

Internship Report

Overall Financial Activities of Eastern Electric Trader.

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Submitted To:

Md. Nurul Mohammad Zayed

Assistant Professor

Department of Business Administration
Faculty of Business & Entrepreneurship

Daffodil International University

Submitted by:

Ayesha Azad

ID : 211-14-3295

Major in **Finance**

Master of Business Administration

Daffodil International University

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Declaration

I am Ayesha Azad hereby declare that after completing my 03 (three) month internship at Eastern Electric Traders, I am preparing my internship report on “Overall Financial Activities of Eastern Electric Traders”, report is prepared under the supervision of Md. Nurul Mohammad Zayed (Assistant Professor), Department of Business Administration, Daffodil International University. I also confirm that this report is prepared for my academic purposes. This internship report is my real work. I believe this will help you to have a positive view of me.

I appreciate this opportunity to show my insightful gratitude to you for sparing your valuable time, guidance & Knowledge.

Sincerely yours,



Ayesha Azad

ID: 211-14-3295

Major in Finance

Master of Business Administration
Daffodil International University.

Supervisor's Certification

This is Ayesha Azad's MBA student at Daffodil International University, **ID: 211-14-3295**, **Major: Finance**, Department: **MBA**, successfully completing her "**Internship Program**" and titled "**Overall Finance Activities**". This is proof that you have submitted the report of Eastern Electric Traders under my supervision for partial requirements to complete the MBA program. She honestly completed his internship under my supervision and guidance. She did her best to successfully complete her assigned job.



Md. Nurul Mohammad Zayed

Assistant Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University.

Acknowledgment

First of all, I would like to express my gratitude to Almighty Allah for giving me the strength, capacity and openness to successfully complete this report. I would like to thank my loving family and all my friends for always supporting and motivating me to reach my goals.

With that, I would like to thank Md. Nurul Mohammad Zayed, Supervisor of the Report, for his stimulating inspiration, kind guidance, valuable suggestions and advice during my internship. The completion of this report would not have been possible without his invaluable guidance and supervision.

I would like to sincerely thank Mohammad Mohiudddin (MD) for his valuable advice, guidance and necessary information during my internship.

Thanks to all the officers and employees of Eastern Electric Traders, Miral-2 for their cooperation, support and love. We would like to express our sincere gratitude to all those involved in the preparation of this report for their success.

Finally, we would like to express our sincere gratitude to the faculty and staff of the Department of Business Administration at Daffodil International University for organizing this undergraduate internship program. Make students aware of public affairs before entering the corporate world.

Executive summary

Environmental accounting and reporting are becoming more and more important to businesses. In addition, the question of how a company's environmental performance affects its financial health has raised the interest of investors, creditors, governments, and the general public. A company's annual/financial report is the primary way for stakeholders to learn about a company's activities, progress, and future plans, but it is currently the standard format for presenting environmental information. There are no analytical criteria for its interpretation.

Therefore, the purpose of this study is to identify disclosures that allow standardization and comparability of the environmental information presented in a company's annual/financial report. Environmental information is included in our annual/financial reports to raise stakeholder awareness of the company's activities, performance and interactions with the environment throughout the year. Stakeholders use this information to support the decision-making process. However, few companies currently comply with policies specifically related to the disclosure of environmental information in annual/financial reports. This is surprising given the types of decisions that may be made based on company disclosures on this topic. Companies need to become more aware of the location and type of environmental information that may be usefully disclosed in their annual/financial reports. The following section contains some summaries and related recommendations from the survey.

Table of Contents

Section No: 01		
<ul style="list-style-type: none"> I. Declaration II. Supervisor’s Certification III. Acknowledgement IV. Executive Summary 		
Section No: 02	Description	Page No.
Chapter No – 1: Introduction		1
1.1	Background of the Report	1
1.2	Origin of the Report	1
1.3	Objective of the Report	2
1.4	Methodology	2
1.5	Expected Output	3
1.6	Limitation of the Report	3
Chapter No – 2: Profile of the Organization		
2.1	Organization profile	4
2.2	Vision	4
2.3	Mission Statements	4
2.4	Strategic Objectives	5
2.5	Organogram	6
Chapter No – 3: Activities of Eastern Electric Traders		
3.1	Products and Services of Eastern Electric Traders	7
3.2	Customer Service	7
3.3	Financial Analysis	7
3.4	Income Statement	7
3.5	Retained Earnings Calculation	7
3.6	Balance Sheet	8
3.7	Ratio Analysis	8-10
3.8	Debt Ratio	10-11
3.9	Profitability Ratio	11-12
Chapter No – 4: Learning’s through the period		

4.1	Contributions of students to the organization	13
4.2	Application of theories to real-life situation	13-14
4.3	Lessons learnt	15-16
4.4	Challenges	16
Chapter No – 5: Findings, Recommendations and Conclusion		
5.1	Finding & Recommendations	17
5.2	Conclusion	18
References		19

Chapter: 1

Introduction

1.1 Background of the report

In the last One year of the MBA course, we theoretically studied the Business Administration course. There were few areas to acquire practical knowledge of business and its environment, theory and practice. Both theoretical and practical knowledge are linked, and both are equally important.

In today's competitive global age, classroom education serves only to get students into the profession by awarding degrees. However, the internship program puts the theories and examples learned into practice by placing students in real work situations that give them the opportunity to do real work.

Knowledge cannot be attained without practical knowledge, and that is possible only in the practical realm. The internship program allows you to study and analyze the organization of your choice to gain practical knowledge and also facilitates the use of theoretical knowledge already acquired by students in the curriculum. As part of the internship program, I was also assigned to write a report on "Eastern Electric Traders' overall financial activity. As I have been working in Eastern Electric Traders, Mirpur-2 as an Intern for three months, I have gathered practical knowledge on overall financial activities of Eastern Electric Traders.

1.2 Origin of the Report

The internship report has been prepared as a partial fulfillment of the requirements of the MBA program at Daffodil International University. The research report was prepared based on an analysis of Eastern Electric Traders' overall financial activities.

During the internship program, students are required to write a report on organizational activities affiliated with Eastern Electric Traders, Mirpur-2. All staff always encourage and welcome student internship programs. I have done my best to properly use my latent and theoretical knowledge to make the report reliable and informative. If this paper achieves the goals of the program, my honest performance will be considered successful.

1.3 Objectives of the Report

General Objective:

The broad objective of this report is to analyze Overall Financial performance of “Eastern Electric Traders”.

Specific Objectives:

- To calculate different ratios like Profitability ratios, Debt ratios, Liquidity ratios etc.
- Suggest ways and means to improve policies and techniques.

1.4 Methodology

This study is based on a systematic procedure from the collection of secondary data to the preparation of final reports. For research purposes, sources are identified and collected while adhering to the rules and regulations of Banking Act. Then organizations were classified, analyzed and systematized. The overall flow of the methodology is as Practical and manual experience gained by working different desks during internship period, oral conversation with the new and prospective clients, collections Prior research reports, Some of my course elements as related to this report

Terms of Reference

To complete the MBA program from Daffodil International University, every student has to go through a three-month internship from a business organization. This internship period helps the students to obtain practical industrial experience in their respective fields of training. It also requires the submission of a written report after the internship. The internship report should provide details in areas such as expected results, organization or institution profile, student contribution to the organization, application of theory to real-life situations, challenges faced and lessons learned from the organization. I have recommended by students.

1.5 Expected output

An internship program is supposed to be an experiential academic experience in which students have intentional learning objectives/goals with measurable outcomes. These learning objectives/goals may include:

Practical experience: The most important outcome that is expected from this internship program is to gather practical experience in the corporate world before entering job life. This experience can help to have an overall idea of the job sector.

Academic Learning: In the internship program, students are given the opportunity to apply and test the knowledge acquired in class in a professional work environment. This report includes the academic learning of the three months internship program in Eastern Electric Traders.

Skill Development: Another promising outcome is understanding the transferable skills and knowledge needed to succeed in a professional work environment and integrating these skills into academic learning.

Personal Development: In the internship program a student can gain decision-making skills, self-confidence, business savvy, ethics, and teamwork skills required for success in a professional work environment.

Career Development: Internship programs give students the opportunity to explore specific areas of interest, expand their professional networks, and understand the duties and qualifications of a related profession or specialty.

1.6 Limitations of the report

- One of the main limitations of the report was conducting small customer surveys.
- The period was another information-gathering limitation that was only three months long.
- Insufficient coverage of relevant books and magazines.
- Flaw in data required for research.
- Field practice differs from standard practice, which also caused problems.
- The time allotted for conducting a survey is another important limitation.
- Eastern Electric Traders employees are busy with their areas of responsibility and have little time to talk.

Chapter: 2

An overview of Eastern Electric Traders

2.1 Organization Profile:

Basing on the analysis and evaluation of the existing security threat risks Eastern Electric Traders recommends an optimum level and cost effective Technology to combat espionage, subversion and sabotage to its clients. MD of Eastern Electric Traders signs Services Agreement with different govt. organization to provide different IT support and maintenance support service.

Eastern Electric Traders has the experience of providing services in various garment factories, shopping complex, constructions sites, commercial buildings, residential apartments, Mirpur-2 area & over different government ministry.

Provision and management of skilled/unskilled workforce for multinational organizations involved in various construction/development projects in Bangladesh. The package includes recruitment, deductions, salary preparation and payment, administration, disciplinary action, security, food provision, housing, medical facilities and worker insurance. Responsibilities also include effective PR troubleshooting with local leaders, elites and GOVTs. A law enforcement agency with a budget tailored to the client's needs, routine management and other unnecessary problems.

2.2 Vision

“To provide dedicated Management and Support Services by creating ample employment opportunities for the general mass.”

2.3 Mission Statements

To ensure provisioning of flawless service in the field of System Integration, Security and IntegratedSupport Services, and Human Resources Management to the esteem Clients

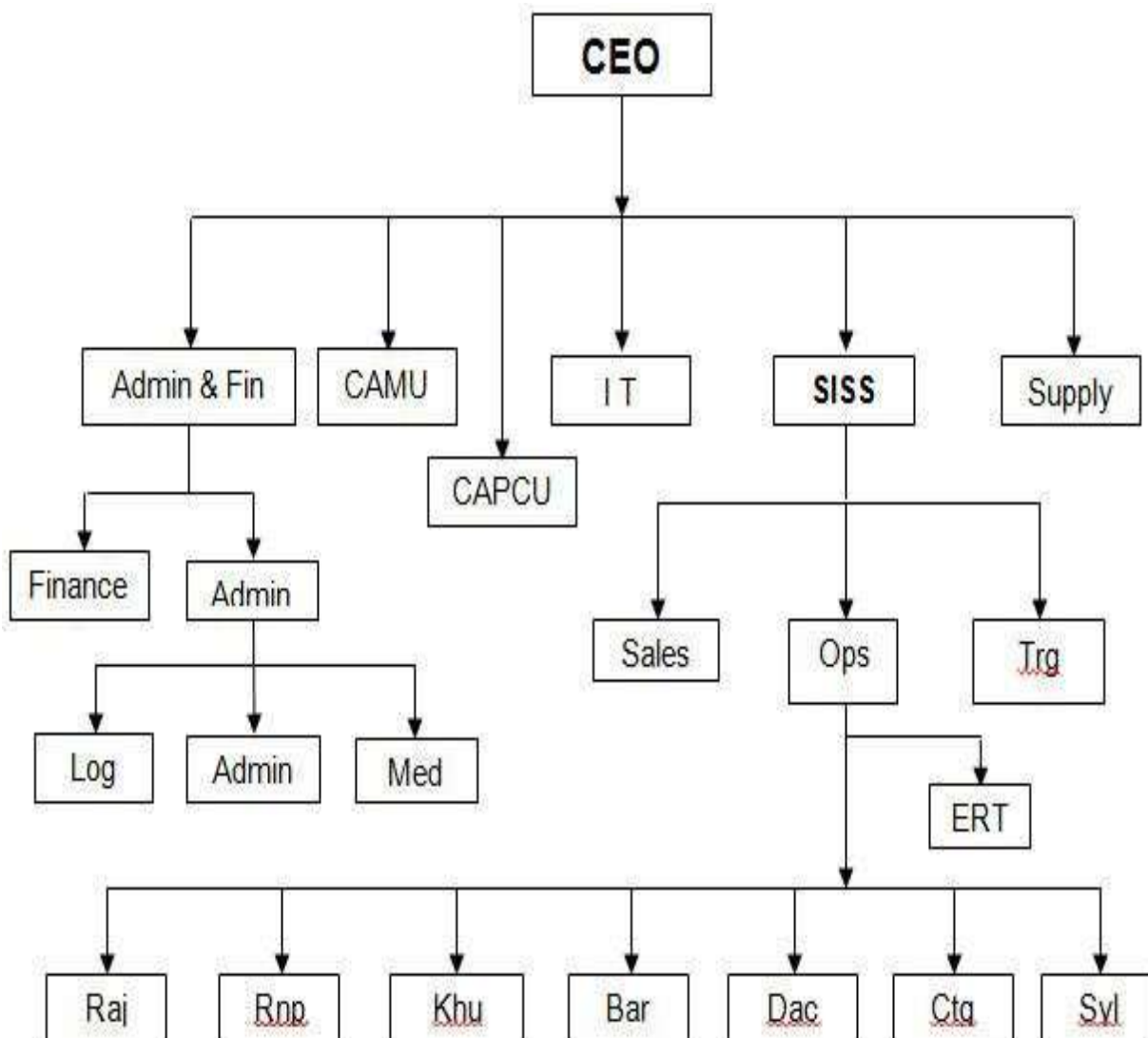
- With state-of-the-art technology, provide high-quality financial services.
- Excellence in Customer Service.
- Strategy of sustainable growth.
- Run business with high ethical standards.
- Constant and stable return of shareholders' equity.
- Advanced banking with competitive prices.
- Retention and attraction of quality human resources.
- Dedication toward Corporate Social Responsibility.

2.4 Strategic Objectives

- a) Maintaining a quality assets portfolio to attain sustainable and strong returns and to build shareholder's value.
- b) Maintaining sufficient capital in accordance with the risk appetite of the company.
- c) Strengthening partnership and trust with clients by focusing on the Company's core values of high-quality customer service, teamwork integrity and professionalism.
- d) Hiring employees with a strong knowledge background.
- e) Improving technologies that can reduce operational risks and foster the application of best practices in the industry.
- f) Introducing innovative services and products that can attract the company's targeted market segments.
- g) Investigate new routes for profitability and growth.
- h) Implement well-organized risk management practices in all the core risks in operation, environmental risk management and green environment.
- i) Practicing well-structured corporate governance through meeting all regulatory requirements and announcements in accordance with international and national practices by ensuring the best internal monitoring and control practices.
- j) Upholding brand image of the company as customer-friendly through efficient customer service and product diversification to establish a long term and profitable relationship with customers.
- k) Work for society as part of the Organization's Corporate Social Responsibility (CSR) by distributing warm clothes to winter-hit people, giving stipends to poor students, contributing to different relief funds and providing financial assistance to disadvantaged people.

2.5 Organogram

The aspect of the association structure of Eastern Electric Traders is Centralization. In this measurement, the basic leadership expert exists in at the highest point of the association burn. Diverse works being given under strict control and checking to the lesser dimension representatives.



Chapter: 3

Financial Activities of Eastern Electric Traders

3.1 Products and Services of

- Project Management Service
- faculty & Integrated Support Service
- Information Technology
- Maintenance Service

3.2 Customer service:

The customer service section or front desk is the place where customers get all kinds of information. The interns of this department perform a lot of tasks. These are:

3.3 Financial Analysis:

The three main financial statements are the profit and loss statement (income statement), the balance sheet, and the cash flow statement. Each of the financial statements may show a different view of the company, but each financial statement is designed to show you the money, where the money came from, where the money went, and where the money is right now.

Applying financial ratios and accounting formulas to financial statements can provide valuable insight into a company's profitability, financial strength, and operational efficiency.

3.7 Ratio Analysis:

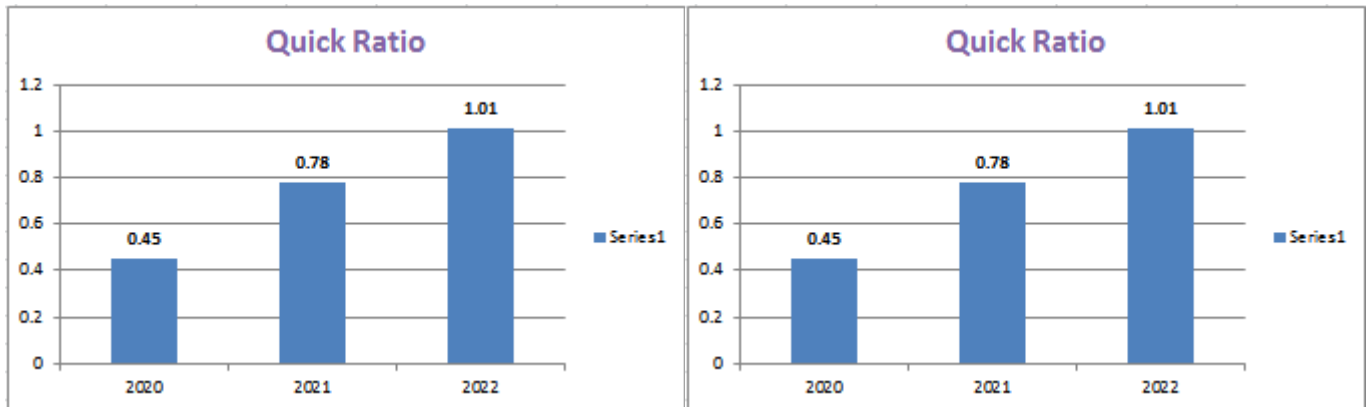
Below are the ratio Analysis for Eastern Electric Traders

3.7.1 Liquidity Ratios:

An adequate liquidity position is one in which a business can raise sufficient funds by either raising its liabilities or converting its assets quickly at a reasonable price. Therefore, the is generally worthwhile in terms of overall asset and liability management, as any mismatch with the introduces liquidity risk. An institution that can readily meet its cash needs because it has cash or can obtain or borrow cash is considered liquid.

Name	Year	Ratio Days	Increase/Decrease
Current Ratio	2020	1.20%	Established
	2021	1.73%	44%
	2022	2.20%	27%
Quick Ratio	2020	.45%	Established
	2021	.78%	73%
	2022	1.01%	29%

Source: Accounts & Admin Eastern Electric Traders



Source: Authors Computation

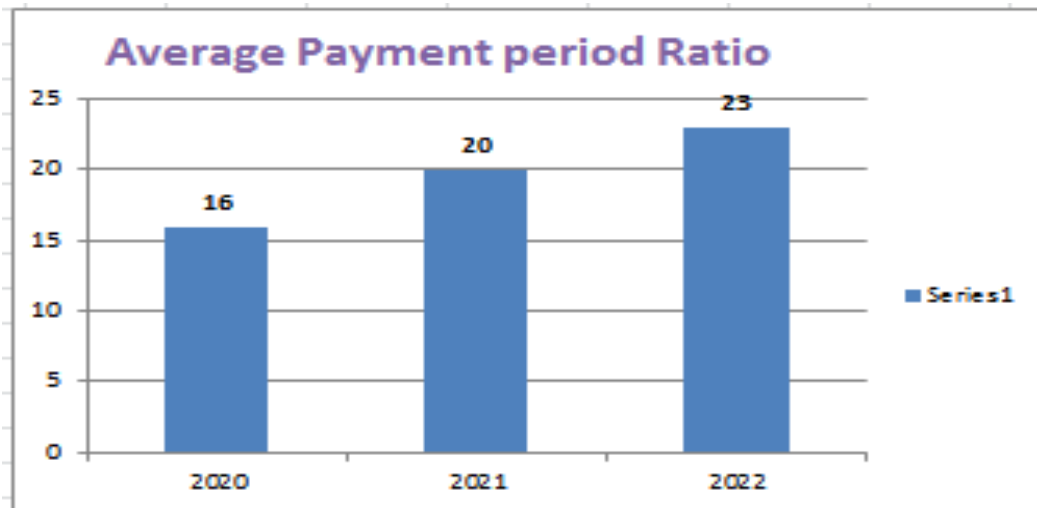
Interpretation: The bar chart shows that Eastern Electric Trader's current ratio of in 2022 is just increased 27% over the past two years. In 2021, the current ratio of Eastern Electric Traders increased from 1.20% to 1.73% respectively compared to 2020, but in 2022, slightly increased to 2.20%. However, until, the change in this current ratio was not very large. So, we can say that Eastern Electric Traders has current assets in continuous use in terms of managing current liabilities. In quick ratio portion for 2022 it's indicate that it is more than 1 so that's indicate that the company has more liquid asset/cash to meet its short term liabilities.

3.7.2 Activity Ratios:

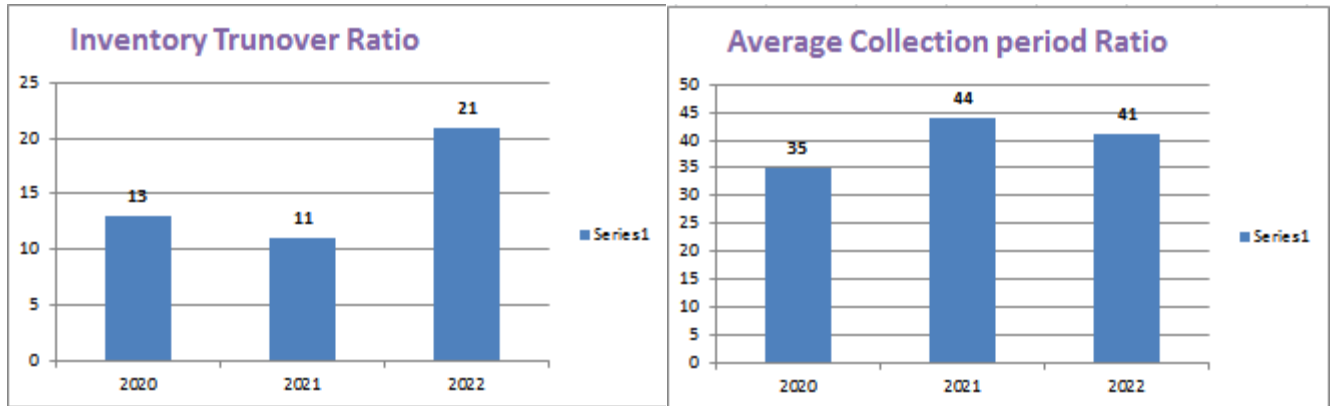
An activity ratio is a type of financial metric that measures how efficiently a company uses its balance sheet assets to generate revenue and cash. Activity ratios can be used to compare two different businesses in the same sector or to monitor a company's financial health over time.

Name	Year	Ratio Days	Increase/Decrease
Inventory Turnover Period	2020	13 Days	Moderate
	2021	11 Days	Decrease
	2022	21 Days	Increase
Average Collection Period	2020	35 Days	Decrease
	2021	44 Days	Increased
	2022	41 Days	Moderate
Average Payment Period	2020	16 Days	Decrease
	2021	20 Days	Moderate
	2022	23 Days	Increased

Source: Accounts & Admin Eastern Electric Traders



Source: Authors Computation



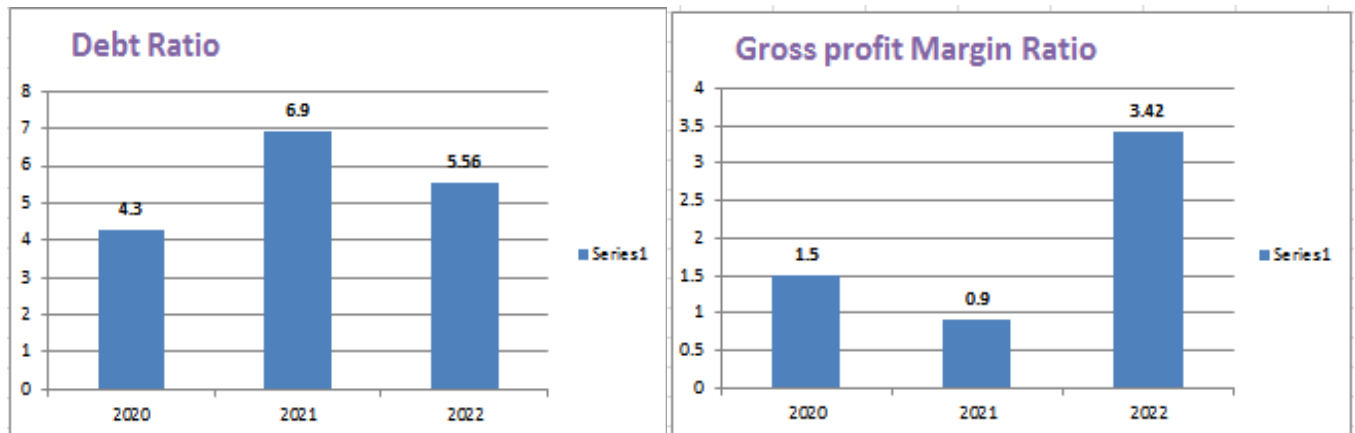
Source: Authors Computation

Interpretation: The above bar charts representing the activity ratio of Eastern Electric Trader’s. The company needs to collect the receivables less than 30 days which is very good for the company. The company has a average payment period is below 60 days which will lead a good relationship between the suppliers & other creditors. Generally The higher the firm’s asset turnover the more efficiently its assets have been used. However it seems asset turnover ratio of this company increased year by year.

3.8 Debt Ratios:

Name	Year	Ratio Percentage	Increase/Decrease
Debt Ratio	2020	4.3%	Established
	2021	6.9%	44%
	2022	5.56%	27%
Gross Profit Margin Ratio	2020	1.5%	Established
	2021	.91%	73%
	2022	3.42%	29%

Source: Accounts & Admin Eastern Electric Traders



Source: authors computation

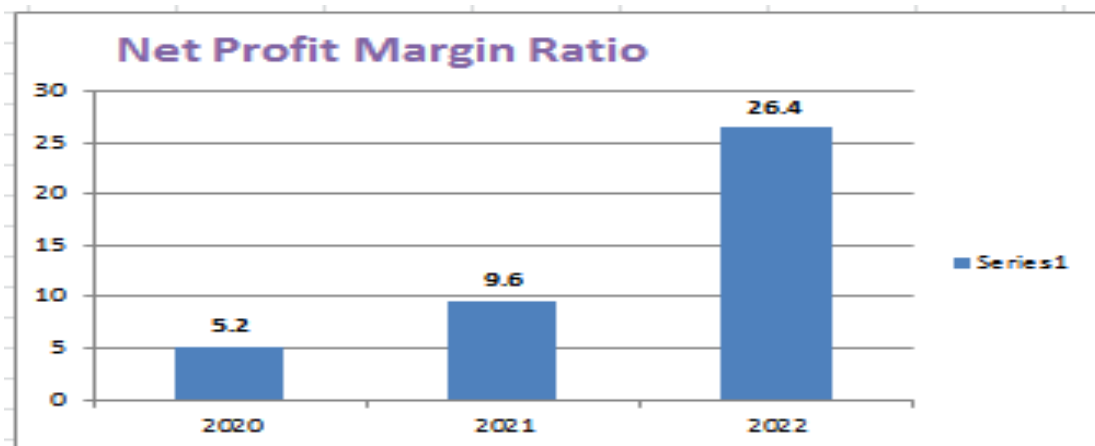
Interpretation: The Company's Gross profit margins have fallen precipitously over the next year in 2021. But in recover that and highest margin for is in 2022. Debt ratio also says that in 2022 the company take less loan for investing in asset. A high ratio indicates that the company may be at risk of defaulting on its loan if interest rates suddenly rise

3.9 Profitability Ratios:

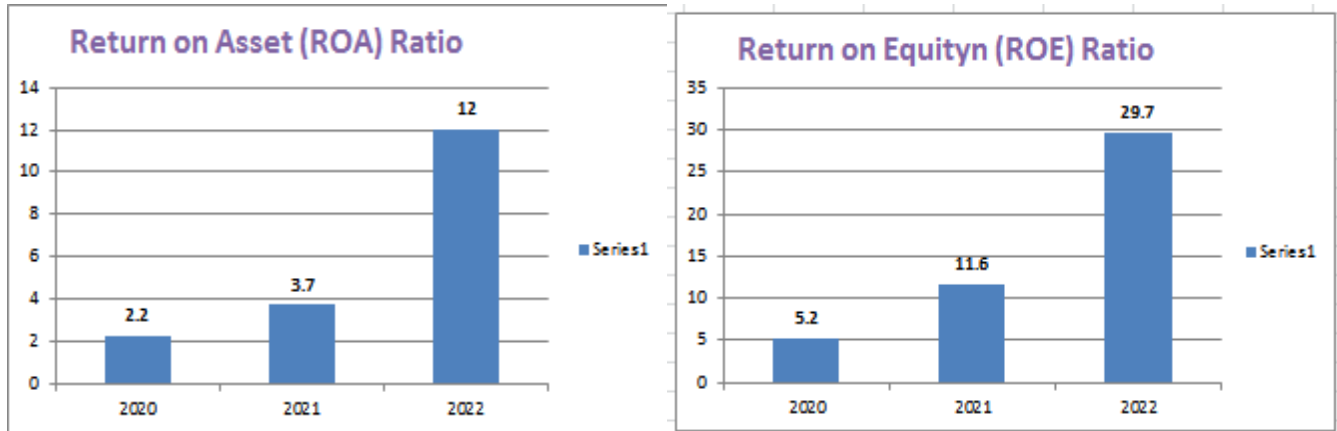
A profit ratio is a class of financial measurement used to assess a business's ability to generate a profit in relation to revenue, operating expenses, balance sheet assets, or equity over time using point-in-time data. Margin ratio shows how efficiently a company is generating profits and shareholder value.

Name	Year	Ratio Days	Increase/Decrease
Net Profit Margin	2020	5.2%	Established
	2021	9.6%	84%
	2022	26.4%	175%
Return on Asset (ROA)	2020	2.2%	Established
	2021	3.7%	68%
	2022	12%	224%
Return on Equity (ROE)	2020	5.2%	Established
	2021	11.6%	123%
	2022	29.7%	156%

Source: Accounts & Admin Eastern Electric Traders



Source: Authors Computation



Source: Authors Computation

Interpretation: The net profit margin is a commonly cited measure of the company success with the respect to earning on sales. The company’s profit margin is good. The value indicates that firm earned 3.7% on each taka invested in the 2021 and in the last year it achieved 12% on each taka of asset. The value indicates that firm earned 3.7% on each taka invested in the 2021 and in the last year it achieved 12% on each taka of asset.

Chapter: 4

Learning through the period

4.1 Contributions of students to the organization:

Throughout the three months of internship, I was assigned under MD in-charge (Head Office). I worked in customer service with Operation manager and Co-coordinator. It was a very pleasant experience for me. I learned many things about corporate life and how a organization works. Most importantly, I learned how to perform tasks responsively on time. This practical experience was crucial for me to understand and prepare myself for the corporate world.

Eastern Electric Traders does not have any specific guidelines for the students who join as interns. The employees of this branch treated me not just as an intern but one of their employees. As a result, I also had to do a lot of work.

The following activities were assigned to me:

- Update the customer's information.
- Provide service-related information to the customers.
- Reconcile the Bank statement with the Ledger Books.
- Transferring the salary amount to the different persons accounts.
- Preparing the Income statement for the Organizations.
- Preparing the Balance sheet For the Year end.
- Monitoring the whole organization receivable & payable procedure.
- Minimizing the Liquidity factors & identifying them.
- Collecting authorization for solvency and bank statements from in-charge and giving them to the proper client.
- Making an entry in the register book for pay orders.
- Maintaining the ledger books for day to day updating.

4.2 Application of theories to real-life situation:

Internship program helps a student to relate the theories they studied as a student to a real-life situation. There are a lot of theories which can be related to different kinds of situations. As an intern at, I got to see the real implication of Herzberg Two Factor Theory of Motivation.

Herzberg Two Factor Theory of Motivation:

This theory states that there are certain factors in the workplace that lead to job satisfaction, and that other factors can lead to dissatisfaction. These factors are called hygiene factors and motivational factors.

Achievements, job status, perceptions, growth opportunities, and responsibilities are all categorized under Motivators/Satisfaction Factors. Hygiene factors concern salaries, secondary working conditions, relationships with colleagues, the physical workplace, and manager-employee relationships. According to this theory, satisfaction and dissatisfaction are not mutually exclusive. For example, if the

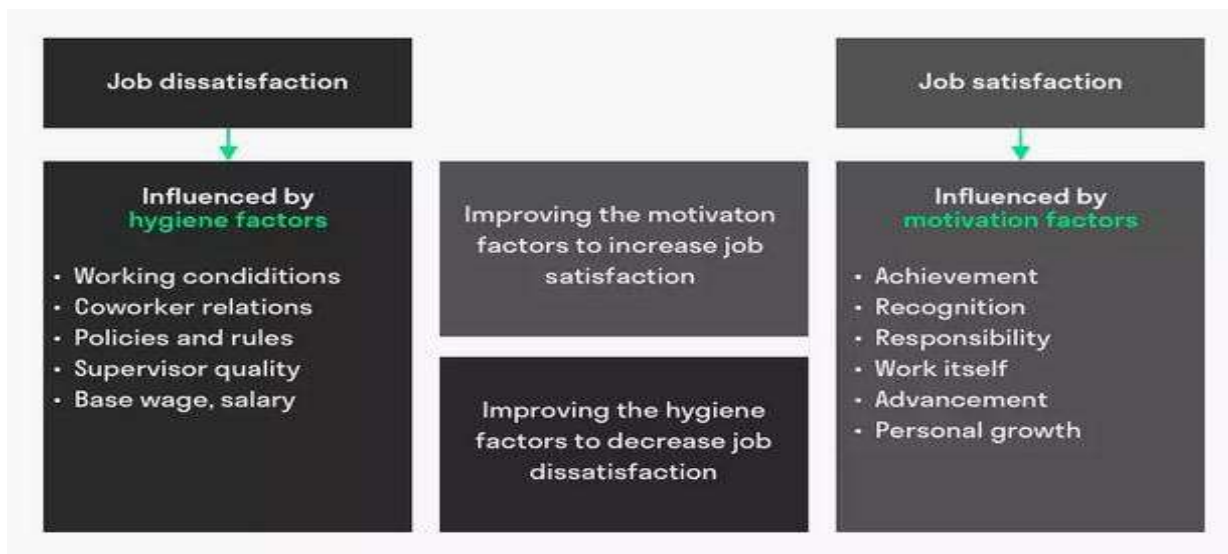


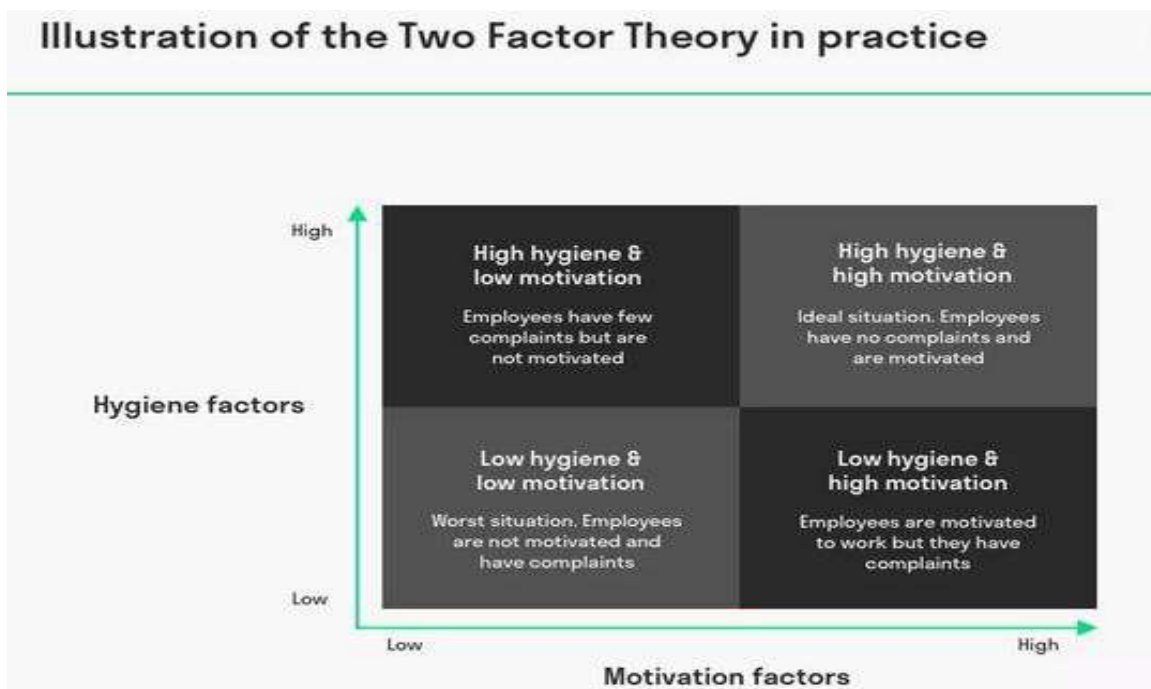
Figure: Herzberg Two Factor Theory of Motivation

Offer's a higher salary, it may reduce employee dissatisfaction, but it does not necessarily mean that the employee is satisfied. Employees are no longer dissatisfied.

The Hygiene factors and motivation factors make 4 different combinations that can exist at the workplace. These are:

High motivation and High hygiene: This is the ideal situation. Employees barely have any complaints and are very motivated.

- **Low motivation and high hygiene:** Employees have few complaints, but they're not really motivated, they think their work simply as a paycheck.
- **High motivation and low hygiene:** Employees are motivated, their job is challenging, but they still have complaints about salary or work conditions.
- **Low motivation and low hygiene:** This is the worst possible situation where employees have a lot of complaints and are not motivated at all.



Source: toolshero.com

As for Eastern Electric Traders, Mirpur-2, they try to maintain high hygiene and high motivation. Employees are provided with good working condition, salary, good supervision and policies, and rules for their welfare. Employees are also given the opportunity to show personal growth and given a reward according to it.

4.3 Lessons learnt:

Internship programs are arranged for a motive of teaching students some lessons that might help them in the future. During the three months internship period in Eastern Electric Traders,

Head Office I learned the following lessons:

- Through this internship, I got a good understanding of the organizational activities.
- Strong verbal and written communication skills with customers and colleges.
- Ability to work with different kind people.
- (Teamwork) in achieving departmental as well as organizational goals.
- Strong organizational and time management skills.
- Ability to keep a balance between personal life and work life.
- Insight of the rules and regulations of a company and how to be a good employee.
- Build a strong connection with others in the same field.
- Learn the corporate culture of the industry.

4.4 Challenges:

Throughout these three months internship program in Eastern Electric Traders I have learned about the challenges that an employee of the Account department faces. The department acts as media through which the company communicates with its customers. The performance of this department makes sure whether the customer will continue relation with this or not. As an intern with no previous experience, the challenges I faced are:

- **New lifestyle:** These three months internship program gave me a taste of the life of a corporate employee. I had to get up early every morning and be at the office within 9:45. And I couldn't leave the office before 5. This schedule was really challenging for me.
- **New jobs with no previous experience:** As I had never worked before anywhere, I had no professional experience of how everything needs to be done. In the beginning, everything seemed very difficult but gradually it became easier with experience.
- **Handling customer problems:** The biggest challenge of working in the Accounts department was handling customer problems and answering their queries in a way that they can understand easily. Sometimes there were some customers who couldn't understand the rules and procedures for service payment and got annoyed with the length of the procedure. Making them comfortable was a very big challenge for us.

Chapter: 5

Findings, Recommendations and Conclusion

5.1 Findings & Recommendations:

Findings

- The debt ratio increased to 6.9 in 2021 from 4.3 at in 2020. This means liabilities are increasing while your net worth is decreasing. But in 2022 in decrease to 5.56 which is a good sign for the company. Average higher debt ratio tends to indicate a company or stock with a higher risk to its shareholders. A debt ratio of 5% or higher is considered an indicator of a bank's financial soundness.
- Company's return on equity was 5.2% in 2020, but it increased to 11.6% in 2021 which means the net income the company increased. A ROE of 15% to 20% is generally considered good.
- Company return on asset is also showing that it increased to 12% in 2022 from the prior 3.7% in 2021. This means that the company's income against the asset is also increasing.
- The net profit margin was the lowest in 2020 at 5.2%. This year, after-tax net profit of has increased significantly. This is a good sign. High net profit margins mean the company is using an sufficient cost structure and/or an sufficient pricing strategy.
- Inventory turnover period shows that in 2022 the period is the highest than previous 2 years. This means that the company will fall short of cash due to the available inventory.
- Average Receivables period in 2021 was the highest among the three years but in 2022 it reduce that. This means the company will have cash in hand.
- Average Payables period showing good for the company that will help to held cash in company's account.

Recommendations

- Company has a fair leverage ratio when returns are maximized using debt rather than equity
- Cost control system must be implemented at every stage in the organization.
- Annual inventory costs, such as ordering and acquisition costs, must be determined on a case-by-case basis.
- Eastern Electric Traders must prepare your financial position according to international standards and analyze balance sheet at various ratios to determine efficiency, profitability, solvency, etc.
- Capital adequacy doesn't bode well. However, the company was able to handle a percentage of that exceeded his requirements.

5.2 Conclusion:

Business finance is a term that encompasses a wide range of activities and disciplines that revolve around managing money and other valuable assets. Business operations can be financed without obligation through smart, profitable investments. Funds of any kind should be used with caution. Excessive leverage can weaken a company's performance indicators, such as debt and interest income, and erode profit margins. Too much money of their own can cause the original founders to lose control of the company entirely over time. If you invest heavily in risky assets, companies can quickly lose their cash reserves. Effective teams can be built through structured interventions, but to ensure that team members are given sufficient authority to make decisions, executives should ensure that resources are available for building effective teams at the beginning and later. It is important to be committed to providing support and support. Effective team members have distinct skills that must be combined through effective leadership, so desirable productivity not only leads to higher customer satisfaction, higher margins, and higher productivity. , also has motivated and passionate employees who work hard and positive results. This is the cornerstone of the success of companies such as Toyota, Nissan, Harley-Davidson and British Airways, as well as small operators such as Southwest Airlines. Olusegun (1998) made the group process more effective when leaders and team members were considered to be interdependent to function effectively, and for a higher level of effectiveness, the group members We correctly conclude that we need to identify the characteristics and manage the group members. In this way, they achieve collaborative results as an integrated team.

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