

ACKNOWLEDGEMENT

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ABSTRACT

The aim of this report is to assess the tasks done in my second (2) industrial practical training at CRDB BANK MIKUMI BRANCH in Morogoro for nine (9) weeks (i.e from 15th of July to 13th of September 2024).

Also, this report describes about the organization and it's all staff members as well as their responsibilities undertaken by the organization, apart from that there are some challenges facing the organization, also this report describes the activities which were done daily as well as the weekly summary in a duration of nine weeks. The main purpose of this industrial practical training was to assess the functionality of CRDB BANK systems as well as all electronic devices such as Automated Teller Machine (ATM), Timer and others used in a Bank for various tasks.

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LIST OF ABRIVIATIONS

- i. CRDB- Cooperative Rural Development Bank.
- ii. ATM- Automated Teller Machine.
- iii. IPT- Industrial Practical Training.
- iv. MUST- Mbeya University of Science and Technology.
- v. DANIDA-Danish International Development Agency.
- vi. POS-Point of Sale.
- vii. BM- Branch Manager
- viii. QA- Quality Assurance

CHAPTER ONE

THE ORGANIZATION

The term CRDB stands for Cooperative Rural Development Bank. The Bank was established in 1996 as a Cooperative Rural Development Bank (CRDB) of Tanzania then followed by the privatization of state-owned firms by Tanzania Government. In the same year, the Danish International Development Agency (DANIDA) acquired 30% ownership stake in the Bank. The vision for CRDB BANK is “To transform lives through financial sector innovation, intuitive action and sustainable business”. CRDB BANK provides a wide range of services and solution pertaining to foreign trading and exchange services relating to capital market investments. CRDB BANK uses a slogan “the bank that listens”. The Bank obtain its profit through charges for withdrawing, charges for the Bank-cards as well as interest from the loaned people. CRDB BANK offers products which include; accounts, foreign exchange rate, internet banking, personal loans, fixed deposit accounts and motor insurance policy.

STAFF MEMBERS AND THEIR RESPONSIBILITIES.

- ❖ Branch Manager (BM).
This is the head of the branch. Her responsibility is to control the whole branch and make sure that everything is done as intended and on time.
- ❖ Team leader.
His responsibility is to organize the whole staff, he is in charge to oversee every staff member's task and every staff member has to inform him once he/she has any emergency.
- ❖ Quality assurance (QA).
He is responsible to oversee all activities done in a particular day and make sure that they are done in a standard way.
- ❖ Teller/cashier
Her responsibility is to assist customers by explaining or recommending items, answering questions and processing exchanges or refunds.
- ❖ Loan officer(s).
Their responsibility is to instruct and apply loan for the customers who need to apply for the loans.

RESPONSIBILITIES UNDERTAKEN BY CRDB BANK.

The CRDB BANK responsibilities/services include;

Foreign trading and exchange services, advisory services which relate to capital market investment as well as asset servicing and record keeping.

In addition, CRDB BANK officers have a responsibility of serving the customers kindly to maintain or increase the number of customers because for a Bank to develop depends on customers.

CHAPTER TWO

ACTIVITIES UNDERTAKEN DURING MY IPT

This chapter describes all activities done during the whole time of my Industrial Practical Training which includes;

- SimBanking registration.
- BIO registration.
- Filing.
- Accounts activation.
- Accounts opening.
- Internet banking.
- Functionality of ATM as well as
- Printing and scanning documents.

Most of these tasks were performed by using electronic devices such as smart phones and printer. This chapter will focus on discussing the functionality of an ATM, SimBanking registration, accounts opening and BIO registration as the main activities done for the whole time of IPT. Let's start discussing one task after another.

❖ Automated Teller Machine (ATM).

This is an electronic machine that is used for making various transactions such as cashing out, cashing in, checking balance and so on. On the issue of cashing out, a customer can do it in two different ways which are by using a card as well as cardless through Simbanking. An ATM is automated to cash out two kinds of notes which are five thousand (5,000/=) and ten thousand (10,000/=) thus it has two shelves, a shelf special for five thousand (5,000/=) and a shelf special for ten thousand (10,000/=), when a person commands for an amount with notes different from these two notes the ATM will not respond and it will bring out the card/terminate the request.

In ATM, money is filled in two ways, firstly money is posted in ATM as non-cash through a system then after it is filled manually in cash with the same amount posted as non-cash.

❖ SimBanking registration.

SimBanking is a mobile service in which a customer can check his/her balance, pay for social services like electricity, water and school fees, cash out and so on. It can be done in two ways, by either using mobile App or by Unstructured Supplementary Service Data (USSD). To register with SimBanking, a person has to press *150*03# by using a phone number register with SimBanking and follow the instructions until the end.

❖ Accounts opening.

A person can open an account(s) for a specific reason or purpose such as receiving salary, receiving boom, account for saving and so on. There are different kinds/types of accounts and they differ due to the need of the customer. For a person to open an account he/she must have the following ID; driving license, voter's ID, national ID or school ID, an account can be opened by either filling a form manually or by filling a form electronically in a smart phone and this is the best way mostly used now days.

❖ BIO registration.

This is the current electronic registration system that is ongoing, the aim of this system is to automate the manual filling of form when either cashing in or cashing out. Customers used to provide their information and filled in a form electronically by using a smartphone then after submitted to the system. This will save from spending much time for filling the form.

CHALLENGE FACING CRDB BANK PLC MIKUMI BRANCH.

The following are some of the challenges facing CRDB BANK PLC Mikumi branch.

- ❖ Continuous fluctuation of deposit. The deposit keeps on raising and falling due to the insufficient of customers as well as customers with large business.
- ❖ Insufficient of personels who could complete activities on time.
- ❖ Increasing competition with other banks such as NMB Bank.
- ❖ Regulatory changes.
- ❖ Economic uncertainty.
- ❖ Customer expectations.

RECOMMENDATIONS.

I would love to argue the company to keep on receiving students from various universities, college and technical institutions for industrial practical training so as to make knowledgeable and expert scientists in our country in different carriers.

Also, I would like to advice the company to get expanded and increase the number of parsonels who will complete the activities at the company on time and in efficient way as required.

Moreover I would like to congratulate the whole staff of the company for their kindness and willingness of instructing me together with my fellows in whatever we wanted to learn.

CONCLUSION.

Generally, the company is doing great job to allow the students from various places to learn from their company and gain experience concerned with their carrier. I would like to advice the company to continue receiving and train other students who wish coming and learn from the company.

I would like to advice the company to add more personels who can support each other to complete the tasks on time and the customers should be saved on time.

REFERENCE

❖ <<https://crdbbank.co.tz>>