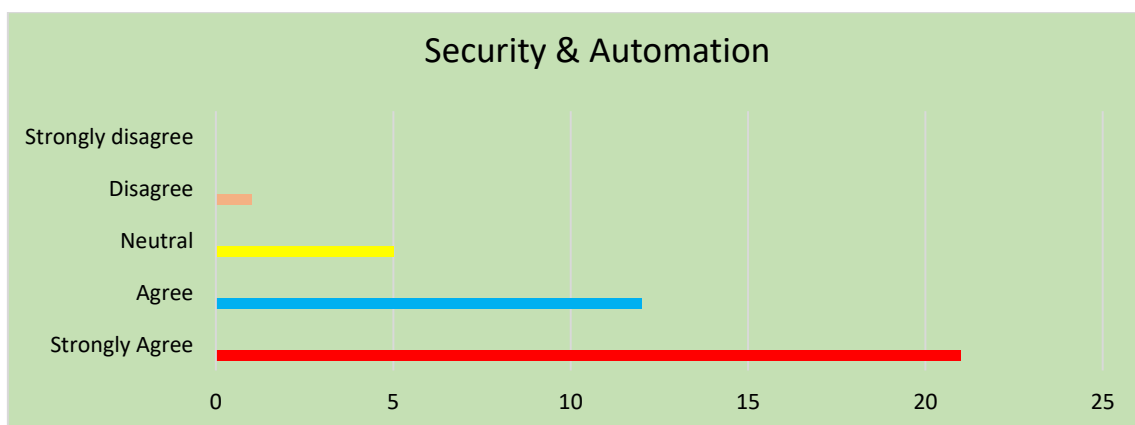


Figure 14- Survey of security & automation for NBLiPower

❖ Service Satisfaction –

The bank's service is excellent. The majority of its consumers are pleased with its service. So, it is up to the bank to keep the level or perhaps raise it for an extended period.

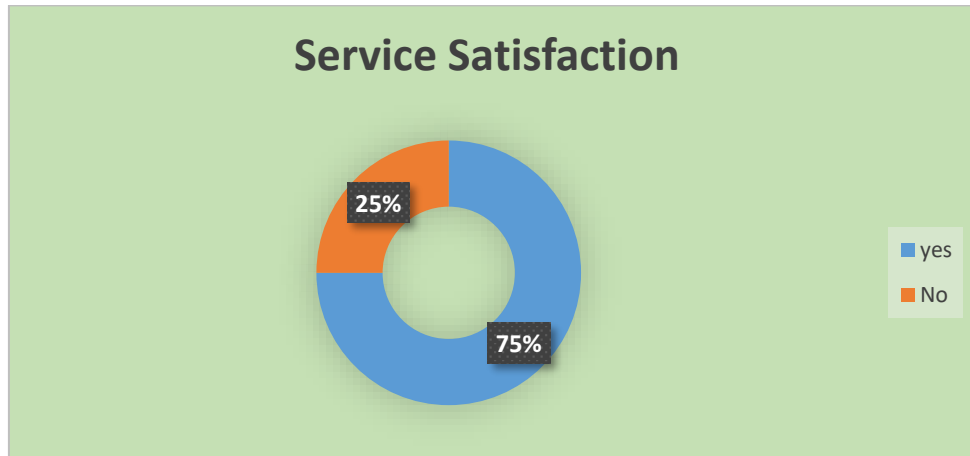


Figure 15- Survey of customer's service satisfaction for NBLiPower

As we know any kind of online transaction can bring danger and there will be always a question for safety and security. Because, fraudulent, hacking, server problem and many kinds of problems can happen. So, thinking of all kind of hazards NBL is ensuring proper safety and maintenance for their E-Banking platform. Also, from the above survey we can see the results is positive in every aspect from all customers who are using NBLiPower. And NBL is also looking for further improvements with digitalized sources. They will conduct their service in a convenient way so that every customer can avail it without any hesitation. So, it can be said that NBLiPower will be best choice for all.

3.4 Summery and Conclusion-

The complete report is for knowing the operational efficiencies and E-banking of NBL. And concurring to all proportions and performances, it is well known to us that NBL is incapable to create a fulfilling execution. Considering the exhibitions sometime recently and after the widespread, the bank was having lower rates of benefits. Effectiveness and benefit are related to each other. When the effectiveness developed up consequently the execution goes up. Additionally, NBL had an awful effect on their benefit proportions and productivity proportions. In terms of overcoming all of these NBL ought to increment their earnings more jointly stores more. For a bank number of deposits matter a parcel. So, the bank must

increment its execution more for being competitive within the banking division. Furthermore, Electronic banking is fundamentally altering the way people conduct their banking transactions. According to Ong and Lin (2015), ordinary consumers are always hesitant to reveal personal information over the internet. Also, Covid-19 situation made the necessity of internet-based services among the country in every sector. Furthermore, practically all banks in the nation offer e-banking services. That's why E-Banking is becoming a part of our life day by day. National Bank Limited has also introduced with their new feature NBLiPower with full legal foundations. Nonetheless, NBL utilize a variety of security techniques, by which the clients can use it without any tension. As the service is now for free of cost and having lots of features, excellent offers and also co-operation from the officers so, use of NBLiPower will be a good choice for everyone. There are also different regulations and policies enacted by the country's banks and government and according to it NBL also trying to add more advance technologies and features for their E-Banking.

3.5 Recommendation-

The operational efficiency is determined by a variety of financial measures. In most industries, NBL has performed well or mediocrely. In any of the financial indices, they are not in a poor position. In any case, NBL can upgrade their return on resources and return on venture as well. The bank, on the other hand, can include a solid track record in non-performing resources (In routine keeping money it is known as a non-performing credit). The bank moreover appreciates a tall benefit per share. As a consequence, they've put in place a solid management structure to limit credit risk, and it's working. As a result, we can state that NBL's operational efficiency is well ahead of some financial measures. Furthermore, according to customer feedback, NBLiPower is performing an excellent job.

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Appendix

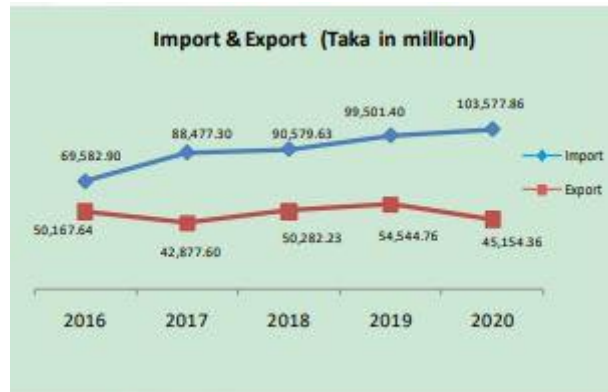


Figure- Import & Export in last five years

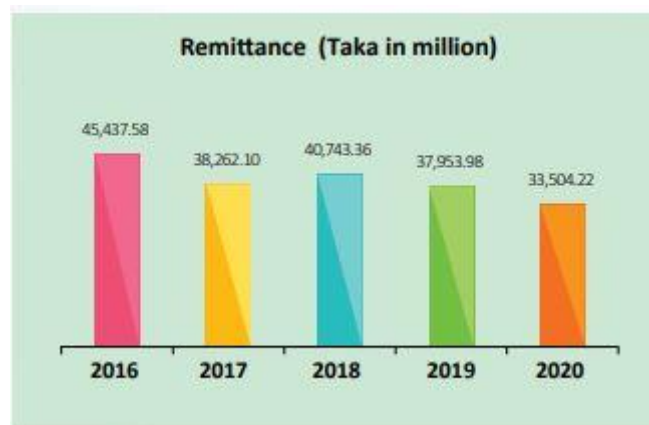


Figure- Remittance performance in last five years

Corporate Social Responsibilities (Sector wise)		(BDT in Lakh)	
Sector	2019	2020	
Education	237.30	928.18	
Disaster/Relief	672.06	1635.97	
Prime Minister Relief Fund	987.16	2500.00	
Health	49.37	107.92	
Development of religious institution	2.64	5.75	
Environment	60.00	-	
Sports & Culture	201.45	1.00	
Others	8.55	14.05	

Figure- CSR (sector-wise) investment in 2020-2019 by NBL

Schedule of Charges & Commissions Relating to General Banking Business
in accordance with Head Office Circular Letter no. 4411 Dated:01/09/2021

SL	PARTICULARS	AMOUNT (TK.)/RATE
1	Minimum Initial Deposit for Opening SB A/C.	Tk. 500/-
2	Minimum Initial Deposit for Opening CD A/C.	Tk. 1000/-
3	Minimum Initial Deposit for Opening Special Accounts	
3(a)	School Banking Account	Tk. 100/-
3(b)	Farmer's Account	Tk. 10/-
3(c)	Hardcore Poor A/c	Tk. 10/-
3(d)	Freedom Fighters' A/c	Tk. 10/-
3(e)	Social Safety Net Allowance A/c	Tk. 10/-
3(f)	Food and Livelihood Security A/c	Tk. 10/-
3(g)	Poor Rehabilitation under religion ministry A/c	Tk. 10/-
3(h)	City Corporation worker's A/c	Tk. 10/-
3(i)	RMG Workers A/c	Tk. 100/-

SL	PARTICULARS	AMOUNT (TK.)/RATE
8	Account Maintenance Fee (Realizable on half yearly basis) including dormant A/c.	CD : Tk. 300/- SND : Tk. 500/-
9	Account Maintenance Fee for Special Accounts. Accounts mentioned in SL. no. 3.(a-o)	Nil
10	Account Maintenance Fee on Loan Account (Realizable on half yearly basis)	Nil
11	Activation of Dormant Account	Nil
12	Issuance of Cheque Book	Leaves All Area 25 Tk. 100/- 50 Tk. 200/-
13	Supply of Statement at the end of each half year	Nil
14	Supply of duplicate statement	Tk. 200/- per instance for first 15 Pages and Tk. 10/- for next each page (Statement may be provided by any branch.)

Figure- Product price & service charge



Figure- NBLiPower App



Figure- Share price of NBL