INTERNSHIP REPORT
ON
FINANCIAL PERFORMANCE ANALYSIS
OF
SHAHJALAL ISLAMI BANK PLC

Supervised By

Mr. Mahbub Parvez

Associate Professor,

Department of Business Administration,

Faculty of Business & Entrepreneurship

Daffodil International University

Prepared By

Md Kamruzzaman

ID: 203-14-3234

Major: Finance (49th Batch)

Master of Business Administration (MBA)

Department of Business Administration

Daffodil International University

LETTER OF TRANSMITTAL

08 November 2024

Mr. Mahbub Parvez

Associate Professor, Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report on "Financial Performance Analysis of SHAHJALAL ISLAMI BANK PLC"

With great pleasure, I offer my internship report on the Financial Performance Analysis of SHAHJALAL ISLAMI BANK PLC, which has been designated as a required component of my Master's Degree. I am grateful to you for allowing me to set up this report. I did my best to complete this report with the necessary data and recommendations that you were given.

I appreciate you and look forward to receiving your generous acceptance of my work. I believe this report will fulfill your expectations.

Yours Sincerely, Kamruzzaman

Md Kamruzzaman

ID: 203-14-3234

Major: Finance (49th Batch)

Master of Business Administration (MBA)

Department of Business Administration

Daffodil International University

CERTIFICATION

This is to certify that, the internship report titled "Financial Performance Analysis of SHAHJALAL ISLAMI BANK PLC" is prepared by Md Kamruzzaman, ID: 203-14-3234, as a requirement of the MBA program under the Department of Business Administration and the Faculty of Business & Entrepreneurship at Daffodil International University.

The report is recommended for submission.

Mahbub Parvez
Associate Professor
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

ACKNOWLEDGEMENT

First and foremost, I would want to thank Allah for providing me with the knowledge and power necessary to complete my report. Then I'd want to thank Professor Mr. Mahbub Parvez, my internship supervisor, for tasked me with writing an internship report on "Financial Performance Analysis of SHAHJALAL ISLAMI BANK PLC". His unwavering encouragement and reinforcement have inspired me to do the task correctly. It helped me learn more about financial performance evaluation and the banking industry.

I'd want to offer my heartfelt gratitude to Mr. Rabiul Islam, under whom I did my three-month internship. I also like to thank all of the personnel of Shahjalal Islami Bank Ltd for their cooperation and support. They have always been quite helpful in explaining me the job process and providing pertinent material for my report when I approached them. Despite the high workload in the office, they tried to supply me with relevant information when I asked.

It was an excellent opportunity to intern at Shahjalal Islami Bank Ltd. I always felt like I was being guided by extremely trained and experienced professionals. The experience I've gained will be extremely valuable to my profession.

With great pleasure, I offer my internship report on the Financial Performance Analysis of SHAHJALAL ISLAMI BANK PLC, which has been designated as a required component of my Master's Degree. I am grateful to you for allowing me to set up this report. I did my best to complete this report with the necessary data and recommendations that you were given.

EXECUTIVE SUMMARY

This internship report has been prepared taking into consideration the performance established in SHAHJALAL ISLAMI BANK PLC. The report comprises 4 sections or Chapters. The specific objective of this research is to give a brief insight about investment-performance-analysis of SHAHJALAL ISLAMI BANK PLC. The interviews depict the primary data sources and job experience officers and staff in relativity to different desks. The secondary data was obtained from annual report, some published material and web pages.

The second chapter offers an overview of Shahjalal Islami Bank PLC, which began operations on May 10, 2001, in alignment with Shariah principles. With 113 branches across Bangladesh, the bank focuses on Al-Wadiah Current Deposits and Mudarabah Fixed Deposits, along with a variety of specialized savings schemes. Known for efficient service and specialized banking solutions, Shahjalal Islami Bank has quickly established itself as a leading financial institution. However, some of its international branches rely significantly on its central office for decision-making, which presents operational challenges.

The third segment of this study included a performance analysis of SHAHJALAL ISLAMI BANK PLC. Investment operations are taking place in accordance with certain norms and regulations. There are several varieties of items, such as bi-muazzal, bi-murabahah, and bi-salam. These goods have use in a variety of industries. Investment operations are ongoing in several divisions and industries. The Dhaka division has the most divisional activity, with 117,798 Million BDT. Investment study revealed that revenue from investments rose at random from 2016 to 2020. In 2016, it was 3.97%; by 2020, it will be 6.47%. Foreign investment yields big profits. In 2019, it was 9.57%, but by 2020, it had increased to 22.12%.

The fourth chapter of this study concludes with various results, such as the fact that this bank does not offer a wide range of services. SHAHJALAL ISLAMI BANK PLC invests less in some areas, such as real estate, due to the high risk of investing. Some conclusions have been highlighted, such as the necessity for SHAHJALAL ISLAMI BANK PLC to concentrate on increasing its investment rate and sectors. SHAHJALAL ISLAMI BANK PLC must endeavour to boost investment rates and sectors, and it requires immediate clearance to make any decisions. All divisions must receive good service for their investment. The number of ATM booths should be raised to ensure that clients receive good ATM services. The offerings and limitations of the services should be increased.

Moreover, to support the growth while ongoing the above-mentioned financial progression, the report highlights the needs to diversify its investment portfolio strategies for SHAHJALAL ISLAMI BANK PLC. However, the bank is faced with numerous challenges in responding to the dynamics of the financial market and responding to competitors and building its technological base and digital banking products. The changes in the financial environment require that SHAHJALAL ISLAMI BANK PLC not only sustain the shariah compliance of the Bank but also develop new services to accommodate its valued customers. This will require prudent weighting of risks on the one hand, and the search for new potential spheres to invest in, on the other hand to guarantee further stability and profitability of the bank's work in the future.

TABLE OF CONTENT

CHAPTER 1: INTRODUCTION

1.1 INTRODUCTION

Shahjalal Islami Bank Ltd was established by ever intending and considering the norms of Islamic Shariah system. SHAHJALAL ISLAMI BANK PLC is actually named after Saint Hazrat Shahjalal (R), a saint of great repute who spawned his life in the pursuit of preaching people to maintain unity in worldly and after worldly life. The organization was incorporated initially as a public limited company as per the Companies Act of 1994 on the 1st April 2001. The Shahjalal Islami Bank Ltd began its banking operations on 10th May 2001 when it shortly opened its main branch at 58, Dilkusha C/A, Dhaka under a licence from the Bangladesh Bank.

The intention behind procuring this licence was to determine the solvency of its clients as well as to aid in the progression of the economic stability and prosperity in the nation's business and commerce sector. The principal place: Jiban Bima Bhaban, 10 Dilkusha C/A, Dhaka-1000, Bangladesh. Currently, the bank operates in 26 centres, and a total of 466 people work in its banking chain, including rural and urban areas of the country. The exploring evaluation pointed out that the bank has been generating a decent amount of profit annually, and it ranked second as the most profitable bank in the country for the last five years running. This was due to the fact that the bank had rapidly expanded its operations. This was also made possible by specializing in managing and mitigating risks faced by the bank.

1.2 BACKGROUND OF THE STUDY

SHAHJALAL ISLAMI BANK PLC is an Islamic Shariah-compliant bank. SHAHJALAL ISLAMI BANK PLC is named after the saint Hazrat Shahjalal (R), who dedicated his life to promoting peace in this world and the next. SHAHJALAL ISLAMI BANK PLC was established as a public limited company on April 1, 2001, in compliance with the Companies Act of 1994. It began banking operations on May 10, 2005, with the opening of its first branch (main branch), obtaining a Bangladesh Bank licence, for the benefit of its customers' economic conditions, as well as to contribute to the country's long-term economic growth and development in trade and industry. Its corporate headquarters are located in Dilkusha C/A, Dhaka, Bangladesh. It now has 51 branches in Bangladesh. SHAHJALAL ISLAMI BANK PLC's sponsors include prominent business leaders and well-known industrialists from the country. Now, this bank has a paid-up capital of Tk. 2,245.98 million and 1109 employees.

1.3 ORIGIN OF THE REPORT

Theory is believed to be useless without practice and practice to be blind without theory. A real-world application and academic knowledge are bridged by an internship. To understand about performance-analysis of bank-investments is the main goal of this paper. The basis for this paper is SHAHJALAL ISLAMI BANK PLC, a single chosen listed bank in Bangladesh. Based on the data this bank provided throughout the internship, the report was written. The paper "Performance Analysis of SHAHJALAL ISLAMI BANK PLC Investment" Until facts on the ground completely back up any information, it is incomplete. No matter how good theoretical knowledge is, it is incomplete without application in real life. This insight is especially noticeable in the field of business administration, where practical experience is most important. Any MBA student should participate in an internship programme since it prepares them for real-world situations.

Since banks are among the crucial financial institutions, I have chosen SHAHJALAL ISLAMI BANK PLC, one of Bangladesh's top private banks. I have thus written my internship report on SHAHJALAL ISLAMI BANK PLC's investment performance analysis. Bangladesh's banking industry has been going through a tremendous and quick transformation during the past few years. Not only in our nation, but also throughout the world, deregulation, globalisation, and technological innovation have caused a fast shift in the banking landscape. Bangladeshi SHAHJALAL ISLAMI BANK PLC is a scheduled bank owned by the government. SHAHJALAL ISLAMI BANK PLC. has been active in all areas (from the industrial sector to microfinance), so it has a significant contribution to lending and investment in the economy.

1.4 OBJECTIVES OF THE REPORT

The report's major objective is to identify and analyse the financial performance of SHAHJALAL ISLAMI BANK PLC, which covers the following specific goals:

- To assess SHAHJALAL ISLAMI BANK PLC's financial performance utilising Ratio Analysis, Trend Analysis, and Common Size Analysis.
- To show SHAHJALAL ISLAMI BANK PLC's liquidity ratio, activity ratio, credit risk ratio, and profitability ratio.
- Identify concerns with SHAHJALAL ISLAMI BANK PLC's financial performance, and
- To give some recommendations to help solve the difficulties and advance my banking career.

1.5 METHODOLOGY OF THE REPORT

To meet the objectives of this report, the methodology has been carefully structured into two main components: **Data Collection Process** and **Data Processing & Analysis**.

Data Collection Process

The data collection process serves as the foundation of this report, ensuring that all presented information is thorough and reliable. Data was sourced through both primary and secondary methods for a well-rounded analysis.

1. **Primary Sources**:
    - Direct observations
    - Hands-on experience in various bank departments
    - Discussions with bank staff
2. **Secondary Sources**:
    - Shahjalal Islami Bank PLC's annual reports
    - Relevant banking literature, including books, articles, and journals
    - Online resources and databases

Data Processing & Analysis

The gathered data was organized and analyzed using MS Word and related software tools. Relevant tables were constructed based on the processed data, and in-depth explanations and analyses were integrated throughout the report to provide clarity and insight.

To effectively achieve the objectives of this report, the methodology has been systematically divided into two main components: Data Collection Procedure and Data Processing & Analysis

a) Data Collection Procedure: The data collecting technique is the cornerstone of this report, guaranteeing that the information given is accurate and complete. The information was gathered from both primary and secondary sources to create a comprehensive picture.

   i. Primary Source:
   Personal observation
   Desk work in different sections of the bank.
   Conversation with bank's employees.

   ii.Secondary Source:
   Annual report of SHAHJALAL ISLAMI BANK PLC
   Variety of books, articles & journals related to banking, and Information from the internet.

b) Data Processing & Analysis:

   The collected information has then been processed & complied with the aid of MS Word & other computer software. Necessary tables have been prepared on the basis of collected data. Detailed explanations and analysis have also been incorporated in the report.

1.6 SCOPE OF THE REPORT

SHAHJALAL ISLAMI BANK PLC is a listed first-generation private commercial bank in Bangladesh established by adopting and implementing Islamic Shariah on 10 May 2001 as per the provisions of the Bank Companies Act of 1991. hed operates in Bangladesh with 113 branches and is doing fairly well. The banker performance on the indicator reveals that the bank who had been into operation for not more than a decade it had positioned itself as a progressive and a dynamism financial institution in the country.

This with consent of the executors of this practice I am part of SHAHJALAL ISLAMI BANK PLC where I was assigned for practical experience. This made me think about how I can tackle investment mechanisms in this section. All the areas are aligned with the principles of investment management, and, on this note, I would like to conclude with a critical discussion of the Performance Analysis of Investment Guidelines stated in the Bank Companies Act of 1991, important findings, and recommendations.

1.7 LIMITATIONS OF THE REPORT

Preparing a report on a content like this in a short period of time is a delicate undertaking. The following issues and restrictions were observed while creating this report:

The crucial limitation of the study was the lack of information necessary for the disquisition. still, owing to security andother company conditions, workers don't offer. Access to internal data is confined. numerous of the rudiments couldn't beexplored in the current study due to time constraints. Because the bank workers were extremely busy, they were unfit todevote sufficient time. In utmost situations, this report was prepared using secondary data. The bank failed to provide information because the data was not formatted in most cases to include all information. Legal action- related information wasn't available.

CHAPTER 2: OVERVIEW

2.1 OVERVIEW OF SHAHJALAL ISLAMI BANK PLC

The SHAHJALAL ISLAMI BANK PLC (SHAHJALAL ISLAMI BANK PLC) was established on the principles of Islamic Shariah as said in the Bank Companies Act of 1991 on May 10, 2001. To reach more banking clientele, SHAHJALAL ISLAMI BANK PLC has continued to open branches in various important places across the country and enables the investors and depositors to invest their money in a wide array of facilities. Islamic Banking refers to an organized banking network that works in a manner that prohibits the charging of interest on the amount provided to borrowers. Besides, it also participates in buying and selling and makes real money and not mere statistics hence it helps in the production of the economy's Gross Domestic Product. The Board of Directors has good standing historical background in terms of commercial sector in the country and the Management Team is also good and cooperative heading with professional experiences where the company is led by a well renown banker Mr. Muhammed Shahidul Islam.

Competitiveness is a critical feature to compare the survival of the emerging banks in the current banking business where much emphasis has enhanced quality standards and standardised service delivery as a key to do away with physical barriers. The recent global financial crises and its consequences are to reveal another factor and proven detrimental effect of urbanization. Nevertheless, despite the stimulating growth and expansion of the business, the company's aims and objectives remain unaltered: It is to give the people the highest rate of satisfaction and to continue striving for the good of the nation and its populace. Therefore, even today, Shahjalal Islami Bank PLC(SJIB PLC) keeps to strive for success in several business sectors continuously.

2.2 MOTTO OF SHAHJALAL ISLAMI BANK PLC

"Committed to Cordial Service"

2.3 VISION OF SHAHJALAL ISLAMI BANK PLC

To be Bangladesh's only modern Islamic bank in this time, making a significant contribution to the national economy development while enhancing customer trust and wealth, quality investment, employee value, and rapid growth in shareholder equity.

2.4 MISSION OF SHAHJALAL ISLAMI BANK PLC

- To deliver excellent service to consumers.
- Establish high standards of integrity.
- Make a quality investment.
- To guarantee sustained business growth.
- To maximise shareholder wealth.

Objective To enhance our clients' unique services by obtaining cutting-edge technology combined with Islamic values.

- To guarantee that human resources are developed to meet current challenges.

2.5 OBJECTIVES OF SHAHJALAL ISLAMI BANK PLC

- To provide interest-free banking.
- Establish participatory banking rather than debtor-creditor interactions.
- To invest in various modalities approved by Islamic Shariah.
- Accept deposits on a profit-loss sharing basis.
- Create a welfare-oriented financial system.
- To cooperate with the poor, the helpless, and the low-income group in order to improve their economic situation.
- To play an important role in human development and job creation.
- Contribute to the country's balanced growth and development through investment activities, particularly in less developed areas.

2.6 CORE VALUES

Shahjalal Islami Bank PLC upholds a set of foundational values, which shape and guide their daily operations and strategic goals:

- **Commitment to Shariah-Compliant Banking**: Ensuring all banking services are conducted on an interest-free basis.
- **Integrity and Transparency**: Building a work environment that values honesty, openness, and mutual support.
- **Customer-Centric Focus**: Prioritizing customer relationships built on trust, outstanding service, and shared success.
- **Growth and Profitability**: Committed to achieving sustainable financial growth while prioritizing profitability.
- **Collaboration for Ownership Value**: Fostering teamwork aimed at maximizing benefits for shareholders.
- **Innovation and Progress**: Embracing new ideas and technologies to drive continuous improvement.
- **Respect and Fairness**: Treating every individual with respect and basing all decisions on merit.
- **Performance-Based Recognition**: Recognizing and rewarding achievements rooted in measurable performance.
- **Ethical and Legal Responsibility**: Operating with integrity, accountability, and compliance with all legal standards.

These core values underscore Shahjalal Islami Bank's dedication to ethical banking, customer satisfaction, and long-term growth.

2.7 PRINCIPAL ACTIVITIES

The Bank's core segments include checking and savings accounts, overdrafts, imports and exports financing, fixed assets financing, current assets financing, retail banking, small and medium enterprises and debit card. Such a vision statement can be to become the number one private commercial bank in Bangladesh regarding profitability, regulatory control, minimal non-performing assets, operational productivity, and sufficient capital.

2.8 STRATEGIC PLAN FOR FUTURE GROWTH

The banking industry in Bangladesh emerged a more competitive one as existing domestic and newly entered foreign banks packaged their offers and services to capture the increasing demands for banking and financial services among corporate, retail, and SME sector consumers. This was made possible through diversification of its products and services which includes; the enhancement of its Automated Teller Machines/Debit cardfacilities /Internet banking services. Further, operating margins on deposits as well as lending had declined to be more competitive. The customer's account now expects better returns than they had earlier expected whereas the banks are aspiring for lower loan rate.

Under given overall circumstances, SHAHJALAL ISLAMI BANK PLC concerns primarily on its delivery channel, technology and talent management and brand and branch network, business promotions, corporate social responsibility and product portfolio diversification. The term strategy as used here refers to the practices or plans that are employed in the achievement of goals. The following are the strategies that could help to meet the development and enhancement needs of SHAHJALAL ISLAMI BANK PLC: All of these strategies are in align with the vision and purpose statement of the company. This strategy plan will effectively help in putting the vision and mission into operation by elevating actual actions and that would help in transforming SHAHJALAL ISLAMI BANK PLC into the most progressive, responsive, inventive contemporary Islamic Bank of Bangladesh.

2.9 PRODUCTS AND SERVICES

Shahjalal Islami Bank PLC offers a comprehensive range of deposit and investment products, structured on Islamic finance principles such as Mudaraba and Murabaha, which allow the bank to share profits with depositors akin to dividends. Here are the primary categories and types of products and services provided:

Deposit Accounts

Shahjalal Islami Bank offers various Mudaraba-based deposit accounts, each tailored to different customer goals and financial needs:

1. Mudaraba Monthly Savings Scheme
2. Mudaraba Double Money Scheme
3. Mudaraba Monthly Deposit Scheme
4. Mudaraba Millionaire Scheme
5. Mudaraba Hajj Deposit Scheme
6. Mudaraba Housing Deposit Scheme
7. Mudaraba Small Business Scheme
8. Mudaraba Cash Waqf Deposit
9. Mudaraba Lakhpoti Deposit Scheme
10. Mudaraba Marriage Deposit Scheme
11. Mudaraba Mohor Deposit
12. Mudaraba Education Deposit
13. Mudaraba Special Term Deposit
14. School Banking
15. Mudaraba Money Spinning Scheme

Corporate Investment Products

For corporate clients, Shahjalal Islami Bank offers investment products structured under specific Islamic finance modes:

- **Murabaha**: Cost-plus financing for asset purchases.
- **Bai-Muazzal**: Deferred payment sales.
- **Hire Purchase (Shirkatul Meelk)**: Joint ownership financing.
- **Ijara**: Lease financing.
- **Bai-Salam**: Advance payment for future delivery.
- **Quard-e-Hasana**: Interest-free benevolent loans.
- **Investment against LC**: Letter of credit-backed investments.
- **Investment against Scheme/Deposit**: Funding against specific deposit schemes.

Retail Investment Products

Shahjalal Islami Bank supports individuals with retail investment options for various needs:

- Household Durable Scheme
- Housing Investment Program
- Car Investment Scheme

- Self-employment Investment Scheme
- Investment Scheme for Executives
- Investment Scheme for Doctors
- Marriage Investment Scheme
- CNG Conversion Investment Scheme
- Overseas Employment Investment Scheme
- Education Investment Scheme

SME Investment Products

The bank's SME division offers financing solutions for small to medium enterprises, including:

- Small Business Investment Program
- Small Entrepreneur Investment Program
- Medium Entrepreneur Investment Program
- Rural Investment Program
- Women Entrepreneur Investment Scheme

Card Services

The bank provides a range of VISA card options for customers, including:

- VISA Debit Card
- Local and International VISA Prepaid Cards
- Dual Prepaid Cards
- VISA Gift Card

Digital Banking and Computer Services

Shahjalal Islami Bank has implemented a variety of technological solutions to enhance customer convenience:

- Online Banking Services
- Automated Accounting Systems
- Integrated Financial Systems
- Digital Signature Verification
- Any Branch Banking
- ATM Services
- POS (Point of Sale) Services
- SMS Push and Pull Services
- Other delivery channels are in development.

This extensive suite of products and digital services underscores Shahjalal Islami Bank's commitment to providing diverse and accessible Islamic banking solutions across different customer segments.

2.10 SHARIAH SUPERVISORY COUNCIL OF THE BANK

By the provision of Article 30 of the Bank's Articles of Association, the Bank today has put in place a Shariah Council. The Bank's Shariah council of scholars includes Ulema, Bankers, and Economists responsible for advising on issues relating to the application of Islamic sharia in business transactions. The Council occupies a rather special status within the Bank's organizational chart and is the key player when it comes to supervision of the compliance with Shariah law by the bank. With regard to the Bank, meetings of its Shariah Council took place in the amount of three(3) in 2011.

2.11 SWOT ANALYSIS OF SHAHJALAL ISLAMI BANK PLC

A SWOT analysis provides a comprehensive assessment of Shahjalal Islami Bank PLC's internal strengths and weaknesses and the external opportunities and threats it faces, facilitating strategic decision-making and adaptation to market dynamics.

Strengths

Key Strengths	Description
Efficient Management	Led by an experienced and capable management team.
Positive Reputation	Well-regarded in the banking sector.
Branch Network	Extensive network to serve a wide customer base.
Diverse Products & Services	Wide range of banking products to meet customer needs.

Weaknesses

Key Weaknesses	Description
Centralized Decision-Making	Heavy reliance on the head office for key decisions.
Outdated Website	Lacks a modern, user-friendly online platform.
Low Salary Packages	Limited competitive pay, especially at entry levels.
Limited Marketing Efforts	Insufficient advertising and brand promotion.
Inadequate IT Systems	Not fully digitized, affecting efficiency.

Opportunities

Key Opportunities	Description
Product Line Expansion	Potential to introduce more branches and services.
Specialized Corporate Schemes	Opportunity to offer tailored services for corporates.
Innovation in Services	Scope for developing new products and banking solutions.

Threats

Key Threats	Description
Loan Default Risks	Loan defaults pose a risk to financial stability.
Competitive Remuneration	Low pay for mid-to-entry levels impacts retention.
Market & Economic Risks	Exposure to multiple risks, including: - Market, equity, and currency risks - Liquidity, credit, and reinvestment risks - Inflation, horizon, and longevity risks - Risks related to foreign investments

This SWOT analysis emphasizes the need for Shahjalal Islami Bank to capitalize on its strong reputation and management expertise while addressing internal weaknesses and preparing for external financial risks and competitive pressures.

CHAPTER 3: FINANCIAL PERFORMANCE

3.1 BUDGET ACHIEVEMENT

The budget is feasible for achieving the goal within a certain time frame. Shahjalal Bank has established funds. To give the budget its own significance, assistance from the head office and branches is required; thus, the budget is developed. The annual budget for 2022 has met its percentage target.

3.2 OPERATING PROFIT

The operational profit in 2022 was Taka 5,865.13 million, the highest since inception, with a profit before tax of Taka 3,894.15 million and revenue after tax of 1,718.30 million. The increase in operating profit was 28.16%. Shahjalal Bank has a great overall performance, including its capital foundation and liquidity situation. As a result, Shahjalal Bank now enjoys a very strong position.

3.3 DEPOSIT

Shahjalal Bank successfully grew its deposits by 15% in line with its sustainable growth strategy, surpassing the national average deposit growth rate of 12.57%. In 2022, total deposits reached Taka 203,384.15 million. Notably, the share of short-term, no-cost deposits rose to 33.58% of total deposits, marking a strategic shift toward reducing the cost of funding. Shahjalal Bank focused on restructuring deposits to better align with lower-cost funding sources, achieving a reduction in the higher-cost deposit share from 66.86% in 2021 to 66.42% in 2022, an improvement over the previous year.

3.4 INVESTMENT

To maximise assets, the goal was to develop good entrepreneurs within the country. In 2022, the asset was increased to around amount of Taka 197,000 million. So, the bank's assets grew by 6.02%. The bank had plans for investment development that were growing in order to attract new owners and persuade clients to follow suit.

3.5 NON-PERFORMING INVESTMENTS

The proportion of non-performing investments (NPIs) across Bangladesh’s banking sector rose by 9.32% in 2022. Shahjalal Islami Bank PLC, however, maintained a significantly lower NPI rate of 4.91%, which is well below the national average. The bank took deliberate steps to bring down the NPI rate through enhanced investment procedures and an improved recovery strategy. These efforts led to a decrease in NPIs from 6.84% in the prior year to 4.91% in 2022. Shahjalal Islami Bank remains committed to reducing non-performing and non-operational investments further to strengthen asset quality.

3.6 IMPORT AND EXPORT

In line with its focus on trade financing, Shahjalal Bank experienced substantial growth in its import and export activities. Export volume grew from Taka 125,402 million in 2021 to Taka 147,052 million in 2022, marking a 17.26% increase. Similarly, imports rose from Taka 140,380 million in 2021 to Taka 157,060 million in 2022, reflecting an 11.88% increase. These figures demonstrate the bank's expanding role in supporting trade and contributing to economic growth through its trading business operations.

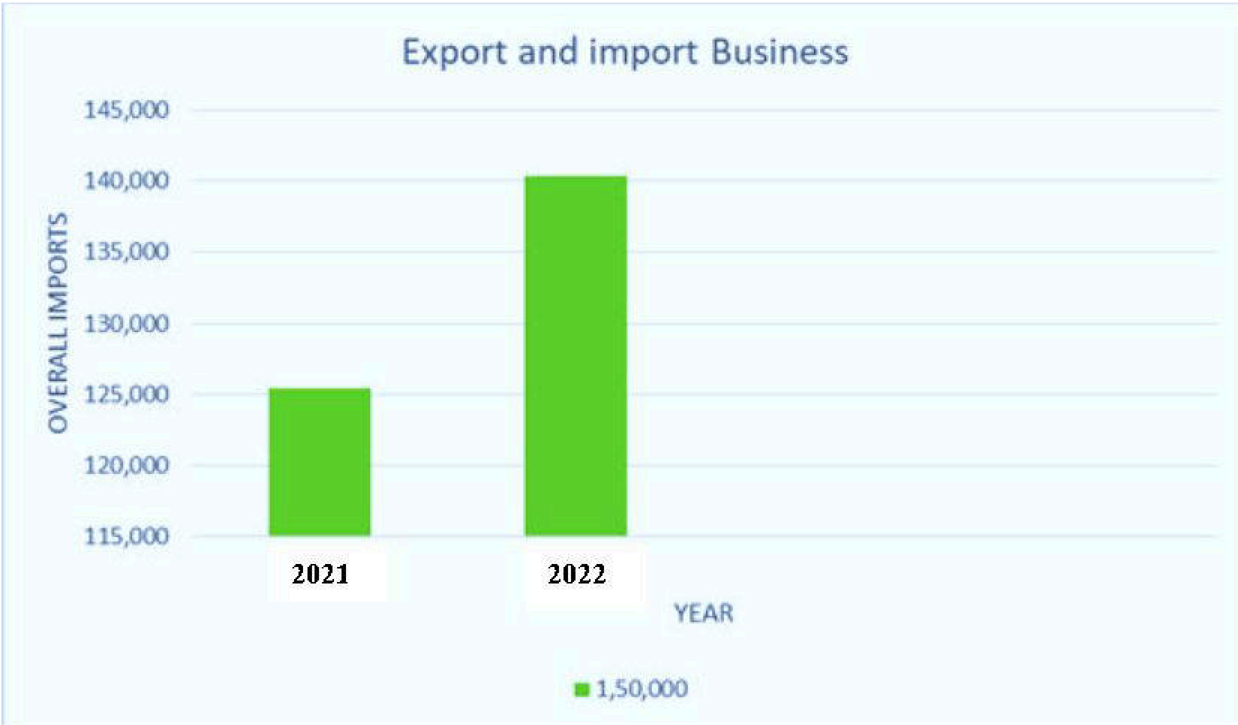

FIGURE: EXPORT AND IMPORT BUSINESS

3.7 REGULATORY CAPITAL

Thus, the bank formed regulatory capital for the entire 2022 year. The mean of the regulatory capital was also on a positive note with a mean of 16. 10 average mark and was beyond the recommended 12 percent by 02 percent. 50 percent. To minimize the level of composition of the risky assets and to be profitable while combining the augmentation of the Tier-2 capital the bank will focus on the quality of the assets and issue the Mudaraba Subordinated Bonds, eliminating the shortage of capital.

3.8 COMPLIANCE

During the time period, reports, returns, and statements for various regulatory bodies were completed. In 2022, the bank complied with all of the conditions imposed by Bangladesh Bank's principal regulator. Due to a liquidity problem in 2022, the bank was able to liquidate effectively, with no CRR or SLR deficit.

3.9 FINANCIAL REPORTING

The Shariah principles are applied in accordance with the IAS and IFRS, and the statement of financial are also ready and prepared for the end of the year in the last month of 2022, with adequate disclosure and deviation from the Standards.

The accounts were prepared in a sensible and fair manner, and financial statements were also approved. The Financial Statements are prepared using the concept.

3.10 AN ANALYTICAL SYNOPSIS OF THE PERFORMANCE (SHAHJALAL ISLAMI BANK PLC)

Bangladesh's economy expanded moderately in the year under review, but the banking industry had another difficult year due to ineffective investment-or-non-performing loans, liquidity pressure, increased deposits costs, regulatory demands on the banking sector to mitigate corporate investment, and a variety of other issues.

After reviewing the report, Bangladesh's economy appears to be growing moderately, but non-performing investments are experiencing issues this year, as is the rise in deposit costs and the rate for making investments in the banking sector, among other concerns.

Despite the enormous obstacles that the banking industry faces, SHAHJALAL ISLAMI BANK PLC had another successful year. The bank maintained market success across its 132 branches in 2022 and achieved a significant increase. The net operating profit increased to Taka 865.13 million; after-tax, the net profit increased to Taka 1718.30 million; and the EPS increased to Taka 1.84. The fraction of NPI rose to 4.91 percent.

3.10.1 Operating Profit

Shahjalal Bank achieved a 28.16% increase in operating profit from BDT 4,576.33 million in 2021 to BDT 5,865.13 million in 2022. This growth resulted from a well-optimized deposit mix, a diversified investment portfolio, and efficient treasury management. The bank focused on utilizing excess funds while actively managing investments, leading to improved liquidity and strengthened profitability. Such efforts in treasury and portfolio management have been critical to sustaining operational growth in a competitive financial market.

3.10.2 Investment Income

Gross investment income rose from BDT 17,121.99 million in 2021 to BDT 20,290.69 million in 2022, with the bank maintaining an investment income ratio near 86% of total income, demonstrating effective portfolio management. By balancing revenue streams and targeting investments aligned with market trends, Shahjalal Bank reinforced its income stability, addressing risks related to fluctuating economic conditions. This growth in investment income highlights the bank’s continued emphasis on maximizing returns while mitigating risks.

3.10.3 Investment Income Shares

Income generated from investment shares increased from BDT 373 million to BDT 478 million in 2022, reflecting the bank's strong presence in the equity market and enhanced investment activities. This rise underlines the bank's capability to tap into profitable equity investments, increasing shareholder value and supporting overall financial stability. The increase in shared investment income has contributed to an overall upward trend in earnings per share, reinforcing depositor and shareholder confidence.

3.10.4 Net Asset Value (NAV)

The Net Asset Value per share consistently surpassed initial share values, illustrating Shahjalal Bank's solid performance and the generation of wealth for its shareholders. NAV grew from BDT 15.84 in 2021 to BDT 17.68 in 2022, indicating a stable upward trend over the past three years. The consistent NAV growth is a positive indicator for investors, reflecting the bank's robust financial base and asset management practices, which have effectively expanded its value to depositors.

3.10.5 Correspondent Relationship

Shahjalal Islami Bank has strategically built a network of correspondent relationships with banks across 416 locations in 57 countries. These partnerships foster international trade by enabling foreign exchange and facilitating the Letter of Credit (LOC) process. By leveraging these alliances, Shahjalal Islami Bank has not only expanded its global footprint but also bolstered its foreign currency operations, creating added value for clients engaged in international transactions.

3.10.6 ATM Network Expansion

To increase accessibility and enhance customer convenience, Shahjalal Bank expanded its ATM network, with 107 independently operated booths and 2,295 shared ATM locations. This expansion from 84 independent and 2,270 shared booths in 2021 demonstrates the bank's commitment to improving customer experience. The extended network allows customers to efficiently conduct essential transactions, such as withdrawals, balance inquiries, and mobile banking, while optimizing transaction volume. The continuous investment in ATMs signifies the bank's proactive approach to modernizing its service delivery channels.

In summary, Shahjalal Islami Bank PLC has showcased resilience and adaptability within a challenging economic landscape. Through a combination of optimized revenue streams, strategic international collaborations, increased asset value, and improved customer service delivery, the bank has bolstered its market position and continues to grow as a leading player in Bangladesh’s banking industry.

3.11 ANALYSIS OF PERFORMANCE OF DIFFERENT SEGMENTS

3.11.1 Banking especilizing Corporate-related

Corporate banking is homes. It is a significantcontributor to our bank's profit margins. SHAHJALAL ISLAMI BANK PLC has done an outstanding job of preparing its business sector, which generatesthe majority of its profits, to reach a number of significant milestones along the way. Large-scale business sectors like thosein the food, beverage, manufacturing, transportation, lodging, and utility industries have received funding from SHAHJALAL ISLAMI BANK PLC.Corporate & Wide Investment was established in response to the demands of our corporate clients in order to serve themarket's requirements for corporations.

3.11.2 Banking SMEs

Banking SMEs Small and medium-sized businesses play a crucial role in acountry's overall economic development, particularly in emerging nations like Bangladesh. The CMSME sector has been crucialto Asia's economic development. They emphasized the importance of producing SMEs for better economic growth, reducingincome disparity, and reducing poverty by referring to SMEs as a "job-generating machine."

To achieve robust and sustainableeconomic growth, the firm depends on older, more conventional technologies, but they are also spread throughout a varietyof service industries. SME funding increased to Taka 72,516.50m in 2022, compared to Taka 70,395.40m in 2021.In 2022, Shahjalal spent Tk 46,362m in capital. Out of TK 42,600m in outstanding debt, there are Taka 13,242m in the commerce sector and TK 16,734.60m in service-related debt that hasn't been paid in full. Thebank has faith in the female business owners, which is why they have given Taka 1310.66 m for the 2022 fiscal year.

3.11.3 Consumer Banking (Retail)

The Bank connected in the retailing section with extremely beautiful products to raise livingstandards and to clients of various classes and professions to satisfy consumer wants. Private sector investments have beenmade, including those in home construction for the purchase of flats and for home restoration.

There is significant investmentmade in education. Investments in a wedding and a car are further investments. We have established Semi-Pace HousingInvestment as a specific arrangement to guarantee the availability of homes for-society's-residents, who are primarily from the-middle &

lower-classes. From Taka 8,501.49 million in 2021 to Taka 8,758.81 million in 2022, the bank's investment inretail banking increases.

3.11.4 Offshore Unit Banking

This is one of Shahjalal Islami Bank's separate divisions, it is governed by theBangladesh Bank. Shahjalal must provide the Off-shore Banking Unit's letter number. dated July 24th, 2008. On December 21st, 2008.

Offshore Unit Banking's overall investment level has increased. As of December 31, 2022, 11.563.90m. As on December 31, 2021, Taka 4.514.11 million had increased significantly to 7,049.79 million. The structure of OBU's investment portfolio is shown below:

Investment of Off-Shore Banking Unit

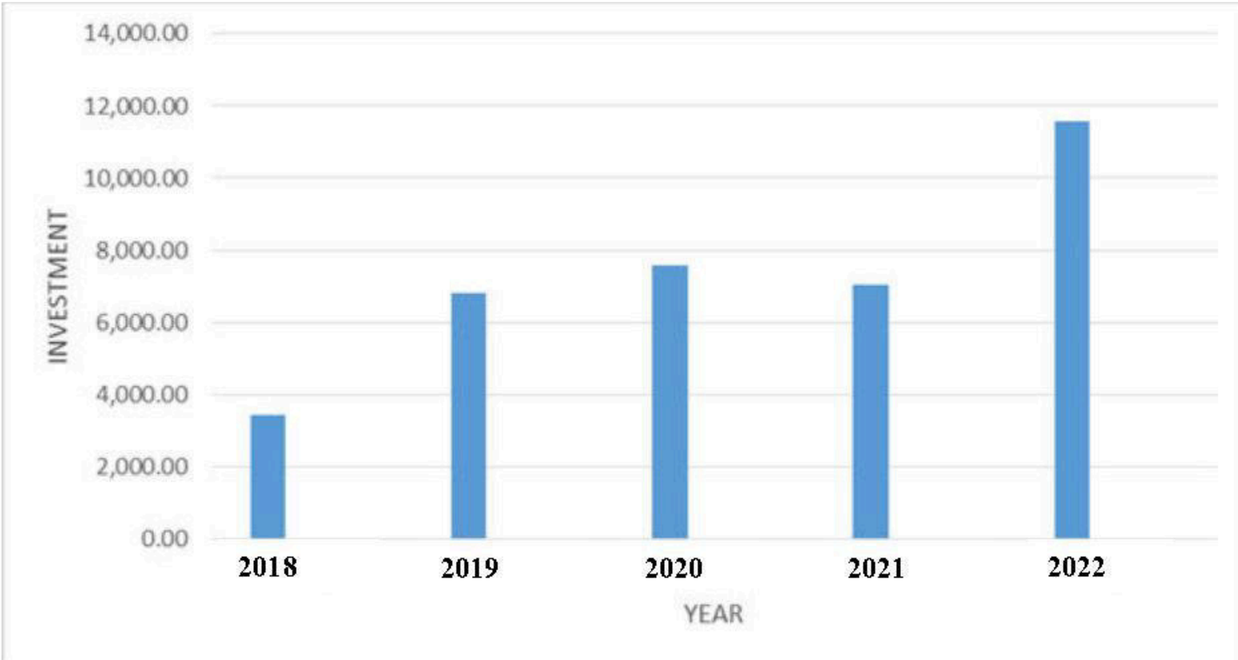

FIGURE: INVESTMENT_OF_OFFSHORE_BANKING_UNIT

3.12 RISK MANAGEMENT

It should be noted that bank often contains various negative characteristics such as, for example, whether this money will be provided. The ever growing SHAHJALAL ISLAMI BANK PLC has set up an RMD following the guidelines from the Bangladesh Bank especially regarding the rules of mentoring several aspects and the handling of risk-solving tools to contain concerns on risk. Activities included in the division's responsibility include assessment of the right amount of risk and risk management activity through the application of measures aimed to mitigate the risks, the involvement in preparation of Detailed Risk Management Report, risk management meetings held on the monthly basis, stress testing, and reporting on a periodical basis. Take frequent stress related examinations commonly known as management meetings and other approved exams and present the results to the supervisor for identification of the correct risk levels.

That group of Bangladesh Bank for risk management genes is consist of 5 executives in the board which forward the strategies and different way for that the risk-management activities. In an effort to safeguard the financial capital, amongst the many threats and financial capital, the bank within its operationalization maintains risk-fewer policies. Bangladesh Bank rules and regulations are being followed by the bank for implementation which are:

3.12.1 Credit/Investment Risk Management

Investment (Credit) Risk Management The failure of the bank's customers to pay their financial obligations is what defines investment risks. The specific risk involved in investment management is calculated based on the threat posed by a single business department. Inorder to manage risks, appropriate rules that are accompanied by accompanying sanctions, monitoring & evaluating procedures, and controls were designed. These rules govern compliance at the business unit level. Investment exposures are pooled from asingle department and systematically monitored. Shahjalal devotes enough attention to the risk involved in the trade asopposed to managing risk analysis, as the latter sometimes results in lower-quality investments while reducing risk. The Bankis also talking about Bangladesh's risk management. In so far as other aspects of the banking sector are involved, supervisory people apply a practical program of daily supervision.

3.12.2 Risk Control for Foreign Exchange

Originates from the currency used in the international transactions. To achieve success, the Bank offers a wide range of options for improving firm development and designing foreign exchange laws and regulations in compliance with Bangladesh Bank requirements. Shahjalal does business through many NOSTRO accounts in a variety of currencies, including BDT. Bank management put aside a predetermined sum to cover transactions with various books, which are subject to time and transaction constraints. Internal audits of the foreign exchange industry should be conducted in compliance with Bangladesh Bank standards to analyse major control problems such as thresholds and regulatory criteria. Shahjalal adhered to the applicable Foreign Exchange Risk Management rules, regulations, and recommendations.

3.12.3 Risk Control for Asset Liability

This, in essence, means that there may be changes in other sectors of the income and loss account due to the conflict arising from the degree of risk as it relates to controlling the liability of the asset management mechanism. One of the principal integral committees of elder managers and supervising by the managing director is the Asset Liability Management Committee that manages the principal risk of asset liability. The key areas of concern include the price level claims, the liquid stage, balance sheet challenges, CRR/SLR maintenance, economic scenario and Company status, and the rate of profits (interest).

3.12.4 Risk Control for Money Laundering

Money laundering is a real possibility described in terms of credibility and potential punishment for negligent non-implementation of money laundering prevention measures. As per the change in Money L Laundering and the new rules and regulation of Bangladesh bank from time to time, Shahjalal Bank has taken very careful measures of money laounding and other risky factors related with it and due to this the success rate of this bank has been raised.

Depending on the legislation, the bank uses measures that ensure the consumer obtains riskless additional bonuses and pursues such factors as the total number of its clients. The Bank structures the Know Your Customer (KYC) documents properly and effectively, and gathers new and proper documents on a regular basis to avoid unnecessary money laundering. Through official and well-trained human resources of the head office and branches, SHAHJALAL ISLAMI BANK PLC has set up 'Chief Anti-Money Laundering Enforcement Officer & Committee, Board' headed by 'Deputy Managing Director & Head of operation division' responsible for the supervision and implementation of anti-money laundering concerns.

3.12.5 Risk Management for Internal Monitoring & Enforcement

Shahjalal Islami Bank's internal risk management system is designed to uphold high standards of quality, efficiency, and compliance across all operations. Senior management and staff collaboratively maintain and refine internal controls, ensuring alignment with regulatory standards set by Bangladesh Bank. By proactively identifying and addressing potential weaknesses within its processes, the bank strengthens its internal framework, providing structured oversight to effectively manage risks associated with its diverse financial activities.

3.12.6 Risk Management in the Security of Information & Communication Technology

ICT risk management at Shahjalal Islami Bank focuses on safeguarding digital systems from potential threats that could compromise data integrity and operational security. The bank employs rigorous assessments to identify vulnerabilities within its technology infrastructure, ensuring robust protection against unauthorized access or data breaches. A comprehensive policy framework supports regular IT audits and staff training, reinforcing a culture of security and compliance. Additionally, the Treasury Division manages liquidity risk by maintaining adequate capital and liquidity ratios to meet regulatory requirements, securing the bank's ability to fulfill financial obligations efficiently.

CHAPTER 4: RATION ANALYSIS

(Profitability and the Efficiency Levels)

4.1 Asset Return (ROA)

- **Definition**: Measures the efficiency of a bank in generating income from its assets. A higher ROA indicates better asset utilization.
- **Formula**: ROA=Net Income/Total Assets

Year	ROA (%)
2016	1.02
2017	0.59
2018	0.94
2019	0.93
2020	0.58

4.2 Equity Return (ROE)

- **Definition**: ROE shows how effectively management uses shareholders' equity to generate profit.
- **Formula**: ROE=(Net Income/Total Equity)×100

Year	ROE (%)
2016	11.92
2017	6.39
2018	10.53
2019	12.11
2020	8.98

4.3 Investment Capital Return (ROIC)

- **Definition**: ROIC measures how efficiently a bank generates returns from its invested capital. Higher ROIC suggests more effective resource use.
- **Formula**: ROIC=(Net Operating Profit After Tax/Invested Capital)×100

Year	ROIC (%)
2016	11.92
2017	6.39
2018	10.53
2019	12.11
2020	8.98

4.4 Expense Control Efficiency

- **Definition**: Measures cost management efficiency. A lower ratio indicates effective cost control.
- **Formula**: Expense Control Efficiency=Total Operating Expense/Total Operating Revenue

Year	Expense Control Efficiency
2016	0.46
2017	0.53
2018	0.54
2019	0.5
2020	0.52

4.5 Margin of Operating Profit

- **Definition**: Operating profit margin shows the bank's operational efficiency by comparing operating profit to total revenue.
- **Formula**: Operating Profit Margin=Operating Profit/Total Revenue

Year	Net Operating Margin (%)
2016	3.86
2017	6.71
2018	4
2019	3.84
2020	5.74

4.6 Equity Multiplier

- **Definition**: This ratio illustrates the level of assets funded by shareholders versus debt.
- **Formula**: Equity Multiplier=Total Assets/Total Shareholders' Equity

Year	Equity Multiplier
2016	11.74
2017	10.84
2018	11.25
2019	13.01
2020	15.61

4.7 Liquidity Ratio

- **Definition**: Measures the bank's liquidity by comparing liquid securities to total assets.
- **Formula**: Liquid Securities Indicator=Govt. Securities/Total Assets

Year	Liquid Securities Indicator
2016	0.056
2017	0.058
2018	0.045
2019	0.045
2020	0.051

4.8 Debt to Asset Ratio

- **Definition**: Indicates what proportion of assets is funded by debt, assessing financial leverage and risk.
- **Formula**: Debt to Asset Ratio=Total Debt/Total Assets

Year	Debt to Asset Ratio
2016	0.091
2017	0.091
2018	0.091
2019	0.092
2020	0.094

4.9 Debt to Equity Ratio

- **Definition**: Measures the bank's financial leverage by comparing total debt to shareholders' equity.
- **Formula**: Debt to Equity Ratio=Total Debt/Total Shareholder Equity

Year	Debt to Equity Ratio
2016	10.74
2017	9.84
2018	10.25
2019	12.01
2020	14.61

4.10 Equity to Asset Ratio

- **Definition**: Indicates the proportion of assets funded by equity, reflecting financial health.
- **Formula**: Equity to Asset Ratio=Net Worth/Total Assets

Year	Equity to Asset Ratio
2016	0.085
2017	0.092
2018	0.089
2019	0.077
2020	0.064

4.11 Quality Ratio Review for the Market

4.11.1 Earnings Per Share (EPS)

- **Definition**: Measures profitability per share, showing earnings available to shareholders.
- **Formula**: EPS=Net Income - Preferred Dividend/Weighted Average Shares

Year	EPS
2016	10.74
2017	9.84
2018	10.25
2019	12.01
2020	14.61

4.11.2 Price-to-Earnings Ratio (P/E)

- **Definition**: Evaluates market perception of future earnings growth by comparing share price to earnings per share.
- **Formula**: P/E Ratio=Market Price per Share/Earnings per Share

Year	Price Earning
2016	10.74
2017	9.84
2018	10.25
2019	12.01
2020	14.61

It turns out that the bank's financial ratios analysis shows at once balanced, albeit nuanced, performance across a few important parts. The profitability ratios, such as ROA and ROE, reflect fluctuating efficiency creating returns, and the 2019 increases for example represented improvements after operational challenges in the earlier years. Our Expense Control Efficiency

Ratio rises slightly in the expenses and also demonstrates a steady Operating Profit Margin or a constant flow of revenues but with an increased need for efficiency by controlling the expenses. Upward trends are evident on an increase in the Equity Multiplier, Debt to Asset Ratio, and Debt to Equity Ratio – all leverage ratios indicating an increased reliance on debt. This leverage cushions asset growth but runs the very real risk of weakening the financial base. Liquidity management and sound liquidity position are maintained by the bank with a steadfast proportion of liquid assets in government securities, which also show that the bank is prepared for financial volatility. Market quality ratios show moderate EPS growth, indicating stable income generation, while in the P/E ratio, we observe an increase which may indicate an increase in investor confidence, along with a slight risk of overvaluation if the expectations of earnings growth will not be satisfied. The bank's financials appear strong in profitability and liquidity, but stress that the bank needs to continue to manage rising costs and leverage in order to support sustainable growth.

CHAPTER 5: FINDINGS & RECOMMENDATIONS

5.1 FINDINGS

The report's principal goal was to ascertain and assessSHAHJALAL ISLAMI BANK PLC's financial performance, which was done through the use of ratio, trend, and common sizeanalyses. Additionally, this internship aided in the development of skills linked to banking, such as problem-solving.

- SHAHJALAL ISLAMI BANK PLC had a successful year despite the immense obstacles the banking industry faced. Throughout 2019, the bank maintained its market success across all 132 of its branches and saw a significant increase. The percentage of NPI, EPS, and net operating profit all increased to a significant degree.
- To achieve robust and sustainable economic growth,the firm depends on less sophisticated and conventional technology, which is also dispersed throughout several servicesectors.
- The banking sector is a dynamic, diversified financial sector that involves significant risk in a number of ways. As aresult, Shahjalal's identification of the vulnerability and subsequent action to address it make the internal mechanism controlissues in the banking sector so urgent.
- Funding of all kinds is managed and allocated exactly to the SHAHJALAL ISLAMI BANK PLC-maintaineddepository groups.
- The current ratio of SHAHJALAL ISLAMI BANK PLC is declining.
- Debt Ratios show a noticeable rising trend, which could be detrimental to banks.
- The debt-to-equity ratio was found to be high, which is insufficient for debt repayment.
- Non-Performing Investment has decreased since 2020, which is a noteworthy success for the Bank.
- Recent Price Earnings The ratios were better than in the past.

5.2 RECOMMENDATIONS

As the leading bank of BD, they are making every effort in order to maintain their position. Even if they are the top private banks, a few things still need to be adjusted. Hereare some suggestions that are provided:

- SHAHJALAL ISLAMI BANK PLC began conducting business in accordance with theprinciples of Islamic shariah and is growing in popularity every day. Shahjalal Islami Bank needs to make someimprovements to its limited operations in order to improve their financial performance. Thus, based on my analysis, I wouldlike to offer some ideas here.
- SHAHJALAL ISLAMI BANK PLC needs to improve its ability to generate more cash in order to cover its immediate liabilities.
- Shahjalal Islami Bank has a significant up-warding debt ratio. So, in order to improve the bank's financial performance, its debt ratio should be reduced.
- SHAHJALAL ISLAMI BANK PLC should focus more on its GB-General and retail Banking segment.
- SHAHJALAL ISLAMI BANK PLC should work on pursuing more high-profile projects, as this will improve their banking reputation.
- Human Resources should be more enriched.
- All personnel should receive proper training.
- Keep updating each branch of the bank.
- The SHAHJALAL ISLAMI BANK PLC server must be changed.
- Employee relationships should improve and become more favourable.
- A customer survey should be conducted at regular intervals. To help SHAHJALAL ISLAMI BANK PLC understand the needs of any customer.
- The workplace should be improved.
- SHAHJALAL ISLAMI BANK PLC should introduce more innovative deposit options.
- SHAHJALAL ISLAMI BANK PLC should launch a robust promotional effort for new plans and projects.
- It is critical to integrate new technologies into each branch.
- Providing greater resources to customers.

CHAPTER 6: CONCLUSION

6.1 CONCLUSION

The banking industry is an integral element in the regular life of us. Unless until utilizing, currency is with us. The financial institutes provide the best protection for our monetary deposits. Banking system is next to impossible thing where thinking to beat. The GDP of us is in the proper range for the banking sector. Through numerous programmes, ventures, and services, the banking industry is gaining a competitive advantage over other banks or financial inst.

SHAHJALAL ISLAMI BANK PLC is one of the heavily enriched and empowered banks in the banking business. They have had great market success. Initially a Sharia-compliant bank, they utilise an interest-free transaction method. They are effective in their respective positions. They began their journey in 2001 and are currently at their peak. The study suggests that their success is on the rise. They're entirely focused on their success. They encourage healthy economic growth in Bangladesh. SHAHJALAL ISLAMI BANK PLC has a positive relationship with its customers, which gives it tremendous strength.

While working as an intern in the bank, I have had to work under immense pressure. Even though I spent the majority of my time working for GB, they were extremely supportive of my learning goals. They provide me with a helpful roadmap to achieving my learning goal from internship. I've received a plethora of information and skills that will help me succeed in the professional world. I am pleased to join SHAHJALAL ISLAMI BANK PLC.

6.2 REFERENCES

1. Shahjalal Islami Bank PLC. (Overview) https://sjiblbd.com/Financial_Statements.php
2. Balassundaram, N. (2008). A-comparative study-of financial-performance of banking-sector in Bangladesh-An application of CAMELS rating-system. Annals of University of Bucharest, Economic and Administrative Series, (2), 141-152.
3. Sarker, M. A. A. (1999). Islamic Banking in Bangladesh: Performance, Problems and Prospects. International Journal of Islamic Financial Services.
4. Ahsan, M. K. (2016). Measuring financial performance based on CAMEL: A study on selected Islamic banks in Bangladesh. Asian Business Review, 6(1), 47-56.
5. Zaman. & Mobassaghi, (2001). IslamicBanking: An Analysis of Performance. Journal of Global Business.
6. Islamic-banking & finance (2019, April 04). Retrieved April 24, 2019, from https://en.wikipedia.org/wiki/Islamic_banking_and_finance
7. Ahmed, J. U., Sultana, H., & Hoque, M. T. (2019). Functions, Prospects, and Challenges of Shari'ah-Based Banking: Islami Bank Bangladesh Limited. In Management for professionals (pp. 55–70). https://doi.org/10.1007/978-3-030-10907-3_6
8. Twaha, U. (2018, September 30). *Analyzing general banking activities and customer service of SHAHJALAL ISLAMI BANK PLC*. http://dspace.uiu.ac.bd/handle/52243/466
9. Ali, M. (2016). An Empirical analysis of return on stock of Bangladeshi banking industry. *Social Science Research Network*. https://doi.org/10.2139/ssrn.2776474
10. Masud, Kamal. (2016.) Profitability and liquidity of conventional banking andIslamic banking in Bangladesh: A comparative study http://www.allresearchjournal.com/archives/2016/vol2issue9/PartE/2-8-91-627.pdf
11. Habib, A. (2016, June 13). General banking customer satisfaction: a study on Shahjalal Islami Bank. http://hdl.handle.net/10361/6131