

**A STUDY ON SCHOOL BANKING OF JANATA
BANK LTD: PROBLEMS AND PROSPECTS**

TANJINA AFRIN



**FACULTY OF AGRIBUSINESS MANAGEMENT
SHER-E-BANGLA AGRICULTURAL UNIVERSITY
SHER-E-BANGLA NAGAR, DHAKA-1207**

DECEMBER, 2016

**AN INTERNSHIP REPORT
ON**

**A Study on School Banking of Janata Bank Ltd:
Problems and Prospects**

**BY
TANJINA AFRIN
REGISTRATION NO.: 10-03875**

*An Internship Report
Submitted to the Faculty of Agribusiness Management
Sher-e-Bangla Agricultural University, Dhaka,
In partial fulfillment of the requirements
for the degree of*

**MASTER OF BUSINESS ADMINISTRATION (MBA)
IN
AGRIBUSINESS**

SEMESTER: JULY-DECEMBER, 2016

Approved by:

**Prof. Md. Zulfikar Ahmed Reza
Supervisor**

Department of Agricultural Statistics
Faculty of Agribusiness Management
Sher-e-Bangla Agricultural University
Sher-e-Bangla Nagar, Dhaka-1207

**Md. Abdul Latif
(Associate Professor)**

Chairman
Examination Committee
Sher-e-Bangla Agricultural University
Sher-e-Bangla Nagar, Dhaka-1207

Letter of Transmittal

25 September, 2017

To

Md. Zulfikar Ahmed Reza

Professor

Department of Agricultural Statistics

Faculty of Agribusiness Management

Sher-e-Bangla Agricultural University, Dhaka-1207.

Subject: Submission of Internship Report.

Dear Sir,

I am very pleased to submit you this internship report entitled “ **A Study on School Banking of Janata Bank Ltd: Problems and Prospects**” with due gratitude and appreciation. As per partial fulfillment of the requirements for the MBA Degree. I have completed the internship from Janata Bank Ltd.,Jonail Branch,Natore. The internship program has given me the opportunity to learn about different aspects of this well reputed organization. Before facing the corporate world, I have gathered general idea about the organizational culture and activities.

I, sincerely hope that you will be satisfied with this report. If you have any query, I will be pleased to answer that. I hope and pray that you would be gracious enough to accord approval to this report.

Yours Faithfully,

.....
Tanjina Afrin

Registration No.: 10-03875

MBA in Agribusiness

Faculty of Agribusiness Management

Sher-e-Bangla Agricultural University.



Md. Zulfikar Ahmed Reza
Professor
Department of Agricultural Statistics
Faculty of Agribusiness Management
Sher-e-Bangla Agricultural University
Sher-e-Bangla Nagar, Dhaka-1207, Bangladesh

SUPERVISOR'S CERTIFICATE

*This is to certify that an internship report entitled, “A Study on School Banking of Janata Bank Ltd. problems and Prospects” submitted to the Faculty of Agribusiness Management, Sher-e-Bangla Agricultural University, Dhaka, in partial fulfillment of the requirements for the degree of **MASTER OF BUSINESS ADMINISTRATION (MBA) IN AGRIBUSINESS**, embodies the result of a piece of bona fide internship work carried out by **TANJINA AFRIN** bearing Registration No. **10-03875** under my supervision and guidance. No part of the paper has been submitted for any other degree or diploma.*

I further certify that such help or source of information, as has been availed of during the course of this investigation has duly been acknowledged.

Dated:
Place: Dhaka, Bangladesh

.....
(Md. Zulfikar Ahmed Reza)

Supervisor

Janata Bank Limited



জনতা ব্যাংক লিমিটেড

প্রধান কার্যালয় : জনতা ভবন, পোস্ট বক্স নম্বর : ৪৬৮

১১০ মতিঝিল বাণিজ্যিক এলাকা, ঢাকা-১০০০, বাংলাদেশ

ক্যাবল : জনতা ব্যাংক, ঢাকা, টেলেক্স : ৬৭৫৮৪০ জেবিডি বিজে, ৬৭১২৮৮ জেবিএইচও বিজে

Website: www.janatabank-bd.com, ফ্যাক্স : ৮৮০-২-৯৫৬৪৬৪৪,

পিএবিএক্স : ৯৫৬০০০০, ৯৫৬০০৩৯, ৯৫৬৬০২০, ৯৫৫৬২৪৫-৪৯

জোনাইল শাখা, নাটোর

০১৭৩০০০৯৬৩৯

সূত্র :.....

সূত্র-জিকেবি/ইন্টার্নশীপ/২০১৭

তারিখ :.....

তাং-২৪.০৪.১৭ইং

প্রশিক্ষণ সনদ পত্র

এই মর্মে সনদপত্র প্রদান করা যাইতেছে যে, জনাব-তানজিনা আফরিন, প্রোগ্রাম- এমবিএ, আইডি/রোল/রেজিনং-১০-০৩৮৭৫ শেরে বাংলা কৃষি বিশ্ববিদ্যালয়। জনতা ব্যাংক লিঃ প্রধান কার্যায়ের পত্র সূত্রএইচ আরডিডি/ ইন্টার্নশীপ/রুল্ল/১১৫১-১১৫২/২১৬ তাং-১৫/১২/১৬ইং মোতাবেক তিনি অত্র শাখায় 'স্কুল ব্যাংকিং' বিষয়ের উপর গত ২১/১২/১৬ইং তারিখ হইতে ২০/০৪/১৭ইং পর্যন্ত সফল ভাবে প্রশিক্ষণ সম্পন্ন করিয়া ইন্টার্নশীপ রিপোর্ট দাখিল করিয়াছেন। তার রিপোর্ট সন্তোষজনক। উক্ত সময়ে তাহার শৃঙ্খলা বোধ সন্তোষ জনক ছিল।

আমি তাঁহার উজ্জ্বল ভবিষ্যৎ কামনা করি।

গৌতম কুমার ভট্টাচার্য

ব্যবস্থাপক

জনতা ব্যাংক লিমিটেড

জোনাইল শাখা, নাটোর।

Student Declaration

I hereby declare that the internship report entitled “**A Study on School Banking of Janata Bank Ltd.: Problems and Prospects**” has been prepared by me under the supervision of **Md. Zulfikar Ahmed Reza**, Professor, Department of Agricultural Statistics, Faculty of Agribusiness Management, Sher-e-Bangla Agricultural University, Dhaka-1207.

I also declare that the matter and information embodied in this report is original and neither this report nor any part of this report has been submitted elsewhere for the award of any other degree or any other purpose.


Tanjina Afrin

Registration no: 10-03875

MBA in Agribusiness

Faculty of Agribusiness Management

Sher-e-Bangla Agricultural University.



*Dedicated to
My
Beloved Parents*

Acknowledgement

At the very outset, I am grateful to almighty Allah for giving me strength and ability to accomplish the internship program as well as the internship report in a scheduled time in spite of various difficulties.

It gives me immense pleasure to thank a large number of individuals for their cordial cooperation and encouragement which has contributed directly or indirectly in preparing this report.

Firstly, I would like to express my thanks to my internship supervisor, Professor Zulfikar Ahmed Reza, Department of Agricultural Statistic, Sher-e-Bangla Agricultural University , Dhaka-1207. His guidance and feedback made this report a lot easier. He kept me on track to complete this report with his suggestions that were crucial in making this report as flawless as possible.

I would also like to express my sincere thanks to Manager Mr. Goutam Kumar Vhattacharjee and all the employees of Janata bank limited, Jonail brance,Natore, who helped me during my work tenure and made my experience a memorable one.

Tanjina Afrin

Table of Contents

Acknowledgements			i
Table of Contents			ii
List of Tables& Figures			iii-iv
Executive Summary			v
Chapter		Particular	
Chapter 1: Introduction	1.1	Introduction	2-4
	1.2	Background of the study	4
	1.3	Objectives of the study	4
	1.3.1	Broad Objective	4
	1.3.2	Specific Objectives	4
	1.4	Limitations	4
Chapter 2: Methodology	2.1	Sources of data	6
	2.1.1	Primary data	6
	2.1.2	Secondary data	6
	2.2	Methods of data collection	6
	2.3	Tools of data analysis	6
Chapter 3: Organizational profile of Janata Bank Ltd.	3.1	An overview of Janata Bank Ltd.	8
	3.2	History of Janata Bank Ltd	8-9
	3.3	Vision	9
	3.4	Mission	9
	3.5	Objectives of the Bank	9
	3.6	Current situation of Janata Bank Ltd	10
	3.7	Core values	10-11
	3.8	Organizational Hierarchy of Janata Bank Ltd	11-12
	3.9	Products & services	13
Chapter 4: School Banking	4.1	History of school banking in Bangladesh	15
	4.2	Present scenario of school banking in Bangladesh	15
	4.3	Process of School Banking	15
	4.4	Rules and regulations of school banking of Janata bank	16-17
	4.5	Benefits of school banking	17
	4.6	Limitations of school banking	17
Chapter 5: Analysis and Findings	5.1	JBL's School Banking deposits in several years	19
	5.2	Interest paid on school banking scheme	20
	5.3	Number of School Banking Accounts	20-23
	5.4	Statistics of school banking of JBL	24
	5.5	problems and prospects of School of banking	26-33

	5.6	Opinion of respondents regarding Problems and prospects of school banking	34-35
	5.7	Conclusion	35
Chapter 6: Conclusion & Recommendations	6.1	Conclusion	37
	6.2	Recommendations	38
Appendix		Questionnaire	30
References		References	42

List of Figures

Figure 1: Organizational hierarchy of Janata Bank	11
Figure 2: School banking deposits	19
Figure 3: Interest paid to school banking scheme	20
Figure 4: Number of accounts opened under school banking scheme	21
Figure 5: Statistics of school banking of JBL	24
Figure 6: Lack of publicity	26
Figure 7: Low interest rate	28
Figure 8: Lack of Modern Banking Facilities	29
Figure 9: Too much formality	30
Figure 10: Lack of professionalism	31
Figure 11: Future potential customers	32
Figure 12: Economically strong	33
Figure 13: Familiar with formal banking	34

List of Tables

Table 1: Current situation of JBL	10
Table 2: List of products and services of Janata Bank	13
Table 3: List of school banking deposits	19
Table 4: Interest paid on this deposit scheme	20
Table 5: Number of accounts open under school banking scheme	20
Table 6: Frequency table of problems and prospects of school banking of Janata Bank Ltd.	21-23
Table 7: Statistics of school banking of JBL	24
Table 8: Frequency distribution table of lack of publicity	26
Table 9: Frequency distribution table of low interest rate	27
Table 10: Frequency distribution table of lack of modern banking facilities	28
Table 11: Frequency distribution table of too much formality	29
Table 12: Frequency distribution table of lack of professionalism	30

Table 13: Frequency distribution table of future potential customers	31
Table 14: Frequency distribution table of economically Strong	32
Table 15: Frequency distribution table of familiar with formal banking	33
Table 16: List of opinion regarding problems and prospects	35

Executive Summary

This report was originated in result of my internship, which I did, as must requirement of MBA program. This report was done based on my learning internship in Janata Bank Ltd. I have worked under the school banking department of Janata Bank Ltd, at their Jonail Branch, Natore. The objective of this report is to identify problems and prospects of school banking of Janata Bank ltd. To do this, I worked in Janata Bank Ltd. Jonail branch. I have collected data from the respondents and then used SPSS and MS excel and by using this tools I have calculated mean, mode, median and St. Deviation of variables. I had faced many problem to do this report because every employees were not cordial enough to give me the sufficient data regarding this topic.

Janata Bank Limited started their school banking program after the order issued by Bangladesh Bank in November 2010. With high ambition to enriched students money management skill as well as to develop economic condition through involvement in banking activities. So here I have tried to focus upon the school banking services of Bangladesh. This is aimed to have clear knowledge about school banking in Bangladesh with present status and prospects. Starting from the meaning of school banking, I have put light on giving a history about school banking. Further I have moved on to explore the school banking system in Bangladesh as well as law regarding this also. My main focus was on problems and prospects of school banking of Janata Bank Ltd. I have pointed out some of their problems and prospects such as lack of publicity to promote this program, interest rate is very low, lack of professionalism, Too much formality to open this account, future potential customers, make students economically strong etc. The study also reflects on benefits of school banking as well as the limitation which it faced. Finally, I have gone through, some suggestion which we have done after analyzing the whole study.

I have also pointed out some recommendation which I believe to be the best form to solve the problems and Janata Bank Ltd will be better performing Bank in future and it will get top position in Bangladesh. Finally I observed that Janata Bank Ltd will ensure the better service to the customers and employment of people of Bangladesh and they will do more contribution on development of economy of Bangladesh.

Chapter 1: Introduction

1.1 Introduction: The school banking programme has recently been launched in Bangladesh. The structure not only strategies to help students and parents with an ample sum of savings after a certain period, it also aims to instill the habit of savings from an early age into students. In a major decision in November 2010, Bangladesh Bank (BB) asked all banks to open school banking branches. It said students need to be brought under banking services to help them contribute to economic activities through savings.

Janata Bank Limited was born with a new concept of purposeful banking sub serving the growing and diversified financial needs of planned economic development of the country. Very recently, Bangladesh Bank has launched a scheme for the students named „School Banking Scheme“ through all commercial and specialized banks in Bangladesh. This concept is new as a separate product but became a popular one within two years with a view to inspiring for savings and creating savings mentality to the school going students with an attractive interest rate, waiver of service charges like other deposit accounts. BB issued a circular on 2nd November, 2010 to all commercial Banks for all school going students to be introduced with developed technology and banking services to play role in financial activities by savings. Up to this period more than 52 banks launched this scheme. But the rules and regulation to operate this kind of account is still ambiguous to all guardians as well as officials that how to open and operate, what necessary documents are needed to open this account from the students though every banks kept about all scheme through website. According to updated statistic of Bangladesh Bank Up to June 2015 total outstanding balance of school banking stood at Taka 6879.9 million against 904652 accounts. Due to lack in publicity school banking scheme did not overcome its objectives like other deposit schemes. By this scheme most of students can able to build up capital for their future and besides this banks not only use to recurring deposit but also play a social role in the country. This program would be the milestone for the school banking operation for the students and guardians and for the bankers who will introduce the scheme.

The „Child and Youth Finance International Country Award“ from Asia and the Pacific region, given to Bangladesh in 2015, went to Singapore last year. Bangladesh“s award was handed to the central bank“s Executive Director Md Abdur Rahim by Child and Youth Finance International (CYFI) in a ceremony at London“s House of Lords on Thursday evening BdST. Valerie Georgina Howarth, baroness and a member of the House of the Lords, hosted the „4th Annual CYFI Awards ceremony“. CYFI, a global network that includes 36 million children and youths across 125 countries, awards individuals, government authorities, financial institutions as well as civil society organizations. Bangladesh Bank Governor Atiur Rahman, in his immediate reaction,

said, "This is another milestone achievement for Bangladesh Bank in the global arena, branding Bangladesh as a role model for financial inclusion'. „I see this award as a reaffirmation of our new approach of developmental central banking, significantly contributing towards ensuring a broad based, inclusive, and poverty free society," he told bdnews24.com . Students in Bangladesh can open bank accounts with just Tk 100 as deposit and no charges apply. More than 900,000 accounts by children exist, with total deposits amounting to \$90 million. Defying a central bank instruction to provide maximum interest rate in the „school banking“ programme, many commercial banks have allegedly started depriving the youngsters by giving them only four per cent interest on deposits instead regular offer of 10 percentages.

A Bangladesh Bank report on school banking has come up with this startling revelation terming the discriminatory treatment an impediment of making students interested in the „school banking“ programme. Bangladesh Bank (BB) on November 2, 2010 asked all scheduled banks to introduce school banking in a bid to establish financial inclusion across the country and encourage the students to savings-habit. Schoolchildren have, so far, opened more than 800,000 bank accounts in the last five years and deposited around Tk 4.5 billions in them. Maximum scheduled banks operating in the country, have already launched the product in a large or small scale, providing them highest eight per cent to minimum four per cent interests on deposits, according to sources in the central bank. BB Executive Director M Mahfuzur Rahman told thereport24.com that the programme has been launched in an attempt to introduce the young learners with banking services. "The central bank has directed the banks to provide the highest rate of interest to school-children. We will summon the authorities who are depriving the kids," he said. Conducting a survey on forty banks' „school banking“ programme, Bangladesh Bank has found that Janata, Brac, Dutch Bangla, National, Pubali, Agrani and City banks give only four per cent of interest to school kids. Al-Arafah Islami, Southeast, Mutual Trust, Standard Chartered, Jamuna, Exim, Dhaka and Uttara banks have been offering only five per cent interest rate for them while UCBL, IFIC, NCC, Sonali and Janata banks give six percentage of interest.

Bangladesh Development Bank Ltd, Premier, Islami and Shahjalal banks“ interest rate in the school banking programme is 6.5 per cent while 7.5 is provided by Bank Asia, Standard, Bangladesh Commerce, Rupali and Trust banks. However, Eastern, NRB, and ICBL banks offer the highest 8.5 per cent interest for school students. Contacted, Association of Bankers, Bangladesh chairman Ali Reza Iftekhar told thereport24.com that the initiative of school banking was taken only to encourage the young learners to banking. "We are also trying to give them the highest rate of interest. However sometimes, business stands in the way," said Ali Reza Iftekhar, also managing director and CEO of Eastern Bank Limited. Misbahul Uddin Mahin, an SSC examinee of Motijheel Government Boys“ High School bought a mobile handset at Tk 8,500

instead of depositing it in a bank as it offered only four percent deposit interest. Munmun Begum, mother of Mahin told thereport24.com, “The bank which gives me 9.5 percentage of deposit interest, offers only four per cent to my son. This is a kind of fraudulence. And so, we did not open the account for Mahin.” Bangladesh Bank issued a circular to all commercial banks in 2010 to join the 'school banking' programme to attract deposits from school students. Students could open a bank account with only Tk 10. Now that has been raised to Tk 100. Bangladesh Bank officials say this programme has ensured financial inclusiveness.

1.2 Background of the Study: Internship program has been launched mainly to bridge this gap between the theoretical knowledge and practical field. This internship is a part of MBA(Agribusiness) degree to provide the job experience to students. I was placed at Janata bank Bangladesh limited, Jonail Branch, Natore, as an intern for 120 days duration.

The presented report of internship named problems and prospects of school banking of Janata bank ltd. is originated from the partial fulfillment of MBA(Agribusiness) degree conducted by Faculty of Agribusiness management, Sher-e-Bangla Agricultural University, Dhaka-1207. During the internship program I was under the faculty supervisor Zulfikar Ahmed Reza , Professor, Department of Agricultural Statistic, Sher-e-Bangla Agricultural University.

1.3 Objectives of the study

1.3.1 Broad Objective: The main objective is to find out problems and prospects of school banking of Janata bank limited.

1.3.2 Specific Objectives:

1. To highlight the school banking project.
2. To identify problems related to school banking program.
3. To highlight the future prospects of school banking.
4. To make some recommendations for making school banking effective.

1.4 Limitations:

- The officers were not very co-operative and they were too busy to give me time to get knowledge about practical activities.
- Every task has some limitations. I faced some usual constraints during the course of my internship. The officials had some times been unable to provide information because of their huge routine work.
- As a financial institution everyone should expect a good behavior from the employee but I had a bad experienced when I joined as an intern.
- Some desired information could not be collected due to confidentiality of business.
- I had to complete this report writing within a shorter period of time, so the time constraint of the study hindering the course of vast area and time for preparing a report within the mentioned period is really difficult.

Chapter 2- Methodolog

The study is based on both primary and secondary data. Primary data have been collected from the respondents by using questionnaire. This study was conducted to know the problems and prospects of school banking of Janata Bank.

2.1 Sources of Data

The data needed to prepare this report and the data have been collected from both the primary and secondary sources.

2.1.1 Primary data: Primary data are collected from the respondents by asking them some questions. A total of 55 respondents were interviewed and the collected information was used for data analysis.

2.1.2 Secondary data: Secondary data are collected from appropriate sources for collecting data. Sources of significant secondary data included Newspaper, Journals, Articles, Books, Publications and websites. A structured questionnaire was used to collect the opinions of respondents. To select the respondents, convenience sampling method was used.

2.2 Methods of data collection: Structured questionnaire has been used to collect data. Data has been collected through consulting with bank personnel.

2.3 Tools of data analysis: After collecting the data from the various sources, I applied data analysis tools to analysis the data related to my topics and also used descriptive method to interpret some factors. Those tools are given below:

- MS Excel
- Mean
- Median
- St. Deviation
- Graphs and Charts
- Tabulation

Chapter 3: Organizational profile of Janata Bank Ltd.

3.1 An overview of the Janata bank ltd.

Janata Bank Limited welcomes to all to explore the world of progressive Banking in Bangladesh. It is a state owned commercial bank and is catering the need of the mass business people. Immediately after the independence of Bangladesh in 1971, the erstwhile United Bank Limited and Union Bank Limited were nationalized and renamed as Janata Bank. It was corporatized on 15th November 2007. Janata Bank was born with a new concept of purposeful banking sub serving the growing and diversified financial needs of planned economic development of the country. The noble intention behind starting of this Bank was to bring about a qualitative change in the sphere of banking and financial management. Janata Bank is playing a significant role towards socio-economic development of the country by financing Non-Banking Financial Institutions dealing with Home Loan, Corporate Financing & Loan Syndication. Janata Bank is always vigilant to develop its market potentialities way before others are thinking/planning today. Janata Bank is the first among to start SWIFT operation to minimize transmission cost in lieu of the telex system and simultaneously increase remittance business and foreign trade. It has automated 92 branches and developed 20-application software by its own staff, which has reduced huge internal expenses and enriches operational efficiency as well. Janata Bank Limited operates through 864 branches including 4 overseas branches at United Arab Emirates. It is linked with 1202 foreign correspondents all over the world. The Bank employs 15705 employees.

The mission of the bank is to actively participate in the socio- economic development of the nation by operating a commercially sound banking organization, providing credit to viable borrowers, efficiently delivered and competitively priced, simultaneously protecting depositor's funds and providing a satisfactory return on equity to the owners. The Board of Directors is composed of 13 (Thirteen) members headed by a Chairman. The Directors are representatives from both public and private sectors. The Bank is headed by the Chief Executive Officer & Managing Director, who is a reputed banker. The corporate head office is located at Dhaka with 10 (ten) Divisions comprising of 37 (thirty seven) Departments. International Award - "World's Best Bank Award-2009 in Bangladesh Janata Bank Limited was awarded Best Bank-

Bangladesh in the Global Finance, World's Best Bank Awards, 2009 by New York based Financial Magazine "Global Finance". "Global Finance" has identified winning banks based on number of criteria including growth in Assets, Profitability, Strategic relationships, Customer Service, Competitive pricing and innovative products.

3.2 History of Janata Bank Ltd.

Janata Bank Limited (JB) is the second largest commercial bank in terms of net worth with 908 branches and fully owned by Government of Bangladesh. The mission of the bank is to actively participate in the socio-economic development of the nation by operating a commercially sound banking organization. Immediately after the independence of Bangladesh in 1971, the erstwhile United Bank Limited and Union Bank Limited were nationalized and renamed as Janata Bank. Janata Bank is a state owned commercial bank which was incorporated as a Public Limited Company on 21 May 2007 as per Companies Act 1994 and took over the business of the then Janata Bank with all of its assets, liabilities, right, power, privilege and obligation on a going concern basis through a vendor agreement signed between the Peoples Republic of Bangladesh and Janata Bank Limited on 15 November 2007 with a retrospective effect from 1 July 2007. All of its operational activities are governed by the Bank Companies Act 1991. The Bank provides all kinds of commercial banking services to its customers including accepting deposits, extending loan & advances, discounting & purchasing bills, remittance, money transfer, foreign exchange transaction, guarantee, commitments etc. The principal activities of its subsidiary are to carry on the remittance of hard-earned foreign currency to Bangladesh. Janata Bank Ltd. has a plan to switch over to a multidisciplinary financial institution by conducting Merchant Banking business and Islamic Banking. The authorized capital of the bank at present remained at Tk. 30000 million. Paid up capital Tk. 19140 million.

3.3 Vision of the Bank

To the effective largest commercial bank in Bangladesh to support socio-economic development of the country and to be a leading bank in South Asia.

3.4 Mission of the Bank

Janata Bank Limited will be an effective commercial bank by maintaining a stable growth strategy, delivering high quality financial products, providing excellent customer service through an experienced management team and ensuring good corporate governance in every step of banking network.

3.5 Objectives of the Bank

- To earn customer satisfaction through diversified banking activities and introduction of innovative banking.
- To improve the customer services in recent times by introducing a number of IT-based reform measures.
- To remain one of the best banks in Bangladesh in terms of profitability and Assets Quality.
- To ensure an adequate rate of return on investment.
- To maintain adequate liquidity to meet maturing obligations and commitments.
- To maintain a healthy growth of business with desired image.
- To maintain adequate control systems and transparency in procedures.
- To ensure optimum utilization of all available resources.

3.6 Current situation of Janata bank ltd.

Table 1: Current situation of JBL

SL	Particular	2016
1	Authorized capital	30,000.00
2	Paid up capital	19,140.00
3	Total capital	37,128.33
4	Required capital	36,562.52
5	Surplus/(shortage) of capital	565.82
6	Capital to Risk Weighted Asset Ratio (CRAR)	10.16%
7	Total assets	683,157.58
8	Total deposits	568,911.14
9	Total loans and advances	349,861.30
10	Total contingent liabilities and commitments	121,570.94
11	Credit deposit ratio	61.50%
12	Total classified loans	43,181.70
13	Percentage of classified loans against total loans	12.34%
14	Import	147,181.80
15	Export	145,373.60
16	Foreign remittance	106,336.30
17	Income from investment	18,260.44
18	Operating profit	10,720.50
19	Profit after tax and provision	4,807.88
20	Provision kept against loans and advances (G+S) including OBS exposures	21,661.71
21	Provision kept against classified loans and advances	17,670.80
22	Provision surplus/(deficit) against loans and advances	83.77
23	Cost of fund	7.94%
24	Cost of deposit (%)	6.76%
25	Average return on loans and advances	9.35%
26	Interest spread	2.59%
27	Net spread	1.77%
28	Earning assets	548,634.47
29	Non-earning assets	134,523.10
30	Return on investment (ROI)	8.61%
31	Return on assets (ROA) after tax	0.70%
32	Return on equity (ROE)	11.44%
33	Earning per share (EPS)	25.12
34	Net operating income per share	56.01
35	Net assets value per share (NAVPS)	219.63
36	Net operating cash flow per share (NOCFPS)	165.93
37	Total number of employees	13,833

3.7 Core values

For Customers: To become most caring bank by providing the most courteous & efficient service in every area of our business.

For Employees: By providing the well-being of the members of the staff.

For Shareholders: By ensuring fair return on their investment through generating stable profit.

For Community: By assuming our role as a socially responsible corporate entity in a tangible through close adherence to national policies & objectives.

3.8 Organizational hierarchy of Janata Bank Ltd.

There are 13 members of Board of Directors manages Janata Bank Limited. For efficient operation of the bank the Board of directors forms an Executive Committee of 19 members. Besides, a management Committee looks after the affairs of the bank. The Bank maintains transparency in its entire works. All decisions of the management come through discussions in appropriate forum and required follow-ups are also made to see their effectiveness. Here are the management team given in a chart and the hierarchy of the JBL is given in next page-

Figure 1: Organizational hierarchy of Janata Bank



This flow chart highlights the organizational hierarchy of Janata bank. At the top of the chart begins from board of directors which consists of 11 members. Then managing directors. The name of MD of Janata Bank is Mr. Md. Abdus Salam. The next position is for the additional

managing directors of this bank. This chart than shows the position of deputy managing director and the current deputy managing director are Mrs. Afroza Gul Nahar. Mr. Golam Faruque, Mr Md. Abdus Salam Azad (F.F.). Than the position for the Sr. executive vice president and then executive vice president. This flow chart than highlight the position for Sr. Vice president and Vice president. This hierarchy shows the next positions are Sr, Asst. vice president and Asst. vice president and the next position hold by First Asst. vice president. The next position in this diagram holds by Sr. executive officers and then executive officer. The last three position holds by Principle officers, Sr. Officers and officers respectively.

Office Automation Technology, computer, internet these things brings a new generation of banking service to the customer. Eight to ten years ago customers cannot think about that they can withdraw or deposit money from their account at least within one hour. But now it takes only at best five minutes for withdraw their money. This is the simple example what technology brings to banking sector. In before bankers has to maintain huge ledger book for their daily or any sorts of banking record. But now they can do it by on click and by strike of few buttons. They have web page (www.janatabank-bd.com). Customer can get detail information from the web page. JB Ltd also has credit card and ATM machine now a days.

Audit Inspection Recovery Distribution: Head Office Audit and Inspection Division comprising sufficiently experienced and skilled manpower carried out internal audit and inspection work on regular basis. In 2002, all the branches of the Bank were audited at least once. Surprise inspections were also undertaken in many branches. Bangladesh Bank audit teams also conducted comprehensive and foreign exchange related inspections on the affairs of many branches during the year under report.

Human Resource Division: In the Janata Bank, this department deals with the employees as the core resources of the organization. This department mainly emphasize on the recruitment, selection of the employees. They are also motivating the employee to work efficiently and effectively.

Information Technology Division: It is very significant to adapt with the ongoing information technology revolution to provide faster services to the clients. The Information Technology Division supervises the overall computerization of the banking operations and networking, provides system support, deals with data processing and data entry, procures and maintain hardware, maintain and develop software required by the bank to facilitate and support the day to day operations.

Training Division: The main objective of this division is to make the employees efficient. Usually this division offers training to their employee time to time. This is helpful to the employee to do their job efficiently and effectively.

Marketing Department: The Marketing department mainly works for to promote the different types of services of information to the people. To improve the marketing network throughout the country. To implements the marketing strategies and the concept of Trade marketing.

Credit Department: The credit department mainly deals with different types of loan and advances. This department analysis the proposal, approvable, monitoring the credit, disbursement, credit recovery position and credit policy that is given by all branches.

International Banking Department: The foreign exchange department mainly deals with export, import and foreign currency of different branches of the Bank.

Common Services Department: They take care of Banks assets and utilize their assets properly.

Public Relation & Protocol Department: This department deals with people & conveys people's views to the management.

Dead Stock & Stationery: This department prints all security documents of Bank & looks after of this security items.

3.9 Products & services: JBL has offered several products and services to its valuable customers. The list of products and services has been given below:

Table 2: List of product and services of Janata Bank

General Service	Savings Account Current Account Corporate Account Short term Deposit
Deposit Service	Fixed Deposit Scheme Special Savings Scheme Special Deposit Scheme Monthly Income Scheme Monthly Savings Scheme Education Saving Scheme
Loan Scheme	Loan General Terms Loan Transport Loan Project Loan Loan against Imported Merchandise Loan against Trust Receipt Loan Against Packing Credits Loan Against House Building
Loan Scheme	Housing Loan Scheme House Repairing Loan Scheme Consumers Finance Scheme Festival Small Business Loan Scheme Festival Personal Loan Scheme Small Business Loan Scheme Personal Loan Scheme Cash Credit Security Overdraft Payment against Document
Others	Remittance, Money Gram, T.T, D.D

Chapter 4: School Banking

4.1 History of school banking in Bangladesh: School banking is not new in Bangladesh. Some banks, including Muslim Bank, had introduced a school banking program in the 1960s, but it did not last long. It was sometime before AB Bank (formerly Arab Bangladesh Bank) launched the service in Sunshine Grammar School in Chittagong in 2003. But, that too did not work. Bangladesh Bank (BB) on November 2, 2010 asked all scheduled banks to introduce school banking in a bid to establish financial inclusion across the country and encourage the students to savings-habit. Out of the 56 scheduled banks operating in the country, 52 have already launched the product in a large or small scale. EBL was the first bank that came up with school banking after the central bank issued a circular in this regard. The bank has introduced 'EBL Junior', a savings account for students, aiming to include the young population of society under the umbrella of banking. The bank has so far opened 500 student accounts. It has set a target to net another 500 by next month, according to Muhammad Musa, head of branches of EBL.

4.2 Present scenario of school banking in Bangladesh

According to the report, at the end of December last year, there were 639465 accounts in 52 banks with a total deposit of Tk 4072.9 million. Currently, the average savings in these accounts work out to about Tk 50.4 million have 101468 accounts in state- owned commercial banks. On the other hand, they have opened 106503 accounts in specialized banks, 430284 in private banks and 1210 in foreign banks. The central bank has taken several steps to help children learn about the banking system through School banking. The first School Banking Conference was organized by the central bank in Dhaka in 2013. School banking is a step toward financial inclusion and financial literacy goals taken by Bangladesh Bank, as it helps children learn about the banking system. The school banking program includes children banking services such as online banking, ATM, debit and credit cards and makes the 'future generation' more aware about money and its management. Some steps had been taken from the conference, steps are:

- Spread the school banking program all over the Bangladesh
- Target a large part of the 30 million students around the country age between 11 to 18 years
- Encouraging commercial banks to open booths in schools aimed at expanding the program
- Central Bank (BB) tightens school banking rules, banks can issue debit cards free of charge but they would come with a monthly withdrawal maximum of Tk 2,000.
- The limit, however, can be increased to Tk 5,000 upon request from the guardian.

4.3 Process of School Banking : Basically a student saves a portion of his/her daily expenses and deposit to my bank each month along with whatever money he/she gets from parents and other relatives on birthdays and festivals . He/she is certain that the savings can be used for future education without parents' help.

Eligibility:

- Any children aged from 6 < 18 will be eligible to open an account.
- Children cannot open the account with anyone other than his/her parents.
- Minimum Initial deposit amount is only BDT 100/=

4.4 Rules and regulations of school banking of Janata bank

Rules and regulation regarding School Banking was 1st established in Bangladesh by Bangladesh Bank under its Green Banking and CSR department on 28th October 2013. Main components of this ordinance

1. **Account open:** students aged from 6 to 18 will be applicable to open account.
2. **Management of account:** The account will be managed by the parents or guardians of the students.
3. **Filling form:** Both the students and the guardians should fill the form with personal information and signed by legal guardians.
4. **Account type:** This is a savings account. Savings can be transferred to open new savings scheme.
5. **Minimum opening balance:** Initial deposit minimum Tk.100
6. **Nationality:** The students and the guardians/ legal guardians both should be citizen of Bangladesh.
7. **Important documents for opening account:** Copy of Birth certificates, academic certificates, and transcripts must be submitted into the bank.
8. **Account holders earning source:** The issue related with the Legality of the sources of deposited amount should be certain.
9. **ATM card:** Issue of a debit card is possible. Maximum withdrawal amount with this card will be Tk. 2000. But this limit can be increased to Tk. 5000 with the permission of the guardians. SMS Transaction Alert will be activated to the number of the guardians.
10. **Service charge/ Fee:** There will be an exercise of government fee only in this type of account.
11. **Student's fee collection:** Educational institutions will collect their fees from the student,,s bank account. Banks must motivate the institutions to take their students under banking service.
12. **Installation of school banking desk :** Concerned banks will set up an individual desk or counter to support the students banking activities. Deposit and withdrawal facilities will be provided in this desk with other services. The banks can open up booths on different days of a month by discussing with the institutions.
13. **Deposit of scholarship/ stipends money:** students will deposit the amount got from scholarship or stipends into their account but there will be an agreement between

the bank and the government, semi- government, independent, or non-government organizations who will give the amount.

14. **Education insurance:** Students will get the education insurance facility under this account if their education is hampered by financial crisis for any family or natural issue.

15. **Submission of report and activities disclosure:** Banks will quarterly submit report of increase in their school banking activities to the Green banking and CSR department of Bangladesh Bank. Reports will be submitted within 15 days after each quarter. Banks will publish their annual reports update of school banking activities in their website.

4.5 Benefits of school banking

- By involving into banking activities from an earlier stage of life, an individual become saving minded that helps the person to be solvent in later age.
- School banking allows account holders to use 24 hours online banking service in terms of paying tuition on time, buying books and stationary. School banking account holders can operate their general banking activities without any charge as well as online banking.
- School banking account holders get a waiver of minimum balance requirement than other account holders.
- Majority of the banks issue debit and credit card at a lower cost but some banks issue it for free in case of school banking.
- Interest is calculated on daily balance as a result account holders wealth is enriched. After a certain period they can use it in their academic purpose such as tuition fees, stationary etc.
- For account maintenance purpose bank doesn't impose any fee and school banking account holders need not to reserve minimum balance.
- Through school banking, students are involving in banking activities, which (students) is a large portion of the population of Bangladesh. As a result of this involvement economic condition of Bangladesh becomes stronger.

4.6 Limitations of school banking

- As Bangladesh is not economically sound country, major portion of population is living with poverty. They are not able to meet up their children's (students) daily demands so maximum students have not the ability to engage with school banking service.
- Implication of school banking is not well established yet in Bangladesh. As it is a new concept of banking service, it is still in the developing stage.
- Banking is not well accepted, particularly among rural housewives (mother) in Bangladesh. Housewives have long been reluctant to accept banking services because of their poor standing on financial literacy.
- Maximum commercial banks of Bangladesh have already started school banking service but their effort upon promoting this service is not enough. As a result public are not aware about this new banking concept.

Chapter 5: Analysis & Findings

I have worked in Janata Bank, Jonail Branch and my topic was School Banking of Janata Bank: Problems and prospects. For this purpose I have tried to find out problems and prospects of school banking of Janata bank. For this purpose I have made a questionnaire to collect data to find out the problems related to school banking and I have taken 14 sample who provide necessary information for this regard. I have used MS excel to highlight the data and those are given below:

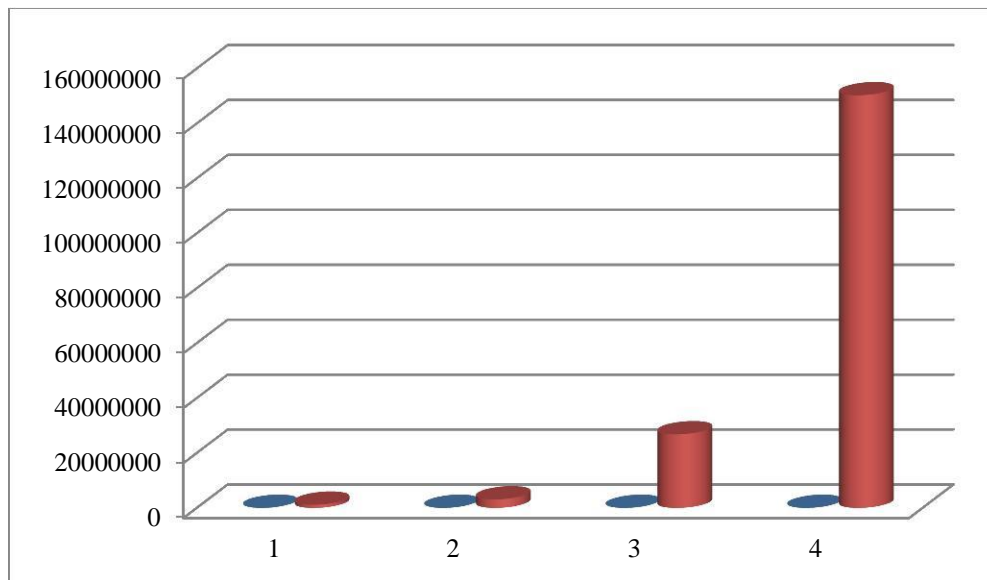
5.1 JBL’s School Banking deposits in several years: I have taken this data from JBL’s annual report which has been given below:

Table 3: List of school banking deposits

Year	Amount (TK)
2013	1,152,464
2014	3,100,226
2015	26,789,486
2016	150,242,094

It is shown that in 2016 JBL has collected more deposits of school banking than the other years.

Figure 2: List of school banking deposits.



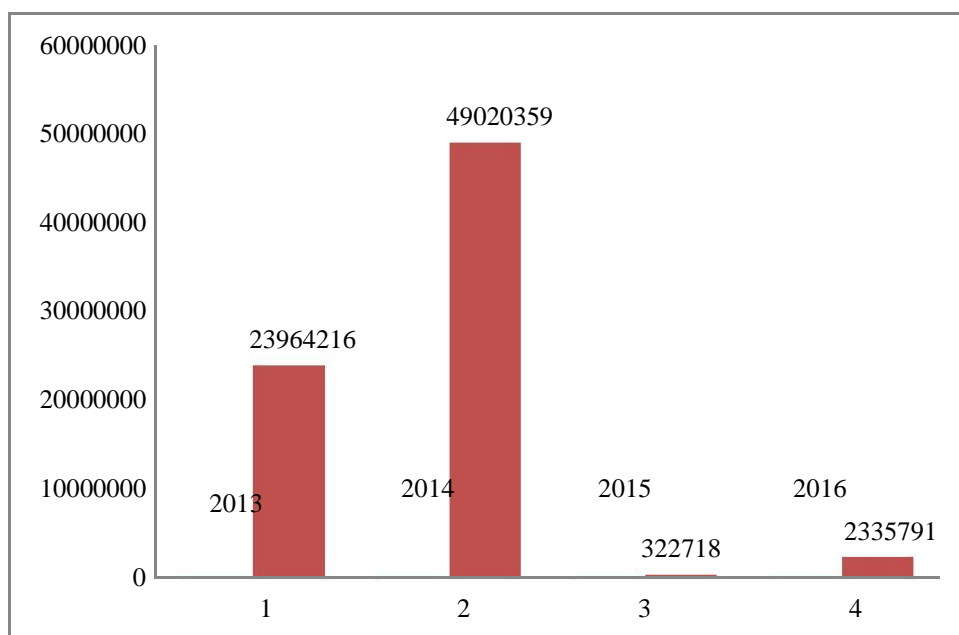
5.2 Interest paid on school banking scheme: JBL gives 6% interest on this account. A list has been given below regarding interest given to this account.

Table 4: Interest paid on this deposit scheme.

Year	Amount (TK)
2013	23,964,216
2014	49,020,359
2015	322,718
2016	2,335,791

It is shown that in 2014 Janata Bank paid more interest than the other years.

Figure 3: Interest paid to school banking scheme



5.3 Number of Accounts: After launching this service ,the rate of account opening is increasing day by day. In the case of insufficient data I have shown only 2 years data which has been given below:

Table 5: Number of account open under school banking scheme.

Year	Type of account	Number of account
2010	School Banking Account	5321
2011	School Banking Account	8432
2012	School Banking Account	9008
2013	School Banking Account	12987
2014	School Banking Account	14005
2015	School Banking Account	15339
2016	School Banking Account	49849

It is shown that the number has been increased in 2016 though it has some problems.
 Figure 4: Number of accounts opened under school banking scheme.

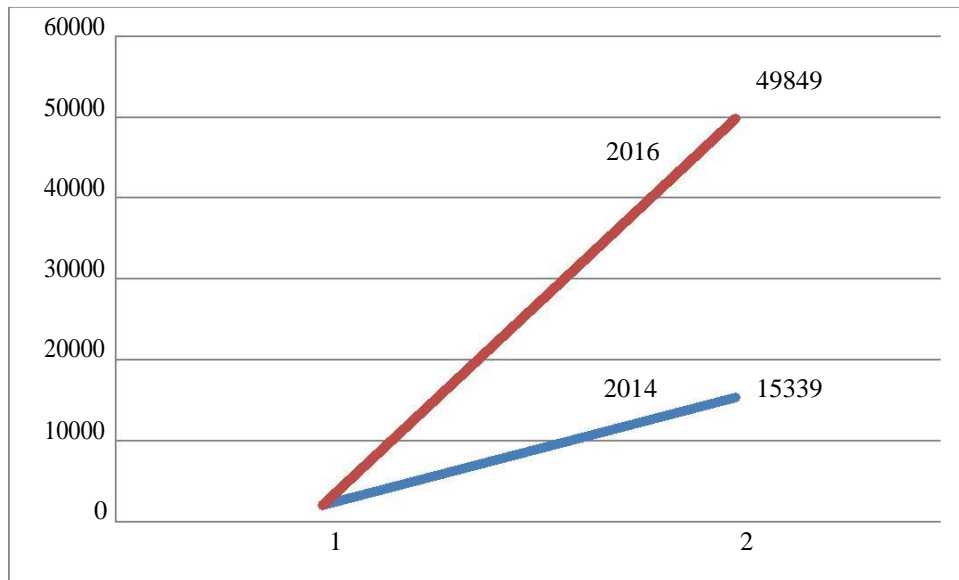


Table 6: Frequency table of problems and prospects of school banking of Janata Bank Ltd.

Lack of Publicity	Low Interest Rate	Lack of Modern Banking Facilities	Too much Formalities	Lack of Professionalism	Future Potential Customers	Economically Empowered	Familiar with Formal Banking
4	2	2	2	4	5	4	3
3	1	3	1	3	4	4	4
5	2	4	1	2	5	1	3
2	2	4	1	3	5	5	2
5	3	5	2	2	5	4	3
5	3	5	3	1	4	5	2
4	1	1	3	1	2	5	4
2	4	2	4	1	3	4	4
3	5	2	5	1	3	2	5
1	3	3	4	2	4	5	5
2	2	4	2	2	5	5	1

5	1	5	1	3	3	5	1
5	2	5	2	1	1	4	4
4	2	5	4	5	4	3	5
4	2	2	2	4	5	4	3
3	1	3	1	3	4	4	4
5	2	4	1	2	5	1	3
2	2	4	1	3	5	5	2
5	3	5	2	2	5	4	3
5	3	5	3	1	4	5	2
4	1	1	3	1	2	5	4
2	4	2	4	1	3	4	4
3	5	2	5	1	3	2	5
1	3	3	4	2	4	5	5
2	2	4	2	2	5	5	1
5	1	5	1	3	3	5	1
5	2	5	2	1	1	4	4
4	2	5	4	5	4	3	5
4	2	2	2	4	5	4	3
3	1	3	1	3	4	4	4
5	2	4	1	2	5	1	3
2	2	4	1	3	5	5	2
5	3	5	2	2	5	4	3
5	3	5	3	1	4	5	2
4	1	1	3	1	2	5	4
2	4	2	4	1	3	4	4
3	5	2	5	1	3	2	5
1	3	3	4	2	4	5	5
2	2	4	2	2	5	5	1
5	1	5	1	3	3	5	1
5	2	5	2	1	1	4	4
4	2	5	4	5	4	3	5
4	2	2	2	4	5	4	3
3	1	3	1	3	4	4	4
5	2	4	1	2	5	1	3
2	2	4	1	3	5	5	2
5	3	5	2	2	5	4	3
5	3	5	3	1	4	5	2
4	1	1	3	1	2	5	4
2	4	2	4	1	3	4	4
3	5	2	5	1	3	2	5
3	5	2	5	1	3	2	5

1	3	3	4	2	4	5	5
2	2	4	2	2	5	5	1
5	1	5	1	3	3	5	1
5	2	5	2	1	1	4	4
4	2	5	4	5	4	3	5
4	2	2	2	4	5	4	3
3	1	3	1	3	4	4	4
5	2	4	1	2	5	1	3
2	2	4	1	3	5	5	2
5	3	5	2	2	5	4	3
5	3	5	3	1	4	5	2
4	1	1	3	1	2	5	4
2	4	2	4	1	3	4	4
3	5	2	5	1	3	2	5
1	3	3	4	2	4	5	5
2	2	4	2	2	5	5	1
5	1	5	1	3	3	5	1
5	2	5	2	1	1	4	4
4	2	5	4	5	4	3	5

Here is the frequency table regarding problems and prospects of SB of JBL. First problem is lack of publicity, in this question respondents give their opinion and we see that strongly agree 20, agree 11, neutral 8, disagree 12 and strongly disagree 4. Second problem is low interest rate in this question and here strongly agree 4, agree 4, neutral 12, disagree 23 and strongly disagree 12. Third problem is lack of modern banking facilities and here strongly agree 19, agree 12, neutral 8, disagree 12 and strongly disagree 4. Fourth problem is too much formality and here strongly agree 8, agree 7, neutral 12, disagree 16 and strongly disagree 12. Fifth problem is lack of professionalism among the employees and here strongly agree 3, agree 4, neutral 12, disagree 16 and strongly disagree 20.

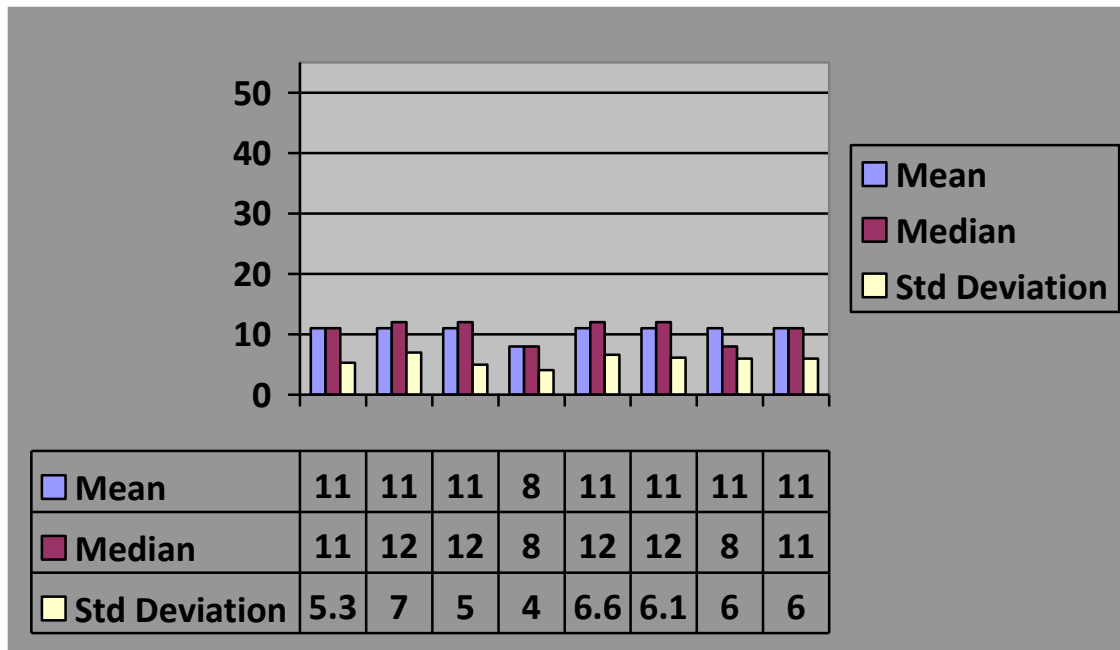
In the case of prospect the first prospects is future potential customer and here strongly agree 19, agree 12, neutral 16, disagree 4 and strongly disagree 4. Second prospect is economically strong and here strongly agree 16, agree 20, neutral 7, disagree 4 and strongly disagree 8. The last prospect is familiar with formal banking and here strongly agree 11, agree 16, neutral 12, disagree 8 and strongly disagree 8.

5.4 Statistics of school banking of JBL: After collecting data and analyzing those data, I have been shown several statistics regarding their problems and prospects of school banking of JBL which is given below:

Table 7: Statistics of school banking of JBL.

Particulars	Lack of Publicity	Low Interest Rate	Lack of Modern Banking Facilities	Too much Formality	Lack of Professionalism	Future Potential Customers	Economically strong	Familiar with Formal Banking
N Valid	55	55	55	55	55	55	55	55
Missing	0	0	0	0	0	0	0	0
Mean	11	11	11	8	11	11	11	11
Median	11	12	12	8	12	12	8	11
St. Deviation	5.291	6.986	4.979	4.049	6.633	6.131	6	5.966

Figure 5: Statistics of school banking of JBL.



This table shows that the mean, median and standard deviation that are related to the problems and prospects of school banking of Janata Bank Ltd. We can see in this table that in the case of problems regarding school banking of mean are more or less equal. Significant rate of mean very low in too much formalities.

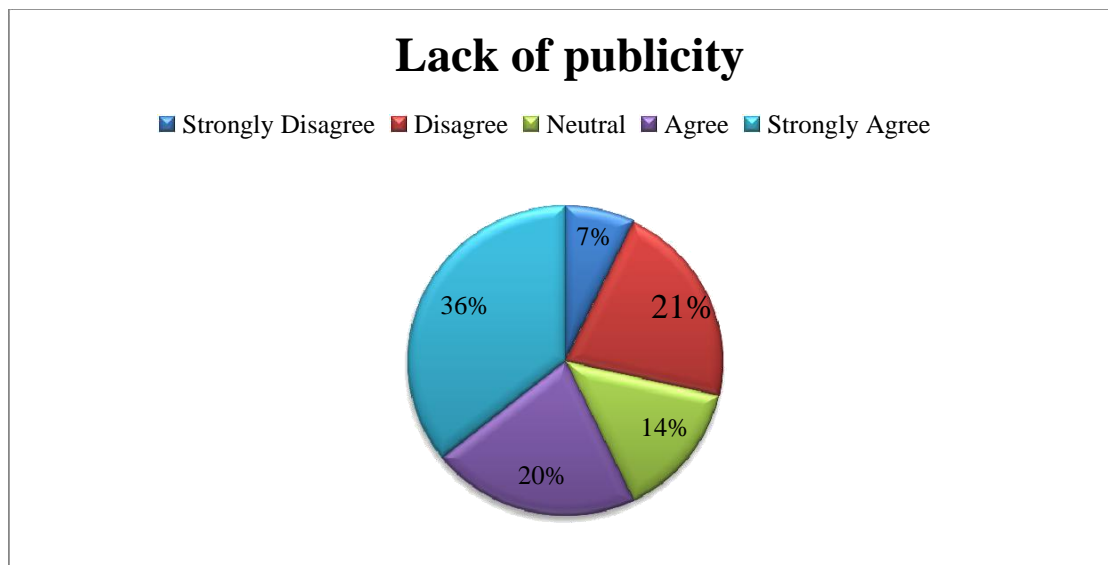
Median Of Lack of Publicity, Familiar with Formal Banking are equal, Lack of Modern Banking Facilities, Lack of Modern Banking Facilities, Lack of Professionalism Future Potential Customers ar equal and Too much Formality, Economically strong are same.

5.5 problems and prospects of school banking of JBL: I have worked in Janata bank as an intern and try to highlight problems and prospects associated with its one of the deposits named school banking saving.

Table 8: Frequency distribution table of lack of publicity

Likert Scale	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	4	7.1	7.1	7.1
Disagree	12	21.4	21.4	29
Neutral	8	14.3	14.3	43.6
Agree	11	20	20	63.6
Strongly Agree	20	36	36	100.0
Total	55	100.0	100.0	

Figure 6: Lack of publicity



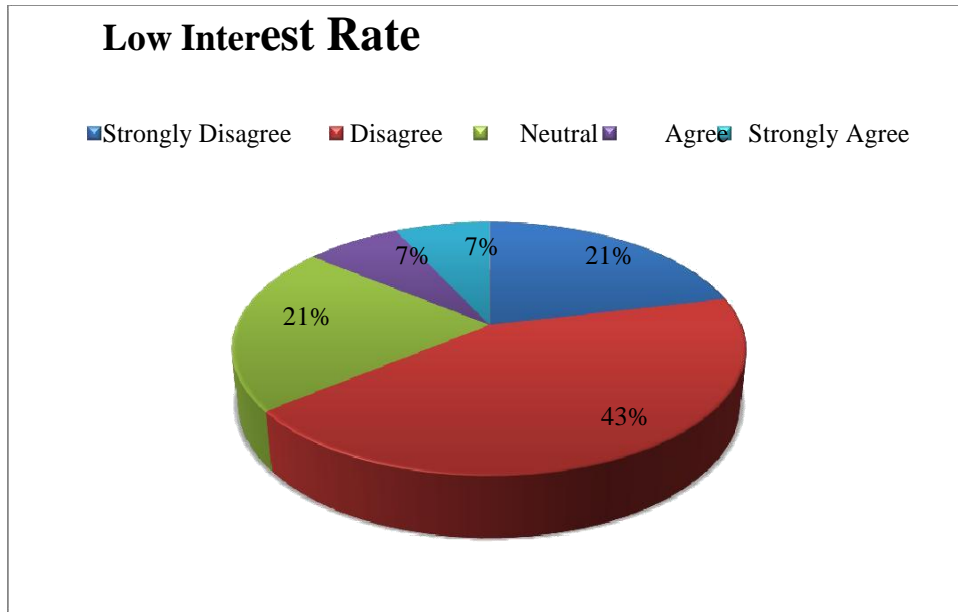
The above graph shows that 36% respondents are strongly agree, 20% respondents are agree, 14% respondents are neutral, 21% respondents are disagree and 7% are strongly disagree.

The above table is the statistics on problems and prospects of school banking of Janata Bank and its one of the problem is lack of publicity. This table shows that its mean is 11, median is 11 and standard deviation of 5.291. So we can say that most of the respondents are agree with this problem .

Table 9: Frequency distribution table of low interest rate.

Likert Scale	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	12	21.8	21.8	21.4
Disagree	23	42.9	42.9	63.6
Neutral	12	21.8	21.8	85.4
Agree	4	7.1	7.1	92.7
Strongly Agree	4	7.1	7.1	100.0
Total	55	100.0	100.0	

Figure 7: Low interest rate



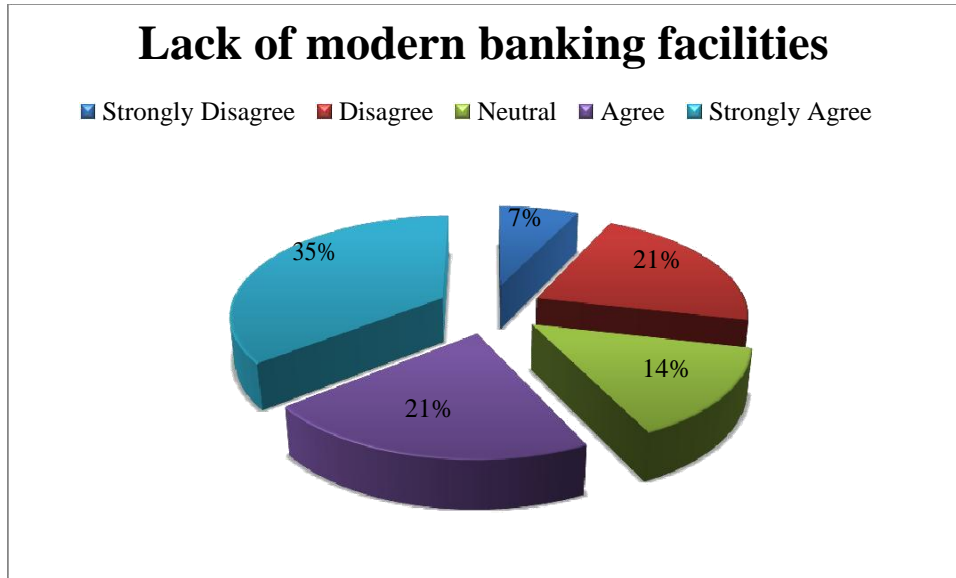
The above graph shows that 7% respondents are strongly agree, 7% respondents are agree, 21% respondents are neutral, 43% respondents are disagree and 22% are strongly disagree.

The above table is the statistics on problems and prospects of school banking of Janata Bank and its one of the problem is low interest rate. This table shows that its mean is 11, , median is 12 and standard deviation of 6.986. So we can say that most of the respondents are disagree with this problem.

Table 10: Frequency distribution table of lack of modern banking facilities.

Likert Scale	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	4	7.1	7.1	7.1
Disagree	12	21.8	21.8	29
Neutral	8	14.5	14.5	43.6
Agree	12	21.8	21.8	65.4
Strongly Agree	19	34.5	34.5	100.0
Total	55	100.0	100.0	

Figure 8: Lack of Modern Banking Facilities



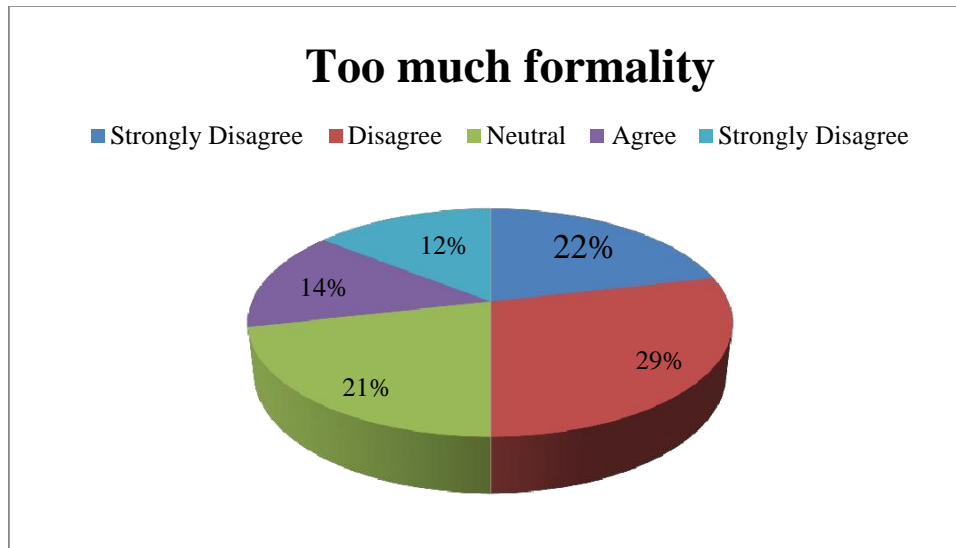
The above graph shows that 35% respondents are strongly agree, 21% respondents are agree, 14% respondents are neutral, 22% respondents are disagree and 7% are strongly disagree.

The above table is the statistics on problems and prospects of school banking of Janata Bank and its one of the problem is low interest rate. This table shows that its mean is 11, median is 12 and standard deviation of 4.979. So we can say that most of the respondents are agree with this problem.

Table 11: Frequency distribution table of too much formality.

Likert Scale	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	12	21.8	21.8	21.8
Disagree	16	29	29	50.0
Neutral	12	21.8	21.8	72.7
Agree	7	12.7	12.7	85.7
Strongly Disagree	8	14.5	14.5	100.0
Total	55	100.0	100.0	

Figure 9: Too much formality



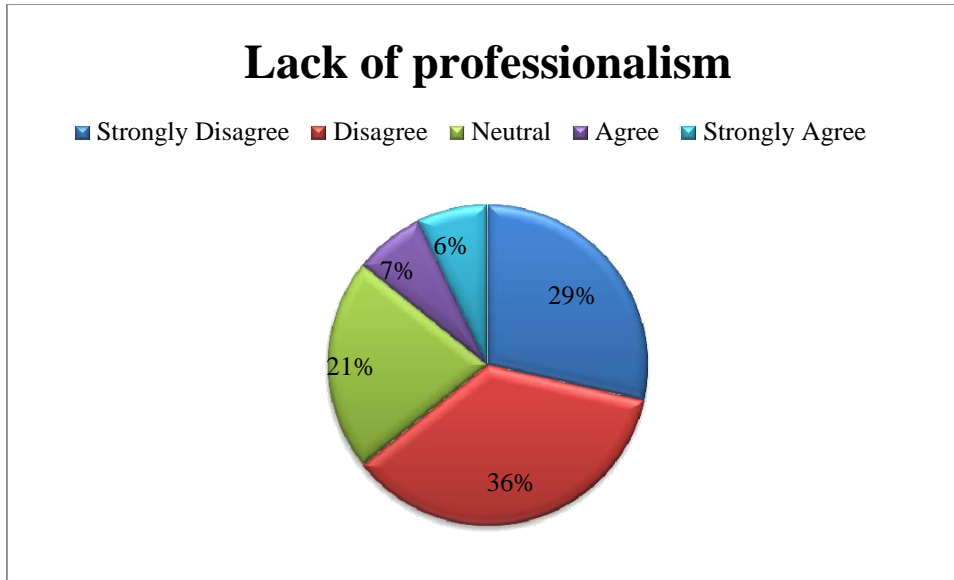
The above graph shows that 14% respondents are strongly agree, 12% respondents are agree, 21% respondents are neutral, 29% respondents are disagree and 22% are strongly disagree.

The above table is the statistics on problems and prospects of school banking of Janata Bank and its one of the problem is too much formalities. This table shows that its mean is 8, median is 8 and standard deviation of 4.049. So we can say that most of the respondents are disagree with this problem.

Table 12: Frequency distribution table of lack of professionalism.

Likert Scale	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	20	36.3	36.3	36.3
Disagree	16	29	29	65.5
Neutral	12	21.8	21.8	87.2
Agree	4	7.1	7.1	94.5
Strongly Agree	3	5.4	5.4	100.0
Total	55	100.0	100.0	

Figure 10: Lack of professionalism



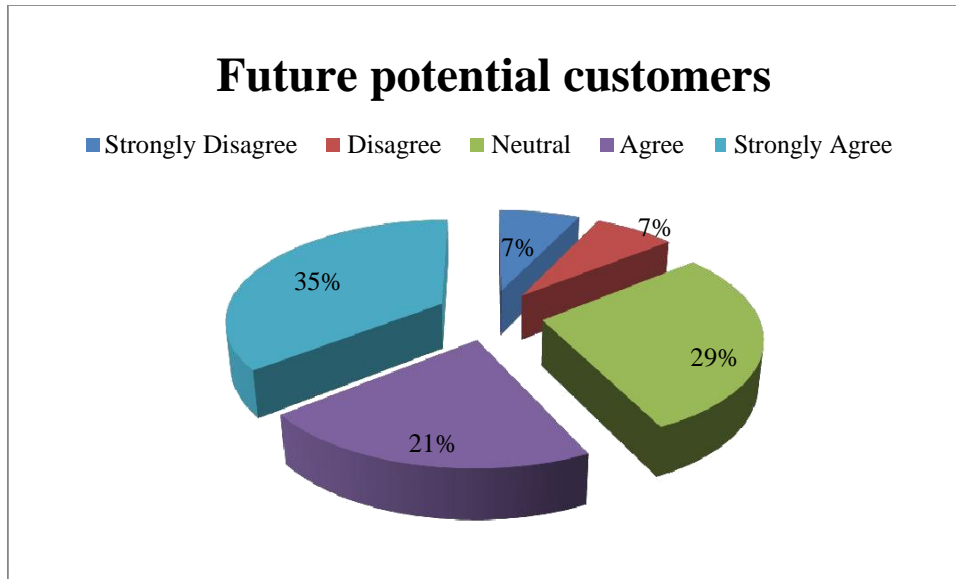
The above graph shows that 6% respondents are strongly agree, 7% respondents are agree, 21% respondents are neutral, 36% respondents are disagree and 29% are strongly disagree.

The above table is the statistics on problems and prospects of school banking of Janata Bank and its one of the problem is lack of professionalism among the employees. This table shows that its mean is 11, median is 12 and standard deviation of 6.33. So we can say that most of the respondents are disagree with this problem.

Table 13: Frequency distribution table of future potential customers.

Likert Scale	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	4	7.1	7.1	7.1
Disagree	4	7.1	7.1	14.5
Neutral	16	29	29	43.6
Agree	12	21.8	21.8	65.4
Strongly Agree	19	34.5	34.5	100.0
Total	55	100.0	100.0	

Figure 11: Future potential customers



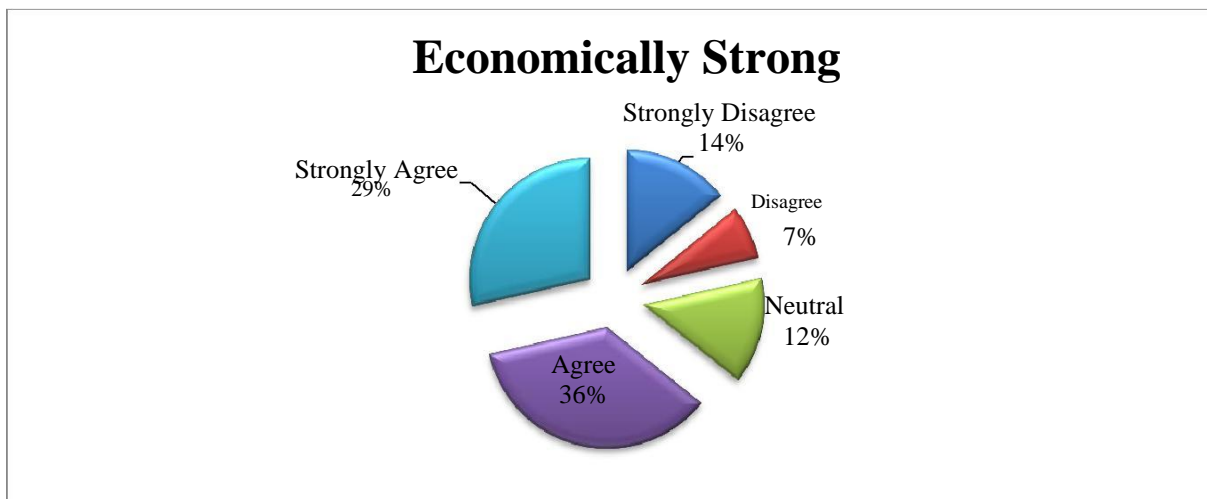
The above graph shows that 35% respondents are strongly agree, 21% respondents are agree, 29% respondents are neutral, 7% respondents are disagree and 7% are strongly disagree.

The above table is the statistics on problems and prospects of school banking of Janata Bank and its one of the prospects is future potential customer. This table shows that its mean is 11; median is 12 and standard deviation of 6.131. So we can say that most of the respondents are strongly agree with this statement.

Table 14: Frequency distribution table of economically Strong.

Likert Scale	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	8	14.5	14.5	14.3
Disagree	4	7.1	7.1	21.4
Neutral	7	12.7	12.7	35.7
Agree	20	36.3	36.3	71.4
Strongly Agree	16	29	29	100.0
Total	55	100.0	100.0	

Figure 12: Economically Strong



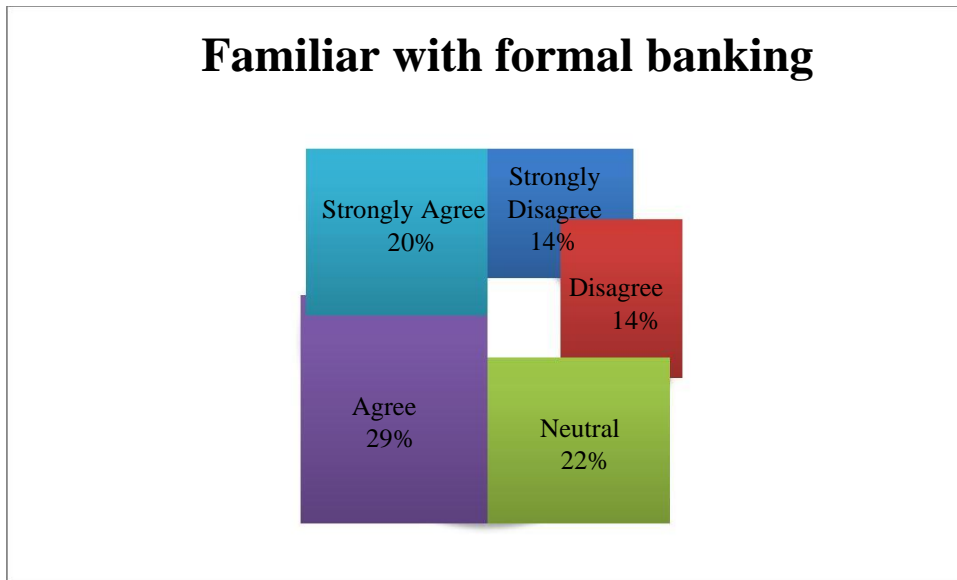
The above graph shows that 29% respondents are strongly agree, 36% respondents are agree, 14% respondents are neutral, 7% respondents are disagree and 12% are strongly disagree.

The above table is the statistics on problems and prospects of school banking of Janata Bank and its one of the prospects is that this account makes the students economically solvent. This table shows that its mean is 11; median is 12 and standard deviation of 6. So we can say that most of the respondents are agree with this statement.

Table 15: Frequency distribution table of familiar with formal banking.

Likert Scale	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	8	14.5	14.5	14.3
Disagree	8	14.5	14.5	29
Neutral	12	21.8	21.8	50.0
Agree	16	29	29	80
Strongly Agree	11	20	20	100.0
Total	55	100.0	100.0	

Figure 13: Familiar with formal banking



The above graph shows that 20% respondents are strongly agree, 29% respondents are agree, 22% respondents are neutral, 14% respondents are disagree and 14% are strongly disagree.

The above table is the statistics on problems and prospects of school banking of Janata Bank and its one of the prospects is that this account introduces students with their formal banking activities. This table shows that its mean is 11; median is 11 and standard deviation of 5.966. So we can say that most of the respondents are agree with this statement.

5.6 Opinion of respondents regarding Problems and prospects of school banking:

Respondents are given their opinion regarding problems and prospects related with school banking service in their bank which is given below in a table.

Table 16: List of opinion regarding problems and prospects

Name of problems	Numbers (out of 55)		Name of Prospects	Numbers (out of 55)	
	Agree	Disagree		Agree	Disagree
Lack of publicity to promote this program	31	16	Future potential customers	31	8
Interest rate is very low	8	35	Make students economically empowered	31	8
Lack of modern banking facilities	31	16	Familiar with formal banking activities	36	8
Too much formality to open this account	15	28			
Lack of professionalism	7	36			

In the case of problems most of the respondents are agree or strongly with those problems but in some few questions regarding problems they are disagree. On the other hand in the case of the prospects most of the respondents are agreeing. So we can say that if this bank takes initiatives to remove their problems regarding school banking they will do better in this sector.

5.7 Conclusion: After evaluating their school banking service I find out the following facts. Some commercial banks are doing well than Janata Bank in this sector. This service makes the students economically strong. Initial deposit is very reasonable for the students and do not charge fee for the account. Students feel safe to deposit here than that of other commercial bank. This service helps the students to familiar with the formal banking. Janata bank treats the young star as a future potential customer. Janata bank is trying to bring them in mobile banking network and trying to provide ATM card. This account is very helpful for the students. Interest rate is low than that of commercial bank. Lack of publicity to promote this service. They do not provide modern banking facilities such as mobile banking, ATM card to the students. Too much formality that consume time. Fail to retain the Customers (students). They do not encourage the students for more saving. Lack of professionalism among the employees of Janata bank. Some employees consider it as a very difficult job to acquire a large number of students each year. The bank has able to advertise the new program and inform the students and their guardians about school banking properly.

Chapter-6

Conclusion & Recommendations

6.1 Conclusion Janata Bank Limited is born with a new concept of purposeful banking sub serving the growing and diversified financial needs of planned economic development of the country. The school banking program has recently been launched in Janata Bank Ltd Bangladesh. The structure not only strategies to help students and parents with an ample sum of savings after a certain period, it also aims to instill the habit of savings from an early age into students.

This study aims at highlighting the current problems and prospects of school banking of Janata Bank Ltd, the reasons behind them and to explore some probable solutions. For collecting necessary data for the study both primary and secondary sources have been used. A structured questionnaire has been used to collect data. Data has been collected through consulting and discussion with bank personnel.

Janata Bank Limited welcomes to all to explore the world of progressive Banking in Bangladesh. It is a state owned commercial bank and is catering the need of the mass business people. The Bank has tried to capture its future potential customers by providing a special scheme named school banking for the students. For this purpose its tries to promote this programe and tries to provide modern banking facilities to its current account holders.

School banking saving is under deposits department of Janata bank Bangladesh Limited and it deals with facilitating students, providing saving deposit for the students, it tries to providing modern banking facilities such as ATM card, mobile banking etc. They are trying hard and soul to increase the number of accounts by providing this service and for this reasons the number of account ahs been increased every year such as in 2014 this account holder was 15339 which doubled in the next year and the account holders now 49849

Major problems of school banking of JBL are lack of publicity, low interest rate than other private commercial banks, students“ needs to follow too much formality, lack of professionalism among the employees of the bank but most significant among them are lack of publicity and lack of modern banking facilities with. The major prospects are future potential customers, economically strong, familiar with modern banking activities.

However, the banking service of the Janata Bank Limited is getting modernized day by day. The students are choosing Janata Bank Limited with a hope of better service provider among other commercial banks.

6.2 Recommendations:

- Increase interest rate.
- Provide modern banking facilities like mobile banking, ATM card etc.
- Reduce extra formality and do not harassment customers (Students).
- Promotional activities like ads, regular articles, and social programs regarding School banking should be arranged.
- Speed of services need to improve.
- Some special reward for students against these accounts can be introduced. Special remuneration for employees who are responsible for school banking program may encourage their hard workings and increase their satisfaction.

Appendix

A Study on School Banking of Janata Bank Limited: Problems and Prospects

Organization:

Designation:

Age:

Gender:

5= <i>Strongly Agree</i>
4= <i>Agree</i>
3= <i>Neutral</i>
2= <i>Disagree</i>
1= <i>Strongly Disagree</i>

Please give your valuable opinion regarding School Banking of Janata Bank: Problems and Prospects

1. Lack of publicity to promote this program.

5	4	3	2	1

2. Interest rate is very low than other commercial banks.

5	4	3	2	1

3. Lack of modern banking facilities.

5	4	3	2	1

4. Too much formality to open this account.

5	4	3	2	1

5. Lack of professionalism of the employees.

5	4	3	2	1

6. Students are the future potential customers of this bank.

5	4	3	2	1

7. This account makes the students economically strong

5	4	3	2	1

8. School banking makes children familiar with formal banking activities.

5	4	3	2	1

References

Alam J. (2007). *School Banking Created a New Era in the Banking Services in Bangladesh.*

Ali M. (2012). *School banking getting popularity*, Financial Express, vol: **20**, page no: 314 Dhaka.

Bangladesh Bank, Quarterly Review Report on School Banking of Banks, Green Banking and CSR Department, Financial Inclusion Wing, Dhaka: Bangladesh Bank, December 2014, September 2014, June 2014, December 2013, June 2013.

Hossen M. M. (2012). *School Banking Scheme as a new Scheme for students*, The Daily Frontier.

Khan A. R., (2009). Bank Management: A Fund Emphasis, Dhaka: Brothers Publications.

Rahman S. (2011). *A new era of school banking*, Daily Star, Annual report of Bangladesh Bank.

Oxford Advanced Learner's Dictionary, Eighth Edition 2010, Oxford University Press, New Delhi, India.

Oxford Dictionary of Business, Third Edition 2002, Oxford University Press, New Delhi, India.

<http://www.bdopinion.com/2015/03/31/school-banking-created-a-new-era-in-the-banking-services-in-bangladesh>.

http://www.thefinancialexpress-bd.com/old/more.php?news_id=12543&date=2012-04-23.

<http://www.thedailystar.net/newDesign/news-details.php?nid=185235>.

<http://www.en.m.wikipedia.org/wiki/Bank>