

**Internship Report on**  
**“Overview of IPDC Finance LTD.”**



submitted to

**Islamic University of Technology**

in partial fulfillment of the requirements for the degree of  
**BBA in Business and Technology Management (BTM)**

Submitted by:

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Approved by:

**Md. Abul Kalam Azad, PhD**

**Associate Professor**

**Department of Business and Technology Management**  
**Islamic University of Technology**

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I understand that my final report will become part of the permanent collection of the Islamic University of Technology BBA in Business and Technology Management Program. My signature below authorizes release of my final report to any reader upon request.

**Almusabbir Sakib**

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## LETTER OF TRANSMITAL

15 April, 2022

Md. Abul Kalam Azad

Associate Professor

Business and Technology Management

Islamic University of Technology

Subject: **Submission of internship report.**

Assalamu Alaikum sir,

With due respect I hereby submit the internship report titled "Overview of IPDC Finance Limited". It was a great joy and valuable experience I get achieve under your guidance.

In this report I summarized the overall experience I had during my internship period at IPDC Finance Limited. Through this internship I was introduced to corporate environment and had the opportunity to learn from direct experience. I am also grateful to you for your guidance that helped me throughout this period.

I will be highly obliged if you kindly accept this report and provide your honest review about it. It would be huge win for me if you find this report useful in any way.

Sincerely yours

.....

Almusabbir Sakib

Business and Technology Management

ID: 170061009

Islamic University of Technology

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## Declaration

I, Almusabbir Sakib, a final year student from Business and Technology Department of Islamic University of Technology hereby declaring that I have prepared this report entirely own my own with the guidance from my academic supervisor Professor Md. Abul Kalam Azad Sir. While preparing this report I did not breach any copyright and it is an authentic report according to my knowledge.

.....

Almusabbir Sakib

ID: 170061009

Department of Business and Technology Management

Islamic University of Technology

## ACKNOWLEDGEMENT

This report was the result of many people's tireless efforts and support. I am grateful to each and every one of them for providing me with the support and direction that enabled me to complete this report.

Firstly, I'd like to express my gratitude to Allah for providing me with patience and resilience to carry out my responsibilities as an intern at IPDC Finance Limited, which is the main focus of this report. Next, I would like to express my gratitude to my honored Advisor, Associate Professor Md. Abul Kalam Azad Sir, for his guidance and support throughout this period. I also owe a huge debt to Branch Manager Md. Nurul Islam for his guidance and support during my time at IPDC Finance Limited. Also, this report would have been impossible to produce without continuous support and guidance from the employees of IPDC Finance Dhanmondi Branch. They were an amazing group and they guided me through every challenge I had to face during my internship period. I must add emphasize the welcoming and supportive environment they provided me with.

Lastly, I'd like to thank my family for their never-ending support and assistance that helped me throughout the entire journey. They motivated me to stay strong and healthy so that I can successfully finish my internship. \_\_\_\_\_

## EXECUTIVE SUMMARY

This report is an attempt to summarize my overall experience during my time as an intern at IPDC Finance Limited. This internship program gave me the opportunity to have real life work experience at a financial institute. During my internship period I get to experience firsthand how an NBF (Non-Banking Financial Institute) operates and how it is playing a vital role in shaping this country's financial structure. I got to work in a corporate environment and had the opportunity to improve and learn where it is lacking. It had a great impact on my personal and professional growth and showed me the path to improve them.

IPDC Finance Limited is one of the industry leaders in Bangladesh's financial sector. IPDC is the highest performed non-banking financial institute of our country in year 2021. IPDC is continuously providing financial support all over the country at individual and corporate level.

This report focuses on general workflow of IPDC finance Limited Dhanmondi branch. The outcome from this internship program is discussed in details in the following section of my report. Most of my work was related to retail business department. But I had the opportunity to work under SME department and operations. My work in the company mainly included updating client's profiles in the database and making monthly and year end portfolio for the branch and its employees. To perform my task, I had to interact with other employees which improved my communication skill greatly. I came to understand the overall work process of a financial institute. The retail business team plays a vital role in generating new clients as well as maintaining good relation with old clients. I was able to grow my communication and analytical skills while working with this team.

While working as an intern in IPDC Finance Limited, I was able practice many theories that I have learned in classroom. Experience gathered in these three months will be very helpful to shape my future career. I tried to review what I have done and what I could done better during my internship in this report and how this will affect my future career plan.





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## Introduction

This report is prepared as a compulsory for the course BTM 4800 Internship. I wrote this report to share my experience that I have gathered while working as an intern at IPDC Finance Limited. I have completed three months internship in retail business department at IPDC Finance Limited for nine credits compulsory internship course.

Internships are perfect for putting our academic knowledge into practice. They also give us the introduction to corporate environment and give us insights into daily working life an employee.

It also provides us idea about different working sector, what career path to follow, what will be the responsibilities and what to do to thrive in career. These three months internship was great experience for me and added great value in my career experience.

This internship program granted me insights about ins and outs of our banking and financial sector. I got to learn about how to handle customers and how others banking functions works. I got the advantage of watching qualified professionals accomplish activities that I would have instead only read about, as well as the opportunity to try out the jobs myself.

The report will concentrate on the retail business department of the organization where I worked, my duties and responsibilities as an intern, and an analysis of the lessons learned throughout the process. In many ways, the program was beneficial to me. The program introduced me to the corporate world, which will serve as a foundation for new learning and growth for me. This experience, I believe, will always serve as a stepping stone for me in the corporate world. For my department mates who will follow me, I believe this will be a fantastic opportunity to learn practically and prepare for a career in the corporate world.

## Background of the report

In 1981, IPDC was established as country's first private sector financial institute and after 41 years later it is Bangladesh's one of the most reputed and one of the industry leaders in financial sector. IPDC provides financial solutions to clients who are looking for growing their business or buying houses and cars or saving money to spend in future.

IPDC takes special care to its youth, women and underserved client base to help to unleash their full potential and lead a happy life. IPDC has innovative and flexible product line and branch of network throughout the whole country. IPDC has digitally automated financing platform powered by blockchain under project "Orion".

### Origin of the report

As per requirement, Business and Technology Management students have to submit a report after successfully completing internship at a reputed company. Graduates will able to learn about job market and will be introduced to corporate environment. Students will able to use their theoretical knowledge in the practical world. The main challenge of this program is to successfully synchronize conceptual knowledge and real-life experience.

### Main purpose of Internship program

- Gather experience from real world corporate environment.
- Introduction to job market.
- Synchronizing conceptual theory and practical experience.
- Gather information about job market.
- Successfully complete course requirement.

This report is the outcome of successfully completing internship at IPDC Finance Limited and it was prepared following the guideline provided by the academic supervisor. This report contains information about IPDC Finance Limited and its products and general idea about the industry.

## The objective of the report

### **Generic objectives:**

During this internship period, the main goal was to learn the general operations of the company and get an understanding of efficient way of working to achieve organizational goals. This program worked as a bridge between a student theoretical knowledge and practical world. My activities and responsibilities as an intern in retail business department are discussed in this report. The goal of this report is to documented my understandings and experiences about the corporate world as an intern.

### **Methodology:**

I gathered information form both primary and secondary sources while preparing this report.

### **Primary research:**

The majority of this report is prepared by gathering data through primary sources. Data collected by face-to-face conversation with clients and company employees contributed most in this report.

### **Information source:**

- Company employees
- Weekly report I maintained throughout internship period.

### **Secondary research:**

Small but a significant amount of data is gathered by secondary sources and I used more than one secondary source. They heled me make this report ore informative and understandable.

### **Secondary sources:**

- IPDC website
- Search engine
- Research paper about country's non-bank financial institute.

### **Limitation:**

The time was limited as the internship period was only three months, I was only able to collect important data that were relevant to specific duty of mine. I tried to make this report as informative as possible with the limited amount data in hand.

## Company Overview



### Historical Background

In 1981, IPDC was founded primarily as a long-term lending private institute, to support economic growth in this country. The initial shareholders were the Government of Bangladesh, the Aga Khan Foundations, the German Investment & Development Company and CDC. IPDC also registered as a financial institute in 1995.

### About the company

IPDC Finance Limited is Bangladesh's first NBF (non-banking financial institute) firm. IPDC is a public limited company and it is registered in the stock markets. Since its birth, IPDC has provided innovative financial services and products to country's private sector. IPDC offers diversified products and services, such as retail financing, corporate financing and supply chain financing. Meeting the financial demands of its client base is the main objective of this company. IPDC has invested in a number of groundbreaking initiatives in Bangladesh, several of which were the first of their kind. IPDC has also taken part in many revolutionary initiatives of Bangladesh and some of them were fresh ideas. IPDC has one of the largest corporate client bases including Holcim cement, Apollo Hospitals, Ekushey TV, Fantasy Kingdom Theme Park, DBH, Startech, IDLC, Summit group etc.

### Vision and Mission

IPDC's objective is to become the country's most passionate financial brand, with a focus on youth, women, and underdeveloped areas. And IPDC's aim is to enable its clients and communities to achieve their full potential by providing creative financial solutions that are accessible, fast, honest, and cost-effective.

## Strategic Goals

- Conducting business with the highest levels of responsibility.
- Displaying a robust will to come out on top in the industry.
- Encourage diverse workplace and culture.
- Adapting with latest technology to serve its clients better.
- Become industry leader for corporate ethics.

## Core Values

The three main core values are: Innovation, Passion and Customers Experiences.



**Figure 1: Core Values**

## Business Overview

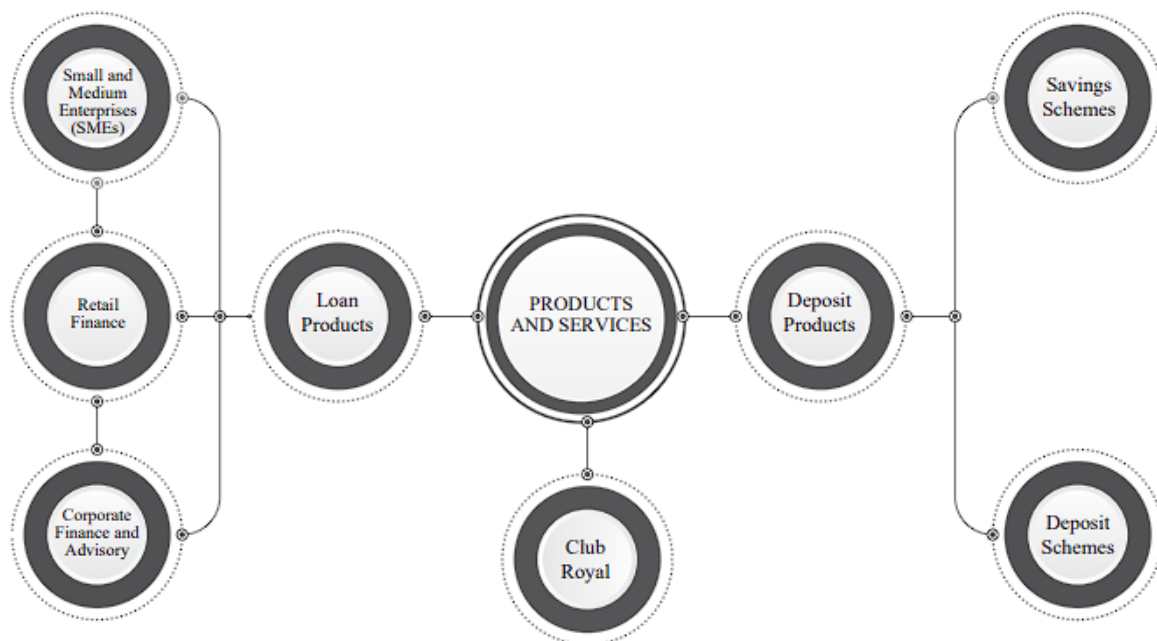
IPDC's core business involves finance and finance related services. Its services include retail, SME and corporate business. Among the integral core services are floating new accounts, home loans, auto loans, corporate loans, processing deposits and withdrawals, interest calculation and customer relationship management activities. IPDC has total 10 branches including its head office to provide services across the country. Among these including head office four of them are located inside Dhaka and other six are located in six major cities.

## Extensive Range of Products & Services

IPDC is an NBFIs that serves the financial needs of corporate clients, small businesses, and individual clients. IPDC provides simple and custom solutions with minimal time investment. In addition, IPDC offers advisory services to corporate and



small business clients regarding new ventures in the organized finance sector.



**Figure 2:** Product and services

### Corporate Business

IPDC provides corporate finance services with a targeted, customer-centric model focused on informative advice, tailored ideas and solutions, and best-in-class execution. As part of corporate finance services, IPDC offers various schemes depending on the needs of its clients. They are: Lease Finance, Term Loan, Project Financing, Short Term Financing, Preference Share Investments, Factoring, Work Order Financing

### Small and Medium Enterprises Business

SMEs or Small and Medium Enterprises business are at the core of any local trade, business and industry. SMEs requires low power, small factory and minimal ecological risk. In Bangladesh SMEs help eradicating poverty, create job opportunity, women entrepreneurship and equal distribution of resources as well as establishing diverse manufacturing sector. Financial institutions play a major role in the development and growth of SMEs by providing financial supports to future industrialists. IPDC Finance Limited has the catchphrase “Jago Ucchase” which is fixated on small and medium Business. IPDC has separate financial service unit for

SME business and provides customers several products according to their need. This unit has demonstrated its worth through its unique relation tree, industry standard knowledge and market domination. Major SME products are:

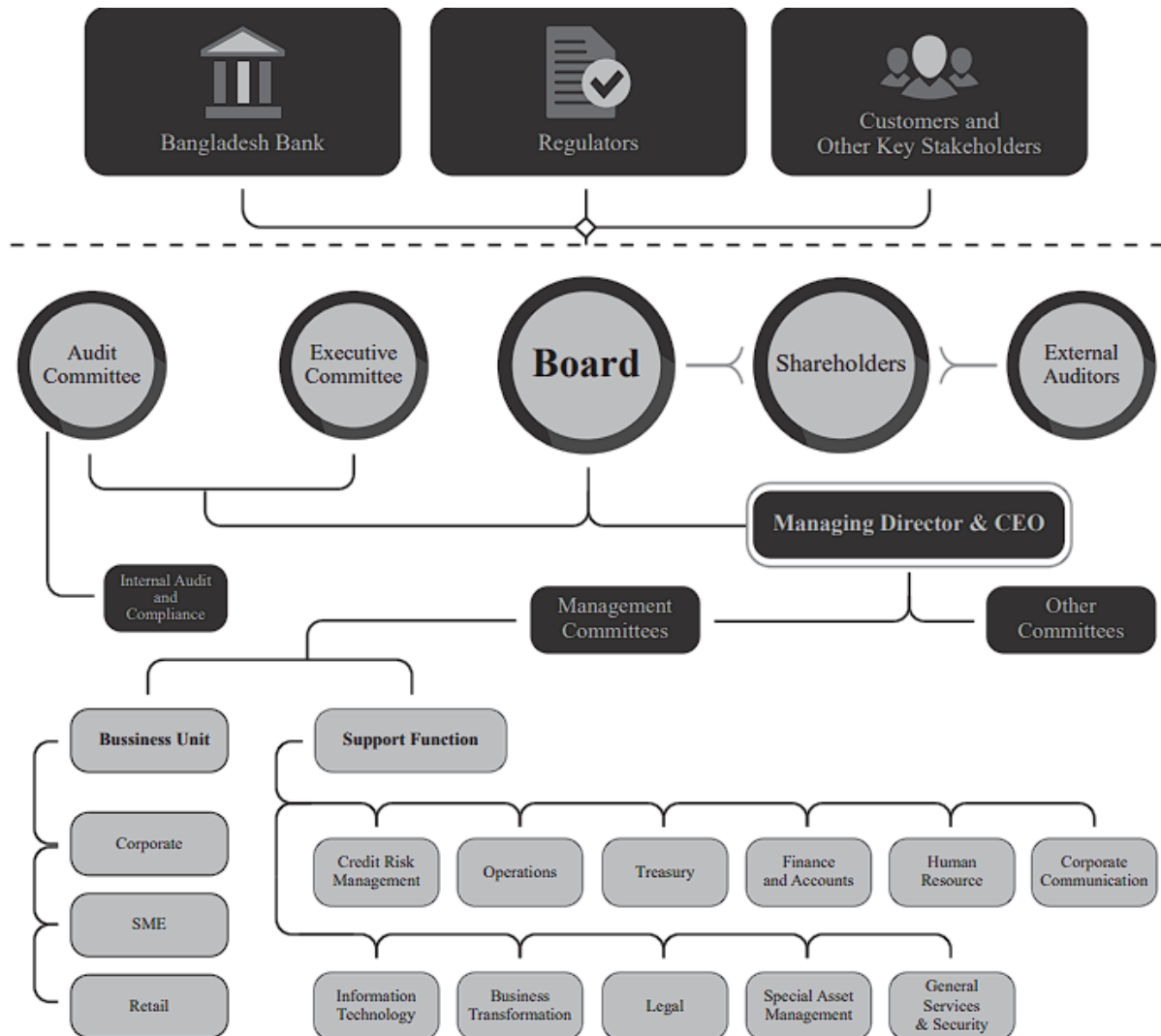
- Lease Financing
- Long term Finance
- Short term Finance
- 'Joyee' for Women leaders

### Retail Business

The retail business unit offers specially tailored products to individual customers. IPDC mainly offers two types of liability schemes: IPDC saving schemes and IPDC deposit schemes. IPDC offers flexible saving schemes that are best suited to customer needs. IPDC saving schemes products are: deposit premium scheme, millionaire deposit scheme and ultiflex deposit scheme. IPDC also offers safe and secure deposit schemes such as: annual profit schemes, fixed deposit schemes, cumulative profit schemes, monthly profit schemes, quarterly profit schemes and double money deposit schemes. Under asset schemes IPDC offers home loan, car loan and personal loan. Each of these have flexible interest rate and tenure.

## Corporate Governance

An organization without proper governing body is like a car without its driver. IPDC Finance Limited has a compliant management in place, who played vital role in transforming IPDC one of the industry leaders in our country.



**Figure 3:** Corporate governance

The board of directors of IPDC Finance Limited consists of nominated personal from finance division of Ministry of Finance, Government of Bangladesh, RSA Capital Limited, Ayesha Abed Foundation, BRAC and Managing Director and CEO. The Managing Director and CEO lead the management team followed by DMD, Heads of retail business, finance, treasury, CRM, CFO.

| Name of Organization | Number of members |
|----------------------|-------------------|
|----------------------|-------------------|

|                                   |          |
|-----------------------------------|----------|
| Government of Bangladesh          | 2 Person |
| BRAC                              | 3 Person |
| Ayesha Abed Foundation            | 1 Person |
| Blue-chip Securities Limited      | 1 Person |
| RSA Capital Limited               | 1 Person |
| Independent and Managing Director | 2 Person |

The board of directors are divided into two panels: Managing committee and Audit committee. Conventional business operations and cases where board of directors' approval are needed, are vested on managing committee. On the other hand, money related issue, survey and assessment programs, bookkeeping are handled by audit committee.

### Shareholders:

### Founding Investors:

|  |   |
|--|---|
| The Government of the Peoples Republic of Bangladesh (GOB)             |  |
| The Aga Khan Fund for Economic Development (AKFED),Switzerland         |  |
| International Finance Corporation (IFC) an affiliate of the World Bank |  |
| German Investment and Development Company (DEG), Germany               |  |
| Commonwealth Development Corporation (CDC) United Kingdom              |  |

**Figure 4: Founding Investors**

**Current**

**Shareholders:**



Shareholding structure as on February 31, 2022 is listed below:

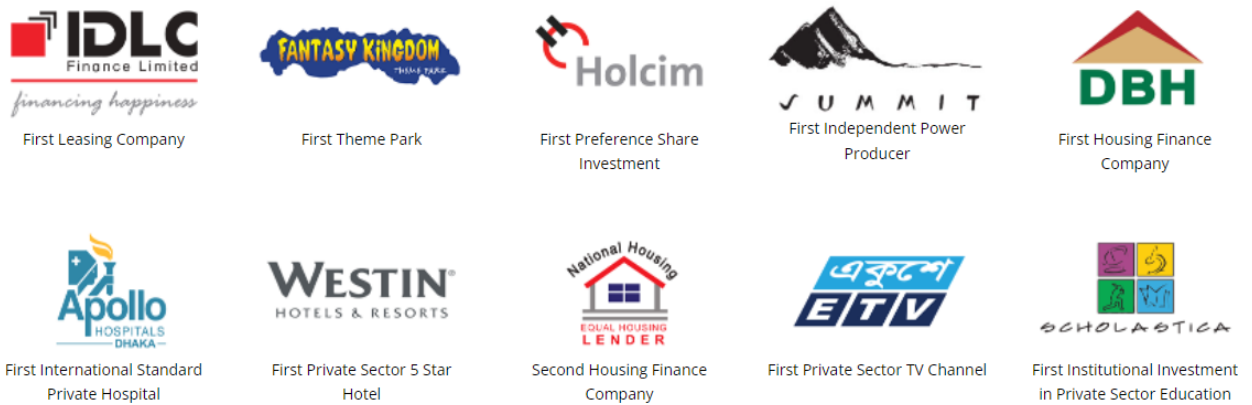
|                             |             |
|-----------------------------|-------------|
| Authorized Capital (Tk.)    | 8 bn        |
| Total paid-up capital (Tk.) | 3.71 bn     |
| Total shares                | 371,091,547 |

| SL No. | Name of Sponsor           | No. of Shares      | % Of paid-up capital |
|--------|---------------------------|--------------------|----------------------|
| i      | Bangladesh Government     | 81,193,215         | 21.88%               |
| ii     | BRAC                      | 93,772,880         | 25.00%               |
| iii    | Ayesha Abed Foundation    | 33,209,172         | 10.00%               |
| iv     | RSA Capital Limited       | 18,554,674         | 5.00%                |
| v      | Blue-chip Securities Ltd. | 29,841,193         | 5.00%                |
| vi     | Others                    | 62,112,192         | 16.745%              |
| vii    | Foreign Fund              | 295,966            | 0.0717%              |
| viii   | General Share             | 49,272,377         | 13.285%              |
|        | <b>Total Shares</b>       | <b>371,091,947</b> | <b>100.00%</b>       |

**Figure 5: Shareholding Structure**

## Landmark Partnership

Since its birth IPDC has played a major role in shaping this country's financial and industrial landscape. IPDC had invested in many ideas that later became renowned corporate houses in their initial stage. The list is long, but here I am only mentioning few of them:



**Figure 6:** Landmark partnership

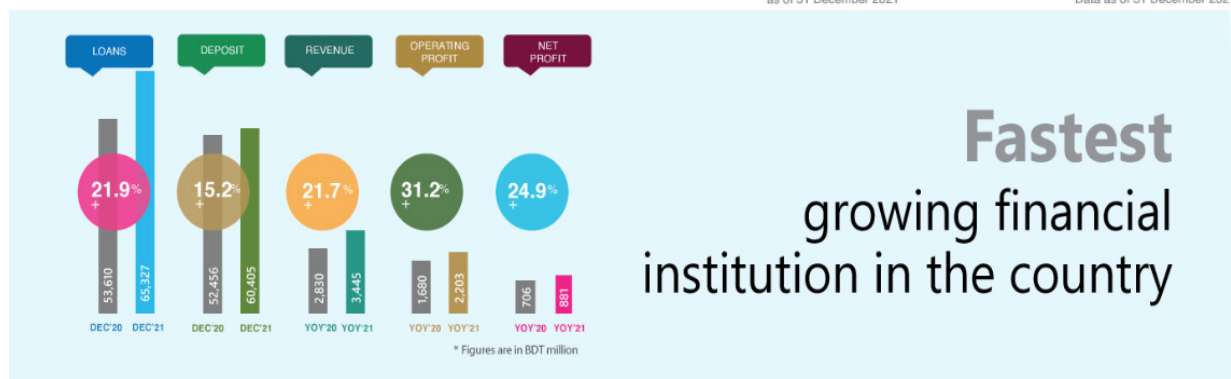
## FINANCIAL HIGHLIGHTS

**Strongest**  
balance sheet in  
the industry



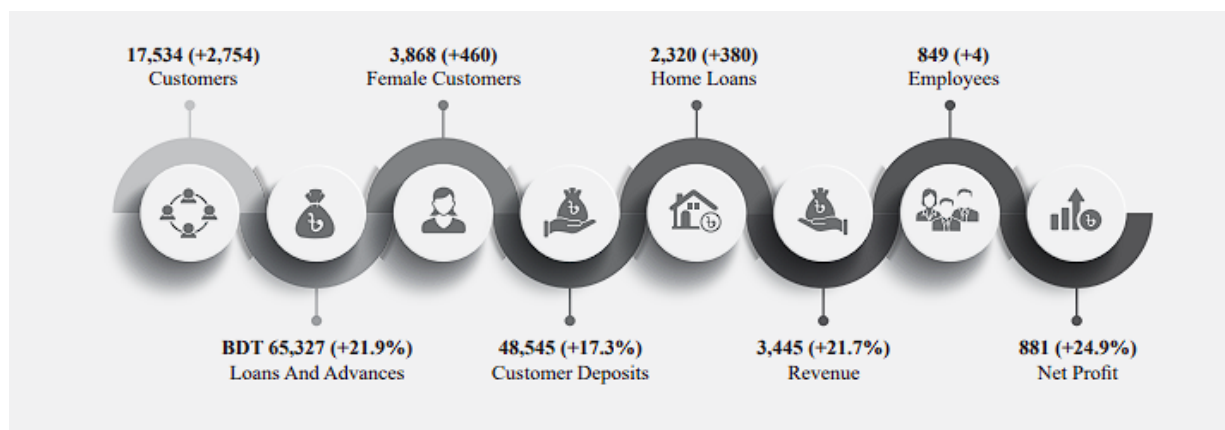
\*as of 31 December 2021

Data as of 31 December 2021



**Figure 7:** Financial Highlights

## Number of employees and customers according to annual report 2021



**Figure 8:** Employee and client's number

| STRENGTH  | WEAKNESS  | OPPORTUNITIES   | THREATS  |
|---|---|---|--|
| <ul style="list-style-type: none"> <li>• Unique shareholding structure.</li> <li>• Relationship with corporate houses.</li> <li>• Risk management framework.</li> </ul> | <ul style="list-style-type: none"> <li>• Scope for improvement in brand recognition in retail &amp; SME.</li> <li>• Limited distribution network.</li> <li>• Scope for improvement in internal capacity of retail and SME.</li> </ul> | <ul style="list-style-type: none"> <li>• Regulatory advantage in retail lending.</li> <li>• Emergence of middle income class.</li> <li>• Growing women entrepreneurs.</li> <li>• Collaboration with BRAC.</li> <li>• Young people coming into workforce.</li> <li>• Growing services sector.</li> </ul> | <ul style="list-style-type: none"> <li>• Competition from banks in corporate lending.</li> <li>• Regulatory restrictions on low cost deposit.</li> <li>• Portfolio infection.</li> <li>• Limited product.</li> </ul> |

### SWOT Analysis

**Figure 9:** SWOT analysis

## Porter's Five forces Model

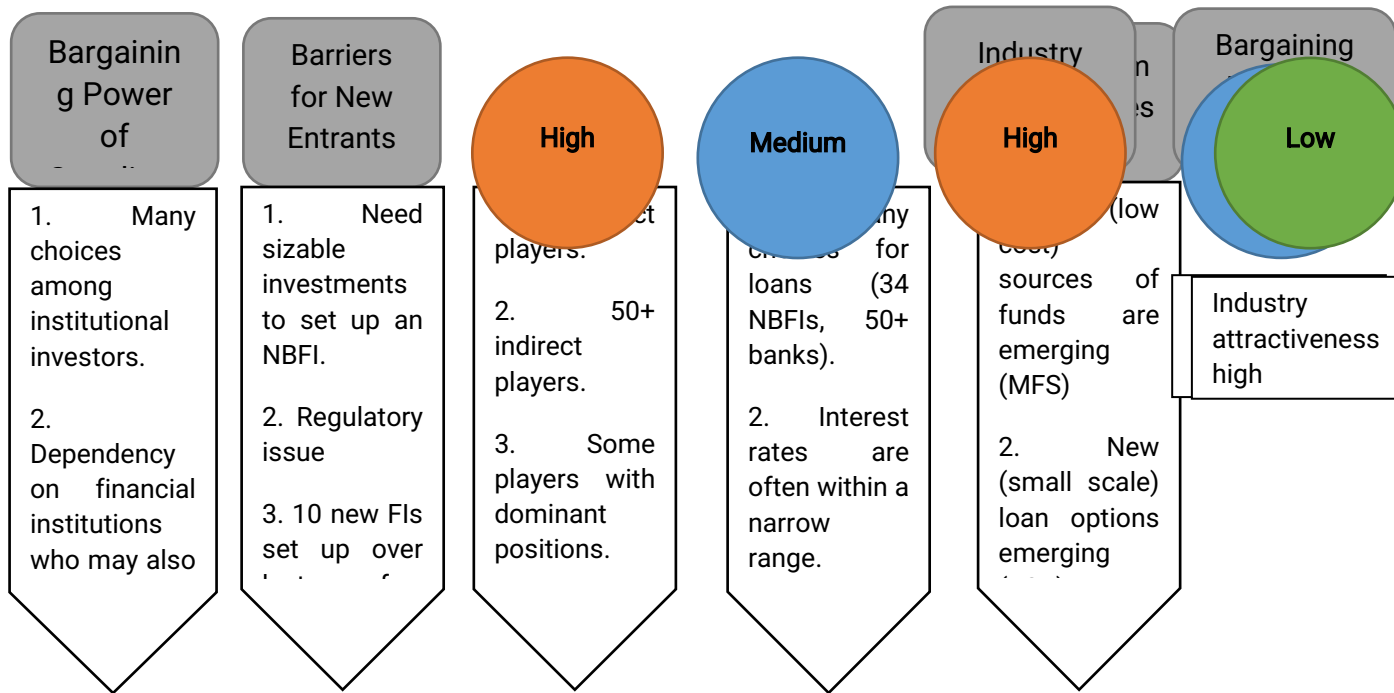
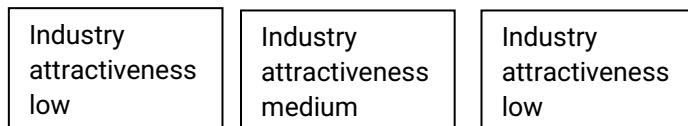


Figure 10: Porter's five forces model





## Industry Analysis

In this chapter I will focus on industry analysis of non-banking financial industry of our country.

### Industry overview

Non-Bank Financial Institutions (NBFIs) play a major role by contributing to economic growth of a country as well as strengthening country's financial structure. In our country's financial structure, commercial banks play a dominant role by moving capitals and use these funds to invest. Due to structural constraints and the rigor of various rules and regulation, banks were unable to expand their activities in all expected sector and be limited to only one range of financial services. In addition, their efforts to meet long-term financial needs with short-term resources can lead to a mismatch of assets and liabilities, which can put pressure on their capital base. They could not able to significantly expand their operating horizons by offering new and innovative financial products. These limitations have led to the emergence of NBFIs in Bangladesh to support the country's industrialization and economic growth.

### Recent Growth and Development

Although leasing was main business concern for most of the NBFIs, recently many of them branching out to other business such as term loan, house loan, commercial banking, equity finance, venture capital etc. Report shows that before 2006, 94% of the total funding from NBFIs went to leasing, term loans and home loans. Recently from total portfolio house financing has decreased and a significant rise can be seen in term loan portfolio.

NBFI provides services to a wide variety of sectors such as transportation, restaurants, chemical and pharmaceuticals, leather products, engineering and building materials and more. NBFI can have many different investment portfolios depending on its business strategy but aggregate data shows that they mainly focus on real state and housing (13%), electricity and energy (12%), textiles (11%) and transportation sector (9%). From the perspective of major economic sectors, industrial sectors (42%) dominate compared with investment in service sector (33%).

The proportion of these industries is 23% of the total investment portfolio.

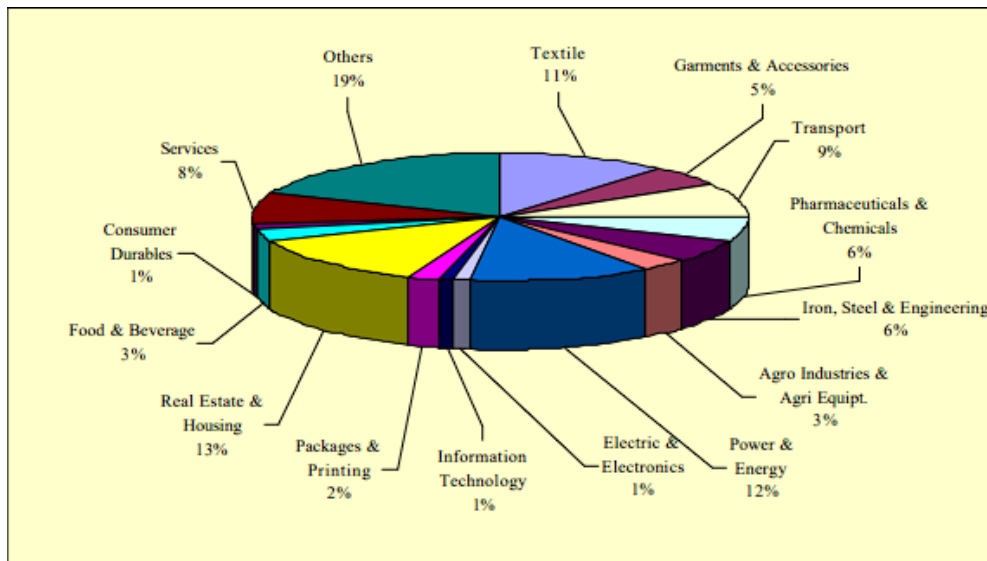


Figure 11: Sector-wise distribution of outstanding investments.

## Competitive Analysis

IPDC Finance, United finance, Hodge Finance, IDLC finance and Saudi-Bangladesh Industrial and Agricultural Investment company are country's top five NBFIs in recent times.

## Challenging Issues for NBFIs

### Source of Funds

The NBFIs are prohibited by central bank legislation from collecting public deposits with a maturity of less than one year, which causes unfair competition with banks, while banks also look for business prospects because the NBFIs produce reduced financing costs. The recent decrease of the minimum deposit term for institutional investors from one year to six months has had a beneficial influence on their capacity to raise deposits.

### Fund cost

Abuse of bank loans and deposits has had a detrimental influence on the sector as a whole. When interest rates rise due to liquidity issues, average interest rates on bank

credit lines and deposit rates rise as well, resulting in a considerable increase in the cost of capital for NBFIs. NBFIs are forced to operate with poor profitability because to high fund expenses.

### **Asset-liability mismatch**

Another source of worry for NBFIs is the mismatch between assets and liabilities. The requirement for cash to fulfill the growing demand for loans has multiplied several times. However, because NBFIs rely on commercial bank loans for the majority of their funding, cash has become scarce.

### **High risk portfolio investments**

NBFIs have a greater cost of capital than banks. NBFIs may be tempted to invest in high-yield categories to offset high borrowing costs, exposing them to proportionally higher risk. Furthermore, fierce competition among competitors may compel many NBFIs to reduce margins at the price of asset portfolio quality. This method may lead to an increase in the number of inactive accounts.

### **Competitions from Banks**

With the emergence of new NBFIs, market share is being divided among competitors, and the needs each face are becoming more elastic. Commercial banks' strong engagement in non-bank financing operations has heightened competition in the market. Leasing was once thought to be a non-bank finance activity. However, a huge number of institutions have expressed interest in the rental industry and have entered it. Public deposits<sup>13</sup> are an important source of capital for banks that may be raised at a cheap cost. Since a result, the business climate for NBFIs has grown more challenging, as they compete with banks for capital in an unfair manner.

### **Availability of HR**

Human resources that are qualified and well-trained are critical to the growth of any educational institution. Because of the recent expansion of NBFIs, the sector is having difficulty finding skilled staff. The lack of adequate human resources has resulted in a large increase in total salaries, which is equally concerning to NBFIs. According to industry analysts, while there are several development potentials, the

market is still tiny, and the scope of work for competent individuals is limited when compared to banks. This pushes competent employees to leave NBFIs after a specific period of time, resulting in a low rate of qualified human resource retention.

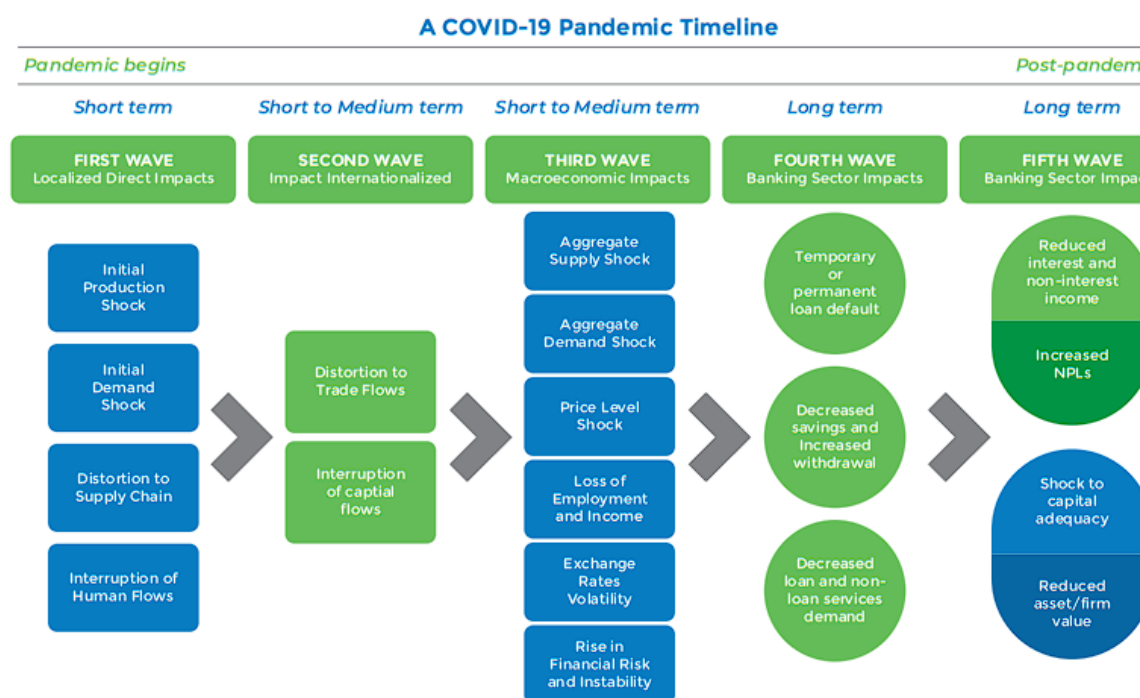
### Weak legal System

Although the default culture has had little impact on NBFIs, they are having trouble retrieving rental properties in the case of default. Furthermore, delays in judicial processes are another source of anxiety. Rather than assuring the application of current laws, the situation can only be improved by strengthening the legal system by introducing new laws.

### Need of secondary market

Even if a defaulted asset is recovered, there is no established secondary market for it, making it impossible to sell. In the case of the acquisition of these assets, NBFIs

may explore adopting the notion of operational leases instead of normal financing leases to stimulate demand for machinery and equipment. second-hand or secondhand equipment.



### Covid-19 Impact Analysis

Because of the pandemic, there was shortage of liquid money. So, NBFIs in our

country were forced to increase interest rate. The figure below shows a map of the likely impacts of the COVID19 pandemic on NBFIs in a “no policy intervention” scenario. As a result of the immediate economic shutdown, production came to a halt, the demand for goods and services fell, factories and offices closed completely or partially, and transportation and logistics restricted and public transport in general severely restricted. domestic and international.

**Figure 12:** Covid-19 impact

## Main Duties

### Description of main duties

#### **Database update**

Updating client’s information in IPDC ‘EDMS’ database was one of my primary tasks. I had to collect updated information such as NID, passport, TIN, copy of electric etc. from customer relationship managers or RMs. Then I had to upload them in the database.

#### **Creating CIF in “Shiri” platform**

“Shiri” is the IPDCs latest digital platform where all customers data are stored. It is the updated version of EDMS, previously used database. The main difference between EDMS and Shiri is: in EDMS, soft copy of client application form is stored after opening account; where in Shiri, before opening customer account RMs have to provide all information in the database and then after verifying the data, operations team opens that account. It is more secure and reliable then previous EDMS platform. My task was collecting information from respective RMs and create CIF id in Shiri and send them to operations team end.

#### **Branch year-end and month-end portfolio preparation**

I had to prepare portfolio of Dhanmondi branch for the year 2021. I had also prepared month end performance portfolio during my three months stay at Dhanmondi branch. Raw data was provided to me in excel files. I had to analyze the data and prepare performance chart of different departments based on different segments such as corporate and individual, non-profitable loan etc.

### **RMs monthly portfolio preparation**

During my stay, I prepared various RMs month performance portfolio. Based on them I had to update Dhanmondi branch top performance board where deposit, home loan, auto loan and SME team's top performer RMs name would be listed.

## Working conditions and functions

My typical work day was from 10am to 6pm. It happened very rarely when I had to leave after 7pm. All the employees of Dhanmondi branch were very time conscious and they would try to help me finish my task before mentioned working hour.

## Challenges

The major challenge I had to face during my internship was to become familiar with all the employees. My knowledge about the field of work was limited, so I had to ask many questions to other employees. Thankfully they were very helpful by giving response. Another thing I had to face when I had to interact with clients. I was very nervous in the beginning but I was able to overcome this with the help of other RMs.

## Learnings

During my internship at IPDC Finance Limited, I had a variety of jobs that allowed me to put my communication abilities to the test. Despite the fact that I learnt a lot, the most essential thing for me to improve is my time management and multitasking abilities. I thrive in each activity I do because I am able to accomplish the required work within the allotted time. I also participated Anti Money Laundering (AML) sessions where I learned about different rules and regulation and what precautions are taken to prevent money laundering. I also got work on my PowerPoint and Excel skills during my internship. I also learned about different banking terms and what rules NBFIs have to follow in their business.

## Work Environment

IPDC Finance has a very cooperative working environment and culture. Almost every day throughout my usual workweek, I have to deal with other employees. They were all really helpful.

Employee productivity may be boosted in two ways by a healthy work environment. Healthy employees, first and foremost, feel better; they will have more energy and stamina, and they will be able to work harder in their jobs. Second, a positive work atmosphere may have a big influence on employee satisfaction. In this approach, my productivity at IPDC Finance grew as well. It inspires me to work hard and achieve my objectives.

Another work culture of Dhanmondi branch was morning sessions where branch

manager would discuss different strategy, recent topics and other banking terms. It aids in the strengthening of the team's camaraderie and the rejuvenation of their spirits.

## Tools

During my stay at IPDC Finance Dhanmondi branch, I was provided with company laptop and I had to complete my task using Microsoft PowerPoint, word and excel. I was also given access to IPDC EDMS and Shiri platforms.

## Analysis

### Company-level analysis

According to my internship experience at IPDC Finance Limited, the most efficient was IPDCs supply chain finance platform and the least efficient was new deposit client account openings process.

The most efficient process: IPDC partnered with IBM to create an efficient supply chain finance platform using blockchain. IPDC created an ecosystem for end-to-end supply chain management and planned and executed it to promote financial inclusion of MSMEs by offering simple access to unsecured and low-cost loans in the form of supply chain financing with the involvement of ethical individuals.

The least efficient process: Generally, RMs collect client information and deposit cheque from clients. Then creates CIF id and submit it to operations end to verify data. Operations checks the information and get confirmation from their respective heads (branch manager and operation head) and then opens client's account. This whole process takes a full business day. Also, for loan accounts, branch operation team can not verify the information. So, RMs have to send all the document to head office for verification. This generally takes more than one weeks to get permission for one loan account.



## Market-level analysis

IPDC was able to secure the highest growth among its competitors in recent years. I will do a market level analysis of IPDC Finance Limited relevant to my internship in retail business department.

1. Taking risk during pandemic: IPDC was able to grow its business highest among its competitors during pandemic time by investing in small businesses whom were turned down by others.

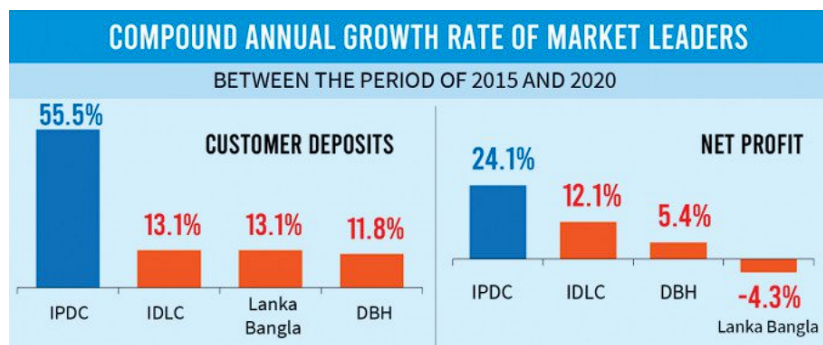
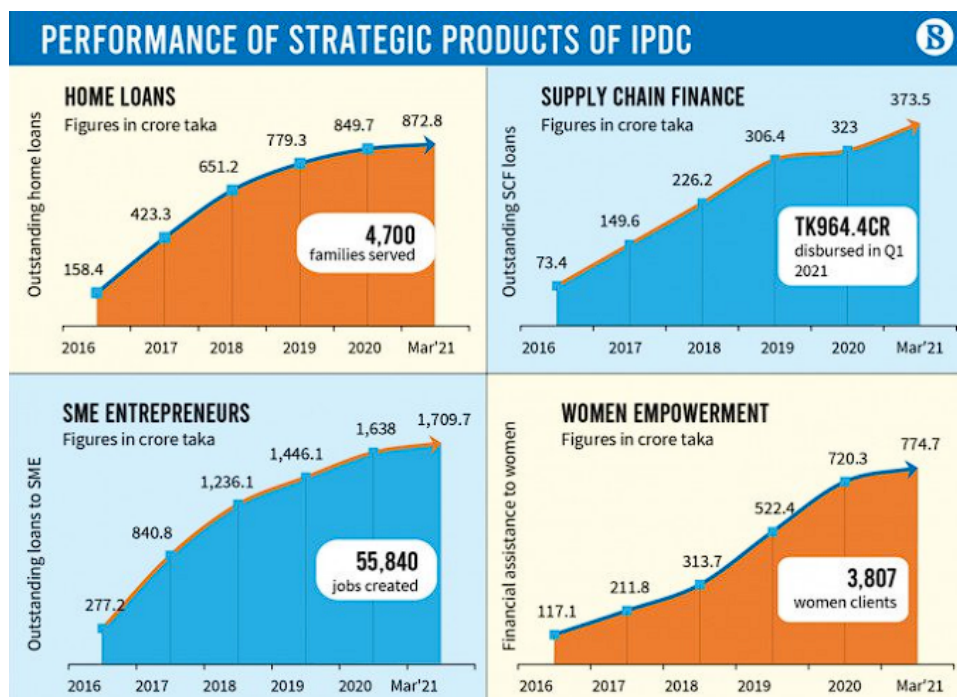


Figure 13: Competitions growth rate

2. Introduction of strategic products: IPDC introduces new and innovative strategic products to its client base. They were very successful and still



generating revenue and increasing business growth. Some of its strategic products were supply chain finance to small business, affordable home loan for low-income family and “Joyi” deposit scheme for women entrepreneurs.

**Figure 14:** Strategic product performance

### Professional-level analysis

The employees here operate in a highly cooperative and collaborative atmosphere. During my three-month internship, I got an opportunity to apply the fundamentals of business communication that I had acquired in my first semester. I was able to cross check my financial knowledge with practical work during this period. I also learned database and basic computer skills in computer course which were put on test during my internship.

This internship program will have a significant effect in my future career plan. This was my first taste of corporate world. Without prior experience it is difficult to survive in a full-time job where most often other employees will not be as tolerant as they were with me during internship. This internship gave me the opportunity to get to know many professionals in the industry which will definitely help me in future job search. These three months internship experience will definitely add value to my resume. I experienced many challenges during these period and knowledge from this will me help me solve problems in future. This internship program gave me the opportunity to experience a career path without being tied to it. It will help me in my job searching.

In an ever-changing world, this internship will assist me in defining my future mission. I understand the needed abilities, the notion of excellent team management, and other organizational behavioral impact norms that will help me advance in my profession. My everyday activities have improved as a consequence of using theoretical information from the training and experiencing practical viewpoints. To reach my future objectives, I will utilize my leadership, decision-making, process, and time management skills.

Employees at IPDC Finance Limited must maintain a particular framework of organizational behavior in order to properly maintain the day-to-day operations of the

company. On a human level, every one of the company's executive members has different ideals and personalities. One of the most important and stressed factors on organizational behavior is diversity. The organization works at several levels to guarantee that good organizational behavior is fully implemented for process management operations. While developing a healthy culture within this organization, each employee's motivation, perspective, emotions, and moods were taken into consideration on an individual basis.

The only challenge I faces during internship was lack of guideline. Most of the RMs would be on client visit away from office most of the time. So, it was somewhat difficult to get direction from them. Also, some of the employees were covid affected. So, I had contact with them virtually which was not so ideal.

## Conclusion

My three-month internship, prepared me for the change I will get to experience in future career path. I was able to grow as a person and put my knowledge into practice and develop them further. In IPDC, I leaned about major banking terms, ideas, rules and regulation. I got a taste of professional world which will help me deciding career path.

This internship has been an excellent and rewarding experience. I can conclude that there have been a lot I've learnt from my work at IPDC. Needless to say, the technical aspects of the work I've done are not flawless and could be improved provided enough time. Two main things that I've learned the importance of time-management skills and self-motivation.

In the end, I am very thankful to everyone who was with me throughout my internship journey and helped to make it a successful one.

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