



Internship Report On
“General Banking Activities at First Security Islami Bank Limited
As an Executive Officer”

Submitted by:

Rehana Akter Bristy

ID:191-10-348

Department Of English

November 25,2022

Daffodil International University

Submitted to:

Dr. EhatashamUI Hoque Eiten

Assistant Professor

Department of English

Daffodil International University

Letter of Submission

November 25, 2022

Dr.EhatashamUl Hoque Eiten

Assistant Professor

Department of English

Daffodil International University

Ashulia,Dhaka.

Subject:Submission of internship report

Sir,

With Due respect and honour,I am submitting my internship report on” General banking Activities at First Security Islami Bank Limited as an executive officer,” which was part of the fulfillment of my graduation of BA in English.

I am trying to elaborate my whole experience of the internship in this report. And I am very grateful to your proper guideline.

Sincerely

Rehana Akter Buisy

ID:191-10-348

Department of English

Daffodil International University

Letter of Acceptance

This is to certify that the internship report on “General banking activities At First Security Islami Bank Limited as an executive officer prepared by Rehana AkterBristy,ID(191-10-348) of the department of English under my supervision. I have supervised her study from begging to ending of the report.I am delighted with the data of this report is eligible.

I also certify that the internship report is an absolute experiment to gather the all information of the organization under my supervision.

I wish her all the best and hope to have a successful life.



Supervisor

Department of English

Daffodil International University

Acknowledgment

I am very grateful to Allah for his invisible guidelines for completing my internship and report paper. Though my internship period was too short, I amassed much experience from my internship at First Security Islami Bank Limited at Birulia brunch. I would like to thanks my department for engaging me with this knowledge. Furthermore, I could be at eclipse if Supervisor, Dr.EhatashamUl Hoque Eiten, the Assistant professor, could not guide us. So mainly thanks to the supervisor for his valuable suggestions and recommendations throughout of internship.

I want to thank all the First Security Islami Bank Limited members of Birulia Brunch for their feasible guidelines to improve my skills during those three months.

Executive Summary

I completed my internship by working on general banking as an executive officer at First Security Islami Bank Limited at Birulia brunch. And it was my first volition as it was based on Islamic rules and regulations. This report is a part of my bachelor's degree in English. However, my practical knowledge from internship activities and collecting information from the employees of FSIB assisted me make this report. Therefore, this report is spectacular of all the information on available activities I handled. However, I elaborate several departments like account opening, clearing house, and cash department. I also added the details of several accounts such as savings account, current account, student account, Mudarabah fixed deposit account, Mudarabah monthly saving scheme, Mudarabah double benefit scheme, and so on. So, Overall this report is the presenter of my practical experience as an internee of FSIB.

Table of Contents

Serial Number	Content	Page Number
Chapter-1 Introduction		1
Chapter 2 Background and Significance of the Internship		2
2.1	Background of the Internship	2
2.2	Requirement	2
2.2	The objective significance of the Internship	3
Chapter-3 Methodology		4
Chapter 4 Organization Details		5
4.1	Origin and chronological of FSIB	5
4.2	Current activities of FSIB	5
Chapter-5 Internship Activity		7
Chapter 6- Limitations of the Study		11
Chapter 7-Observations and Findings		12
7.1	Observation	12

7.2	SWOT analysis of FSIB	14
Chapter-8 Recommendations		17
Chapter-9 Conclusion		20
Chapter-10 References		21
Chapter-11 Appendices		23

Chapter1

Introduction

Banks play a Central role in running the economic segment of Bangladesh bank, the country's central bank reorganized from the state bank of Pakistan in 1972. Banks are involved with various sectors, for instance, international trade, foreign remittance, service payment, extending employment, the extension of the house, safety deposit and saving, bill payment, investment into the business, etc. In addition, Banks have a significant role in the development of Bangladesh. Banking aids are immense to make least developed countries from lower-middle-income countries. I hope Bangladesh will become a developed country by 2041, along with the collaboration of banks. However, First Security Islami Bank Limited is an Islami Bank that started its journey on 25 October 1999. This bank arrived on its 23rd anniversary on 25 October 2022. However, my three months' experience in banking will be an abettor in my professional learning. This study offered me to improve my communication skill and other skills. It can be considered that this study will be favorable to become a good banker later.

Chapter2

Background and Significance of the project

2.1) Background of the Internship

This internship program is a part of my fulfillment of the BA Honors in English program authorized by Daffodil International University. In that case, banking was my first selection as a bank is a great platform to drap my professional life. Forasmuch as a dynamic banking system makes a dynamic economy. On the contrary, I chose First Security Islami Bank Limited as it runs based on Islami Shariah. It did not involve in interest against providing lend. Its rules and regulations are quite different from any commercial bank. Like FSIB shares profits and losses equally among all the investors. But in the commercial bank, interest charges are collected during the loss of the commercial bank.FSIB makes a profit exchanging goods and services. But the commercial banks go with the time value. There are no interest charges on service at FSIB, but interest charges are available on all services of commercial banks. However, FSIB doesn't involve in any business which engages with Shariah criminal elements like alcohol, porkGambling and so on. This banking is considered as people-friendly banking. Its banking environment goes with a friendly environment. It encourages people to make smaller loans rather than enormous loans Unable to chargeany extra money to the entrepreneur due to following the Islamic rules. As a result, I selected FSBL for my internship indisputably.

2.2) Requirement

After providing the course of project paper with an internship from my department t, I started to find an honorable organization for that. I chose the FSIB for my internship. Joined the meeting with the branch manager. He suggested me to come with My Resume and confirmation letter from the department. Three days later, I Came back with my resume and offer letter from the department. After completing all the processing from the bank, they called me to join with them.

2.3) Objective and significance of the Internship

Internship grants me to obtain the practical experience which I have gained in my academic life. Offer me an opportunity to enhance my skills. In addition, provide an excellent opportunity to participate in the corporate environment. Ameliorate my knowledge in English at the front desk and other places where communication and interpersonal skills are required. So overall, this study gives me a taste of how professional life is as well as aids me to add extra experience to my resume and help to correspond with the people in my professional life.

Chapter3

Methodology

Experience of writing the report paper is the totally new experience for me. It is quite difficult from operable report. However, primary and secondary data are used for preparing this report.

Primary data sources:

- a) Practical experience of banking works
- b) Discussion along with the member of First Security Islami Bank Limited at Birulia branch.
- c) Take part in the customer service

Secondary data sources:

- a) Annual report of FSIB
- b) Official website of FSIB
- c) Files and documents related with account opening from, checkbook documents are published by FSIB

Chapter4

Organization Details

First security Islami Bank Limited is the organization where I joined as an internee on general banking activities for three months. I completed my internship under Birulia branch of FSIB. It is located at 1st floor 69 Khagan, Birulia, Savar, Dhaka. This branch opened on 19th December in 2011. This branch was called city University branch earlier. But now it is known as Birulia Branch .

4.1) Origin and chronological of FSIB

Though First Security Islami Bank Limited is a Sharia bank. It mingled with a commercial bank during its foundation on 29 August 1999. The initial capital is 1 billion. Afterward, FSIB was introduced as Sharia banking in 2009 due to public demand and the decision of the board and management of FSIB. Till then, it has followed all the Islami rules and regulations. However, headquarter is located in Dhaka. This bank has 202 branches, 155 sub-branches, 83 agent banking, 209 ATM booth, and 27 collection booths. However, FSIB now engages in several activities, such as making investments, purchasing bills, accepting deposits, and international money transfers. It also provides visa cards and power cards to its clients. Furthermore, it engages in various social obligations by providing scholarships for ingenious students.

4.2) Current activities of FSIB

FSIB provides several services for its customer include including the following:

Account opening: FSIB provides several accounts for its customers, such as a current account, student account, saving account, Mudarabah fixed deposit, Mudarabah monthly profit scheme and Mudarabah double profit.

Check book: A check is provided to cash out on a certain date in during office hour

Account closing: Clients can close their account of their free Will at any time and at any branch of FSIB.

Local remittance: Clients can take out the remittance from their beloved through FSIB effortlessly.

Online banking: FSIB cloud banking, the online platform is provided for the customer.

Cash section: This section is involved with the receipt and payment of the clients.

Mobile banking: Client's become assured regarding their transaction through sms.

ATM: Clients can pick out their money 24/7 hours through ATM in the whole country.

Locker service: Valuable belongings of clients are kept in the locker of FSIB.

Chapter5

Internship Activity

I was involved with general banking during my internship. General banking activities include account service, cash, clearing house, locker facilities, online banking, ATM banking, Mobile banking, and so on. I mainly worked in the account opening section and cash department then. I gathered so much experience through working in the bank included the following:

Account opening department: In this section, I was able to open all kinds of accounts, take check orders, problems solving of clients, communicate with customers, keep detailed records, provide all customer service, and so on. However, I was mainly spending time in opening suitable accounts of clients. The activities of opening an account are elaborated on the below:

First of all, I have to inform the necessary documents for opening the accounts to the clients. If they came with all documents, checked those documents properly. After that, I took the steps to open the account.

1) Savings account: This account is accessible to all customers. This account is opened in case to save the money of clients. FSIB charges 500 taka as per year on a saving account. However, My supervisor Shah Alam sir gave some instructions to open this account, for instance:

- a) Copy the national id card of both the account holder and nominee.
- b) 2 passport-size pictures of the account holder and one passport-size picture of the nominee.
- c) Copy of the electricity bill
- d) A Minimum balance of 1000 must be taken to open the account.
- e) Provide attractive profit on saving.
- f) Visa card is provided

g) Minimum age 18 years

h) Online banking, FSIBL cloud banking, and SMS banking are also available.

i) One year free services for students account

2) Current account: This account is for business purposes. The transaction is happening immensely in this account. There is no obstacle to receiving cash and giving cash for the business holder. However, I also get some requirements and instructions from my supervisor regarding opening the current account included in the following:

a) Trade license of the company or organization

b) 1 copy pad paper

c) Seal of the company

d) Copy of the national id of both account holders and nominee

e) 2 passport-size pictures of the account holder. It is the same in case of dual account holder and 1 passport size picture of nominee.

f) Partnership deed, partnership letter, and signature of all partners must be attached to the account.

g) Not less than 1000 tk is considered

h) 700 tk is the charge per year

i) Must maintain 1000 tk in all the time in the account.

j) Signature must be same in all the checks

k) The charges of check book and pass book is 50 tk

l) Bank will be not responsible of losing the check book. So they are requested to keep the check in a safe place.

3) Mudarabah Fixed deposits account: In this account the money is saved for a fixed date. Clients can withdraw their money in a fixed period. The account holder gets a high rate profit on their saving money.

4) Mudarabah monthly saving scheme: In this account the account holder keeps the same amount for per month for a certain period.

5) Mudarabah Double Benefits Scheme: This account provides the highest rate of profit for the account holder. Account holder gets double money after a certain period. Besides it provides 1,00,000 tk free life insurance facility.

Checkbook House

Provided the check book to respectable clients. After opening the current account and saving account, the check is provided for cash out. In addition, clients can order new check book by completing the all pages of the earlier check book. Check book is provided after 7 days of ordering.

Account closing

Clients can close accounts at any time. But they have to go through some formalities. Account holder has to write the application with a solid reason to the branch manager. But they have to pay the charges to close the account.

Clearing department

Like other banks FSIBL has also the clearing department. This department is engaged with several tasks for instance: Bank is ordered from another bank to provide cash through the check and it's called the Inward check clearing. On the other hand, when bank orders another bank to provide check through check called outward check clearing. Furthermore, This department also includes with bank statement, bouncing check, issue of bank draft and so on.

Cash department

It is the most crowded department of the bank. I gathered some experience from this department. For example: This department is mainly busy with the payment and receipt of money. Need to be very careful about the correct account number, accurate the signature of the account holder, amount of the check.

Chapter6

Limitations of the study

Lack of time:

The main problem was short time I got. My internship is confirmed only for three months. Therefore, time was too short to apprehend all the activities. This inefficient time was not enough to gain proper study and experience. In addition, due to attend the class at campus I was unable to appear at bank 5 days on a week. Took join that study only Four days on a week.

Treated like an assistant: I felt sometimes that employee treat me like I am his assistant. Asked me to do some works which is totally weightless to me. They gave me some trumpery tasks such as cutting the unnecessary documents, stamping on the Check, finding the files and so on. Performing the role of assistant sometimes takes me far away from my purpose behind of my internship and it felt me a waste of time sometimes.

Poor salary:

Though I was trying to give my best contribution I was paid so low. My expectation was more than it. As it was my first work experience I was very excited. But they didn't pay as they get work from me. As a result, this poor salary totally dejects me regarding my performance.

Unguaranteed me to get a job: Though my internship gave me a lot of experience, but it has no means guaranteed way to get a job. In addition, it is very competitive to get a job without skills and network opportunities. Indeed, my success will be in my hands.

Chapter7

Observation and Findings

FSIBL is a well-known bank in the banking sector the Birulia is located near Dhaka passing a beautiful journey of and customers of FSIBL the complies are cooperative and very benevolent to me Finding so many things during the short period of internship are included in the following.

Lack of strong customer service:

Customer services service is poor in this competitive age. Need to dynamic customer service vices badly. Nowadays people are very concern regarding their busy schedule and Demand the best service in their short time. In that case FSIBL have more faster to stay in this competitive age. Therefore ,FSIBL should be more vigilant to provide and become the unique.

Lack of manpower

Birulia branch doesn't have the enough employee to stay all the time in the bank. creating the mess dining the absence of any employee presented employees are unable to provide a good services with the absent employee. Therefore the clients have to wait makes them bored and irritated .As a result this hodgepodge environment decrease the market value of FSIBL

Lack of Branches

There are only 178 branched which is located in 52 districts in the whole Bangladesh. The number of Branches are not enough to provide the accurate services in the whole Bangladesh .customers have to go long way to get services. Therefore, FSIBL should have more branches to provide a satisfactory service.

Lack of ATM booth

Customers are not able to find the FSIBL booth near to them. They have to go to a certain area to use the ATM booth.As a result wasting their valuable time. So FSIBL might set up more ATM booth in the different places in case of granting a preferable service

Deficit of proper machineries

There are a short collection of machinery at Birulia branch. There are deficit of photocopy and printing machine. This deficit hamper regular activities very badly. The employee fails to manage the serial. In addition, they create the mess at office hour. As a result, the deficit lose spark of FSIBL. When the crowd are available at office the employee doesn't show carefulness to keep the documents properly. The necessary documents are put in anywhere without their perceptiveness. As well as keeping the necessary files in here and there create a stressful environment during Factual time later.

Melancholy of employee FSIBL

FSIB make sad their employee by providing long term promotion and poor salary. In addition some internal policies are barrier in front of promotion of employee. As a result, the employees lose their potency skill to provide a good service. As well as it's also hampered on their family.

Lack of amiable relationship

The internal relationship is not conciliatory. The employees are not co-operative with each other. Everyone just concerns with their own benefits. As a result, lack of empathy and amiable relationship are noticeable among the employee.

Scarcity of computer knowledge

The employees of FSIBL unable to provide service through computer properly. The organization should training the employee regarding computer accurately. Therefore, this training will be favorable to employee to increase the knowledge of computer.

Shortfall of proper decoration

Well and unique decoration are shortfall in the all desks is badly needed. In addition, the stair should be repaired. The old decoration fails to attract the youth.

Software performance is impoverished

Sometimes the employee becomes irritated to update the information due to poor performance of software. They have to wait to authorize as they fall to work with to software on the other hand the customer has to wait and become disgruntled.

Lack of advantages for interne

The interne is not provided with any separate desk .FSTBL doesn't arrange all facilities for interne as the employee get . Therefore the interns are not satisfied to do the practical tasks. Moreover, the poor salary doesn't encourage them at active properly and learn earlier.

Swot analysis of FSIBL

It is a strategic planning and strategic management technique used to help a organization in case of identifying strength weakness opportunities and threats . Strength and opportunity help to develop any company. on the contrary weak and threat diminish the market value. However, swot analysis of FSIBL is included in the following Strength of FSIB.

- a)The most important strength is that it is a Shariah based bank.
- b)TheIslamic banking market share the assets and financing
- c) Deposit has increased over the years
- d)Gain the confidence of customers
- e) Banking system is based on value of justice, efficiency, stability and growth.
- f)It is a modern welfare-oriented Islamic bank.
- g) Providing various deposit scheme for various savers.
- h) Providing service to students and working people.

- I) Engage with small and medium enterprise, agriculture and woman entrepreneur.
- J) Customer get financial services through mobile and online banking.
- K) Cardholders get a special discount by using the cards.
- l) Global money transfers like western union, MoneyGram, express money, placid NKcorporation, and trans facts are used for remittance.
- m) Providing the service after the banking hour to special clients.
- n) All employees are dedicated and honest towards their work

Weakness of FSIB

- a) Incurious marketing and promoting system
- b) Lack of required information
- c) Poor salary fail to encourage the employees
- d) Taking more time to provide the loan
- e) Most of the customer are unaware with FSIB cloud banking
- f) Mobile banking working slowly
- g) ATM booth doesn't work properly always

Opportunity of FSIB

- a) Increasing the awareness of Islamic banking among the clients.
- b) Services charges are lower than other banks.
- c) Having the students customer and working people customer.
- d) Having the scope to develop new entrepreneur.
- e) FSIB introduced the Islamic card for the first time in Bangladesh.
- f) It can bring changes by providing internet free service.

Threats of FSIB

- a) The competitor banks have more attractive advertising and promoting system
- b) The competitor banks have more branches and ATM booths.
- C) State law is discordant with Islamic rules and regulations.
- F) Unable to the call money market in the money market
- g) The competitor banks provide superior online banking than FSIB.

Chapter8

Recommendations

FSIBL a well-known bank in the Bangladesh. Nevertheless, having some lack which should stark as soon as possible. Otherwise, this bank will lose its market Value. According to me, some issue should be improved are conferred in the below:

1) Need to be focus on marketing system. There is various service system for the clients from FSTBL. But there are some unaware people like illiterate, credulous and poor people. There are many people in our country who doesn't know regarding banking system. Even they become afraid before entering in the bank. In that case, FSIBL Should increase the advertisement and promotional activities.

2) Trying to provide more profit deposit schemes for Clients. Therefore, old and new both clients will be interested in the scheme. As well as poor people will show interest to open fixed a deposit with more profits.

3) FSIB should promote their account services. They can organize the camp in several sectors such as university, Garments factory, educational institute other places. As a result, FSIB be more popular and get more clients.

4) FSTBL cloud banking is the only on online platform Though the whole world is running with digital platform, most of the clients are totally unaware of these services. In that case, they need to increase Promoting regarding online banking to the clients. On the contrary service of cloud banking is too poor. Clients are not satisfied with this service. Confronting many problems to use this banking. So, according to me, FSIB cloud bank should be developed as soon as possible.

5)The web page is not enough developed enough yet.It has many lacks of correct information.As a result, interested people fail to gather the information properly.So,the web page of FSIB should be more improved.

6)ATM booth fails to active in some times.The visa card of FSIB doesn't work properly according to clients.They are not satisfied to collect money from ATM booth. Many clients come along with this problem at bank. Therefore, FSIB should develop their system through providing good service and creating more ATM as many people come at Birulia branch from a long distance.

7)Need more manpower at bank.There are many clients come together sometimes.That time available employees become fail to give service all of them properly. On the other hand, clients become bored and irritated to wait for their turn.

8) Employee training program and workshop should be arranged in order to provide the appreciate services to the clients.They should be ready to provide services in the problematic situations also.

9)The employee should be more experienced and expert.Therefore, clients will be engaged with banking system easily. As well as it will be lead to a quality selection of Clients.

10) Need to focus more on customer require .Arrange more facilities for valuable clients.For example: Given more voucher tothe clients, arrange more print out machines, and photocopy machines, providing check books earlier, decreasing the charges on services and so on.

11) Yearly conference should be organized for the employee.As a result, employee will be able to share their management opinion before the authority.It will be effective to improve the employee proficiency.

12) Trying to promote the islami banking system.Because there are many people who have wrong knowledge that banks only involved with interest.In that case, FSIB can promote it through representing all Islamic rules.As well as represent the difference between interest and profit

13)Need to be more cautious about management system to handle the different department properly.

14)Try to follow the nationalize bank to cut the charges from customers.In that case, clients will be more delighted and interested along with their all services.

15)The HRD should be more cautious regarding the way of the rules and regulations are followed in the branch. The audit should be stricter to force the employee to follow the all banking policies and procedures.

16) Trying to be more careful in case of creating a Good image before the customer during providing the services.

Chapter9

Conclusion

FSIB is a well-known bank in Bangladesh. Its Islamic rules and regulations allure the customers very well. It takes in playing an important role to develop the economy of Bangladesh along with commercial banks. Having the ability to make a strong economy for country's people. The service of FSIB is very appreciable. Day by day it develops its service system. It's had to be more solemn regarding its advertising and prompting. As the attractive marketing will be developed its service more extravagant. The management system could be more kilter. So, I gathered this kind of observation during my internship in this way.

Through my study period is too short, I obtained a great experience with FSIB. It will be always glorious to me. Hopefully, my new experience will be the doorway to get a job.

Chapter10

Reference

- a) https://l.facebook.com/l.php?u=https%3A%2F%2Fwww.thedailystar.net%2Fbusiness%2Fconomy%2Fbanks%2Fnews%2Ffirst-security-islami-bank-grows-strength-strength-2205526%3Ffbclid%3DIwAR0_PzRMA6DD3q48Kyaw3RofcQ4perYyH8gz5MISSw8kUQ9mDcAR4A-VjjM&h=AT1OI9kLxe0zEMOg_6NVS1X5arkqTA_5g_Q_5LueLPq1wfBIJgxc6DJpKS_-LZN_DPRPdIw6ePAaUfKEuK3fiMTnxjQakRh6QKkxV7g5NVpYMGXjNHZCXXzFnSXMgaR2sRQwNg
- b) https://l.facebook.com/l.php?u=https%3A%2F%2Ffsiblb.com%2F%3Ffbclid%3DIwAR0MXLjNINu2L4soLVm4jCL-x2w0W4OSKZAmBwB2TAF6Uz5RjtBMjazzNB0&h=AT1OI9kLxe0zEMOg_6NVS1X5arkqTA_5g_Q_5LueLPq1wfBIJgxc6DJpKS_-LZN_DPRPdIw6ePAaUfKEuK3fiMTnxjQakRh6QKkxV7g5NVpYMGXjNHZCXXzFnSXMgaR2sRQwNg
- c) https://l.facebook.com/l.php?u=https%3A%2F%2Fen.m.wikipedia.org%2Fwiki%2FFirst_Security_Islami_Bank_Limited%3Ffbclid%3DIwAR1Q4dSH77LOyrPv6bbQPwQB4h4-P32W4Z9jXfXdTbAVapRxaJSI9rKh-J4&h=AT1OI9kLxe0zEMOg_6NVS1X5arkqTA_5g_Q_5LueLPq1wfBIJgxc6DJpKS_-LZN_DPRPdIw6ePAaUfKEuK3fiMTnxjQakRh6QKkxV7g5NVpYMGXjNHZCXXzFnSXMgaR2sRQwNg
- d) https://l.facebook.com/l.php?u=https%3A%2F%2Fwww.careeraddict.com%2Fadvantage-s-and-disadvantages-of-internships%3Ffbclid%3DIwAR2d3C_VxguRb-EdrLOeNR5IF1hkiceB2gHrdHtgK9Cv2z4Gtf0LjizNpe0&h=AT1OI9kLxe0zEMOg_6NVS1X5arkqTA_5g_Q_5LueLPq1wfBIJgxc6DJpKS_-

[LZN_DPRPdIw6ePAaUfKEuK3fiMTnxjQakRh6QKkxV7g5NVpYMGXjNHZCXXzFn
SXMgaR2sRQwNg](#)

Chapter11

Appendices



