Internship Report On

"Impact of Covid-19 on Financial Performance of Jamuna Bank PLC"

Submitted For

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Letter of Transmittal

Dr. Md. Azizur Rahman
Associate Professor and Head
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Subject: Submission of Internship Report on "Impact of Covid-19 on Financial Performance of Jamuna Bank PLC"

Dear Sir,

With due respect, I'm pleased to submit my internship report titled "Impact of COVID-19 on Financial Performance of Jamuna Bank PLC" as the part of my BBA program at Daffodil International University. In this report i try to gathered data during my internship program and focusing on the financial challenge that faced Jamuna Bank PLC during COVID-19 pandemic.

I have conducted the study to the best of my ability, ensuring the accuracy and relevance of the information presented. I am grateful for the guidance and support you provided throughout this process. I sincerely hope this report meets your expectations and provides valuable insights.

Thank you for your guidance and for allowing me the opportunity to complete this report under your supervision

Sincerely Yours,

Mohua

Dil Afroze Mohua
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Declaration

I'm [Your Name], a student of the Department of Business Administration, Faculty of Business & Entrepreneurship at Daffodil International University, hereby declare that the internship report titled "Impact of COVID-19 on Financial Performance of Jamuna Bank PLC" is my original work.

This report has been prepared me for as part of the requirement for the Bachelor of Business Administration (BBA) program and this report has not submitted to any other academic institutions for any purpose.

I further declare that this data and information I collected from different sources.

Sincerely Yours,

Mohua

Dil Afroze Mohua
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Certificate of Supervisor Approval

This is to certify that internship report titled "Impact of COVID-19 on Financial Performance of Jamuna Bank PLC" submitted by Dil Afroze Mohua, ID: 183-11-672, student of Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University, has been prepared this report under my guidance and supervision.

This report is required for completing her graduation from Bachelor of Business Administration (BBA Program).

I wish the student all the success in their future endeavors.

Sincerely Yours,

....

Dr. Md. Azizur Rahman
Associate Professor and Head
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

Acknowledgement

First and foremost, I am grateful to Almighty Allah for giving me the strength and ability to complete this internship report successfully.

I would like to express my deepest gratitude to my academic supervisor, Dr. Md. Azizur Rahman, Associate Professor and Head, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University, for their constant guidance, support, and valuable feedback throughout the preparation of this report.

I am also thankful to Jamuna Bank PLC for providing me with the opportunity to complete my internship in their esteemed organization. I would especially like to thank my on-site supervisor and the entire team of Jamuna Bank PLC for their cooperation, assistance, and invaluable insights during my internship period.

Finally, I extend my gratitude to my family, friends, and well-wishers for their moral support and encouragement throughout this journey.

Executive Summary

This report, titled "Impact of COVID-19 on Financial Performance of Jamuna Bank PLC", and in this report explores the financial challenges faced by Jamuna Bank PLC during the COVID-19 pandemic and how Jamuna Bank PLC overcomes this situation.

In this report i provided the overview of Jamuna Bank PLC, Objective of Jamuna Bank PLC, Pre-Covid financial performance, how the COVID-19 impacts the banking sector. Also, in my report I include and analysis an evaluation of the bank's key performance metrics, including earnings per share (EPS), return of assets (ROA), return on equity (ROE), net profit margin ratio before and during the pandemic situation.

In this report, I also provide the initiatives that taken by Jamuna Bank PLC to reduce their effect that happened in the pandemic. In this report I provide how the bank overcome their challenge in that critical situation.

Finally, the report I included the key findings and provides recommendations for Jamuna Bank PLC to strengthen its position in the future and better prepare for potential crises.

Table of Contents

Serial No		Title	Page No
Letter of Transmittal			ii
Declaration			iii
Certificate of Supervisor Approval			iv
Acknowledgement			v
Executive Summary			vi
Table of Contents			vii – viii
Chapter – 01		**Introduction**	01 - 04
	1.1	Introduction	02
	1.2	Background of the Study	02
	1.3	Scope of the Study	03
	1.4	Objective of the study	03
	1.5	Limitations of the Report	04
Chapter – 02		**Literature Review**	05 - 08
	2.1	Introduction to Literature Review	06
	2.2	Impact of COVID-19 on the Global Banking Sector	06
	2.3	Impact of COVID-19 on the Banking Sector in Bangladesh	07
	2.4	Current Scenario of Banking Sector of Bangladesh	08
Chapter – 03		**Methodology**	09 - 11
	3.1	Introduction to Methodology	10
	3.2	Research Design	10
		Descriptive Research	10
		Analytical Research	10
		Comparative analysis	10
	3.3	Data Collection Methods	11
		Secondary Data Collection Methods	11
	3.4	Limitations of the Methodology	11
Chapter – 04		**Impact of COVID-19 on Jamuna Bank PLC**	12 - 17
	4.1	Challenges Faced During the Pandemic	13
	4.2	Analysis of Financial Performance Metrics	14
		Earnings Per Share (EPS)	14
		Return on Assets (ROA)	15
		Return on Equity (ROE)	16
		Net Profit Margin	17

Chapter – 05		**Initiatives Taken by Jamuna Bank PLC**	18 - 20
	5.1	Digital Transformation And Enhanced Online Banking Services	19
	5.2	Loan Restructuring And Repayment Deferrals	19
	5.3	Support To The Government's Stimulus Packages	20
	5.4	Employee Safety And Remote Working Measures	20
	5.5	Community Support And Corporate Social Responsibility (CSR)	20
Chapter – 06		**Key Findings and Recommendations**	21 - 23
	6.1	Findings	22
	6.2	Recommendations	22
	6.3	References	23

CHAPTER – 01

INTRODUCTION

1.1 INTRODUCTION

A bank is a financial institution that provides a wide range of services to individuals, businesses, and governments. Banks play as an intermediary between those who have more financing and those whose needs fund. Banks provide a secure place for the people to deposit their money, and they also provide loans to individuals and businesses for various purposes, such as buying homes, starting businesses, or expanding different business operations, currency exchange, payments, and wealth management services. Also, currently all banks provide digital banking services to their customers for allowing customers to access their accounts, make transactions, and manage their finances through online platforms. Banks are essential components of the economy, contributing to economic stability, growth, and the efficient functioning of financial markets. In addition to traditional banking, modern banks have evolved to include digital and mobile banking solutions, allowing customers to manage their finances conveniently and efficiently.

1.2 BACKGROUND OF THE STUDY

This internship experience provides students with the opportunity to learn practical corporate work experience. All the students can gain their field-related practical knowledge through this internship. After all the courses from the department of business administration, every student has to participate in the internship program and learn how to work and use our theoretical knowledge that we have gained in our university life.

I have completed my internship program at Jamuna Bank PLC, and my internship topics are “Impact of Covid-19 on Financial Performance of Jamuna Bank PLC.” My company supervisor's name is **Md. Samsher Ali, AMD (Admin & DEV), Jamuna Bank PLC,** and the university supervisor's name is Dr. Md. Azizur Rahman, Associate Professor & Head, Department of Business Administration at Daffodil International University. Accept it.

1.3 SCOPE OF THE STUDY

This study focuses on examining the financial performance of Jamuna Bank PLC during the Covid-19 pandemic, specifically analyzing how the bank's key financial metrics were impacted during this period. The scope includes the evaluation of financial statements, ratios, and other relevant financial data to determine changes in profitability, liquidity, solvency, and overall operational efficiency.

The study spans the years affected by the Covid-19 pandemic, primarily 2020 to 2021, to provide a comprehensive view of the pandemic's short-term and medium-term effects. It is limited to secondary data sources, including the bank's annual reports, audited financial statements, and relevant industry publications.

Furthermore, the study considers internal strategies and external factors influencing Jamuna Bank's financial performance during the pandemic, such as policy measures by the government, Bangladesh Bank guidelines, and global economic disruptions. It does not delve into non-financial impacts, such as employee morale or customer satisfaction, and remains focused on measurable financial outcomes.

The findings aim to provide insights into how **JAMUNA BANK** navigated the challenges posed by the pandemic, which may be useful for future strategic planning and risk management in similar crises. However, the conclusions drawn are specific to Jamuna Bank PLC and may not be generalized to other banks or financial institutions in Bangladesh.

1.4 OBJECTIVES OF THE STUDY

- To provide the overview of Jamuna Bank PLC
- To examine the effects of covid-19 on financial performance of Jamuna Bank PLC.

1.5 LIMITATIONS

As an intern that's why I have a lot of limitations in collecting data from Jamuna Bank PLC because I can't get access to the others department and their activities. That's why it was so difficult to collect some information, which the higher authority cannot disclose to us. So, it is so difficult for me to give the information about the Jamuna Bank PLC.

The major limitations of this research are:-

- In Jamuna Bank PLC there is a different department, and these departments have different and I worked with the AMD (Admin & DEV) team; that's why I cannot access the other departments of the Jamuna Bank PLC, and they cannot disclose some data and information for them as per company restrictions and policies. Because, as an intern, I cannot get all the access.
- Insufficient time is another problem for collecting more data. Due to my short time, I cannot know all the procedures of training and development procedures of Jamuna Bank PLC, and many of the aspects could not be disclosed in the report. Also, in this short time, it is difficult for me to know all the information. To collect more information, I need a lot of time.
- Many sources were so hazardous in terms of discipline and time - consuming.

CHAPTER – 02
Literature Review

2.1 INTRODUCTION TO LITERATURE REVIEW

The literature review section of my report is most important for understanding the context of how the “impact of COVID-19 on the financial performance of Jamuna Bank PLC. In this section, I analyses how the global banking sector and local banking sector were affected during the pandemic situation. The COVID-19 pandemic situation has affected the global economy, and the banking sector was one of them. As a financial intermediary, a bank is most important for the economy because all the transactions happen through banking channels, providing loans, and supporting every business operation (Jamuna Bank PLC, n.d.; Mercantile Bank Limited).

In this section, I explain the impact of the pandemic situations on the banking sector. I start from global perspectives where banks are faced with liquidity challenges, reduce their profitability, and hamper their daily operations, as noted by the Financial Express (2021). Then I explain the Bangladesh banking sector, where the banking industry adapted to the pandemic situations and contributed to the recovery through policy support and innovation (Bangladesh Bank, 2021).

And the main objective of my literature review is to provide detailed information on how banks overcome the crisis and focus on digital transformation, risk management, and strategies that impact Jamuna Bank PLC.

2.2 IMPACT OF COVID-19 ON THE GLOBAL BANKING SECTOR

The COVID-19 pandemic situation has an unpredictable impact on the global banking sector. Financial institutions across the world were faced with a lot of challenges during the COVID-19 pandemic situations that slowed down the economy and market, increased the uncertainty, and faced a lot of pressures to maintain liquidity, hampered the banking operations channels, and faced financial problems (Bangladesh Bank, 2021; Alam, 2021). But the COVID-19 pandemic increases the digital banking services. As a pandemic situation, wide economy and market volatility shutdowns. The global banking scenario faced business and job losses, which increased the capacity of borrowers, decreased the loan demand, and shut down the economic activity. The global banking sector, especially in developed countries, decreased the loan demand and increased the loan default and overall shutdown of economic and banking activity (The Financial Express, 2021).

To overcome this situation, governments around the world provide a stimulus package and monetary policy that mainly aim to support the economy that includes interest rate decreases and liquidity support for the financial institutions, (Islam, 2021). Due to significant challenges, it reduces the bank’s profit margins, and banks quickly transform their services through online for that people from all around the world lose their jobs; also, many sub-branches close temporarily. Financial institutions invested a big amount of money in technology to operate their online banking and digital payments to ensure their customer services, but in providing these services to their customers, banks faced a lot of challenges. Overall, the global banking sector was forced to shift focus to resilience and risk management, with many banks rethinking their strategies for dealing with future crises, (Bank Theories, 2015).

2.3 IMPACT OF COVID-19 ON THE BANKING SECTOR IN BANGLADESH

The banking sector in Bangladesh, like other countries of the world, faced a significant challenge due to the COVID-19 pandemic. Our country's banking industry faced the dual challenges of declining loan demand and increasing loan defaults, (Jamuna Bank PLC, n.d. Bangladesh Bank, 2021). The lockdown disruptions in the flow of business and the slowdown in the economic activities like trade, manufacturing, and services that impact the banking sector as many borrowers struggle to meet their loan repayment. To overcome these effects, the Bangladesh Bank of our country provides many series that aim to stabilize the banking sector. This includes loan repayment systems and time, increasing the interest rates, and offering many packages to ensure smooth operations (Bangladesh Bank, 2021). Rural and SME-focused banks faced difficulties in reaching their customers due to operational disruptions and logistical challenges. Despite these challenges, the banking sector played a critical role in implementing government initiatives aimed at economic recovery. Bangladesh Bank encourages all the banks to provide liquidity support to borrowers to remove their distress. For supporting these measures, the banking sector significantly increases the risk of loan defaults, especially in the retail, hospitality, and export-oriented industries.

The pandemic also accelerated the need for digital banking in Bangladesh. With physical bank branches closed or operating with limited capacity, customers turned to online banking platforms to conduct transactions, pay bills, and transfer money. The growth of mobile financial services such as bKash and Nagad also surged during the pandemic, highlighting the need for banks to modernize their digital infrastructure to meet customer demand.

The macroeconomic impact of the pandemic also affected the overall banking environment in BD. The country saw a slowdown in remittances from overseas, which is a significant source of foreign exchange. This, along with a decrease in export revenues, put pressure on the country’s foreign exchange reserves and impacted the liquidity positions of banks. Despite these challenges, the Bangladesh banking sector showed resilience; with the government's support and the adoption of digital banking helping mitigate the worst effects of the pandemic, (The Financial Express, 2021).

2.4 CURRENT SCENARIO OF THE BANKING SECTOR IN BANGLADESH

The current scenario of the banking sector in Bangladesh is slowly recovering from the COVID-19 pandemic situation, but several problems/challenges remain. At present the banking sector has adapted to a new technology and is prioritizing digital transformation for better services. The widespread adoption of mobile banking, internet banking, and other digital financial services has become a key trend, as customers increasingly prefer the convenience of online banking, especially during and after the pandemic. However, many banks faced a non-performing loan problem during the pandemic period, but they overcame their situation day by day. At present, the non-performing loan sectors increase in different sectors, such as SMEs, retail, and export-oriented industries that increase the banks profitability and financial health of banks. Central bank loan restructuring policies helped to reduce the impact of the banking sector that faced banks during the COVID-19 pandemic situations and reduce the immediate situations. At present, banks are focusing on improving their credit risk management systems. Strengthening their ability to assess the creditworthiness of borrowers is critical to reducing the risk of defaults and managing the growing NPLs. (Bangladesh Bank, 2021).

Also, the low-interest rate environment makes it harder for them to generate profit from the traditional lending activities. At present, increasing the digital banking increases the competition among the banks, and customers are now accessing a wide range of digital banking financial services, such as mobile banking, online payment, and internet banking. Banks are investing heavily in technology and innovation to stay competitive in this rapidly evolving landscape, (Bank Theories, 2015). However, these investments also bring challenges, as banks must balance their capital expenditures with their profitability goals, (The Financial Express, 2021).

CHAPTER – 03

METHODOLOGY

3.1 INTRODUCTION TO METHODOLOGY

The methodology chapter provides the overview of the research approach, design, data collection methods and limitations of the methodology. It provides the information of how I analysis was conducted and the research is reliable. Also these methods provide the information of the impact of the COVID-19 pandemic on Jamuna Bank PLC financial performances.

In my research basically I used quantitative and qualitative data. This data provides comprehensive information of the bank financial performance before the pandemic situation and after the pandemic situation. There are also many types of statistics and analysis systems that I used to prepare my internship report.

3.2 RESEARCH DESIGN

The research I design by using descriptive and analytical tools and my main objective of my research design is to providing the information of the performance of Jamuna Bank PLC during their COVID-19 pandemic situation financial data. It also provides the information of the bank faces the challenges and overcome for taking different operational and strategic initiatives.

DESCRIPTIVE RESEARCH:

Descriptive research provides the information of the impact of the COVID-19 financial performance of Jamuna Bank PLC. And for analysis by data, basically I collect and gathering data from the Jamuna Bank PLC annual financial report (2017, 2018, 2019, 2020, 2021) and also providing the clear scenario of Januman Bank PLC operation that affected during the pandemic situations.

ANALYTICAL RESEARCH:

In analytical research section, I analyzed the relationship between the pandemic situation and financial performance changes during the pandemic situation. For this sector I analysis the different financial metrics such as loan defaults, government measures, and digital banking transformation.

COMPARATIVE ANALYSIS

In the comparative analysis the financial performance of Jamuna Bank PLC the last five years (from 2017 to 2021) to I try to provide the information that changes in the bank's key financial ratios due to the pandemic. This helps to identify the effects of COVID-19 on the bank's profitability, asset quality, and liquidity.

3.3 DATA COLLECTION METHODS

Data collection is the most significant part of any analysis because based on this data a report judges and ensure that the analysis is reliable and accurate information. In my report both primary and secondary data are used to gather information from the financial performance of Jamuna Bank PLC.

Secondary Data Collection Methods:

Basically I collected secondary data from different reliable sources. These include:

- Annual Report of Jamuna Bank PLC (In Year 2017, 2018, 2019, 2020, 2021)
- Analysis the industry report and other financial institute to understand the impact of the COVID-19 in the banking sector of Bangladesh.
- Review the Jamuna Bank PLC internal documents, financial and other document's.
- Analysis the ma y news articles and press that published Jamuna Bank PLC.
- Analyze the banking sector crisis from central bank's reports on the banking sector's performance during the pandemic.

3.4 LIMITATIONS OF THE METHODOLOGY

There are various limitations for getting the data from various sources that I faced during prepare my report. The limitation is:

- Some of the financial data and internal documents of Jamuna Bank PLC may not have been fully available due to confidentiality restrictions.
- Limited internship time frame that is not enough for collect all the information.
- Annual report, industry publication and other external data are not available in the online.

CHAPTER – 04

IMPACT OF COVID-19 ON JAMUNA BANK PLC

4.1 CHALLENGES FACED DURING THE PANDEMIC

In the COVID-19 pandemic situation, Jamuna Bank PLC faces a lot of challenges, like other countries financial institutions. One of the impacts on daily banking operations is the most significant, as it is hampered due to quickly imposed government lockdowns and restrictions. Branches faced limitations in their physical operations, affecting customer engagement and the overall efficiency of service delivery. While the adoption of digital banking increased during this period, the transition posed challenges, particularly for customers in rural areas with limited access to technology and internet services.

Also, the bank faces a lot of pressure on its loan portfolio to meet financial obligations due to the economic slowdown. Many sectors were affected due to COVID-19, especially the medium and enterprise (SMEs) sector, which was hit one of the most; for that, the non-performing loans rose, and credit demand slowed down. This effect reduces the profitability.

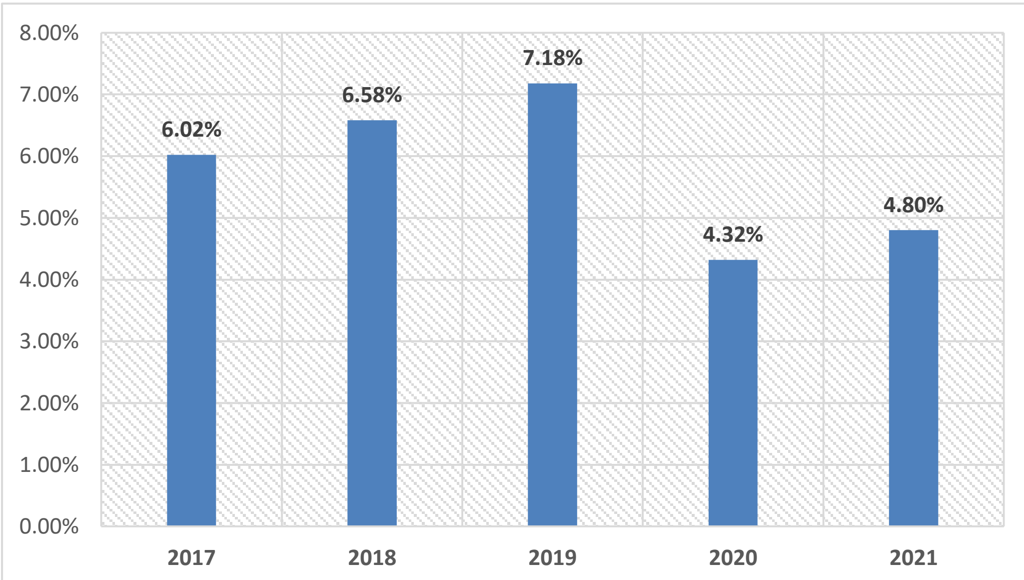
Another challenge faced by the bank was managing liquidity due to uncertain economic conditions and the uncertain economic conditions, coupled with the increased demand for cash withdrawals and the imposition of restrictions on physical banking activities. Many businesses face a challenge to maintain operations; that’s why businesses withdraw their savings or convertible assets for more liquidity.

4.2 ANALYSIS OF FINANCIAL PERFORMANCE METRICS

A. EARNINGS PER SHARE (EPS)

EPS is measuring a company's profitability ratio that shows how much money a company or firm generating for each share of stocks. EPS calculated by quarterly or annual income divided by number of outstanding shares. Higher EPS of a company denotes more valuable.

Pre-Pandemic EPS			Pandemic Impact on EPS	
2017	**2018**	**2019**	**2020**	**2021**
6.02%	6.58%	7.18%	4.32%	4.80%



Interpretations:

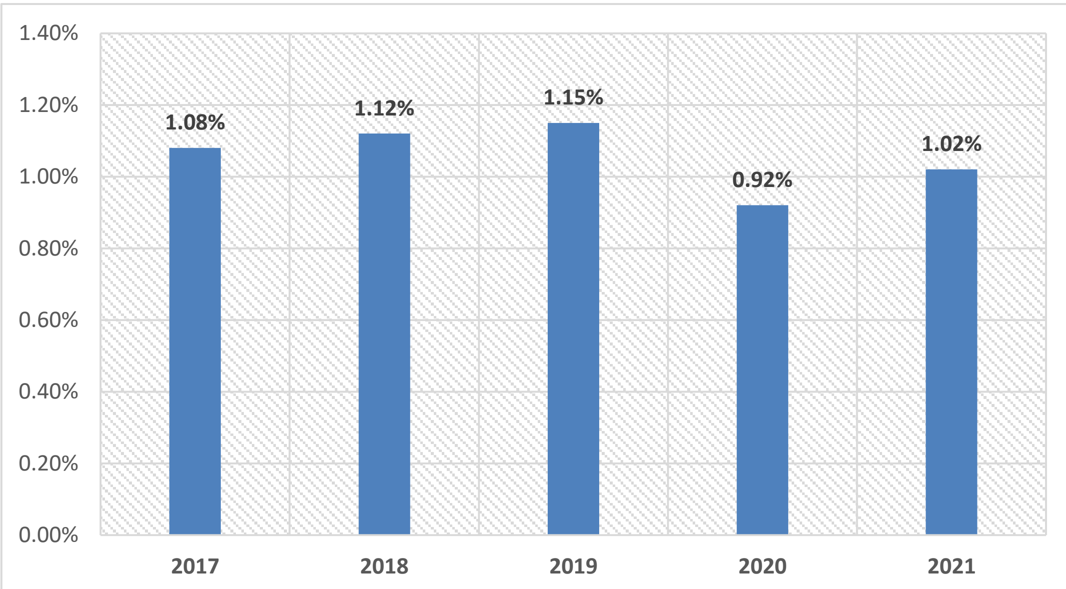
Before the COVID-19 pandemic, Jamuna Bank PLC EPS increased every year continuously, reflecting the bank's consistent profitability. In 2017, EPS was 6.02%, and it continuously increased the next 2 years; in 2018 and 2019, it was 6.58% and 7.18% for effective cost management and growing the loan portfolio.

But during the pandemic, the bank EPS faced a significant change. In 2020, EPS dropped to 4.32% due to the pandemic because of higher loan loss provisions, a slowdown in business activity, and reduced demand for loans. The situation showed signs of improvement in 2021, with EPS rising to 4.80%.

B. RETURN ON ASSETS (ROA)

Return on assets is a financial matrices that measures how a company generating profit by using their assets. ROA calculated by net profit divided by total assets. Corporate management & investor always see the ROA for understand and judges how a company successfully generating profit by using their assets. When a company higher ROA it indicates that a company can uses their assets effectively and efficiently.

Pre-Pandemic ROA			Pandemic Impact on ROA	
2017	**2018**	**2019**	**2020**	**2021**
1.08%	1.12%	1.15%	0.92%	1.02%



Interpretations:

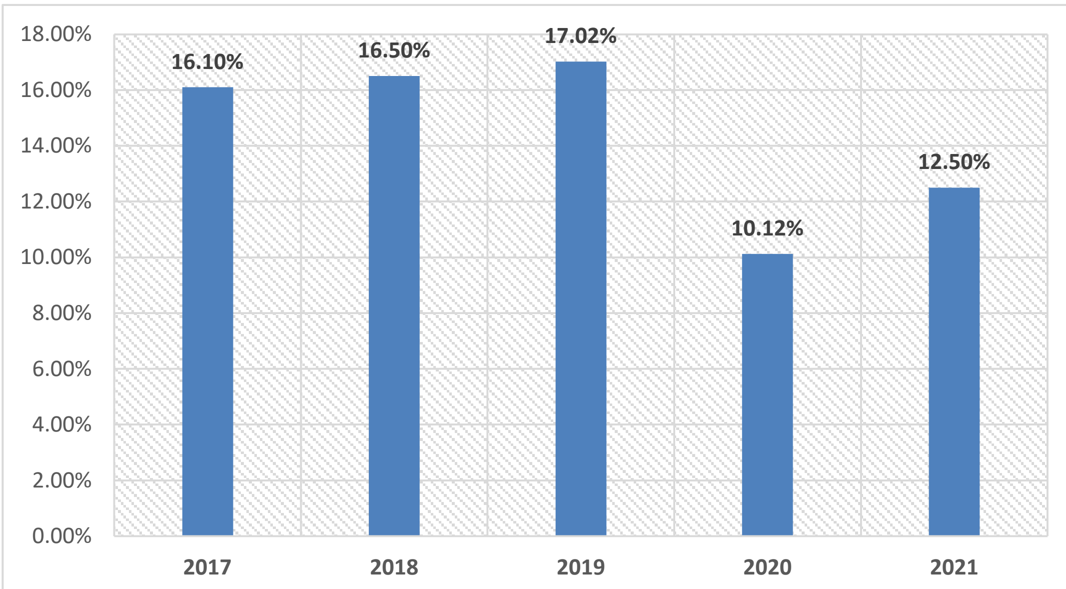
ROA is a key indicator of how efficiently a bank uses its assets to generate profits, and ROA was stable before the pandemic. In 2017, ROA was 1.85%, and it continuously increased to 1.15% by 2019, reflecting the bank's strong operational efficiency and effective asset utilization.

Due to the pandemic situation, a decline in the ROA. In 2020, the ROA fell to 0.92% due to slower income growth, increased loan loss provisions, and the overall economic downturn. As the economy recovered to stabilize in 2021, that indicated that banks improved their operational efficiency and adapted to the challenges.

C. RETURN ON EQUITY (ROE)

Return on equity is a financial matrix that measures a company's financial matrices that how a company generating profit by investment investor's capital. Higher ROE is better for a company it measures a company can convert their investment equity into profit. ROE provide a company's profitability and efficiencies. The higher ROE is good for a company because it creating profits.

Pre-Pandemic ROE			Pandemic Impact on ROE	
2017	**2018**	**2019**	**2020**	**2021**
16.10%	16.50%	17.02%	10.12%	12.50%



Interpretations:

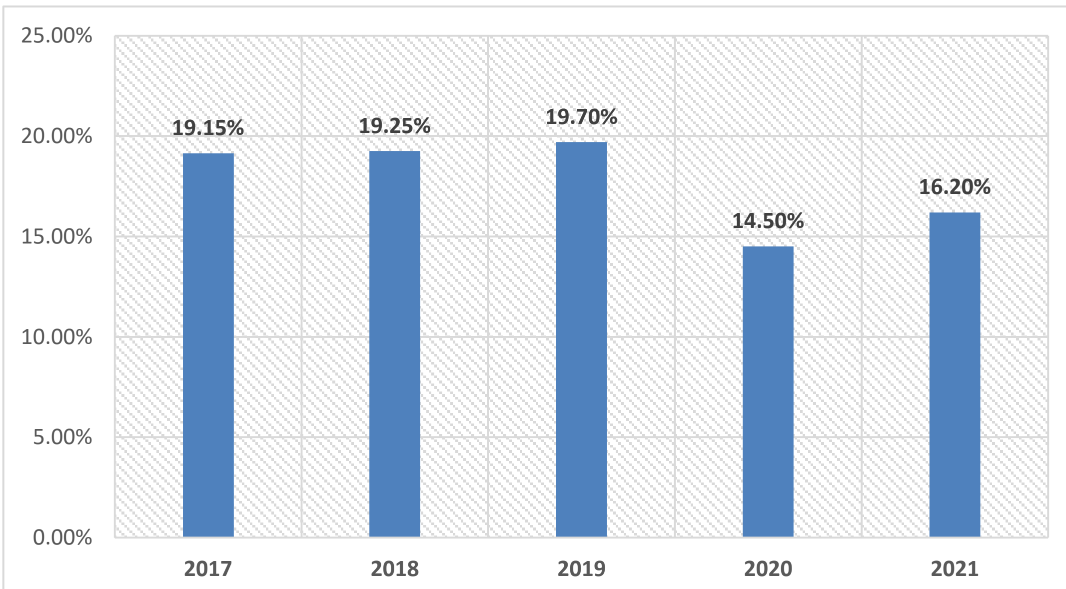
ROE of the Jamuna Bank PLC was strong before the pandemic situations, and it constantly increased from 16.10% in 2017 to 17.02% in 2019. This increase in ROE reflected the bank's effective use of shareholders' equity to generate profits.

The pandemic significantly impacted the bank's ROE, which declined to 10.12% in 2020. This decline was due to reduced profitability, increased provisions for loan defaults, and lower income from traditional banking activities. However, as the bank adapted to the pandemic and the economy started recovering in 2021, ROE improved to 12.50%.

D. NET PROFIT MARGIN

Net profit margin is a financial matrix that measures the percentage of income I get after all expenses. This matrix is most important for a company because it judges a company's or business that how a company operating their business efficiency and generating net profit after deducting all expenses. Investor always focuses on net profit margin because using this ratio an investor can easily understand the company's ability to turn profit from sales.

Pre-Pandemic NPM			Pandemic Impact on NPM	
2017	**2018**	**2019**	**2020**	**2021**
19.15%	19.25%	19.70%	14.50%	16.20%



Interpretations:

Before the pandemic situation, Jamuna Bank maintained its strong net profit margin that increased from 19.15% in 2017 to 19.70% in 2019. This consistent improvement means that the bank's ability to convert a higher percentage of its revenue into profit.

But in 2020, the bank's net profit margin declined to 14.50% and declined primarily due to lower earnings, higher provisions for loan losses, and operational disruptions caused by the pandemic. However, the bank was tried to their situations in 2021, and the net profit margin improved to 16.20%.

CHAPTER – 05

INITIATIVES TAKEN BY JAMUNA BANK PLC

5.1 DIGITAL TRANSFORMATION AND ENHANCED ONLINE BANKING SERVICES

Due to the COVID-19 pandemic situation, Jamuna Bank PLC shifted all their activity towards digital banking, significantly enhancing their digital infrastructure. Jamuna Bank PLC, in the pandemic situation, focused on improving their mobile banking and internet banking platforms to meet their customers demand for online services because physical branches had a limited capacity and maximum temporarily shut down.

Also, improving their digital platforms, they introduce new features for their customers to contactless banking services that include online fund transfer, bill payments, loan applications, and account management. Their main motive for the digital banking was ensuring customer services and ensuring that customers could continue to access banking services very quickly and remotely, with no need to visit branches. The mobile banking app was also upgraded to include more user-friendly interfaces, enhanced security features, and faster transaction processing times.

Jamuna Bank not only ensured business continuity during the pandemic situation, but they also contributed to the broader financial inclusion efforts in Bangladesh, especially in remote and rural areas where physical branches were not available. The increased adoption of digital services helped Jamuna Bank maintain its customer base and even attract new customers who preferred the convenience and safety of online banking.

5.2 LOAN RESTRUCTURING AND REPAYMENT DEFERRALS

The Loan Restructuring and Repayment Deferrals initiative by Jamuna Bank PLC got a good response from the financial market from their customers, particularly those sectors that were most significant, like small and medium enterprises (SMEs), retail, and hospitality. In the pandemic situation, many businesses and individuals struggled to meet their financial obligations, meet their customers obligations, and support their customers.

One of the most significant actions taken by the Jamuna Bank was to defer loan repayments for those customers or borrowers who were facing financial difficulties. This initiative provided immediate relief by allowing customers to temporarily postpone their loan repayments without incurring penalties. For customers whose financial situations were expected to improve over time, the bank also extended repayment periods, spreading out loan obligations over a longer time frame and reducing the pressure on borrowers.

So, the Loan Restructuring and Repayment Deferrals initiative was a significant part of Jamuna Bank PLC during the COVID-19 pandemic, and they got a huge response. It helped the financial support of both the bank and its customers, ensuring that businesses and individuals could not face any financial distress.

5.3 SUPPORT TO THE GOVERNMENT'S STIMULUS PACKAGES

During the COVID-19 pandemic situation, the Bangladesh government introduced different stimulus packages that mainly focused on supporting businesses, especially SMEs and the agricultural sector, which sector COVID-19 hit the hardest in that crisis. These packages were designed to support economic recovery by providing financial support to which types of businesses were struggling with cash flow issues, as well as helping farmers continue their operations during the lockdown period.

Jamuna Bank PLC played a significant role in facilitating these government stimulus funds to its customers. Also, Jamuna Bank worked diligently to disburse working capital loans to businesses that needed immediate liquidity to operate their operations. These loans were particularly important for SMEs, which faced several problems in their supply chains and revenue generation. By providing these loans, Jamuna Bank helped businesses bridge the financial gap created by the pandemic and ensured that they could continue paying employees, suppliers, and other essential operational costs.

5.4 EMPLOYEE SAFETY AND REMOTE WORKING MEASURES

Jamuna Bank PLC took several steps during the COVID-19 pandemic situation for their employees' safety, the bank implemented remote working policies for employees. Also, those employees whose work is on-site at the bank maintain health and safety protocols that include regularly maintaining and using the sanitization of branch premises, temperature checks, mandatory face masks, social distancing measures, and the installation of hand sanitizers. The bank also provided protective equipment to frontline staff to ensure their safety and well-being during their interactions with customers.

In addition, Jamuna Bank also focused on supporting its employees' mental health by offering counseling services and creating a supportive work environment during the uncertain period.

5.5 COMMUNITY SUPPORT AND CORPORATE SOCIAL RESPONSIBILITY (CSR)

Jamuna Bank's commitment to corporate social responsibility (CSR) during the pandemic. The bank launched several community support main focuses that were at helping those people who were affected during the COVID-19 situations, including healthcare workers, low-income families, and vulnerable communities.

Jamuna Bank contributed to COVID-19 relief funds, supported medical initiatives, and provided donations to hospitals for the procurement of medical equipment. The bank also extended financial support to various NGOs and charitable organizations working to provide food, medical aid, and essential supplies to marginalized communities during the lockdown.

CHAPTER – 06

KEY FINDINGS AND RECOMMENDATIONS

6.1 FINDINGS

1. The bank's ROA decreased from 1.15% in 2019 to 0.92% in 2020. This decline reflects reduced profitability of Jamuna Bank PLC and slower down income growth and the overall economic downy caused by the pandemic.

2. ROE fell from 17.02% in 2019 to 10.12% in 2020 due to lower profitability, because in pandemic increased provisions for loan defaults, and reduced income from traditional banking activities.

3. The NPM decreased from 19.70% in 2019 to 14.50% in 2020, primarily due to lower earnings, higher provisions for loan losses, and operational disruptions caused by the pandemic.

4. The bank experienced challenges in managing its loan portfolio, with a rise in non-performing loans (NPLs) due to the financial distress faced by borrowers, particularly in the SME sector.

6.2 RECOMMENDATIONS

1. To improve ROA, Jamuna Bank should focus on diversifying income sources, optimizing asset utilization, and strengthening risk management practices to mitigate economic downturn impacts.

2. Jamuna Bank can enhance ROE by increasing profitability through targeted loan recovery strategies, reducing provisions for loan defaults, and boosting non-interest income.

3. The bank should focus on cost control measures, enhancing operational efficiency, and exploring new revenue streams to restore the net profit margin.

4. Jamuna Bank can strengthen its credit risk management framework, implement stricter lending criteria, and enhance follow-up processes to reduce NPLs, especially in vulnerable sectors.

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