# Internship Report on

The Credit Operations System of Trust Bank Limited

**Submitted To:**

Mr. Md. Anhar Sharif Mollah

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Daffodil Smart City, Birulia-1216

**Submitted By:**

Abdur Rahman

ID: 201-12-113

Batch: 55th

Program: MBA,

Department of Business Administration

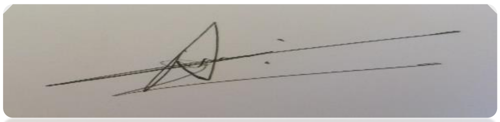
Daffodil International University

# Declaration

It is hereby declared that

1. The submitted internship report is my original work while completing the degree at Daffodil International University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material that has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I have acknowledged all main sources of help.

Student's Full Name & Signature:



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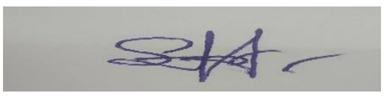
Supervisor's Full Name & Signature:



Mr. Md. Anhar Sharif Mollah

Assistant Professor

Department of Business & Administration

Daffodil International University

# Letter of Transmittal

Mr. Md. Anhar Sharif Mollah
Assistant Professor
Department of Business & Administration
Daffodil International University
Daffodil Smart City, Birulia-1216
Subject: Submission of the Internship Report.

Dear Sir,

It's my immense pleasure to inform you that I got a golden opportunity to work at Trust Bank Limited as a mandatory requirement for completing the MBA program at Daffodil International University. Completing the double major in Marketing. I got the scope to implement and utilize my major's subject knowledge effectively in Trust Bank Limited. Besides this, I also learned the way and procedures to apply my academic and bookish knowledge in a corporate workplace and in practical life.

Throughout my internship work period at Trust Bank, I worked in different departments but I mostly worked in the Credit Department where I learned the different types of loans, the documents required, and the methods and ways of distributing loans, credit card distributing, Bank Guarantee, retail, SME & corporate loan disbursement procedures and the requirement for giving the approval of this types of loans.

I tried my level best to follow the guidelines and the instructions that you had given me and I am thankful and grateful for your kind cooperation in making this Internship Report.

Sincerely yours
Abdur Rahman
ID: 201-12-113
Batch: 55th
Program: MBA,
Department of Business Administration
Daffodil International University
Date: December 24, 2023

# Non-Disclosure Agreement

This agreement is made and entered into by and between Trust Bank Limited and the undersigned student at Daffodil International University named Abdur Rahman to prevent the unauthorized disclosure of the organization's confidential information.

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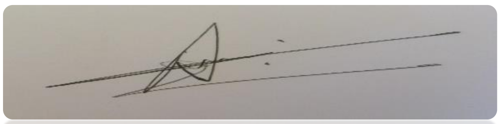
Trust Bank Limited



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Abdur Rahman

# Acknowledgment

I would like to begin by thanking Almighty for showering upon me the ability and strength to complete my internship report and stay at Trust Bank Limited for the duration of my internship. It was a very unique experience for me to learn various banking activities and strategies.

First of all, I would like to give thanks to my academic supervisor Mr. Md. Anhar Sharif Mollah Assistant Professor Department of Business & Administration Daffodil International University for his immense and utmost support and guidelines to make this report throughout my Internship Period.

Furthermore, I would also express my sincere gratitude to Bushra Nazm, Vice principal & Branch Manager of the Tongi Branch for her cordial support and for giving me the scope to gain a practical work experience under her supervision. Also, I am thankful to Raihan Bin Aziz, the AVP and credit Manager of Trust Bank, the senior principal officer Burhanuddin Shamim and the principal officer of Sheikh Newyagish Yesir of Trust Bank, Tongi Branch. Without their support and assistance, it would be not possible for me to complete this report and to learn so many things about various banking works and activities that I have never learned before in my life. However, I am hopeful that the practical experience I have gained here will assist me to build my career in the future.

# Executive Summary

This internship report contains a detailed account of my time working as an intern for Trust Bank Limited from February 19 to May 19, 2023, as a component of the academic requirements for the Master of Business Administration Post-graduate program at Department of Business Administration, Daffodil International University. The internship report aimed to turn classroom learning into an actual-world application and gain practical experience in an advanced and prestigious banking institution such as Trust Bank Ltd. This study report has been divided into various segments. In the first part, there has an overall overview of my internship including my work period, responsibilities, duties, and other affiliated things which are related to my internship work experience. Later, in the second part, there have given the entire each and every detail about the organization Trust Bank Limited. Lastly, in the third part, there have analysis and examination by calculating the last four years' financial data of Trust Bank. By calculating some crucial significant financial ratios there have found out the actual scenario and the financial standing, financial strength, and weakness of Trust Bank Limited. At the last end of this report, there have been some suggestions and recommendations for developing the lacking and the shortcoming of the trust bank that they have and whichever is found in the financial ratio analysis portion.

# Table of Contents

# Chapter 1: Overview of Internship

## 1.1 Student Information

I am Abdur Rahman, a student of MBA from Department of Business Administration, ID: 201-12-113 and I have completed my major in Marketing from Daffodil International University.

## 1.2 Internship Information

### 1.2.1 Period, Company Name, Department, Address

I have completed my Internship at Trust Bank Limited, Tongi Branch. I joined here as an Intern on 19, February 2023 and worked there till 18, May 2023 and the duration was 3 months. I mainly worked there in the FCAD and Credit departments. I learned a lot working in these two departments and experienced real-life banking challenges and limitations The address of this Branch was Sena Kalyan Bhavan ( SKB), Tongi, Gazipur.

### 1.2.2 Internship Company Supervisor's Information: Name and Position

During my Internship work period in Trust Bank Limited, Tongi Branch, AVP- Raihan Bin Aziz sir was my internship supervisor in that workplace. He was in charge of the anger operation and credit department. In the absence of Bushra Nazm Madam the VP of the Tongi branch, he takes over the full responsibility of the whole branch. I am grateful to these 2 persons greatly for guiding me and helping me throughout my Internship work period.

### 1.2.3 Job Scope – Job Description, Duties, and Responsibilities

After joining as an Intern at Trust Bank, Tongi Branch my on-site Supervisor Madam assigned me to the FCAD department and Credit department. I used to work with FCAD and Credit department officers and help them with their day to day work and activities. For Example, I used to write RTGS and EFTN for sending money from one Bank to another Bank. Besides this, I also used to do cheque clearing. For that, I used to check all cheques through the UV machine to detect the original cheques thoroughly. Then I give the entry of all the cheques that I have received through Flora software. It was a specialized banking software made by Trust Bank. Additionally, I also had to work in the Credit department where I helped the officers to make Bank Guarantee, Loan Proposal, Loan sanctions and disburse, open Loan files, and answering the queries of the customers and helping and assisting them to write the Loan request file. Also, I used to write dispatch numbers and write warning letters to those customers who were not giving the Loan installment regularly or whose loans became headed as doubtful loans or bad loans.

## 1.3 Internship Outcomes:

### 1.3.1 Student's Contribution to the Company

My on-site Manager Madam assigned me to the FCAD department and the Credit department after I started as an intern at Trust Bank, Tongi Branch. I used to assist FCAD and Credit department officers with their day-to-day tasks and activities. For instance, when sending money from one bank to another, I used to use RTGS and EFTN. Aside from that, I used to clear checks. To do so, I thoroughly checked all cheques through the UV machine to detect the original ones. After that, I enter all of the cheques I have received into Flora software. Trust Bank generated specialized banking software. Furthermore, I had to work in the Credit department, where I assisted officers with Bank guarantees, Loan proposals, Mortgage related works and activities, Loan sanctions, and disbursement, opening Loan files, answering customer questions, and guiding them in writing the Loan proposal file. It was an immense experience to work in this Bank and I learned about the practical banking environment and activities. Lastly, as I worked there effectively and efficiently for that every officer, including the managers, and sub- managers were happy and had a very good impression on myself.

### 1.3.2 Benefits to the student

Internships tend to be a great way to gain valuable work experience. An internship is a specific way for a student to progress in his or her career path. subsequently gives one a concept of exactly what it's like to work full-time employment. The students presently do not solely do internships after completing their university courses, but also whereas some additionally engage in internships while conducting research and analysis. Now if I talk about the benefits to the student I must say that there have uncountable benefits and usefulness to the student. As at the time of doing or conducting the internship period a trainer or a mentor will be assigned to the intern after his or her joining at that organization and I believe that it's a great opportunity and a crucial moment for him or her to learn the real handwork and practical work experience from the most experienced and talented officers. In the time studying in university students used to learn and accomplish the academic knowledge and corporate-level ideas just from the teachers and faculties. But at the time working in an organization as an internee he or she got the opportunity to learn and experience real hand work experience also he or she got the opportunity or scope to implement his or her academic knowledge and ideas that he had learned in his entire academic life. Besides this, at the time of working under a mentor or a trainee he or she will be known what his strong zone in the workplace is and what is his weak zone in the workplace. Also, after getting feedback from the trainer or the mentor and he can improve his limitation and he can concentrate to develop his weak points. Furthermore, he will also get a clear idea of how to boost the effectiveness and efficiency in the workplace and align with working with co-workers and the officers. If I talk about my intern work experience, before joining in Trust Bank Limited initially I thought that bank just only is a place to chill and relaxed in a bold cold air-conditioned environment from 10 am to 5 pm and just giving or inputting some posting that's it. But alas! I was totally wrong, and all my wrong ideas and concept gone in vanished after working at Trust Bank. The Bank environment and working activities are totally different things compared to other organizations and it's a place of full pressure and sensitivity to work and activities. I learned a lot of things from this internship work experience. After working in the credit department and FCAD department in Trust Bank I have now learned the various loans and credit terms of a Bank. Besides this, I learned how to prepare bank statements and bank financial reports and make an analysis. Additionally, I learned what is a bank guarantee how to make this, what is a loan proposal and how to create it, sanction it, and disburse it. Furthermore, I also learned what is a credit card, how to disburse it and what the beneficial sides of a bank and how to influence customers to attract this bank, and how to create and maintain a longer positive relationship with the customers for the well-being and the betterment of the Bank. So, from my point of view and my perspective & work experience I strongly believe there have lots of lucrative benefits for the students and in fact, it's a storehouse of learning work and creates different types of working strategies and techniques from the skillful and trained up talented officers. Students can acquire valuable experience which could be applied to future applications for jobs, university admissions, and scholarship applications. Such practical experience could be obtained by finishing an internship properly with effectively and efficiently as well.

### 1.3.3. Problems/Difficulties (faced during the internship period)

Though I have learned so many things and became introduced with so many new banking terms and conditions there had sort of problems and difficulties that I had faced during the internship period. The problems and difficulties I faced some are given below:

- First, distance was an issue. From my home where I lived, it was too far, and I had to travel long distances to reach there. Besides this, I had to face sometimes the unavailability of transport as well.
- Secondly, I had to face huge traffic jams and air pollution badly in the Gazipur area as it's not a residential area rather than it's an industrial and commercial area and many more mega construction projects were working on.
- Another critical issue was that I need to input the digits and the number of zeros very carefully and cautiously as one extra zero can lead to the job loss of an officer.
- Besides this, at the time of working in this Bank, there had been strict rules for not using mobile phones at the time working. So, I had strict restrictions to use cell phones at the time of working at the bank and during transaction hours of the bank.

- Additionally, the allocated time was too short for me to learn each banking term, rule, work, and the strategies. Besides this as I have to work hard from 10 am to 5 pm I had a very short amount of time to analyze and work on the research of this internship report.
- Furthermore, as this was my very first-lifetime corporate work experience so initially working in this Bank I faced so many barriers and understanding issues regarding completing my daily to daily tasks. I faced some sort of struggles initially working in this Bank.
- Lastly, as this Bank was controlled and operated by the Bangladesh Army, there had strict rules and discipline, and had much more limitations. Also, there had strict restrictions to collect data and financial information which made me much more difficult to analyze and conduct research on making this Internship Report.

### 1.3.4 Recommendations (to the company on future internships)

After working at Trust Bank and gaining work experience from there I had some sort of recommendations for the company for the overall development of their internship program. Though I learned so many things and almost all the officers were gentle, polite, and humble regarding their cognitive behavior and their practical behavior perspectives. Some recommendations and suggestions are given below:

- They can extend their internship period program by at least 4 months or 6 months as just only 3 months is a very limited and tight schedule time to learn everything and acquire banking knowledge and terms. Besides this, in this very tight schedule time, students must write their internship report and also do analysis and research to make their internship report.
- They can also introduce their own transport facility for the interns at least for the female interns so that they can come and go to the office comfortably.
- They can also increase the pocket allowance a little bit for the interns for having a very high price hike nowadays.
- They should have some flexibility towards their interns regarding providing their data and financial performance information for conducting analysis and research on making their internship report.They should make their Internship program more attractive and lucrative by enhancing the pocket allowance of the interns and increasing the overall facilities of the Interns so that more talented and brilliant Interns come to complete their Internship from Trust Bank. In this way, Trust Bank can find their most talented and brilliant future employees from the pool of talented Interns and they can hire him or her in the future for the betterment and the overall development of Trust Bank Limited.

# Chapter 2: Organization Part

# 2.1 Introduction

## 2.1.1 Objective

Each report has a specific purpose and objective. This internship report provides an overview of Trust Bank Limited as well as its various functions and activities.

**Objective:** The objectives and purposes of this report are provided below:

- To find about the TBL's credit lending methods and steps.
- To figure out strength and weakness of Trust Bank Limited's credit operations system.
- To figure out Trust Bank Limited's current standing regarding credit management.
- To provide some recommendations for Trust Bank Limited's effective Leading Operation.

## 2.1.2 Scope

This internship report concentrates on the overall credit handled by "Trust Bank Ltd.", including short-term credit, long-term credit, and customer credit.

This report was created after extensive consultation with bank employees and customers. However, preparing this report, I had the wonderful opportunity to gain a thorough understanding of all the credit management activities carried out by "Trust Bank Ltd." The experience also enabled me to gain an in-depth understanding of a leading private bank in Bangladesh.

## 2.1.3 Limitations

Each organization has restrictions and worries regarding security. This report was prepared under some constraints because the organization has prohibitions upon expressing internal information to interns. Much sensitive data was required to create the report, but the data was not available to disclose to me due to time constraints and other barriers and restrictions imposed by the authority. As a result, I could not create an exceptional and extraordinary report for the limitations and the barriers, but I tried my level best to make this report much more acceptable. Some limitations and barriers are listed below:

- As this is my first-time internship report writing experience so there might be some sort of limitations and explanations for each and every term of Trust Bank Limited's banking activity also regarding the overall credit evaluation performance of this Bank.
- Inadequate experience

- All of the officers and employees of the bank had not been interviewed for having some sort of limitation and time-bound period of time.
- Inadequacy and scarcity of the necessary latest information.
- Certain information has been kept confidential to protect the bank's confidentiality.
- Some previous and most recent data are not available.
- The scope of this research's internship period was inadequate.
- Insufficient experience and practical exposure.

## 2.2 Overview of the Company

Trust Bank Ltd is a private commercial, scheduled bank that was granted a license by the Bangladesh Bank on July 15, 1999. The Army Welfare Trust is the majority shareholder ownership now. The bank's authorized equity amount is Taka two thousand million. The issuance to public shares is anticipated in a very short time. In the year November 1999, the bank was officially launched and classified as a scheduled bank. The Bangladesh Army first considered establishing a banking institution in 1987, followed by the initial branch of the Trust Bank Ltd opened on November 29, 1999. The governing body of TBL is made up of ex-official directors of in-service senior Army workers with the Chief of Army Staff serving as the chairman and the Adjutant General serving as a Vice-Chairman.

In order to boost productivity along with enhance customer service, the institution implemented an automated branch banking network in 2001. In 2005, the bank went an additional step further and began offering ATM facilities to its consumers. considering the bank's operational volume has increased throughout the years alongside consumer demands having grown exponentially, its technological infrastructure has been improved to handle the bank's expansion and fulfill its consumer requirements.

Trust Bank effectively introduced its Online Banking Facilities in January 2007, allowing every client to interact with Any Branch Banking, ATM Banking, Phone Banking, SMS Banking, and Internet Banking. Consumers can now make deposits and withdraw funds from any Trust Bank branch throughout the nation without having to open several accounts at different locations. automated teller machines presently facilitate consumers to get 24-hour information about their accounts which includes account balance checkups via mini-statements along with money withdrawals using Online Services and Visa Electron (Debit Card).

Trust Bank intends to launch Visa Credit Cards to better serve its current and prospective valued consumers. Credit cards are now accepted in stores and restaurants throughout the nation of Bangladesh along with internationally as well. Aside from maintaining superior service to consumers in general banking, the bank additionally handles Foreign Exchange transactions. Meanwhile, the bank has extended credit to nearly every sector that comprises the nation's economic system. In the days to come, the bank intends to make significant investments in the nation's commercial and agricultural economies. Additionally, it intends to boost the nation's agricultural industries. The financial institution has already been involved in distributed loan agreements through other banks for the advancement of the nation's textile industries.

### 2.2.1 Vision

The statement of vision describes the direction the organization wishes to take. What is the purpose of the organization? What exactly the institution anticipates achieving in the upcoming years? Trust Bank Limited holds certain visions, that are described below:

- Transforming into a prominent commercial bank
- The bank's profits are utilized for the socioeconomic well-being of Bangladesh Army members and, as a result, the state in general.
- Consistently strive to deliver superior customer service.
- Establishing and sustaining modern banking methods
- To establish long-term and credible financial businesses and organizations.
- To develop into a powerful and effective organization with exceptionally driven specialists who contribute to the people along with are accountable, transparent, and honest.

### 2.2.2 Mission

A mission statement determines the company's operations, goals, targets, and the method by which these objectives will be achieved. Trust Bank Limited has multiple missions, that are described below:

- To serve as the nation's most well-organized management.
- Excellent service for customers.
- To promote female entrepreneurship and advancement.
- controlling interest and operating expenses effectively.
- To become the most popular job throughout Bangladeshi banks.
- For fostering social growth in the economy and providing financial assistance to the rural lower-income group.

➢ To promote fairness and equality in every aspect of economic activity.
➢ Fulfilling sound and revenue-generating both liability and asset expansion.
➢ Relationships with consumers must be long-term, trustworthy, and simultaneously reliable.
➢ By doing so diversifying investment activities, it achieves sustainable growth and equitable advancement.
➢ To create trust in Financial transactions by introducing new schemes, products and tactics.

### 2.2.3 Different departments

Trust Bank categorized its entire banking system into three departments:

a) General banking,

b) Credit

c) foreign exchange.

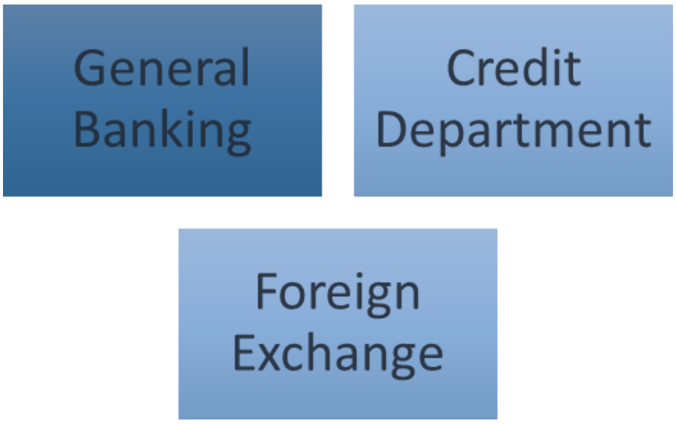


*Figure 1: Different Departments of TBL*

(**Source:** TBL Official website)

## 2.2.4 Products and Services

Trust bank limited provides a variety of facilities to its clients, in addition to traditional banking services. Trust Bank Limited provides the following products and services.

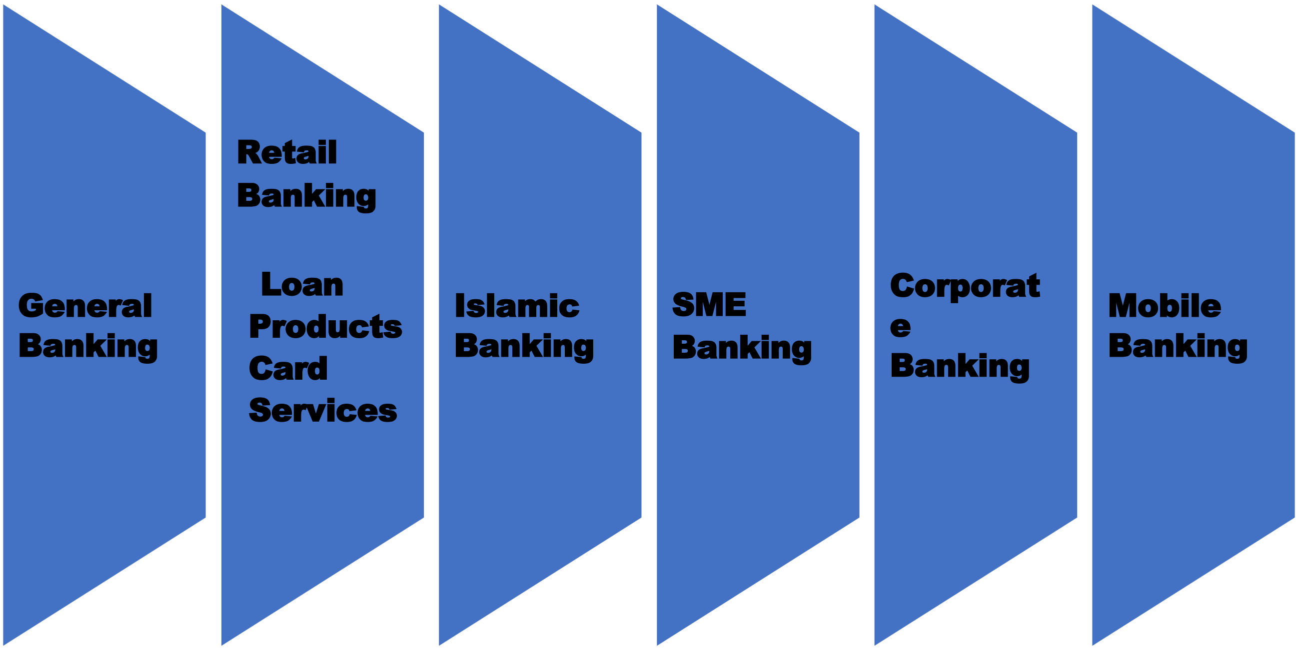


**Figure 2: Products & services Mix of TBL**

# 2.3 Management Practices

## 2.3.1 Leadership style

Trust Bank Limited hasn't ever relied on one or leadership to carry out its operations. Nevertheless, the institution employs a variety of methods of leadership to ensure that the financial institution consistently performs to what is expected.

**Autocratic Leadership Style:** In Trust Bank, I've observed the way the line manager or in charge assigns duties to their subordinates under time constraints. All subordinates are required to carry out their assigned tasks by the due date, which serves as an instance of the Autocratic Leadership Style. Following this manner, the line supervisor and in-charge can express their strategies and thoughts on how that will enhance the overall efficiency of the branch, which additionally serves as an instructional manual for their subordinates.

**Participative Leadership Style:** Regarding the departments for instance credit and trade, every staff member collaborates with each other to achieve outstanding achievement. I observed the way the departments assisted together to respond to the audit group. By following this leadership method, the employees feel that they are valuable to this bank and their opinions and suggestions matter a lot to this bank. As a result, it boosts as well as enhances the employee’s motivation level and makes them loyal to this bank which additionally increases their effectiveness and efficiency level in their workplace.

**Democratic Leadership Style:** The moment the branch generates a major decision, the supervisor and manager of operations sit down with all subordinates to have a discussion and demonstrate their points and perspectives in order to achieve an inclusive and effective verdict.

The ideal blend and mixture of each of the leadership styles assist Trust Bank in accomplishing its industry-desired objectives. The style of autocratic management contributes to closely monitoring workforce members, while the alternative two assists in promoting positive vibes transfer from the place of work.

## 2.3.2 Organogram of Trust Bank

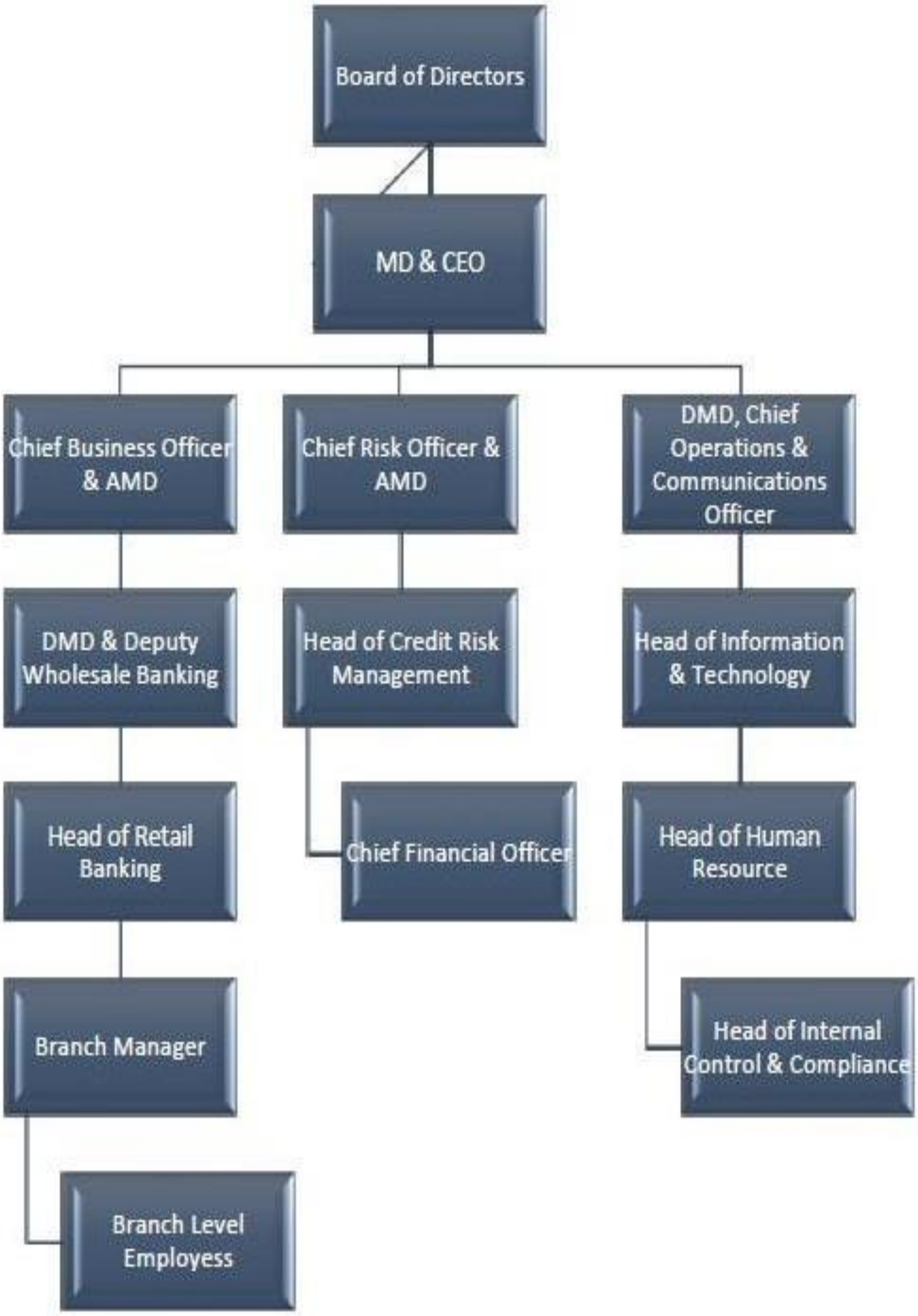


**Figure 3: Organogram of Trust Bank Limited**

### 2.3.3 The Human Resource Planning Process

Trust Bank defines its human resources department as a catalyst for increasing skilled workers' accessibility while also nurturing Trust Bank's fundamental principles to ensure sustained success for the company and the development of robust workforce value concepts. The whole HR strategic planning procedure aids in identifying Trust Bank's current and future HR requirements to meet all aspects of the bank's desired outcomes and goals. To operate more efficiently and correctly, the bank incorporates placed emphasis on efficient planning for human resources. It can be defined as the strategy supervisors and the management making sure that the appropriate candidates are in the proper locations at the proper moment and well-equipped for finishing their assigned duties.

More specifically, the Human Resources Division (HRD) is the framework for recruiting, instructing, training, and reviewing, along with remuneration of workforce members, handling labor relations, physical wellness, and safety issues, along with issues related to equity.

There are various HRD roles. They can be described as follows: 1. Executing Job Assessment: Job assessment is a method that can be utilized to figure out the responsibilities and abilities required of a job, as well as the type of people who should be hired for that position. The verdict of job evaluation is made up of two components.

These are their names:

a) Job Description - In addition to the outcomes of a Job Analysis, this is a brief overview of job- related operations duties, focusing relationships, workplace conditions, as well as supervisory responsibilities. Trust Bank encompasses a job description available to be used prior to they get started recruiting.
b) Job Specification - the description of the "human requirements" of the job, including the educational requirements, talents, capabilities, behavioral characteristics, and so forth - in simple terms, everything else produced by the job assessment and evaluation. The organization also develops job requirements and recruits qualified candidates for every vacant position at the correct moment in time. The internal manuals regarding the subjects of Internal Control along with Compliance and Enforcement, together with Human Resources, are available inside the bank, and they detail the particulars of Administrative rules, procedures, along with activities associated with human resources. The bank constantly closely tracks and assesses its executives' both their qualitative and quantitative achievements and progress by conducting the assessment of the achievement of the business goal in a variety of parameters and behavioral, strategic, and managerial aspects, as well as using their own personal evaluation method.

### 2.3.4 Recruitment & Selection

Trust Bank implements the term recruiting as a way of describing the organization's own method for identifying prospective, qualified, competent potential employees and encouraging them to submit their applications for their intended or the present vacant position. Trust Bank, on the contrary, defines hiring as the procedure of choosing the best applicants for the bank followed by appointing them to the positions that are available. This bank relies on an extremely rigorous staffing and hiring policy. Although the bank conducts internal as well as external recruitment, it opts for recruiting from external sources because it allows the bank to hire recently graduated and highly qualified applicants. Trust Bank promotes externally through its personal web page, social networking sites such as LinkedIn, bdjobs.com, daily newspapers, and other such channels. On-campus recruiting is also used by the bank on occasion. Potential applicants are additionally encouraged to apply on Trust Bank's career web page or send their professional curriculum vitae to the Human Resource Development (HR) email address. In certain instances, the banking institution will additionally provide jobs after evaluating the performance of the interns. The whole recruiting and hiring procedure encompass multiple phases such as CV gathering, CV evaluation, candidate shortlisting, organizing written assessments, organizing face-to-face viva, as well as medical and police tests. The processes assist the bank in identifying prospective workers who are enthusiastic, confident, competent, trustworthy highly intelligent, and skilled. Following the completion of each of these phases, Trust Bank proposes permanent employment to the most eligible applicants.The comprehensive Trust Bank hiring and selection procedure is presented as follows.

CV collection

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CV screening

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Shortlisting candidates

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Arranging written exams to check the basic and analytical skills of candidates

↓

Written exam evaluation

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Viva and interview session

↓

Medical and police test

↓

Appointment

### 2.3.5 The Compensation System

Most of these kinds of bank workers are initially inspired by adequate wages, compensation, incentives, and various advantages, which are neither unusual nor unanticipated the team of Trust Bank seems highly concentrated on facilitating advantages for workers through a versatile, competitive, and equitable compensation program. Every staff member's overall salary is subdivided into several components: basic salary, provision funds, health fund, house rent, etc. Trust Bank would like to make sure employees' family member's advantages of medical coverage, pension arrangements, insurance advantages, as well as obligatory 15 days off per year regarding the support of the divided compensation components. Trust Bank's structured incentive & compensation procedures ensure that employees remain committed and inspired towards this Bank and keep them loyal and satisfactory by ensuring them a handsome competitive compensation and increment package.

### 2.3.6 Training & Development Initiatives

Trust Bank frequently offers development and training programs, workshops, and virtual conferences to improve the efficiency and productivity of bank workers in order that the bank's efficiency and profitability can be enhanced. Employee development and training programs assist Trust Bank employers in emphasizing employees' talents and expertise. Staff members report that development and training functions allow them to remake & reinvent their existing talents while also learning new ones as well. Trust Bank primarily provides development and training programs throughout the shape of both on- and off-the-job tactics for filling proficiency and effectiveness gaps inside the institution. Their through hands- on experience techniques assist in comprehending the actual banking world, precise market position, along with the surrounding environment. Essentially, these techniques are somewhat a component of the strategy for acquiring skills throughout practice. Case studies, and film presentations, are some instances of off-the- job approaches. throughout my time as an intern, I witnessed off-the-job techniques such as Money Gram meetings through Zoom. Besides this, at the time of working in Trust Bank the Branch manager often arranged workshops and seminars on the premise of Trust Bank, Tongi Branch for making them aware of various financial terms and techniques such as money laundering, Bankrupting risk, and indication, and observing financial literature day, etc.

### 2.3.7 Performance Appraisal System

Trust Bank relies on appraisal processes for evaluating staff members on a variety of accomplishment measurements to ensure that the bank compensates all employees fairly. The bank monitors staff members' duties, and staff members are held liable for each of their decisions and actions. Certainly, it provides team members with the required changes to improve their own shortcomings. The bank assesses the accomplishments of its staff members in a variety of methods, including assessing achievements based on prior work experiences. In addition, the bank relies on management, colleagues, and agents, as well as 360-degree feedback for assessing worker performance.

## 2.4 Marketing Practices

Trust Bank applies the latest technology to maintain its branding & promotional methods. This company comprises of an outstanding promotional group. Below are a few of Trust Bank's marketing approaches for appealing to and keeping clients while also determining a unique competitive placement.

- Blogging: Trust Bank regularly blogs to maintain its official website along with social networking content accurate and up to date. The blogging process assists banking institutions in generating more visitors to their websites, developing organizational social networking identities, and establishing their own shortcomings. Clients as well as members of society may learn something by following the knowledgeable advice provided on the Capital One blogs.
- Social media content: Trust Bank's most efficient marketing tool seems social networking sites. Social networking is an effective channel for informing, beneficial, as well as pertinent content for consumers and stakeholders. The page/website's facilitator often generates and publishes self- promotional materials. The organization creates appealing material for clients. The financial institution also uses social networking sites to promote its employment opportunities. At the time of working at Trust Bank, I personally observed that the branch manager ordered all its branch employees to promote and publish various kinds of campaigns and product promotion of Trust Bank so that they can conduct their marketing promotion and send the invitation to all its clients. Trust Bank very intelligently conducts this marketing approach.
- Non-Traditional Reward Programmed: A client reward program of this sort. It serves as a bonus in boosting the loyalty of clients, retaining customers, and others like it. Providing something extra special to devoted consumers so that customers feel that they are valued, and they mean to the bank.
- Newspapers and Television Stations: Trust Bank generates promotions for media outlets such as newspapers and TV stations. The company produces innovative and captivating advertising to persuade consumers to deposit money in their financial institutions. Make career advertisements for print media and television networks. Trust Bank additionally sponsors certain television talk-show programs as a component of its promotional approach.
- Client involvement process: It's a strategy that is used sensibly by this bank for pleasing their devoted clients. Giving Eid gifts, Ramadan treats, Pohela Boishak presents, special presents for birthdays for

clients, along with anything else special assistance. Trust Bank carefully implemented this offer of reward so that customers can feel that this Bank is something for caring and also to make them special so that they can understand this bank is different from other banks and also to influence to use trust bank products and features more and more and also give recommend to others to become a customer of this Bank. Besides this, Trust Bank make agreements with various renowned and top-notch company, hotel, service provider, and restaurants such as Radisson Blue, Le Meridian, Sara Resort, Dusai, etc. where only trust bank's beloved customers will get some attractive discounts and offers which promotes other customers to use and be affiliated with Trust Bank products and services.

- Customer Data: Instead of Concentrating on monitoring consumer digital to accomplish specifies or acknowledge the most recent and innovative technologies, Trust banks utilize their client information to more effectively understand and offer the clients they currently have. Clients might receive customized texts as well as email messages on their cell phones because of the information gathering.
- Call center support - Trust Bank provides its clients with call center support. This additionally represents an ancient banking marketing approach. Clients are informed about new products and services, along with are assisted with getting the assistance they are looking for.
- Mobile App: Trust Bank has an application for smartphones accessible. Clients can use the app for accessing every aspect of banking. In this app, trust banks visualize different types of unique products, features, and attractive discounts to conduct their marketing and promotion and to send their advertisement to the nearest of their beloved customers and clients. It’s an effective marketing strategy and tool where the bank doesn’t need to spend any money as it’s their own promotion platform.

## 2.5 Financial Performance and Accounting Practices

### 2.5.1 Financial Performance

Trust Bank evaluates its financial standing on a frequent schedule to determine what its current standing is, where it is going, what the future may hold, along with its overall long-term viability. Trust Bank's CAMEL rating evaluation assists in determining the bank's situation, uncertainty, availability of funds, asset value, efficient operation, financial stability, along with everything else.

### 2.5.1.1 Total Asset Turnover


**Figure 4:** Total Asset Turnover of Trust Bank Limited over the last 4 years

| Ratio | Year | | | |
|---|---|---|---|---|
| | 2018 | 2019 | 2020 | 2021 |
| Total Asset Turnover | 0.255 | 0.274 | 3.306 | 4.392 |

**Interpretation:** We know that the asset turnover ratio assesses the level of effectiveness with which a Bank's assets generate sales or profits. It computes an annualized percentage of TK revenue (sales) compared to all assets. So, if we look at the above table we can clearly state that in 2018 Trust Bank had 0.255 and later on in 2019 it had 0.274 which means it generated greater money per Taka of the asset it had. After that in 2020, it had 3.306 and in 2021 it stood at 4.392 increasing a great portion which is indicating that Trust Bank is generating much greater revenue or profit per taka asset it had year after year which is a very good sign and indicator of the Trust Bank's financial strength.

### 2.5.1.2 Net Profit Margin

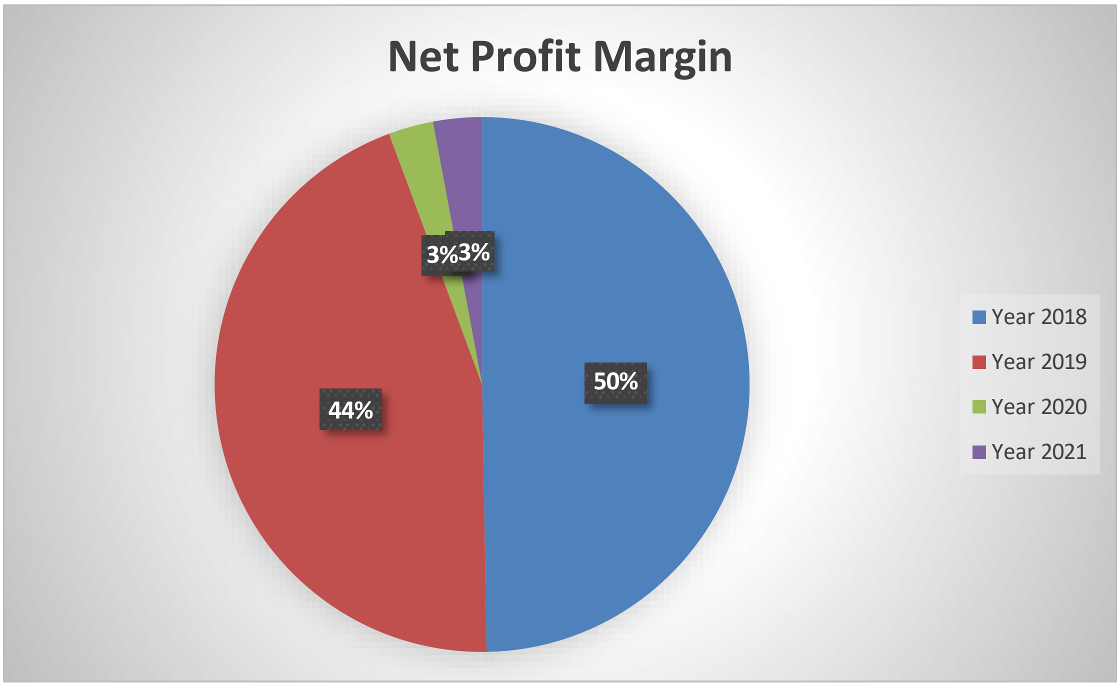


**Figure 5:** Net profit margin of Trust Bank Limited over the last 4 years

| Ratio | Year | | | |
|---|---|---|---|---|
| | 2018 | 2019 | 2020 | 2021 |
| Net Profit Margin | 2.813 | 2.523 | 0.153 | 0.167 |

**Interpretation:** Basically, we know, the net profit margin, or just simply net margin, represents a percentage of revenues that determines how much net revenue or earnings is achieved. It refers to a proportion of an organization's or company's segment's net profits regarding revenue generated. The margin of net profit is often presented as a percentage; however, it additionally can be calculated in decimal units. So, in the above table, we can see that in 2018 Trust Bank had 2.813 Net profit margin. But unfortunately, later, it became declining of its net profit margin. In 2019 it had 2.523, in 2020 it was 0.153 and in 2021 it had only 0.167 Net profit margin.

### 2.5.1.3 Cash Ratio

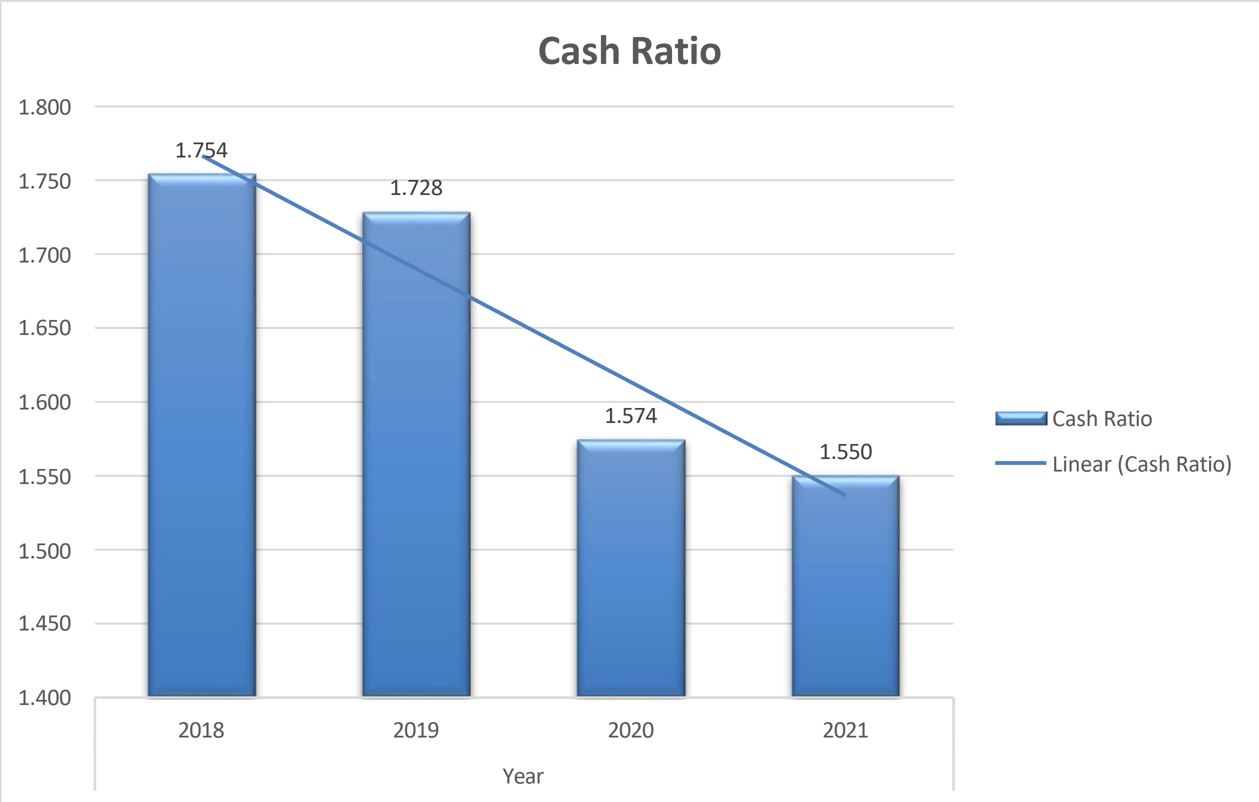


**Figure 6:** Cash ratio of Trust Bank Limited over the last 4 years

| Ratio | Year | | | |
|---|---|---|---|---|
| | 2018 | 2019 | 2020 | 2021 |
| Cash Ratio | 1.754 | 1.728 | 1.574 | 1.550 |

**Interpretation:** The cash ratio represents an indication of liquidity that demonstrates an organization's capacity to meet its short-term financial obligations solely with money and its equivalent. The proportion of cash is calculated by combining an organization's total amount of cash along with near-cash assets retains and dividing the total by its entire current liability amount. So, in the above table, we can see that Trust Holds a good or strong position in its current ratio portion. In 2018 it had 1.754 ratios and we know bigger than 1 indicates that this Bank had a much strong capability to pay its short-term liabilities compared to its assets and whereas less than 1 means the organization is struggling and suffering to pay its short-term liabilities. In 2019 it had 1.728 and later in 2020 & 2021 it had respectively 1.574 and 1.550 which is quite good to recover Trust Bank's short-term liabilities.

### 2.5.1.4 Capacity Ratio

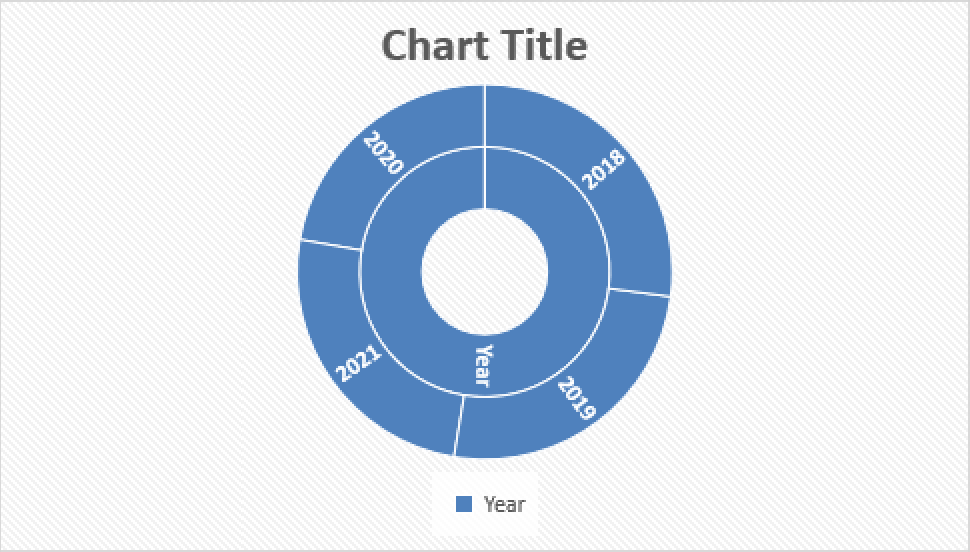


**Figure 7:** Capacity ratio of Trust Bank Limited over the last 4 years

| Ratio | Year | | | |
|---|---|---|---|---|
| | 2018 | 2019 | 2020 | 2021 |
| Capacity Ratio | 0.759 | 0.715 | 0.623 | 0.704 |

**Interpretation:** We know, if a bank's capacity proportion is smaller than in previous fiscal years or compared with similar banks, it ought to be more favorable and excellent for that bank. In the above table, we can see that in 2018 TBL had a 0.759 capacity ratio. Later, in 2019 & 2020 it became reduced and came to 0.715 and 0.623 and we know the more it will become reduced compared to its previous year the more excellent or indicating strength of a Bank. However, in 2021 it increased little bit and stood at 0.704 which

is somewhat acceptable and not bad that much.

### 2.5.1.5 Investment to deposit Ratio

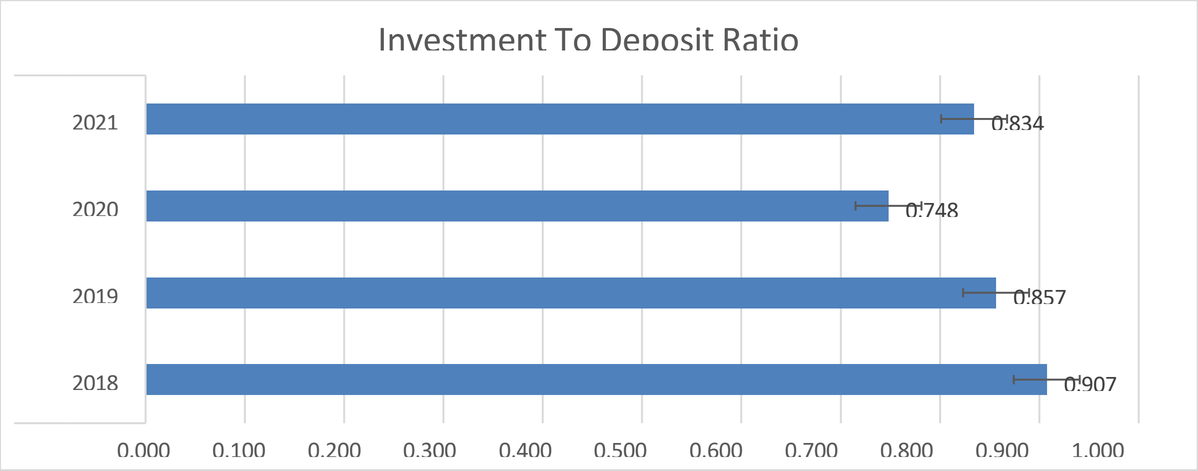

**Figure 8:** Investment to deposit ratio of Trust Bank Limited over the last 4 years

| Ratio | Year | | | |
|---|---|---|---|---|
| | 2018 | 2019 | 2020 | 2021 |
| Investment To Deposit Ratio | 0.907 | 0.857 | 0.748 | 0.834 |

**Interpretation:** We know, the amount of investment to deposit proportion indicates how much of the money being deposited has been utilized for their investment. So, if we look at the above chart and table we can see that in 2018 it had 0.907 and later on, in the following years in 2019, 2020, and 2021 it was declining respectively to 0.857, 0.748, and 0.834 which means Trust Bank was not utilizing its deposit funds properly in investing profitable sectors both in domestic and foreign (EPZ) area properly.

### 2.5.2 Accounting Practices

The entire set of accounting records included in Trust Bank's annual reports are prepared on an accrual method, using the tradition of historical costs and the going concern notion. Their accounting statements are formatted in accordance with the International Financial Reporting Standards, abbreviated as IFRS. The IFRS incorporates the Companies Law of 1994, IAS or International Accounting Standards, the Securities and Exchange Commission of Bangladesh Protocols 2000, along with additional associated legislation and regulations. Additionally, each of the financial records are formatted in Bangladeshi taka (BDT) format. Trust Bank's monetary statements include assertions of its financial standing, statements of revenue or loss and other broad earnings, assertions of adjustments to equity, remarks of cash flows, and an overview of notable accounting practices, among other things.

2.6 Operations Management and Information System Practices

### 2.6.1 Operations Management Practices

Trust Bank's operations division strives to provide a superior client experience for every single client when interacting with the bank. To achieve this objective, this department participates in the redesigning of its basic, core, along with associated procedures. Furthermore, the department encompasses sophisticated technology to increase productivity while decreasing expenses.

The operations department of Trust Bank is an effective integration of several other departments that work in combination alongside their other banking sections. Their operational approaches ensure that their banking targets and objectives are met in a straightforward and seamless way. This division's basic activities consist of providing service, superior operational performance, sending email or printed paper form assertions, card procedures, central clearing procedures, operations at branches, treasury procedures, launching accountability operations, operations undertakings, and assistance.

### 2.6.2 Information System Practices

Trust Bank preserves an efficient and robust IT department for handling its day-to-day operations. Staff members will never be able to carry out work without an advanced confidential information system. Trust Bank's robust structure and sophisticated technology is exemplified by Flora's account. The human resources department oversees maintaining the database of staff members, as well as the general banking department compensates database, credit, business transactions, CPC for borrowing, and LC records. The IT system assists the banking institution in collecting and processing all of the aforementioned data over time. On the contrary hand, their effective management technological systems aid in handling risks by implementing operational and administrative supervision. In a nutshell, the bank's technological systems perform are so helpful that it operates exceptionally well.

## 2.7 Industry and Competitive Analysis

### 2.7.1 SWOT Analysis

The assessment of SWOT is used to evaluate an organization's standing in its sector of business. Internal variables for instance strengths and weaknesses, as well as external variables for instance as opportunities and threats, will be assessed to tactically determine fields for enhancement along with a company's competitive edge. The SWOT analysis of Trust Bank Limited is described below:

**Strengths:** One of TBL's strong points is that it was established and is funded by an Army welfare trust. As a result, the financial institution encompasses no financing issues. A significant number of its customers originate from the armed forces group, as TBL handles all of its financial affairs, from wage distribution to handling the company's operations funds and activities effectively and efficiently. As a result, it represents one of TBL's strengths. A further indicator of its strength is its growing reputation throughout the country. TBL additionally provides a strong service and product assortment which comprises cutting-edge technological infrastructure. Furthermore, their appealing position close to the cantonment region is regarded as a strength. Lastly, another strong part is that this Bank will not be in a Bankrupt situation as this bank is controlled, run, and funded by Bangladesh Army. As a result, people have a high faith and trust that their valuable money will be kept in a very safe situation and never their deposited money will be gone under a Bankrupt situation. It’s a massive strength for Trust Bank Limited.

**Weakness:** There have several weaknesses of Trust Bank Limited. Some are given below:

- Ineffective marketing division: The bank spends little on advertising campaigns and marketing campaigns for fostering its financial products and other services. Consequently, numerous consumers are unaware of their newly introduced products and services.
- Inadequate ATM booths: the total quantity of ATM booths does not correspond to the significant number of customers. Furthermore, most ATM booths are quite tiny. Clients have issues with this concern and the environment of the TBL ATM Booths.
- Insufficient branch resources: Insufficient and poor branch resources may occasionally fail to meet expectations and attract clients.
- Prolonged loan authorization procedures: The bank's borrowing procedure is approved, rigorous, and time-consuming. As a result, numerous clients grow frustrated and seek loan approval from other banks.
- Expanded costs: Because of innovative thinking and sophisticated technology, the bank's costs and expenditures rise.

**Opportunities:** One of TBL's significant possibilities might involve its expanding client's credit holders, as revealed by a of my studies. The organization can target customers with a specific marketing approach. A further possibility is that their earnings will rise. According to its ten-year fiscal year information, revenue keeps rising, which allows TBL to further develop its operation and create consumer interest in the goods and services they provide.

**Threats:** Though Trust Bank operates and is run by Bangladesh Military forces, but it has some sort of threats compared to its other competitors and environment. Some threats of Trust Bank are described below:

- International bank advancement: Well-known global financial institutions such as Woori Bank, HSBC Bank, City Bank NA, Standard Chartered Bank, and several others ultimately operate successfully in the nation as well. These financial institutions have strong client relationships along with strategies & objectives to expand their operations soon, posing a significant threat to Trust Bank.
- Limitations enforced by the Bangladesh Bank: Because the Bank of Bangladesh regulates all deposits along with borrowing rates, Trust Bank's prospective profits could be hampered.
- Expanded Competitors: a combination of all the potential recently introduced financial products and services from competing banks, Trust Bank might encounter strong rivalry.

## 2.7.2 Porter’s Five Forces Analysis

Porter's Five Forces framework examines the five variables which affect a sector and emphasizes the significance of challenge in terms of rivalry within the sector, emerging competitor possibilities, vendor and consumer bargaining strength, and the potential availability of replacement services and products. Porter’s five forces analysis of Trust Bank Limited is described below:

**a) Power of Buyers: (High)**

While a consumer has purchasing power, it indicates that the consumer can negotiate a price that is lower. It can be possible if there are plenty of possibilities along with the switching price seems relatively low. They have numerous options for themselves. Clients can migrate to other banking institutions whenever they observe that alternative banks offer customers fewer difficulties and higher-quality offerings. TBL additionally seems vulnerable to buyer power. To mitigate this potential risk, TBL ought to work hard to provide the greatest possible service to their customers to ensure they are reluctant to migrate to other banks.

**b) Bargaining power of Suppliers: (Low)**

Bank suppliers include vendors, customers who deposit money, the paper and stationery category, along with networking and IT-related activities. Trust Bank suppliers have little power to negotiate. They can easily switch banking institutions when they receive a better rate of return by depositing the same amount of money, but the power to negotiate with the alternative supplier is weak. The supplier's bargaining power is low in this scenario.

**c) Threat of substitutes: (Medium)**

It seems that there are plenty of choices other than banking institutions for making investments with excess funds for customers. The organization can put its money in the stock markets, stock mutual funds, government-issued securities, debt securities, multi-level promotions, and other ventures. Consequently, they ought to have numerous alternatives to banking for making investments with the cash they have. As a result, Trust Bank's chances of receiving an alternative product are moderate to high. They may have an impact on TBL's clients and thus revenue generation. TBL ought to be aware of this aspect to stay away from this potential risk.

**d) Threat of new entrance: (Low)**

The obstacle to entry has a significant impact on the earning capacity of a bank. Already established banks face a challenge when their entrance obstacles are minimal. TBL's new entry threat is not significant. stepping into the banking sector generally isn't simple since it necessitates a large amount of funding, as well as extremely complex and extended rules and regulations. subsequently additionally becomes difficult to build a brand reputation comparable to TBL or other banking institutions. As a result, even though its new entry threat is minor, it will need to

be aware of its already existing rivals.

**e) Competitive rivalry: (High)**

The TBL marketplace rivalry is fierce. The banking field has evolved from a single entity to a swiftly expanding competitive marketplace in which everybody provides up-to-date services to customers. Additionally, there are numerous private banking institutions and multinational corporations (MNCs) in our country that operate in precisely the same market and provide similar services. Consequently, a result, TBL operates in an extremely competitive setting. TBL's most significant rivals among private commercial banking institutions and foreign banking institutions are likely Dutch Bangla Bank, Dhaka Bank, Mutual Trust Bank, Uttara Bank, Citibank NA, and HSBC as well. Consequently, to be competitive and gain an edge over competitors, TBL ought to preserve identical standards in the products and services they provide.

## 2.8 Summary and Conclusions

Trust Bank Limited makes an important role in our nation's expansion in the economy. They are generating financial resources and contributing to the nationwide economy through their general banking, loan- advance, along with foreign currency trading operations. TBL is involved in a variety of social assistance initiatives and endeavors to help the nation's socioeconomic framework rather than emphasizing solely on profitability. subsequently additionally facilitates our nation's foreign currency transfers because it has affiliations with numerous banks overseas. As a result, by improving their public reputation and brand equity, as well as providing outstanding client service, they are expanding their operations across the entire nation. Their achievement & accomplishment was also due to the administration's diligence, and dedication, along with evolving administration, because of which they effectively obtained a place to be incredibly innovative along with spontaneous banking institution throughout the nation within a short period of the moment. TBL's present standing is good enough, but they primarily serve defense personnel. Despite the fact that it represents one of their strengths because the institution was originally established and financed by The Army Welfare Trust. The Chief of Army Staff serves as the bank's chairperson, and executives have been selected by the Trust, so that the organization has no issues regarding the funds. Unfortunately, in the modern era, if the banking institution does not provide outstanding client service, it will become tough to stay in business as every person desire to receive exceptional service. Therefore, despite their shortcomings, they are accomplishing tremendous things for the country's economy. They may perform more effectively in future periods if they can lessen their constraints and establish innovative concepts.

## 2.9 Recommendation/ Implications

To stay a strong competitor in the banking atmosphere, Trust Bank, consisting of other banking institutions, ought to implement the most innovative attainable tactics for all aspects of their procedures, otherwise, their tactics may become out of date. Because of the suggestion, I would like to recommend Trust Bank the following things:

- It is figured out that Trust Bank mainly gives services to military personnel on a priority basis and different army funds and projects. They should broaden their service to the wider community in conjunction with various business organizations.
- Throughout my time as an intern, I discovered that numerous clients were not pleased with their ATM card assistance, thereby TBL ought to deal with this significantly in order to provide its clients with more satisfactory ATM facilities.
- Given that its client base and credit parts are essential and expanding, it ought to concentrate on this

category. The organization might transform this category into a niche marketing category, reducing the risk of a decline.

- Trust Bank ought to concentrate on lowering its service charge because other banking organizations provide similar goods and services. Because trust Bank's products and services charges and process fee charges are comparatively higher than other Banks.
- Also, Trust Bank should offer its beloved customers a higher profit rate of interest on their deposited money and cash whereas other banking organizations technically offer a more attractive deposit profit interest rate.
- Furthermore, Trust Banks' loan processing fee, sanction time, and loan approval time are quite costly and very time-consuming which makes the clients more frustrated and makes the very dissatisfied with the trust bank. As a result, they switch to other banks as they have plenty amount of choices to shift and pick other banks' loans. Trust Bank should concentrate on and develop this prolonged loan processing time and procedures.
- Lastly, as the trust bank is already become a brand and achieved a strong faith place towards its clients and customers the trust bank should increase the ATM Booths and increase the branch of trust Bank. As we can see that other banks have plenty number of branches in a locality to give doorstep support and services to the general people whereas trust bank is not working very closely. So, I think to remain sustained in this competitive banking industry the trust bank should increase its ATM booths and its branch so they all the general people can get the door step facilities and services from the Trust Bank Limited.

# Chapter 3: Project Part

## 3.1 Introduction

### 3.1.1 Background

The banking sector is critical to the nation's growth and prosperity. The strength of a nation's banking sector has an enormous effect on its overall economic circumstance. To begin with, banking institutions gather savings via multiple depository institutions so that consumers may preserve their personal funds protected in banking institutions. They make loans to consumers, companies, and the agricultural industry all at the same time. The banking industry encourages investment. Banks make an investment in the funds they receive from those who make deposits. They can execute both capital investments and advance loans to various other investors as well. In foreign trade, such as an export or import, funds must be transferred from a specific nation to a different nation via banking institutions. As a result, banking institutions perform a significant part in the growth of a nation's economy. Banking institutions are like a heart in the framework of the economy, and the funding they supply is like the blood. As a result, whenever a nation's agricultural, industrial, and various other fields do not receive adequate financial support for a period they will ultimately be collapsed. As a result, the banking sector has become an essential component of any economic system and nation. Nowadays, we cannot imagine cutting-edge trade and business without the accessibility of banking facilities. Customers used to assume that a physical presence was required for every banking operation. Clients used to assume that all banking had to be accomplished individually and that nobody's accounts could be maintained with another type of system. Nevertheless, the notion of banking is no longer bound by a manual procedure. All of Bangladesh's banking institutions have upgraded their operations while introducing fresh innovations to foster devotion and dependability among their intended clients. Banking services have reached new heights, from generating various cards to establishing electronic banking frameworks. The banking sector is attempting to accomplish the digital goal by modifying and updating its operations.

### 3.1.2 Objective

Each report has a specific purpose and objective. This internship report provides an overview of Trust Bank Limited as well as its various functions and activities.

**Objective:** The objectives and purposes of this report are provided below:

- To find about the TBL’s credit lending methods and steps.
- To figure out strength and weakness of Trust Bank Limited's credit operations system.
- To figure out Trust Bank Limited's current standing regarding credit management.
- To provide some recommendations for Trust Bank Limited's effective Leading Operation.

### 3.1.3 Significance

This report is done with the objective of analyzing and finding out various activities’ products, and services the trust bank provides to its clients. Moreover, have emphasized findings on the credit products and services of trust bank along with the standing and the real scenario of trust bank by analyzing its numerous financial data and resources over the four years which later found the financial scenario and revealed the strong side and the weak side of trust bank. Finally, at the end of my analysis opinions and comments have been given based on the analyses of trust bank’s financial data and calculated the several integral ratio part of trust bank Limited.

## 3.2 Methodology

Most of the information utilized to compile data collection, costs, and evaluate financial performance comes from secondary sources. More information about salary packages, systems for administration, and so on. The financial data and resources were collected from the latest audited annual report of trust bank limited and the year-end data consist of 2018 to 2021-year data of Trust Bank Limited. The management systems, rules, and regulations, the leadership styles, the attribute and behavior of the employees, and the cognitive and behavioral skills of the trust bank was closely observed by myself when I worked there as an Intern for three months. Later on, other limitations, problems, and the upcoming strategies and plans of trust banks I found after a face-to-face discussion with the officers of Trust Bank Limited. Additionally, what the general people think about trust bank, and how much they are satisfied with the service and products offered by Trust bank was written after with general clients who visits trust bank frequently for conducting their daily to daily works and activities. Finally, some relevant information and scenario was provided by the officers of Trust Bank Limited.

## 3.3 Findings and Analysis

### 3.3.1 Quantitative Analysis

In accordance with credit assessment, banks additionally conduct a quantitative assessment, which involves the investigation of financial statement ratios to determine an organization's recent performance.

The investigation was mainly implemented to illustrate the correlation between the selected portions of financial statement data, and this connection could be expressed as a percentage, rate, or simple proportion. Because just one ratio analysis is unable to provide deeply significant interpretations, I figured out ratios over the four distinct periods and then compared them to the base year with TBL in this report.

To clarify TBL's current condition, I made an effort to explain some key ratios from the last four years of data which include the current ratio, Return on Asset ratio, Return on equity ratio, Net working capital ratio, Equity to net loans, and lastly Debt ratio. These ratio analyses and examinations will give a clear understanding of the current standing view of credit performance and the financial stability and strength of Trust Bank Limited. Those are demonstrated graphically below.

### 3.3.2 Current Ratio

The current ratio illustrates the correlation between the assets and liabilities of an organization. A higher ratio indicates that the organization encounters greater assets compared to liabilities. A current ratio of four, for instance, indicates that the organization could theoretically pay off the current debts four times over.

| Ratio | Year | | | |
|---|---|---|---|---|
| | 2018 | 2019 | 2020 | 2021 |
| Current Ratio | 2.238 | 5.242 | 1.148 | 1.198 |

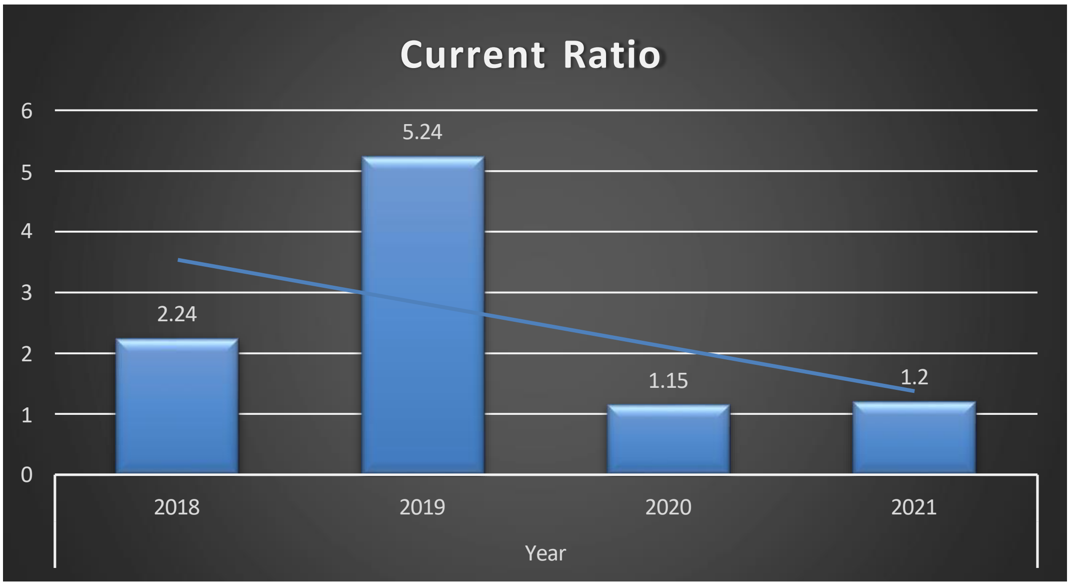


**Figure 9:** Current ratio of Trust Bank Limited over the last 4 years

We know, The Current Ratio is a proportion that evaluates the capacity of a bank to fulfill its short-term debts. The current ratio serves as an outstanding assessment instrument because it determines whether the company has enough financial resources to cover its debts over the next 12 months. The current ratio in 2018, 2020, and 2021 is less than in 2019. It is negative to TBL. Because it demonstrates that the bank's current liabilities were increasing more rapidly than its current assets. Also, it implies that the trust bank is in a bad position and its current ratio strength was declining from 2019 as in 2019 it had a strong 5.24 ratio whereas it was falling drastically in 2020 & 2021. The trust Bank should develop their current ratio lacking and should take necessary steps to make its current ratio strong again.

### 3.3.3 Return on Asset (ROA)

The proportion of net revenue to total assets is used to calculate return on assets (ROA). Return on assets, in other words, signifies revenue per Taka on total assets. It is also possible to represent it as a percentage. Return on assets equals net income divided by total assets.

This proportion assesses the organization's profitability in relation to its total assets. A high ROA signifies that the administration is profitably making use of the organization's assets.

| Ratio | Year | | | |
|---|---|---|---|---|
| | 2018 | 2019 | 2020 | 2021 |
| Return on Assets | 0.007 | 0.007 | 0.005 | 0.007 |

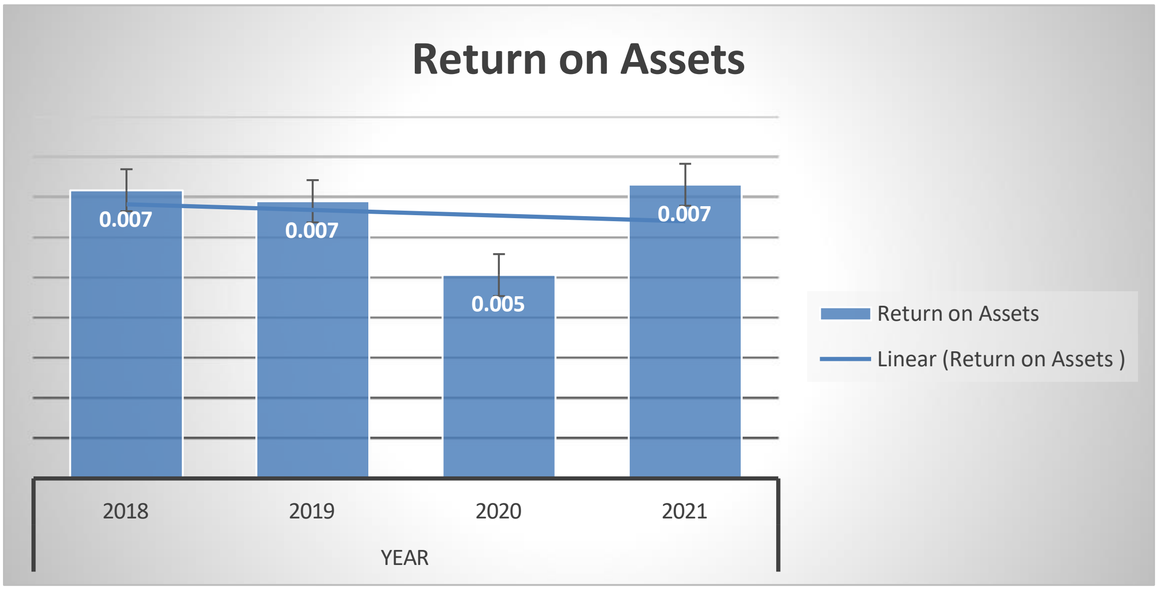


**Figure 10:** Return on Asset of Trust Bank Limited over the last 4 years

The return on asset (ROA) ratio measures an organization's profitability in relation to its entire assets. ROA indicates how effective the organization is at generating revenues from its assets. TBL's return on asset (ROA) ratios in 2018, 2019, 2020, and 2021 are 0.7%, 0.7%, 0.5%, and 0.7%, respectively. The trend line demonstrates that the return on assets remained the same from 2018 to 2019 which is quite good. However, the trend line has declined from 2019 to 2020, implying that the bank's circumstance is not good enough and later on in 2021 it improved.

### 3.3.4 Return on Equity (ROE)

Return on equity (ROE) is an assessment of how effectively the owners performed throughout the fiscal year. ROE is the ultimate (basic) determination of the organization's accomplishments. ROE is commonly calculated as:

Net Income / Shareholder Equity = Return on Equity. This proportion calculates the amount of earnings produced by the shareholder's investment. A greater ROE proportion signifies that investors are getting greater returns on their investments.

| Ratio | Year | | | |
|---|---|---|---|---|
| | 2018 | 2019 | 2020 | 2021 |
| Return on Equity | 14% | 14% | 11% | 15% |

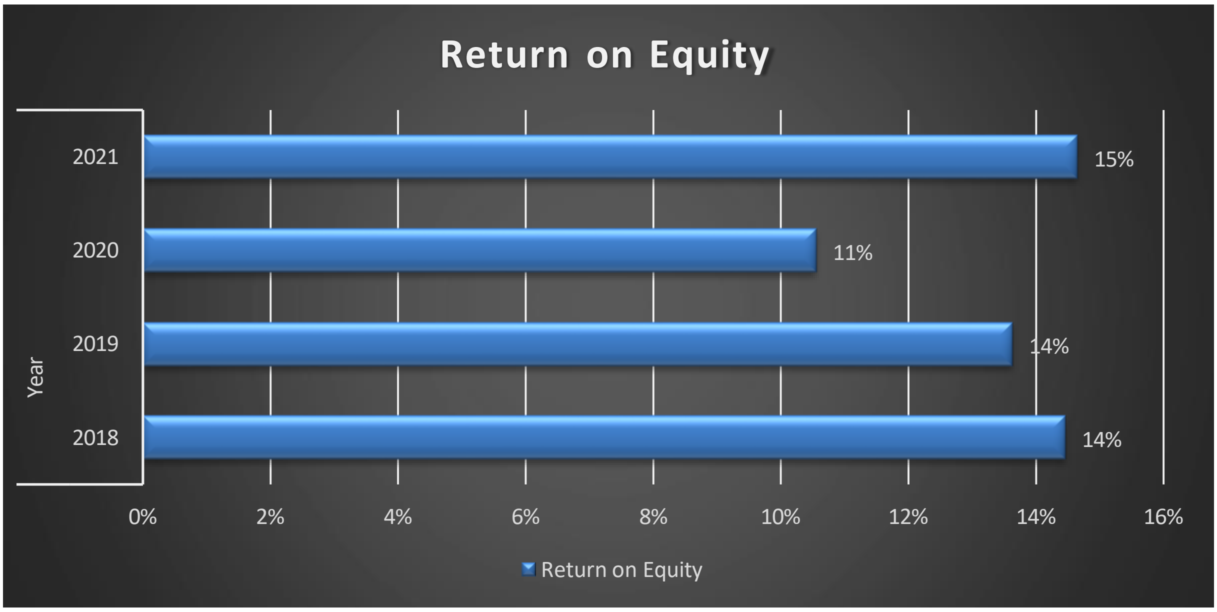


**Figure 11:** Return on Equity of Trust Bank Limited over the last 4 years

In the above graph, we can see that in 2018 it had 14% and in 2019 it had the same 14% same which is indicating in investing money in a trust bank the shareholder's capital would remain in a stable position. But unfortunately, in 2020 it declined and stood at 11% which was a bad indicator sign for the shareholders to invest and return from their shares. However, in 2021 it was massively improved and indicating that Trust Bank was in a good impressive position and the investors or the shareholders will get much greater return from their investment and the amount was 15% which was quite good and impressive.

### 3.3.5 Net Working Capital

Net working capital, commonly referred to as working capital or NWC, is an indication of an organization's short-term financial stability. The distinction between an organization's current assets and its current liabilities is represented by NWC, along with the remaining amount of money is the working capital that the organization has for the near future.

| Ratio | Year | | | |
|---|---|---|---|---|
| | 2018 | 2019 | 2020 | 2021 |
| Net working Capital | 2.238 | 5.242 | 1.148 | 1.198 |

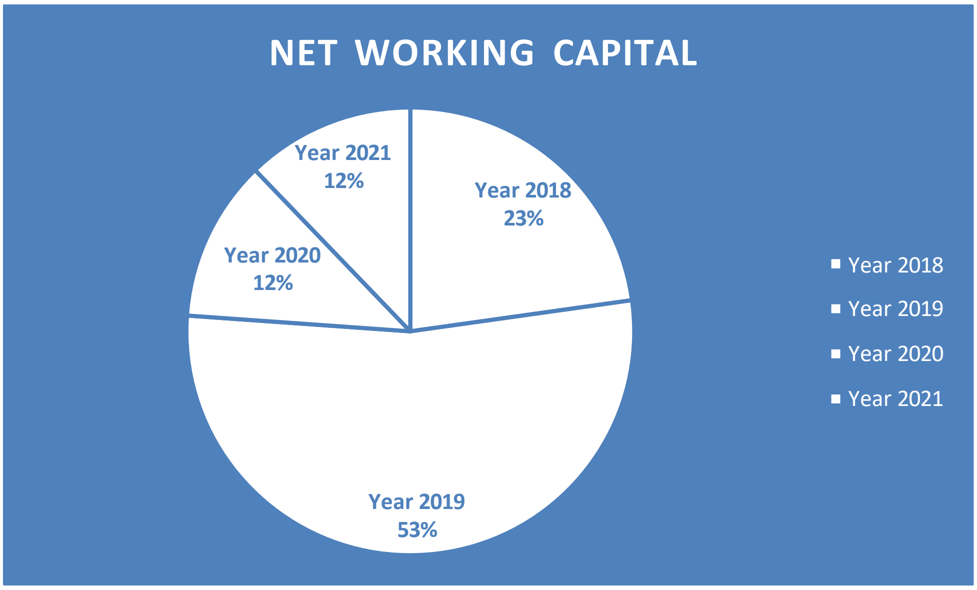


**Figure 12:** Net Working Capital of Trust Bank Limited over the last 4 years

We know, positive Net Working Capital means the organization has strong financial strength and backup whereas negative New Working Capital means poor vulnerable financial strength of an organization that is going to be or is likely to be in a bankrupt situation. In the above scenario, we can see that, in 2018 trust bank had 2.238 NWC, and later in 2019 it began to rise and stood at 5.242 which was quite good and impressive which means in 2019 Trust Bank had much more greater assets than its liability. Later on, in 2020 and 2021, it became reduced in number and came respectively in 1.148 and 1.198 which is not bad at all for Trust Bank Limited as the figure is still in positive number.

### 3.3.6 Equity to Net Loans

The ratio of debt to equity compares the number of loans an organization currently holds on to the worth of its assets net of liabilities. It employs the book valuation for equity rather than market value because it demonstrates the ratio of equity and debt used for funding the organization's assets. The ratio of debt to equity, or D/E for short, distinguishes an organization's total liabilities against its shareholder equity and can be used to determine how reliant it is on loans.

| Ratio | Year | | | |
|---|---|---|---|---|
| | 2018 | 2019 | 2020 | 2021 |
| Equity to net Loans | 0.065 | 0.071 | 0.077 | 0.071 |

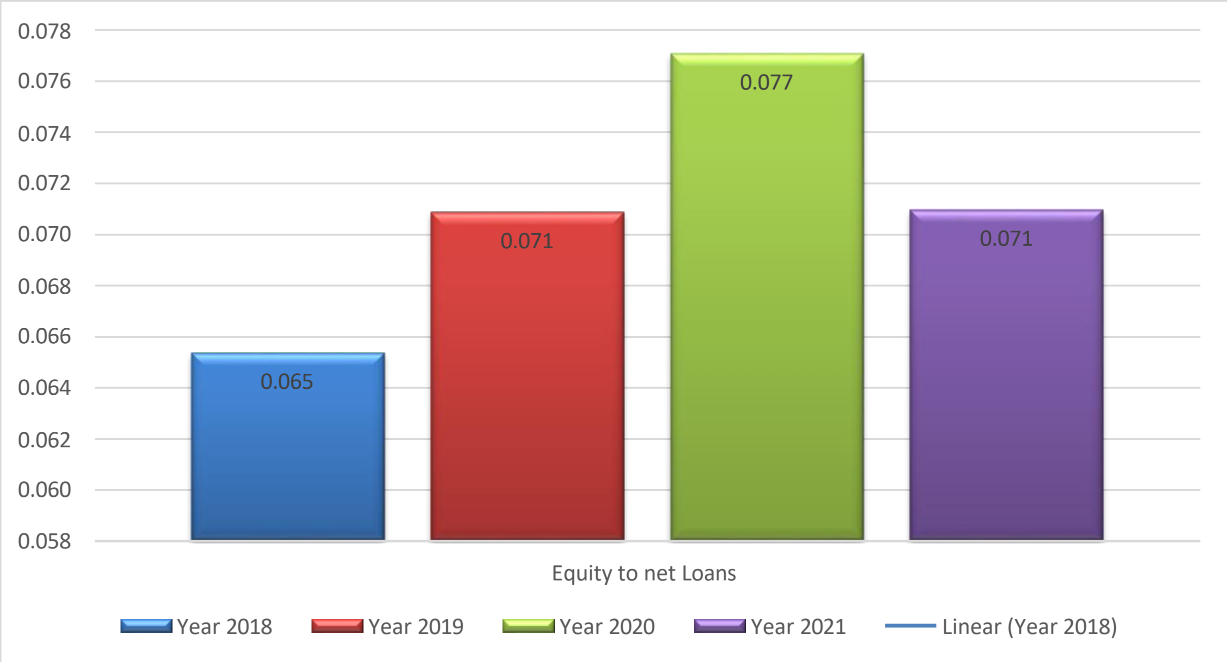


**Figure 13:** Equity to Net Loans of Trust Bank Limited over the last 4 years

In the above scenario, we can see that in 2018 TBL had 0.065 of D/E and later on in 2019,2020 & 2021 it was respectively 0.071, 0.077 & 0.071 which means TBL had very less amount of Loans or debt from the shareholders which is very impressive for TBL.

## 3.3.7 Debt Ratio

| Ratio | Year | | | |
|---|---|---|---|---|
| | 2018 | 2019 | 2020 | 2021 |
| Debt Ratio | 0.476 | 0.490 | 0.476 | 0.990 |

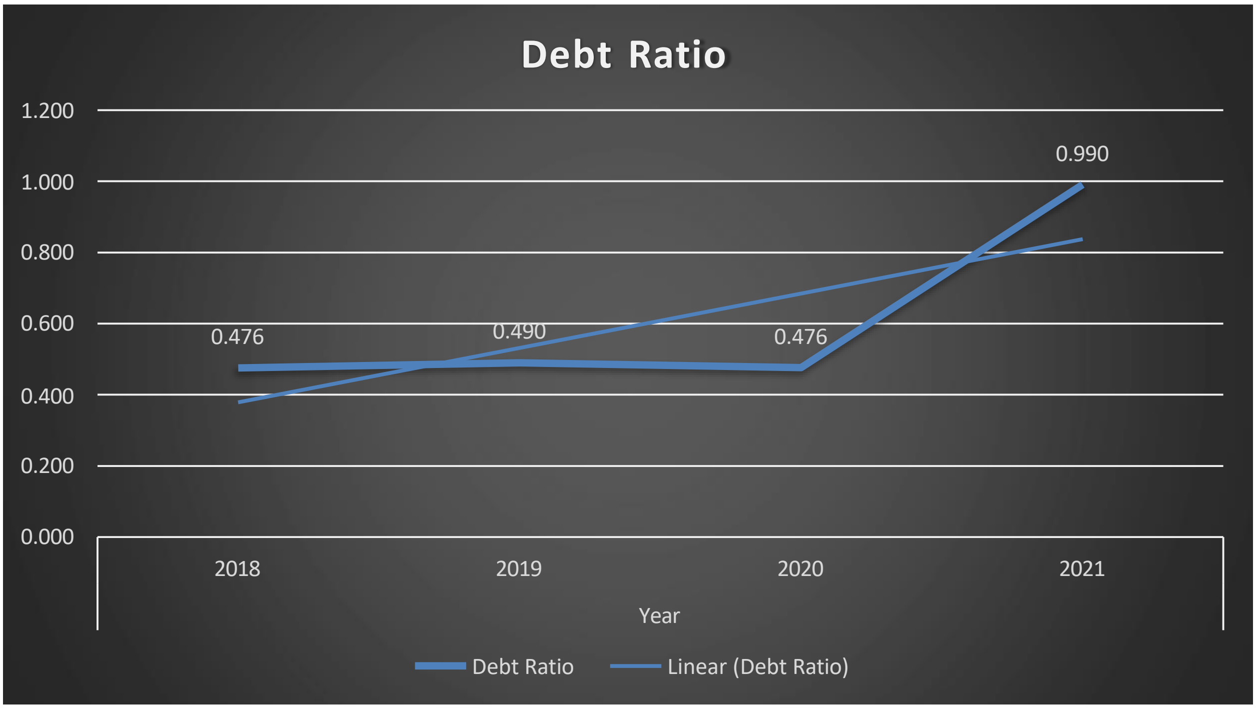


**Figure 14:** Debt ratio of Trust Bank Limited over the last 4 years

We know, the debt proportion of an institution can be determined by dividing the total amount of debt by the total amount of assets. Having a debt ratio higher than 1.0 or 100% signifies that the organization encompasses a greater amount of debt than assets, whereas a ratio of debt lower than one hundred percent demonstrates that the organization encounters more assets than debt. So in the above table and chart, we can see that in 2018 it had a very strong position and it had a stronger ability to recover it's all types of debt as it had greater assets than its liabilities. But later on, in 2019,2020, and 2021, the number stands respectively 0.490, 0.476, and 0.990. However, as the amount was less than 1.0 so we can easily state that Trust Bank stands in a good position and heading in the right direction.

### 3.4 Summary and Conclusions

Trust Bank Limited generates a substantial impact on our nation's economic expansion. They are utilizing funds and contributing to the growth of the economy through their general banking services, loan- advance, along with foreign exchange operations. TBL is involved in a variety of social assistance initiatives that aim to help the nation's economic system rather than concentrating solely on earnings. It additionally supports our nation's foreign currency transfers because it has connections to numerous foreign banks. As a result, by improving their brand reputation and courtesy, as well as providing superior client care, they are expanding their businesses across the nation. So, in the above analyses, I have found different scenarios and situations of Trust Bank Limited in one side I have found its strong and strengths sight, and on another, I have found its weakness sight of Trust Bank Limited. But on the overall side, I have found out that Trust Bank is standing in a good strength position and this bank heading to its goals and objectives correctly. Besides this, there doesn't have any probability to be in a bankrupt situation as its financial strength and its assets are in a very strong competitive position.

## 3.5 Recommendations

In order to stay strong competitors in the baking surroundings, Trust Bank must implement the most advantageous attainable strategy in all aspects of their activities, otherwise, their tactics may become out of date. Some recommendations and suggestions are given below for the Trust Bank Limited:

- Trust Bank has been observed to primarily serve military personnel and various army funds. They ought to extend their services to the wider community along with the rest of the business community.
- Given that its client base credit portions are crucial and expanding, it ought to concentrate on this category. They might transform this segment into a niche promotional category, reducing the risk of a decline.
- Throughout my time as an intern, I discovered that numerous clients were not pleased with their ATM card assistance, consequently, TBL ought to take this deeply in order to provide its clients with more satisfactory ATM services.
- The Current Ratio of the Bank is not satisfactory for the last few years
- The Return on Asset and Return on Equity had several fluctuations. The authority should emphasis on these two crucial segments as Bank's development and the draw attention of the general greatly depends on these two crucial financial data analyses.

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## List of Acronyms

The following acronyms are shown commonly in this report:

TBL – Trust Bank Limited

TNG – Tongi Branch

AWT- Army Welfare Trust

CIB- Credit Information Bureau

SLA- Service Level Agreement

NPL- Non-Performing Loan

CLP- Credit Line Proposal

BCC- Branch Credit Committee

HOCC- Head Office Credit Committee

FSRP- Financial Sector Reform Project

LRA- Lending Risk Analysis

CRM- Credit Risk Management

CAR- Capital Adequacy Ratio

CRRAR- Capital-to-Risk Weighted Assets Ratio

NIM- Net Interest Margin

ROA- Return on Asset

ROE- Return on Equity

CAP – Credit Analysis Process
NWC – Net Working Capital
TAT – Total Asset Turnover
EMI - Equated Monthly Installment
RTGS – Real-Time Gross Settlement
EFTN – Electronic Fund Transfer Network