

1.1 Introduction:

Shahjalal Islami Bank Limited (SJIBL) is a private commercial bank, which is 6th Islamic Shariah based bank in Bangladesh. The Bank started its operation on 10th May 2001; during this period it improved its image in the society as an Islamic Bank. Now it has 51 branches in Bangladesh. All branches are situated in the highly demanded areas.

As an Islami commercial bank, Shahjalal Islami Bank Limited has been competing with other private commercial banks, where all the banks are adopting different incentive programs to attract the customers. Accordingly, SJIBL is offering different type of deposit scheme bearing highest rate of return. Mudarabah Deposit Scheme, Monthly income scheme and Millionaire scheme are the most popular offers that are completely new innovation in the banking sector and widely accepted by the clients.

1.2 Origin of the report:

Internship is the practical working attachment with an organization to have a handy working experience. This working experience is the effective tool to correlate the theoretical knowledge with the pragmatic approach. For this reason internship is a handy tool for a business graduates. As part of the Internship Program of Bachelor of Business Administration course requirement, I was assigned for doing my internship in Shahjalal Islami Bank Limited for the period of 14 weeks starting from November 08, 2009 to February 08, 2010. During my intern period in the Shahjalal Islami Bank Limited, Dhanmondi Office, I worked under all three major departments of the bank with special concentration on Retail Banking & Foreign Exchange Department. I worked under the supervision of *Mr. Md. Naquibul Islam - SAVP & Deputy Manager*, Shahjalal Islami Bank Limited, Dhanmondi Office. My project was **“The Underlying Factors Contributing to Retail Banking and Foreign Exchange Divisions: A Comprehensive Study on Shahjalal Islami Bank Limited”**, which was assigned by my internship

supervisor **Syed Monirul Hossain**, Assistant Professor of Department of Accounting, Stamford University Bangladesh.

1.3 Rationale of the report:

In this 21st century Banks are the life-blood of modern economy irrespective of its size & pattern. Banks are established to earn profit and help economic and financial activities so as to help economic development of a country. In such a context, Retail banking & Foreign Trade Operations are very important key work for the banking sector. Shahjalal Islami Bank Limited is also engaged them to help the economy by their Retail banking & foreign trade operation. It plays a dynamic role in the economic development of a nation through of saving and allocation of credit to privates and industrial sectors.

1.4 Scope of the Report:

This study in fact taken within its canvas of Shahjalal Islami Bank Limited as a whole through the internship was done in Dhanmondi Branch, Dhaka. The reports cover the Banking service to the customers especially the Retail banking & Foreign Exchange activities of Shahjalal Islami Bank Limited. This report has been prepared through extensive discussion with the employees of Retail Banking & Foreign Exchange Unit, Dhanmondi Branch, and other associated bank employees. The study was kept limited to the Dhanmondi Branch of SJIBL. This Bank deals with all types of Retail Banking operations, Foreign exchange and Investment operations according to the rules and regulations provided by the Bangladesh Bank.

1.5 Objective of the report:

Every report has an objective. The objective of the internship program is to familiarize students with the real business situation, to compare them with the business theories & at the last stage make a report on assigned task. The project part of this report has two objectives base- *Broad objective* and *Specific objective*.

1.5.1 Broad objective:

Analyzing the critical evaluation of Retail Banking services as well as the impact of foreign exchange operations in banking sector.

1.5.2 Specific objectives:

- To provide an idea about the Banking sector of Bangladesh.
- To know about the Islamic Banking system Concept.
- To know about Shahjalal Islami Bank Limited (SJIBL)'s operational activities based on Islami Shariah.
- To know about the customer service, overall activities related to Retail banking services of SJIBL.
- To know about the over all activities related to Foreign Exchange services of SJIBL and accumulate recent changes in the industry.
- To identify the problems and recommend suggestions for the successful Retail Banking & Foreign Exchange Operation of SJIBL.

1.6 Methodology of the report:

1.6.1 Area of Study:

The area of the study encompassed the operational area, particularly Retail Banking & Foreign Exchange Units, of Shahjalal Islami Bank Limited, Dhanmondi Branch, Momtaz Plaza (1st floor) House : 07, Road : 04, Dhanmondi R/A, Dhaka-1205.

1.6.2 Sources of Data:

In order to meet the data and relevant information requirements and collect the aforesaid information the following potential sources has been used:

- i. Primary source
- ii. Secondary source

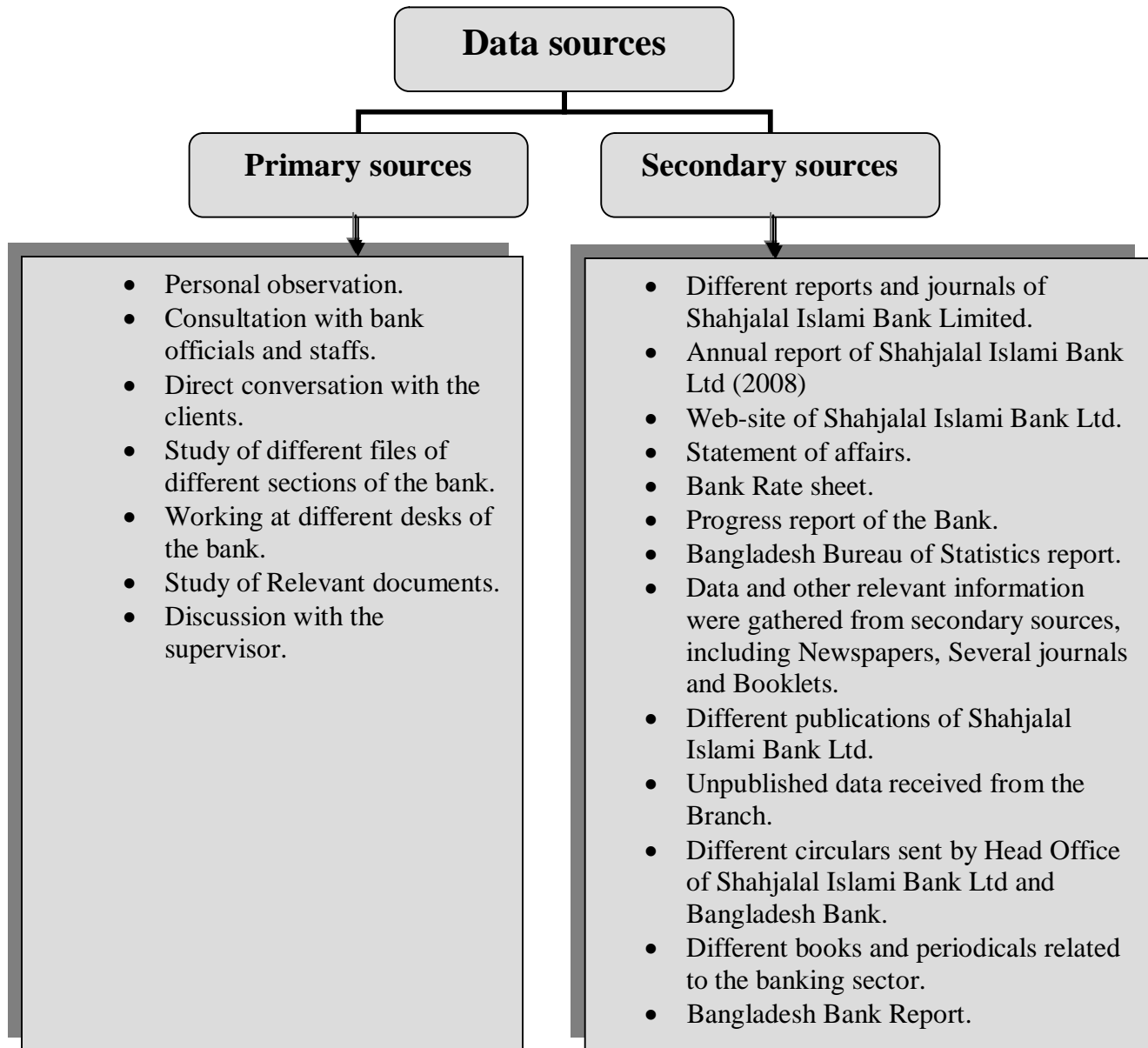


Figure 1.1: Source of Data.

1.7 Limitation of the Report:

The present study was not out of limitations. But it was a great opportunity for me to know the banking activities of Bangladesh specially “Shahjalal Islami Bank Limited” During the study; I have faced the following limitations:

- The main constraint of the study is inadequate access to information, Lack of adequate primary and secondary information, which has hampered the scope of analysis required for the study. Even Not enough information on the Internet. Up-to date information was not available.
- Every organization has their own secrecy that was not revealed to others. While collecting data i.e. interviewing the employees, they did not disclose much information the sake of the confidentiality of the organization. The information regarding the competitors is difficult to get. Getting Relevant papers and documents were strictly prohibited from the Head Office.
- Time frame for the research is very limited. 3 months time is not enough for such an extensive study. It is very difficult to collect all the required information in such a short period. So some desks have remained unvisited.