



**Daffodil**  
*International*  
**University**

## **Effect of Covid-19 on the Banking Sector of Bangladesh**

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## Letter of Transmission

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November 8,2021

**Mrs Sabrina Akhter**

Assistant Professor

Department of Business Administration

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**Subject: Submission of thesis paper on the effect of Covid-19 in the banking sector of Bangladesh.**

Dear Madam,

I would like to submit my study entitled the effect of covid-19 on the banking sector of Bangladesh. This report has been prepared as a part of the requirement for BBA program of daffodil international university.

In the journey of completing my thesis on this particular subject has help me to get the deadly effect of COVID-19 in the national banking sector. It also helped to get the efficiency of data collection. With the supervision of yours, it has been a great experience.

I would like to thank you for giving support and guidelines that you have provided me.

Sincerely yours,

Swarna Saha

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### Approval Certificate

This is certify that Swarna Saha, ID # 171-11-5384, BBA ( Finance ), is a student of Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University. She has finished her Thesis in “ Effect of Covid 19 on the banking sector of Bangladesh”, under my supervision. I believe that the report is fulfilled the prerequisite of BBA degree. I have experienced the report and thought that it is elegantly composed.

I wish her every success in life.



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**Mrs Sabrina Akhter**  
Assistant Professor  
Department of Business Administration  
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Daffodil International University

## Letter of Declaration

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I Swarna Saha the student of Bachelors of Business Administration bearing ID 171-11-5384, declare that this written submission represents my ideas in my own words and where other's ideas or words have been included, I have adequately cited and referenced the original sources. I also declare that I have adhered to all principles of academic honesty and integrity and have not misrepresented or fabricated or falsified any ideas or data in my submission. I also mention that the report is prepared only for Academic requirement purpose. I declare that the report is not allowed to be used for any purpose without permission.

*Swarna Saha.*

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## Acknowledgement

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First of all, I would like to express my satisfaction with the almighty creator for giving me the opportunity and expertise to prepare this thesis paper and I would also like to thank **my father Subir Saha** for giving me inspiration to keep working.

I am very much grateful to **my supervisor Sabrina Akhter**, Assistant professor Department of Business Administration, Faculty of Business & Entrepreneurship Daffodil International University. I am obligated to a variety of individuals who have helped me to coordinate this report and to provide this report with their kind thoughts, feedback, instructions, and encouragement and relevant guidelines. I acknowledge my indebtedness in writing this internship paper directly and indirectly to the author, publishers, of various published books and articles listed in the references that helped a lot.

## **Executive Summary**

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This research report is a partial prerequisite for Daffodil International University's internship students of the BBA program that was approved by my university supervisor. The paper is made based on a review of the effect of covid-19 on the banking sector of Bangladesh. I have shown in this paper some government, private, and foreign banks present situation in this pandemic.

In this paper, at first, I have presented the origin of covid-19 and the role of banking sector in the economy of Bangladesh. Then I have discussed other banks current situation and policy and rules changes for this virus. In recent years Bangladesh's banking sector is possibly going through the worst situation in its history. I have also shown some bank's financial summary to see their financial condition.

In this aspect, my report addresses a review of banking sectors sufferings in Bangladesh during this pandemic. I have given my best to represents what happens in the banking sector for this virus and I also provide some opinion in this paper.

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## Chapter 1

### Introduction of the study

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#### 1.1 Introduction

A nation can have a sound economy only with a compelling financial framework. Banks assume a fundamental part of the financial advancement of a nation. They amass the inert reserve funds of the individuals and make them accessible for speculation. They additionally, make new interest stores during the time spent allowing credits and buying venture protections. They encourage exchange both inside and outside the nation by tolerating and limiting bills of trade. Banks additionally increment the portability of capital. Bangladesh's financial framework has had a few exceptional accomplishments surprisingly. It is not, at this point bound to just the metropolitans, however has reached even to the far off corners of the nation. This is one of the reasons for Bangladesh's development cycle. Today, the financial part is one of the greatest assistance divisions in Bangladesh. Accessibility of value administrations is indispensable for the prosperity of the economy.

Covid-19 has got in the nerves of the country's economy. Banking sector of our country was suffering even before the covid situation and covid-19 has worst the situation.

In this study, the effect of the covid-19 on the banking sector has been studied. The sample of this study consists of 50 employees of different banks of the country. In this study, the primary data obtained by survey and the feedback of the employees about the banking situation during the pandemic. The survey has been carried out using the SPSS 21 program and a test is applied for each banker in the questioner.

## 1.2 Scope of the study

The biggest scope of the study is to find out the problem that occurred due to the deadly pandemic Corona virus. The banking industry is the emerging industry In Bangladesh. Banks Are the intermediate sector in the country. Because of the study we can mature the actual profit or loss that has been occur during this COVID-19 situation in the banking sector. This study also helps me gather experience on the banking scenario in real and also witness the dangerous effect of COVID-19 on the economy.

## 1.3 Objective of the study

### **General objective:**

The general objective of this study is to find out the ultimate effect of Covid-19 on the Industry of the country.

### **Proposal Objective:**

- Understand the basic market situation.
- Understand the effect of Covid-19 in the economy of the country.
- Understand the people who are suffering from financial support.
- Understand of the COVID-19 effect on GDP through the banking sector.

## 1.5 Methodology:

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The current paper is intended to evaluate the effect of Covid-19 and lockdown on Bangladesh's banking division. To accomplish this, target a few concentrates have been drawn from the current writing accessible on different locales of web in the structure of highlights of meetings of famous business analysts, subsidize chiefs, monetary and financial advisors, senior authorities of monetary bodies. The relevant data accessible in different structures and at different sources was checked and understood cautiously while reaching a correct inference for this article. It needs notice that this paper is an exploratory kind of study. On the record of the non-accessibility of quantitative information of post Covid-19 scenario, the utilization of measurable devices was not possible. For this study, the data has been collected by the process of random sampling. A sample size of 50+ was estimated from the beginning of the study. The data has been collected

by administering a self-structured questionnaire to the bankers. This helped to improve the questionnaire and gave an indication about the responses that would be seen; with a few additions and deletions, the final questionnaire was prepared and circulated. The analyses of collected data were done using simple frequency, percentage, and other basic statistical inference tools. In this research paper we are looking for the effect of COVID-19 on the banking sector. So I have found out 19 statements and based on those 19 statements I have found 19 more variables which contains 5 options. On basis of these 19 statements I have asked reviews of 50+ bankers about their personal opinion. I have input those 50+ reviews in SPSS.

We want to know the effect of Covid-19 on the banking sector, so we have found out 19 statements, and based on those 19 statements we have found out 19 variables. Among these variables there are 5 options. Based on the 5 options we have reviewed 50 bankers. These 50+ responses have been input in SPSS. Using this program, we obtained the percentage of the bankers' opinions.

## 1.6 Limitations of the study

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As a newly graduate, it was very difficult for me to complete the work 100% accurately. On the other hand, COVID-19 lockdown has also affected the work of collecting information. If I describe on the other way, the banking sector is not a small area and it also has a lot of department and each department have several policies and system so I think that it's not possible accurately work with all of them. There is some limitation have on this thesis paper. Due to the pandemic, it was not that much possible for me to collect all the information by personal visiting in the bank, most of the information in this thesis paper which is collected from online.

- Some of the bankers were not co-operative to give information and their opinion.
- I think large number of investigations is not possible due to the time constraints.
- Exact and accurate date and information collection is not possible for the reason of lockdown.
- In my work I have used secondary data so it carries some limitation.

## Chapter 2

### Company Profile

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#### 2.0

To find out the effect of COVID 19 I have asked 100 bankers several questions about the effect of COVID and their opinion about it. All the bankers are from these banks that are mentioned below. To draw a better picture about the bank's situation I have presented their profile and 5 years financial report. It will help us to draw the effect of this pandemic in some extent.

##### 2.1.1 UCB bank.

With a firm commitment of the economic and social development of Bangladesh, United Commercial Bank (UCB) started its journey in mid-1983 and has since been able to establish itself as one of the largest first-generation banks in the country. With a vast network of 189 branches the Bank has already made a distinct mark in the realm of Private Sector Banking through personalized service, innovative practices, dynamic approach and efficient Management.

The Bank has expanded its arena in different and diverse segments of banking like Retail Banking, SME Banking, Corporate Banking, Off-shore Banking, and Remittance etc. Besides various deposit and loan products of Retail Banking, the Bank caters export and import loan to deserving candidates which in turn helps the overall economy of the country through increased earning of foreign exchange. Other consumer products like UCB Cards have been showing tremendous success and growth since its inception in 2006 and soon became the leader in local market with around 40000 card holders.

The Bank also provides its clients with both incoming and outgoing remittance services. Thus, the expatriates find an easy way to send money through proper channel.

With a firm commitment to promote SME sector, the Bank is also assessing and monitoring business loans, managing business financing risks, pricing products and working for further development of SME. Its Corporate banking service consists of simple business of issuing loans to more complex matters, such as helping minimize taxes paid by overseas subsidiaries, managing changes in foreign exchange rates or working out the details of financing packages necessary for the construction of a new office, plant or other facility. Its area of expertise is in-depth knowledge in financial analysis with analytical capability of financing large project including RMG and infrastructure development projects.

The Bank, aiming to play a leading role in the economic activities of the country, is firmly engaged in the development of trade, commerce and industry by investing in network expansion and new technology adoption to have competitive advantage.

## Profit and Loss Status of the Banks (Figures in million Taka)

Particulars	Years of Operations				
	2019	2018	2017	2016	2015
Interest Income	30948.75	25266.93	21034.16	20832.15	22434.57
Interest Expense	20150.94	16024.50	12087.39	12194.04	14711.18
Net Interest Income	10797.81	9242.44	8946.77	8638.11	7723.38
Non-Interest Income	9911.08	9050.08	8435.50	7703.97	7824.62
Non-Interest Expenses	12430.21	10902.27	9430.86	8754.70	7145.66
Gross Revenue	40859.83	34317.01	29469.66	28536.12	30259.19
Gross Profit	20708.89	18292.52	17382.27	16342.08	15548.00
Operating Profit	8278.68	7390.25	7951.41	7587.38	8402.34
Earnings Before Interest, Depreciation and Tax	7501.33	6685.52	6744.42	6474.45	8254.73
Profit Before Tax	4932.09	4907.76	5461.41	5189.88	7252.34
Net Profit After Tax	2772.04	2368.95	2433.91	2628.63	3977.34

### 2.1.2 Trust bank Limited

Trust Bank Limited is one of the leading private commercial banks having a spread network of 113 branches & SME centers, 228 ATM Booths, over 20,000 Pay points and 65 POS in 55 Branches across Bangladesh and plans to open more branches to cover the important commercial areas in Dhaka, Chittagong, Sylhet and other areas in 2018. The bank, sponsored by the Army Welfare Trust (AWT), is first of its kind in the country. With a wide range of modern corporate and consumer financial products Trust Bank has been operating in Bangladesh since 1999 and has achieved public confidence as a sound and stable bank.

In 2001, the bank introduced automated branch banking system to increase efficiency and improve customer service. In the year 2005, the bank moved one step further and introduced ATM services for its customers.

Since bank's business volume increased over the years and the demands of the customers enlarged in manifold, our technology has been upgraded to manage the growth of the bank and meet the demands of our customers.

In January 2007, Trust Bank successfully launched Online Banking Services which facilitate Any Branch Banking, ATM Banking, Phone Banking, SMS Banking, & Internet Banking to all customers. Customers can now deposit or withdraw money from any Branch of Trust Bank nationwide without needing to open multiple accounts in multiple Branches.

Via Online Services and Visa Electron (Debit Card), ATMs now allow customers to retrieve 24x7 hours Account information such as account balance checkup through mini-statements and cash withdrawals.

Trust Bank has successfully introduced Visa Credit Cards to serve its existing and potential valued customers. Credits cards can now be used at shops & restaurants all around Bangladesh and even internationally.

Trust Bank is a customer oriented financial institution. It remains dedicated to meet up with the ever-growing expectations of the customer because at Trust Bank, customer is always at the center.

Profit and Loss Status of the Banks (Figures in million Taka)

Particulars	Years of Operations				
	2019	2018	2017	2016	2015
Interest Income	19755.97	17467.60	14413.60	13228.57	13996.77
Interest Expense	13473.91	11209.60	8866.68	8734.67	10076.67
Net Interest Income	6282.06	6258.00	5546.92	4493.91	3920.10
Non-Interest Income	2044.19	1766.53	2046.33	1702.42	1787.30
Operating Profit	7113.52	6301.71	5812.02	4452.38	3901.03
Profit Before Tax	4706.12	4115.25	3940.38	3468.56	3123.22
Net Profit After Tax	2031.56	1892.58	1729.61	2008.84	1539.33

### 2.1.3 Mutual Trust Bank

The Company was incorporated as a Public Limited Company in 1999, under the Companies Act 1994, with an Authorized Share Capital of BDT 1,000,000,000 divided into 10,000,000 ordinary shares of BDT 100 each. At present, the Authorized Share Capital of the company is BDT 10,000,000,000 divided into 1,000,000,000 ordinary shares of BDT 10 each.

The Company was also issued Certificate for Commencement of Business on the same day and was granted license on October 05, 1999 by Bangladesh Bank under the Banking Companies Act 1991 and started its banking operation on October 24, 1999. As envisaged in the Memorandum of Association and as licensed by Bangladesh Bank under the provisions of the Banking Companies Act 1991, the Company started its banking operation and entitled to carry out the following types of banking business: Wholesale Banking

Retail Banking

International Trade Financing

Small and Medium Enterprises (SME) Banking

NRB Banking

Privilege Banking

Card Services

Treasury Operations

The Company (Bank) operates through its Head Office at Dhaka and 95 branches. The Company/ Bank carry out international business through a Global Network of Foreign Correspondent Banks.

Profit and Loss Status of the Banks (Figures in million Taka)

Particulars	Years of Operations				
	2019	2018	2017	2016	2015
Interest Income	18394	15687	12161	11381	10793
Interest Expense	12964	10436	7853	7503	7980
Net Interest Income	5430	5251	4308	3878	2813
Non-Interest Income	3242	2235	2044	1626	1376
Non-Interest Expenses	5967	4945	4564	4107	3769
Profit Before Tax	3099	2542	2259	2461	2274
Net Profit After Tax	1338	1734	1980	1464	1366

#### 2.1.4 BRAC Bank

BRAC Bank Limited began with the vision to provide banking solutions to the ‘unbanked’ Small and Medium Entrepreneurs. Taking inspiration from its parent organization BRAC, the largest NGO in the world, BRAC Bank introduced small ticket loans to the small and medium enterprises (SME), to specifically bring the grassroots entrepreneurs under the umbrella of formal banking service. Approximately half of BRAC Bank’s lending portfolio comprises of small and medium enterprises – popularly known as the ‘SME’.

In 2001 BRAC Bank did not start its journey like any other conventional bank. The visionaries who led the bank realized that the previously neglected Small and Medium Enterprises (SME) sector plays significant role in generating growth and creating employment in the country. Over the past few decades, traditional banks were reluctant to invest in this sector. At a time when it was almost impossible for the SME entrepreneurs to get financing from the banking sector in Bangladesh, BRAC Bank stepped forward and came to finance these unbanked SME entrepreneurs.

BRAC Bank is a performance driven dynamic organization, where its values founded at the core of each and every activity as pillars. It is the only member of the Global Alliance for Banking on Values (GABV) from Bangladesh. The Global Alliance comprises of 48 (as of May 2018) financial institutions operating in countries across Asia, Africa, Australia, Latin America, North America and Europe - serving more than 41 million customers, holding up to USD 127 billion of combined assets under management and powered by a network of 48,000 co-workers.

BRAC Bank shares the 3P Philosophy – People, Planet and Profit with the other partners of GABV. We believe that we have responsibility towards the people we work with and the places we operate in. As a mission-driven bank, we prefer to work for the welfare of our people and society.

Profit and Loss Status of the Banks (Figures in million Taka)

Particulars	Years of Operations				
	2019	2018	2017	2016	2015
Interest Income	32623	27478	21734	18310	17700
Interest Expense	14698	11660	8201	6589	8196
Net Interest Income					
Non-Interest Income	6837	7399	7253	5907	5474
Operating Profit	8960	9393	9422	8611	7121
Profit Before Tax	7501	8643	8284	7063	4765
Net Profit After Tax	4583	5670	5498	4076	2340

### 2.1.5 Eastern Bank

Leveraging on core strengths in IT, corporate governance and service excellence, Eastern Bank Limited, better known for its acronym EBL, has emerged as one of the most valuable financial institutions in Bangladesh. The guiding principle of EBL is to meet new challenges of contemporary market place and at the same time is focused on the power of personal touch and relationship banking.

With a humble beginning in 1992, EBL moved forward with a small yet confident stride and a pledge to impacting lives positively. Today EBL stands for service excellence, product innovation and world class banking experience. The most awarded bank in the country, EBL is also the first bank to be rated by the world's top rating agency Moody's and was awarded Ba3. The rating has been reaffirmed for the past three consecutive years. EBL's current rating is B1.

Touching lives and impacting economy is the bracing motto of EBL. In power and energy, EBL supported projects have the capacity of generating over 2100 MWs of electricity. EBL handles

4.5% trade volume of Bangladesh worth USD 3.5 billion. In aviation financing EBL is an undisputed leader. EBL has so far financed USD 192 million in 12 aircraft including the national flag carrier Bangladesh Biman.

State-of-the-art IT solutions is one of the key sources of strength for the bank. The PCIDSS for card security certificate has been awarded to EBL first in 2016 and reaffirmed in 2017 and 2018 by world's most renowned cyber security leader NCC Group of UK.

Effective corporate governance in accordance with high international standards is of paramount importance to EBL. Our system of corporate governance provides the basis for the responsible management, transparency of processes and compliance to regulatory bodies with a focus on sustainable value creation. EBL has got recognition for last five consecutive years at the ICSB National Award for Corporate Governance Excellence award.

Our relentless effort to upgrade and update on every account of standardization is reflected in our Operations department's recent ISO 9001: 2015 certification.

In retail banking EBL is now considered as a leader in the market. The Singapore-based Asian Banker Awards for Excellence in Retail Banking found our performance as a retail bank at par with the best in banking industry in the world. We have been awarded with the Best Retail Bank in Bangladesh accolade for the last six consecutive years.

EBL from 2016 to 2018 for last three consecutive years has won Euro money Best Bank in Bangladesh for its professionalism, prudence, and growth. EBL also won the Best Corporate and Investment Bank accolade from Asia money three times and the Best Bank in Bangladesh in 2017 and Best Investment Bank of Bangladesh in 2019 by Finance Asia. Local credit rating CRISL has been upgraded from AA to AA+.

In September 2018, EBL has been adjudged as the 'Super brand' of Bangladesh for the year 2018-2020 by the Super brands Bangladesh for being one of the most valuable and trusted financial brands in Bangladesh. This is the second time EBL has won the award.

EBL is passionate about performance and is always hungry to better its ratios consistently and sustainably.

#### Profit and Loss Status of the Banks (Figures in million Taka)

Particulars	Years of Operations				
	2019	2018	2017	2016	2015
Interest Income	23583	20188	14610	13662	13616
Interest Expense	15306	12577	8731	8055	9933
Net Interest Income	8159	7506	5745	5529	3545
Non-Interest	6439	5633	6656	5952	6351

Income					
Operating profit	8210	7144	6796	6418	5304
Profit Before Tax	6256	4586	4057	4400	3417
Net Profit After Tax	4008	3081	2405	2656	2221

### 2.1.6 NRB Bank

NRB Bank is an innovative fourth generation bank in Bangladesh which commenced banking operations on 04 August, 2013, with a vision to be the leading dedicated financial institution for Non-Resident Bangladeshis (NRBs) to invest in Bangladesh and for Bangladeshi individuals and corporates to access international markets.

Since the 1990s, the massive Diaspora of migrant Bangladeshis had been demanding a platform to invest in their home economy in a better, smarter way. NRB Bank became a pioneer in fulfilling that need by innovating the Migrants' Sponsored Banking (MSB), a newly invented banking structure. The concept of this structure was birthed to reduce dependency on international financial institutions in the long term. Since our inception, we have brought innovations to the banking system and lived up to our motto of being "Not Just Another Bank"

With a goal to create customer loyalty, shareholder value and employee satisfaction, and always keeping the core tenets of sustainable banking close to our heart, we have launched a wide variety of products and services under different categories such as Retail Banking, SME Banking, NRB Banking, Corporate Banking and E-Banking.

NRB Bank reaches the customers through numerous delivery channels, including Branch Banking, Agent Banking, Real-time Online Banking, Internet Banking, SMS/Alert, VISA Debit/Credit Card with Global Access and Shared Network across the Country. As of 2019, we have 42 branches, 43 ATM booths outlets and 165 agent outlets across the country.

Profit and Loss Status of the Banks (Figures in million Taka)

Particulars	Years of Operations				
	2019	2018	2017	2016	2015
Interest Income	4603	3549	2139	1723	1384
Interest Expense	3088	2296	1388	1220	1101
Net Interest Income	1514	1253	751	503	282
Non-Interest Income	914	1036	1274	1177	842
Operating profit	925	909	854	810	394
Profit Before Tax	(94)	657	606	719	344
Net Profit After Tax	(125)	582	443	525	236

### 2.1.7 City Bank

**The City Bank Limited** is a private commercial bank headquartered in Dhaka, Bangladesh.

The bank provides products and services in retail banking, corporate finance, asset management, equity brokerage, and security.

City Bank is the sole licensee of American Express in Bangladesh since 2009. The bank is responsible for all operations supporting the issuing of the new credit cards, including billing and accounting, customer service, credit management, and charge authorizations, as well as marketing the cards in Bangladesh.

The Managing Director & CEO of the bank is Macronarian.

#### Profit and Loss Status of the Banks (Figures in million Taka)

Particulars	Years of Operations				
	2019	2018	2017	2016	2015
Interest Income	26819	22970	16819	16057	15228
Interest Expense	15987	13740	9280	9545	9822
Net Interest Income	10832	9201	7495	6477	5506
Non-Interest Income	5367	4859	4630	3173	2888
Operating profit	8287	6679	6869	7537	6694
Profit Before Tax	5731	4355	5152	5466	4516
Net Profit After Tax	2472	2018	3628	3956	3600

### 2.1.8 One Bank

ONE Bank Limited was incorporated in May, 1999 With the Registrar of Joint Stock Companies under the Companies Act. 1994, as a commercial bank in the private sector the bank is pledge-bound to serve the customer and the community with utmost dedication. The prime focus is efficiency, transparency, precision and motivation with spirit and conviction to excel as ONE Bank in both value and image. OBL is a private sector commercial bank dedicated in the business line of taking deposit from public through its various saving schemes and lending the fund in different sectors at a margin. Proper risk assessment and compliance is meticulously followed in selection of asset and liability portfolio. The bank financing is concentrated in both working capital financing and long-term financing.

With state of art technology, OBL has real time on-line banking facility and has launched Visa debit and credit card, ATM facility, E-Banking, Mobile banking etc. A full-fledged Disaster Recovery (DR) centre has been established in Sirajgonj to ensure business continuity of the bank. OBL has introduced Centralized Loan Administration and Trade Processing centre at Dhaka and Chattogram zone.

Profit and Loss Status of the Banks (Figures in million Taka)

Particulars	Years of Operations				
	2019	2018	2017	2016	2015
Interest Income	23367	21036	14959	12806	11969
Interest Expense	17939	14720	10034	8465	7406
Net Interest Income	5398	6295	4924	4341	4563
Operating profit	4119	5385	5105	4275	4184
Profit Before Tax	2251	2342	3345	2946	2698
Net Profit After Tax	1660	1393	2181	2061	1922

### 2.1.9 Pubali Bank

The Bank was initially emerged in the Banking scenario of the then East Pakistan as Eastern Mercantile Bank Limited at the initiative of some Bangle entrepreneurs in the year 1959 under Bank Companies Act 1913 for providing credit to the Bangle entrepreneurs who had limited access to the credit in those days from other financial institutions. After independence of Bangladesh in 1972 this Bank was nationalized as per policy of the Government and renamed as Pubali Bank. Subsequently due to changed circumstances this Bank was denationalized in the year 1983 as a private bank and renamed as Pubali Bank Limited. Since inception this Bank has been playing a vital role in socio-economic, industrial and agricultural development as well as in the overall economic development of the country through savings mobilization and investment of funds.

Their services:

1. Retail banking
2. Corporate banking
3. Mortgage loan
4. Private banking
5. Credit cards
6. Finance & insurance

Profit and Loss Status of the Banks (Figures in million Taka)

Particulars	Years of Operations				
	2019	2018	2017	2016	2015
Interest Income	26060	23987	18991	17602	18481
Interest Expense	17691	14966	11135	10458	11706
Net Interest Income	8368	9021	7855	7144	6774
Operating profit	9457	8857	8184	6556	7334

Profit Before Tax	5196	5685	2385	3800	6038
Net Profit After Tax	2143	3424	(281)	1332	2895

### 2.1.10 Janata Bank

With the emergence of Bangladesh as an independent, sovereign state in 1971 after a devastating nine-month war against the West Pakistani occupation army, a war, full of blood and tears, trauma and pain of millions of our beloved ones, the legacy of rebuilding the already broken financial base of the country was felt as an urgent call of the day against a collapsed economic reality of a newly born state

In this backdrop, in order to rebuild the country's economy, measures had been taken to merge a number of banks previously operated in this region and make new banks and this initiative led to formation of Janata Bank in 1972 by combining the erstwhile United Bank Limited and Union Bank Limited under the Banks Nationalization Order (President's Order No. 26) of 1972.

In 15 November, 2007 Janata Bank got registered with the Joint Stock of Registrars and restructured it as a public limited company with the name Janata Bank Limited

Profit and Loss Status of the Banks (Figures in million Taka)

Particulars	Years of Operations				
	2019	2018	2017	2016	2015
Interest Income	33309	34488	31145	31897	30655
Interest Expense	28826	26972	27093	31331	33982
Net Interest Income	4542	7516	4051	566	(3327)
Non-Interest Income	4925	4865	6911	6032	6763
Non-Interest Expense	14038	13943	14008	12977	10975
Operating profit	7093	9788	11369	10038	10720
Profit Before Tax	864	922	4210	3650	6560
Net Profit After Tax	246	248	2686	2605	4807

### 2.1.11 Prime Finance Bank

Prime Finance & Investment Limited was incorporated in Bangladesh in March 1996, as a public limited company under the Companies Act 1994. Prime Finance started its operation in the year 1996, obtaining license from Bangladesh Bank under the Financial Institutions Act, 1993. Prime Finance also obtained license from the Bangladesh Securities & Exchange Commission (BSEC) in July 1999, to operate in the capital market as a full-fledged Merchant Bank. In 2010 Prime Finance formed a subsidiary company namely Prime Finance Capital Management Limited for

its Merchant Banking operations. The Company got listing with the Dhaka and Chittagong Stock Exchanges in 2005.

Prime Finance is a nonbanking financial institution and its principal activities are to provide comprehensive investment and financial solutions in an integrated manner to individuals, small and medium enterprises and large corporate houses. It has diversified financial services like lease finance, term finance, SME finance, real estate finance, car finance, consumer finance, factoring of receivables etc.

The registered office of the Company is located at 63, Dilkusha C.A., Dhaka-1000. Prime Finance also caters the need of its clients of strategically important areas of the country and providing one stop solutions through its five branches located at Motijheel, Gulshan, Uttara of Dhaka and in Chittagong and Rajshahi.

Prime Finance & Investment Limited, being one of the best run financial institutions in the country emphasizes in governance, compliance, transparency reliability and social responsibility. Prime Finance as a good corporate citizen guided by its principles and values, achieved a number of prestigious awards over the years.

Prime Finance has a 60% owned subsidiary company namely Prime Finance Capital Management Limited. Besides, the Company is currently holding 46.15% of equity of PFI Securities Limited, 49% of equity of Prime Finance Asset Management Company Limited, and 40% of equity of Prime Prudential Fund Limited.

Profit and Loss Status of the Banks (Figures in million Taka)

Particulars	Years of Operations				
	2019	2018	2017	2016	2015
Interest Income	1060	915	709	897	1442
Interest Expense	847	868	1002	1054	1396
Net Interest Income	212	47	(292)	157	45
Operating profit	39	96	396	673	149
Profit Before Tax	52	69	(448)	940	419
Net Profit After Tax	48	58	(457)	(949)	(427)

### 2.1.12 IDLC Finance

What started as a single product lease finance company back in 1985 with 5 staff members, 35 years down the line, emerged as the largest multi-product multi-segment Non-Banking Financial Institution in the country. As one of the most respected financial brands in the industry, IDLC Finance Limited holds a strong and diversified footing in Corporate, SME, Retail and Capital Market segments.

Today, IDLC marks its presence over 20 cities, represented by 40 branches and booths with over 1400 employees, serving over 45,000 clients. However, it would be constricting to say that we are merely in the financing business, as we try to do something more. We strive to help people achieve their dreams - the dream of owning a home, the dream of sending their children to a bigger school, the dream of going on a picnic in the family car, the dream of starting a business, or that of expanding it, the dream of generating more employment, the dream of taking the nation to greater heights.

To this extent, what really drives us is not only the number of people we employ, or the number of customers we serve, but the number of lives we have touched. While profits are important to us, we also take immense pride in being the reason for countless smiles.

Profit and Loss Status of the Banks (Figures in million Taka)

Particulars	Years of Operations				
	2019	2018	2017	2016	2015
Interest Income	13183	11162	8892	8359	8251
Interest Expense	8512	6940	4898	4625	4833
Net Interest Income	4670	4222	3994	3734	3417
Operating profit	3185	3524	3945	3205	2940
Profit Before Tax	2761	3127	3712	3049	2629
Net Profit After Tax	1700	2171	2277	1780	1459

**All the data are the showing that due to the covid-19 situation banks are suffering heavily.**

## Chapter 3

### Discussion of the Study:

#### 3.0 Literature Review

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The banking sector is the key player of the economic activities of any countries. As a developing country-we need to be more watchful in terms of planning to get rid out of the impact of COVID-19 outbreak. We are already suffering heavily due to NPLs and unfortunately the outbreak may increase the level of NPLs in coming days. The NPLs can be split up in two phases: Pre-COVID NPLs & post- COVID NPLs in view to stare & understand the fact more judiciously. Therefore, a new sets of BB guidelines need to be initiated addressing the facts. It is pivotal to focus on the early bail-out plans for probable collapse of large loans is essential for sustainability as many backward linkage, SMEs and individuals are directly and indirectly correlated with these Large Loan borrowers. Country's overall economic eco-system is standing on it; we need to makesure that this should not collapse. But it is also true that, it is the peak time for every bank and other non-banking financial organization to assess and reassess their overall lending portfolios and withdraw some of their unnecessary and unwanted portion wisely.

There are some sectors that mostly effected are given below:

#### **Decline in the growth of deposit:**

The rise in deposit growth started declining steadily when the coronavirus outbreak was first detected in the country.

Deposit growth in the country's banking sector declined consistently as the COVID-19 pandemic almost brought economic activities to a halt for around three months. According to the Bangladesh Bank data, the growth dropped to 10.94% from 11.28%.Growth of deposit, however, rose slightly in the coming months. The BB data shows that the growth rate was 12.82% in February 2020, but the rate declined to 11.06% in March from the previous month, but then it increased to 11.90% in April. After April, deposit growth consistently declined in May and June, by 11.28% and 10.94%, respectively.

According to the banks, many clients of banks could not pay their installments against monthly saving schemes as a huge number of people lost their jobs and income owing to the outbreak of the new virus.

Most banks have exempted late fines during the lockdown period for failure to pay monthly installments of their DPSs (deposit plus schemes). This is caused by many clients not to go to bank branches for paying installments.

**Low deposit a blow for new banks:**

Generally, deposit collection is very difficult for new and financially insolvent banks. Old and financially strong banks are trustworthy among clients when it comes to deposits of excess liquidity rather than the new ones.

New and financially weak banks are already facing challenges in implementing the government-announced stimulus packages worth Tk1.03 lakh crore due to their poor capital bases.

<b>BANKING TRANSACTIONS INCREASED IN JUNE THAN MAY (TAKA IN CRORE)</b>			
<b>Banks' products</b>	<b>May</b>	<b>June</b>	<b>Increase</b>
Transactions through cheque	Tk1,10,959.5	Tk2,02,646.1	82.63%
Debit cards transactions	Tk 11,795.0	TK12,528.1	6.21%
Credit cards transactions	Tk713.9	Tk898.0	25.78%
Prepaid cards transactions	Tk134.6	Tk140.3	4.23%
Internet banking transactions	Tk5,531.7	Tk7,421.1	34.15%

Source: Bangladesh Bank

Rates of deposits for most banks are almost the same because the country's banking sector implemented the 9% lending rate in this year. According to the banker's clients wanted to park their deposits at reputed old banks than in those that are weak and new.

**Banks faced with dwindled deposits:**

According to the reports, South Bangla Agriculture and Commerce Bank's deposit declined by 7.38% to Tk6,626 crore till June 30 this year, as per the bank's half yearly financial statement. The bank's deposit was Tk7,154 crore at the end of December 2019.

On the other hand, AB Bank's deposit declined by 6.77% to Tk26,047 crore as of June 30 this year. The bank deposit was Tk27,939 crore at the end year 2020.

Mercantile Bank deposit declined by 2.08% to Tk24,243 crore till June 30 this year. The bank deposit was Tk24,760 crore at the end of December last year, according to the bank's financial statement.

Jamuna Bank's deposit also declined by 3.68%, One Bank's deposit declined by 3.58% and Mutual Trust Bank's deposit declined by Tk74 crore in the first six months of this year.

The deposit of Modhumoti Bank also declined by 5.90% in the first six months of this year.

Some bankers said that most people in the private sector have lost their sources of income due to the onslaught of the coronavirus. People, mostly from the middle class, are using their bank savings to survive current situation.

### **Rates of deposits:**

Banks automatically brought down their deposit rates to as low as 7% from April 2020 y because the country's banking sector implemented the single digit lending rate.

As per the data of Bangladesh Bank, South Bangla Agriculture and Commerce Bank offers the highest deposit rate of 8.50% for their savings and deposits schemes, while AB Bank, IFIC Bank, Meghna Bank, Premier Bank and Padma Bank offer 7% to 8% interest rate against their fixed deposit schemes. Most of the banks are offering the highest 6% interest rate against their deposit schemes. It is very difficult for banks to lend at 9% as they collect deposits at 7% to 8% rate. The decisions amid coronavirus would give wrong signals to other sectors.

On the other hand, job termination and salary cuts have created panic in the banking sector. some banks have taken different approaches to minimize operational costs and reducing office space and other expenses to cope with the corona-induced financial losses.

Reducing office spaces and cutting additional expenses were better than salary cuts and job cuts amid the pandemic.

For instance, Mutual Trust Bank has decided to relocate its branch office from Gulshan Link Road to a smaller spaced low-cost area to reduce its operating cost.

The relocation will save the Bank around Tk5 crore, the bank said.

Besides, the Bank is also relocating its other branches, reducing office building rents, conducting online training workshops, paperless office work, increasing technology-based activities and increasing the number of its officials to work from home, according to the bank source.

Prime Bank has decided to release 25,000 to 30,000 square feet of space within a few months.

The Bank has also requested office building owners to reduce the rents by at least 25% to 30%.

NRBC bank has also reduced extra benefits and allowance for its officials. However, the bank had not cut the officials' salaries.

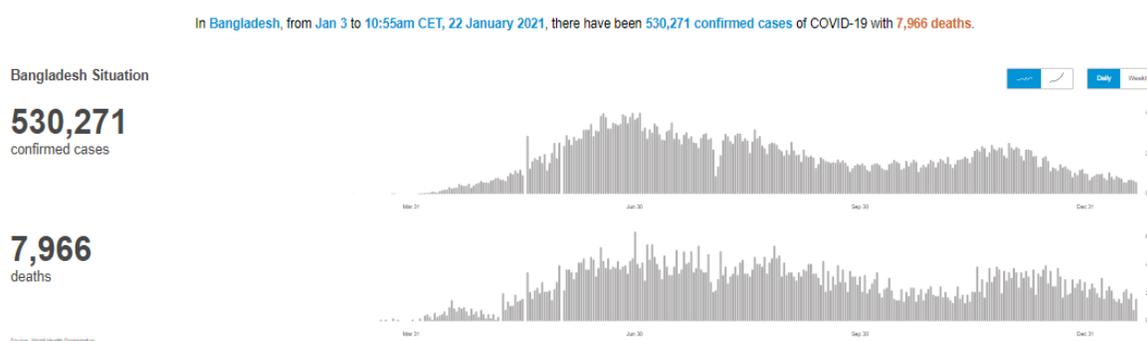
Most other banks are also relocating their branches and reducing office building rents. They are also conducting online training workshops, paperless office work, increasing technology-based activities to reduce its operational costs as an alternative to salary cuts because salary cut and job cut by a few banks had created a negative image about the sector, according to industry insiders. According to the bankers, the banks could reduce other operating costs through reducing office expenses, suspending new purchases and new appointments, etc.

However, five private commercial banks in the country have already implemented salary cut initiatives to adjust operational costs.

### 3.1 Current situation:

Coronavirus disease 2019 (COVID-19) is a contagious disease caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). The first case was identified in Wuhan, China, in December 2019. It has since spread worldwide, leading to an ongoing pandemic.

The deadly novel human coronavirus disease COVID-19 has become the fifth stated pandemic since the 1918 flu pandemic. COVID-19 was first reported in Wuhan, China. It has been spreading worldwide. The coronavirus was officially named severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) by the International Committee on Taxonomy of Viruses based on phylogenetic analysis. The virus is highly contagious. it rapidly spreads and continuously evolves in the human.



Banks are mainstream of the financial system of a country. Banking system must be robust, resilient and sound for efficient inter-mediation of financial resources. Lack of any one or all these prerequisites would not bring only disaster for the country also cost the real sector. Our

government has taken various types of reform programs time to time making banking system more effective so that positive impact of banking system on our everyday life in economic activities can be more realized.

Banks have played a vital role in economy by providing credit for performing economic activities and at the same time conglomerate the surplus capital from general public through different types of depository incentives. Hence, we discuss the major sectors of economy like agriculture, industry, business mentioned by Bangladesh Bank and how much well banks perform these sectors.

### 3.2 Post covid-19 situation in the banking sector:

The world is moving to a recovery phase at present after several months of stagnation. Several multinational institutions, governments, profit & non-profit organizations are collectively working tirelessly to reduce the social and economic costs of the pandemic and restore normalcy. The International Monetary Fund (IMF) has predicted that, this pandemic could cause a deep recession globally, second only to the great depression. Months of great lockdown and social distancing adopted locally and globally hit business badly by a loss of revenue resulting in reduced demand and breakdown of supply chain and logistic arrangements while continuing to bear a substantial portion of overhead cost, including salaries and wages. Banking sector is no exception.

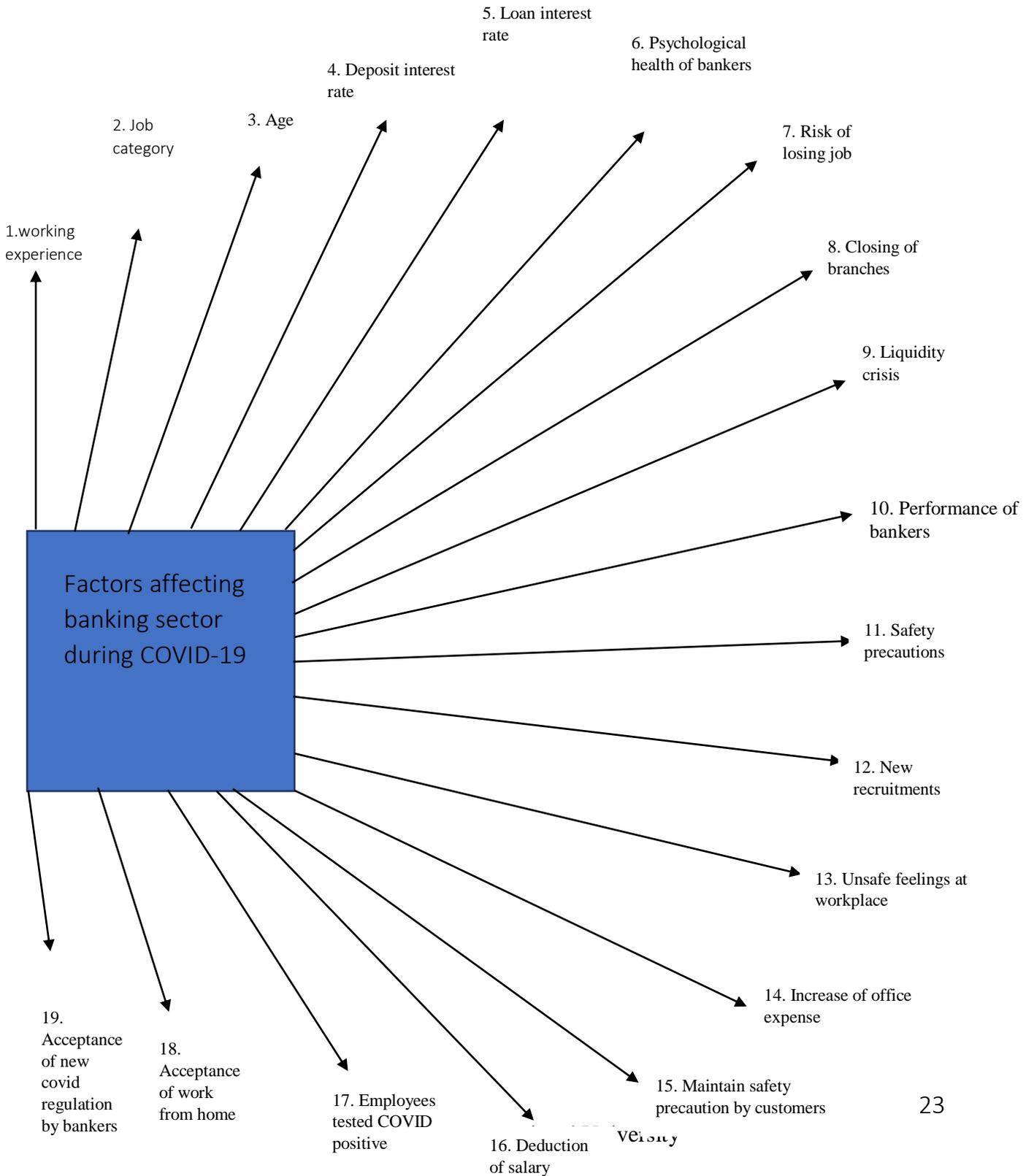
Banking sector is the heart and soul of an economy for any country. Banks are the pillar for any financial sector. Bangladesh's financial stocks have experienced a sizable worth disintegration since the beginning of the pandemic covid-19. The challenges faced by banking companies across a breadth of activities can be classified as follows:

1. Decline in the credit demand
2. Lower deposits and investments growth
3. Decline in branch sales by reducing customer walk-in
4. Limited serviceability and constrained by reduced staff and operational timing
5. Restricted operations due to movement restriction and lack of clarity on banking correspondent an essential service

6. Low productivity due to lack of adequate infrastructure and staff given manual process
7. Collection got muted as a result of disruption to physical collection, reduced ability to pay and moratorium
8. Inadequacy of risk given the unprecedented nature and extent of the crisis
9. Low employee productivity and morals given the situation

### 3.3 Factors affecting the banking industry due to COVID 19:

Banks are conventional of the financial system of a country. Banking system is the intermediation of financial resources. Banks have played a very important role in the economy of our country by providing credit for conducting economic activities. It also sometimes conglomerates the surplus capital from public through various types of depository incentives. The COVID-19 pandemic is damaging economies across the world including financial markets and institutions in all possible dimensions. Particularly for banks, the pandemic generates multifaceted crisis, mostly through increases in default rates. This is likely to be worse in developing economies with poor financial market architecture. As a case of emerging economies, this paper considers Bangladesh and examines the possible impacts of the pandemic on the country's banking sector. Bangladesh's banking sector already has a high level of non-performing loans (NPLs) and the pandemic is likely to worsen the situation.



According to the study our banks are suffering even before the covid-19 hit the industry. The most parts that are affected are pointed below down:

1. Effect on the lending rate
2. Effect on the deposit rate
3. Effect on liquidity management
4. Effect on the psychological health of the bankers

#### **Effect on the lending rate:**

Before early March, when it confirmed its first coronavirus case, the country was tipped to be one of the year's top performers in terms of growth and a rare beneficiary of the US-China trade war. Before Covid-19 arrived, Dhaka already faced problems with bad loans and a banking sector that was not fit for purpose. These troubles were exacerbated by a recent move by the central bank to cap lending rates at 9%. The policy, which took effect on April 1, risks slamming a financial sector that is already reeling from rising non-performing loans. In 2019, long before Covid-19 hit, NPLs surged by more than 117%. So-called soured loans topped \$12 billion. That is not a huge tally relative to developed nations, but it is undeniably detrimental to a poverty-stricken, \$300 billion economy where banks comprise more than 80% of all financing activity. In late January, the IMF estimated that eight state-run banks in Bangladesh alone account for more than 50% of all default loans, hitting a record in September 2019. A new record is still to be established by September 2020. "Reforming the banking sector is one of the top priorities for the government to enhance the resilience of the economy. The IMF, recommends "resolute steps" to strengthen banking regulation and supervision, modernize state-controlled lenders, improve corporate governance, tighten criteria for restructuring or rescheduling loans and internationalize legal-system provisions for loan recovery. "Efficient financial resource allocation with an effective banking sector would help accelerate the recovery from the Covid-19 shock," Gulde-Wolf says, calling it a vital way to "restore the robust growth momentum. former World Bank economist, now worries about a spike in poverty as garment factories go idle. Before Covid-19 hit, forcing lockdowns and cancelling orders, only about 50 million people of the nation's 170 million lived above the poverty line, earning more than \$2 a day. As the pandemic affects

incomes and food security, he says, there's no way to estimate the broader fallout. the 9% interest rate cap will not cover the costs and risks, thus resulting in the sector's portfolios becoming commercially unviable overnight. This will reduce the supply of credit to these customers, forcing them to borrow from unofficial predatory lending sources such as traditional moneylenders. It is a story financiers have heard before. In a recent pre-pandemic report on rate caps, the World Bank warned of "substantial unintended side-effects. "Among them: "reduced price transparency, lower credit supply and loan approval rates for small and risky borrowers, lower number of institutions and reduced branch density, as well as adverse impacts on bank profitability."

**Effect on deposit rate:** The interest rate spread dropped slightly in October last as the banks slashed the lending rates more than that of the deposit rates.

The interest on the loans and advances decreased comparatively at higher rates than that of the deposits in October 2020 as the banks are now implementing the low-cost financial stimulus packages to help businesses overcome the adverse effect of the Covid-19 pandemic, according to the bankers.

They said the interest rates on fresh deposits might fall further because of the availability of fund in the market. The weighted average spread between the lending and deposit rates offered by the commercial banks came down to 2.94 per cent in October from 3.00 per cent a month ago. It was 4.07 per cent in March.

Senior bankers, however, predicted that the spread may fall further in the coming months if the falling trend in interest rates on both deposit and lending continues.

Most of the banks have already slashed their interest rates on all types of deposits because of a higher inflow of liquidity in the market, they explained.

The weighted average rate on deposits fell to 4.73 per cent in October from 4.79 per cent in the previous month while such rate on lending came down to 7.67 per cent from 7.79 per cent, according to the Bangladesh Bank's (BB) latest statistics.

**Effect on liquidity management:** A number of requirements put in place after the financial market crisis required that banks establish processes for the production of near real-time liquidity management reporting during periods of stress that may likely provide a full view of a bank's liquidity position across various entities and regions, and holistically across the organization. Intraday liquidity reporting requirements should also have incentivized banks to develop intraday

liquidity monitoring and management capabilities. However, some institutions are still finding themselves without sufficient reporting capabilities, and therefore management may have reduced visibility of liquidity availability and shortfalls across the organization. Even those banks that have developed this reporting may have missed the importance of reporting on the impact of market fails that have been a result of the increase in trading volume and volatility.

In compliance with Regulation YY, banks have implemented liquidity stress testing models using assumptions for inflows and outflows related to existing sources of funding that may likely be impacted during periods of market and firm-specific (idiosyncratic) liquidity stress. Models were primarily based on data taken from idiosyncratic and market events during the financial market crisis and in some cases updated for more recent liquidity events and market dislocations. However, many of the disruptions in the liquidity markets that the banks are seeing today were not captured in these model assumptions. In addition, declines in price visibility may lead to increased liquidity risk via changes to haircut assumptions. This and the market impacts may result in inaccuracies and large daily movements in liquidity positions and stress testing results.

The market turbulence and economic impacts resulting from the COVID-19 crisis are ongoing and continually evolving. Bank liquidity teams will need to ensure that they understand the current and continuing effects, and put in place tactical solutions that can be supported for a potentially extended duration. Impacts to liquidity and funding availability, risk management, reporting and management, and regulator requests should be prioritized to enable resources to quickly and effectively address challenges and requests on an ongoing basis.

Effect on the psychological health of bankers: When all the national activities has been ordered to be shut down, the govt. of Bangladesh has decided to let the banks open to a limited extent to keep the country's economy afloat. As the part of the covid-19 actions, the government had stated a general holiday in Bangladesh for almost 2 months. Due to this, bankers had to work during the pandemic where people around the country were locked down and virus was spreading more rapidly. And this caused fear, anxiety, depression among bankers. A total 50 bankers willingly answered our questionnaire consisting effect on the bankers due to covid-19. Result show that among participations most of the bankers were served to extremely stressed. They were served to extremely anxious and depressed. The study illustrated, among the bankers whose colleagues were infected, who smoke more, wake up from sleep having a bad dream and

their fear of getting infected were responsible for higher stress, depression and anxiety score respectively.

### Findings:

After analyzing the information calculated from Banks and employees we have find out following factors:

<b>Working Experience</b>				
	Freque y	Percent	Valid Percent	Cumulative Percent
Valid 0	6	11.8	11.8	11.8
Less than 1 year	2	3.9	3.9	15.7
1-4 years	14	27.5	27.5	43.1
5-8 years	7	13.7	13.7	56.9
9-12 years	21	41.2	41.2	98.0
More than 12 years	1	2.0	2.0	100.0
Total	51	100.0	100.0	

In the above table 27.5% bankers have experience of work 1-4 years and 41.2% have 9-12 years experience.

**Figure: Working Experience**

<b>Job Category</b>				
	Freque y	Percent	Valid Percent	Cumulative Percent
Valid 0	1	2.0	2.0	2.0
Top Level Management	2	3.9	3.9	5.9
Mid-Level Management	16	31.4	31.4	37.3
First Line Officers	12	23.5	23.5	60.8

Sales Executives	20	39.2	39.2	100.0
Total	51	100.0	100.0	

**Figure: Job Category**

From the above table we can see that about 31.4% of our respondents are from mid-level management of the banks, 39.2% are sales executives, 23.5% are first line officers.

**Age of Employees**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Less than 30 years	22	43.1	43.1	43.1
31-40 years	22	43.1	43.1	86.3
More than 40 years	3	5.9	5.9	92.2
4	3	5.9	5.9	98.0
5	1	2.0	2.0	100.0
Total	51	100.0	100.0	

**Figure: Age of Employees**

From the above table we can say that, 43.1% bankers are in the age of less than 30 and 43.1% are 31-40 age.

**Deposit Interest Rate**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Disagree	1	2.0	2.0	2.0
Agree	22	43.1	43.1	45.1
Strongly Agree	28	54.9	54.9	100.0
Total	51	100.0	100.0	

**Figure: Deposit Interest Rate**

From the above table we can say that, about 43.1% of respondents are agreed that due to Covid 19 deposit interest rate changes. Also 54.9% respondents are strongly agreed about this opinion.

**Loan interest rate**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Disagree	2	3.9	3.9	3.9
Neutral	1	2.0	2.0	5.9
Agree	23	45.1	45.1	51.0
Strongly Agree	25	49.0	49.0	100.0
Total	51	100.0	100.0	

**Figure: Loan interest rate**

Above table shows that, about 3.9% respondents are not agree that loan interest rate is changed due to Covid 19. Whereas, 745.1% respondents are agreed and 49% are strongly agreed about change in loan interest rate.

**Psychological Health of Bankers**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Neutral	2	3.9	3.9	3.9
Agree	19	37.3	37.3	41.2
Strongly Agree	30	58.8	58.8	100.0
Total	51	100.0	100.0	

**Figure: Psychological Health of Bankers**

From the above table we can see that, 37.3% respondents are agreed and 58.8% are strongly agreed that COVID 19 effects the psychological health of the Bankers.

**Risk of Losing Job**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	4	7.8	7.8	7.8
Disagree	4	7.8	7.8	15.7
Neutral	3	5.9	5.9	21.6
Agree	21	41.2	41.2	62.7
Strongly Agree	19	37.3	37.3	100.0
Total	51	100.0	100.0	

**Figure: Risk of Losing Job**

From the above table 37.3% are strongly agree and 41.2% are agree with the risk of losing their job.

#### Closing of Branches

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	30	58.8	58.8	58.8
Disagree	18	35.3	35.3	94.1
Neutral	1	2.0	2.0	96.1
Agree	2	3.9	3.9	100.0
Total	51	100.0	100.0	

**Figure: Closing of Branches**

58.8% Bankers are strongly agree with the statement that no branches had been closed during covid.

#### Liquidity Crisis

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	1	2.0	2.0	2.0
Strongly Disagree	1	2.0	2.0	3.9
Disagree	12	23.5	23.5	27.5
Neutral	3	5.9	5.9	33.3
Agree	24	47.1	47.1	80.4
Strongly Agree	10	19.6	19.6	100.0
Total	51	100.0	100.0	

**Figure: Liquidity Crisis**

About 23.5% respondents says that, there is no liquidity crisis in their banks. But 47.1% respondents say there is liquidity crisis in their bank. .

**Performance of Bankers**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	1	2.0	2.0	2.0
Strongly Disagree	1	2.0	2.0	3.9
Disagree	2	3.9	3.9	7.8
Neutral	3	5.9	5.9	13.7
Agree	27	52.9	52.9	66.7
Strongly Agree	17	33.3	33.3	100.0
Total	51	100.0	100.0	

**Figure: Performance of Bankers**

According to the above table 52.9% & 33.3% bankers are strongly agreed and agreed that covid has affected the performance of the bankers.

**Safety Precaution by Bank**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Disagree	2	3.9	3.9	3.9
Neutral	2	3.9	3.9	7.8
Agree	30	58.8	58.8	66.7
Strongly Agree	17	33.3	33.3	100.0
Total	51	100.0	100.0	

**Figure: Safety Precaution by Bank**

About 58.8% and 33.3% bankers assured about their safety precautions due to covid.

**New Recruitment**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	1	2.0	2.0	2.0
Strongly Disagree	1	2.0	2.0	3.9
Disagree	11	21.6	21.6	25.5
Neutral	3	5.9	5.9	31.4
Agree	29	56.9	56.9	88.2
Strongly Agree	6	11.8	11.8	100.0
Total	51	100.0	100.0	

**Figure: New Recruitment**

According to the above table there is no changes in new recruitment in their respective banks as 56.9% bankers agreed about their new recruitment process.

### Deduction of Salary

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	10	19.6	19.6	19.6
Disagree	23	45.1	45.1	64.7
Neutral	1	2.0	2.0	66.7
Agree	15	29.4	29.4	96.1
Strongly Agree	1	2.0	2.0	98.0
6	1	2.0	2.0	100.0
Total	51	100.0	100.0	

**Figure: Deduction of Salary**

Surprisingly 29.4% bankers agreed that their banks has deducted their salary during Covid. On the other hand 45.1% bankers don't agree.

### Unsafe feelings at work place

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	2	3.9	3.9	3.9
Strongly Disagree	1	2.0	2.0	5.9
Disagree	2	3.9	3.9	9.8
Neutral	2	3.9	3.9	13.7
Agree	32	62.7	62.7	76.5
Strongly Agree	12	23.5	23.5	100.0
Total	51	100.0	100.0	

**Figure: Unsafe feelings at work place**

Due to this pandemic 62.7% and 23.5% bankers feels unsafe in the workplace according to the above table.

### Increase of Office Expense

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Disagree	1	2.0	2.0	2.0
Neutral	6	11.8	11.8	13.7
Agree	32	62.7	62.7	76.5
Strongly Agree	12	23.5	23.5	100.0
Total	51	100.0	100.0	

**Figure: Increase of Office Expense**

According to the above table 62.7% & 23.5% bankers agreed that office expense has increased during covid.

### Maintain safety precautions by the customers

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	13	25.5	25.5	25.5
Disagree	23	45.1	45.1	70.6
Neutral	6	11.8	11.8	82.4
Agree	6	11.8	11.8	94.1
Strongly Agree	3	5.9	5.9	100.0
Total	51	100.0	100.0	

**Figure: Maintain safety precautions by the customers**

In the above table 45.1% bankers said that, customers do not maintain the safety precautions.

### Employees Tested Covid Positive

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Disagree	2	3.9	3.9	3.9
Agree	36	70.6	70.6	74.5
Strongly Agree	13	25.5	25.5	100.0
Total	51	100.0	100.0	

**Figure: Employees Tested Covid Positive**

Surprisingly 70.6% bankers agreed that there are employees who tested covid positive in their respective bank.

**Acceptance of new rules and regulations**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Disagree	1	2.0	2.0	2.0
Neutral	1	2.0	2.0	3.9
Agree	34	66.7	66.7	70.6
Strongly Agree	15	29.4	29.4	100.0
Total	51	100.0	100.0	

**Figure: Acceptance of new rules and regulations**

66.7% & 29.4% bankers are agreed and strongly agreed about their acceptance of new rules and regulation due to covid.

**Acceptance of Work from home**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	2	3.9	3.9	3.9
Disagree	1	2.0	2.0	5.9
Neutral	3	5.9	5.9	11.8

Agree	27	52.9	52.9	64.7
Strongly Agree	18	35.3	35.3	100.0
Total	51	100.0	100.0	

**Figure: Acceptance of Work from home**

52.9% & 35.3% bankers agreed and strongly agreed about their acceptance of work from home.

## Recommendation

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From the study, I have found out that the profit has turned out to be minimized and there is an effect on the mental health of the bankers.

I recommend that bankers should be more aware about their opinions and they should increase the precautional measures for the benefit of their own sake. “Work from home” can be the new beginning. Besides, they can also rotate the shifting of their employees.

Adopting these measures may alleviate the situation and can help them at the work while retaining their best health condition.(Trust Bank)(Trust Bank)

## Conclusion:

The Covid-19 pandemic has affected Bangladesh's banking sector negatively. To know the exact span and depth of the impact is still not possible.

In this study, the banking sector which is the most promising sector of Bangladesh, has been analyzed. For this purpose, a survey was conducted on a sample of 50 to 54 bankers of local banks in Bangladesh. The 50+ employees are asked 19 questions about how they are doing in this pandemic and how the measures are taken in the banking sector. This test is carried out with SPSS-21 program in the study.

The study shows that, this deadly pandemic has affected the banking industry drastically. Most of the respondents agreed with this statement. So we can concluded that, Covid-19 has affected the banking industry of Bangladesh in terms of profit, loan rate, interest rate and psychological health of the bankers and so on.

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