
BUSITEMA UNVIERSITY
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF ECONOMICS AND MANGEMENT

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BU/UP/2021/2389

**REPORT ON FIELD ATTACHMENT CARRIED OUT AT
CENTENARY BANK PALLISA BRANCH
FROM 12TH JUNE TO 04TH AUGUST 2023**

**AN INTERNSHIP REPORT SUBMITTED TO THE FACULTY
OF MANAGAMENT SCIENCES IN PARTIAL FULFILMENT
OF THE REQUIREMENT FOR THE AWARD OF A
BACHELOR'S DEGREE IN BUSINESS**

ADMINISTRATION OF BUSITEMA

UNIVERSITY

AUGUST 2023

DECLARATION

DECLARATION

I AYOKO SANDRA Reg. No BU/UP/2021/2389, declares that this fieldwork report is my personal and original work and has never been submitted to any Department, University or Institution for any academic award.

AYOKO SANDRA

Signature, *Ayoko Sandra*.....

Date...*05-10-23*.....

APPROVAL

APPROVAL

This is to certify that this report has been prepared and submitted by AYOKO SANDRA upon completion of her field attachment period at Centenary Bank Pallisa branch under supervision and guidance. It meets the Academic Examiner's requirements for the bachelor's degree in Business Administration of Busitema University as approved by;

Academic Supervisor

Mrs ADONG GORETTY

Signature.....*[Handwritten Signature]*.....

Date.....*30/08/2023*.....

Field Supervisor

Mr. OKETCH GABRIEL AKOE

Signature.....*[Handwritten Signature]*.....

Date.....*30/08/2023*.....



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The accomplishment of this internship task depended entirely upon dedication of time, encouragement and above all the power of almighty God for the love, empowerment of knowledge, protection and guidance throughout this study.

Special thanks go to my academic supervisor Mrs Adong Goretty for her tireless efforts of guidance and encouragement throughout writing of this report.

I also extend my thanks and gratitude to my father for mentoring me, for his prayers and the greatest support, I also want to thank Mr Oketch Gabriel Akoli for the mentorship, moral support and guidance given, not forgetting my beloved daughter blessing Dorcus and son Enachu for tolerance, kind and caring heart for being there for me at challenging times.

Lecturers of Busitema University, Pallisa campus thanks for your major role in my academics, without your dedication of time and mentoring, at academics, I wouldn't be able to take on this task.

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LIST OF ACRONYMS

CBPB	Centenary Bank Pallisa Branch
BM	Branch Manager.
ABM	Assistant Branch Manager.
BO	Banking officer.
BA	Business Administrator
CSC	Customer Service Consultant
BO	Banking Officer
PB	Personal Banker
PDM	Parish Development Model
B/D	Balance Brought Down
C/D	Balance Carried Down
RT	Real Time Transfer
FTT	Funds Transfer Form
SD	Standing Order
Rec	Receipt
RHT	Right Hand Thumb
LHT	Left Hand Thumb
RM	Regional Manager
ATM	Automatic Teller Machine

EXECUTIVE SUMMARY

This report contains a clear narration of my internship exercise that I conducted at Centenary Bank Pallisa Branch from 12th/June/2023 to 04th/August 2023.

Centenary Bank is a fully private owned financial institution under the system of Bank of Uganda which does the whole supervision of all financial institutions. It involves peaceful transformation of people's livelihoods, economically in the country and in particular Pallisa branch to the areas of Pallisa, Butebo, Kibuku and Budaka districts through efficient and effective service delivery in order to achieve sustainable finance extension to the public.

While undertaking internship, the techniques and methods I used to gather information and attain skills most especially concerning my specialty were actively involving me in the day to day work of the bank.

The report also provides responsibilities and duties that I was directly involved in such as attending weekly meeting sessions, PDM fielding on individual accounts opening, Daily clients transaction voucher calling of teller's work, Clients' issuing of individual account bank statements and balances, empowering clients with bank products. Clients' guidance on accounts types and opening form filling among others.

During field attachment I was exposed to the principles of solving conflicts, communication skills, team work, self-confidence and control, professionalism and counselling skills.

The internship challenges included language barrier, unwillingness of some clients to answer certain questions, lack of patience from some clients, etc.

The organization challenges included limited space for clients on days for withdrawals especially on PDM beneficiaries and accommodation, inadequate transport facilities during field work activities, inadequate seats for clients, inadequate equipment like computers, printers, envelopes, etc.

In conclusion the field attachment is virtually important for the students especially those pursuing my program of BBA therefore it should be strengthened to benefit the students more and the hosting organizations should adequately prepare good information for students.

Finally the university is advised to partner with leading agencies so as to smoothen the task of looking for superior internship places by the students. Students are also advised to diligently engage themselves in the daily work of the field organizations responsibly.

SECTION ONE

INTRODUCTION

The internship exercise lasted for a period of two months, which started from 12th June 2023 and ended 04th August 2023 as per the acceptance letter attached.

Field attachment is a compulsory requirement at Busitema University whereby it was designed to equip students with exposure, skills and training, work ethics and experience in a working environment of various organizations.

Field attachment runs for 8 weeks to its completion. It is where a student is allocated a field and academic supervisor, field supervisor from whom he/she can learn the practical work skills and academic supervisor who ensures effective monitoring and evaluations on the learning process and progress of the interns. After this, the intern is expected to submit a report to his /her supervisor as part of the requirement for the award of a bachelor's degree at Busitema University.

1.1 Location and description of place of attachment

1.1.1 Location of place of attachment

The internship was carried out at Centenary Bank Pallisa Branch, located in the Eastern part of the country, Plot 38, Outa Road. Pallisa Town Council

Centenary Bank has its headquarters in Kampala City Plot Mapeera house Plot 44-46 Kampala Road and Plot 2 Burton Street where all activities start from, in the eastern part of Uganda Centenary Bank Pallisa Branch is controlled by the Regional Office at Mbale City.

1.1.2 Description of place of attachment

Centenary Bank started its operations in 1983 as Centenary Rural Development Trust and was later joined by the Catholic Church to establish a formal financial institution. CB is a diversified bank that offers a wide range of financial products and services including consumer and business banking, corporate and SME banking facilities through 80 branches , 205 ATMs and over 5800 agents country wide as well as various electronic channels including CenteMobile banking, Cent Online banking, CenteVisa debit and prepaid cards, and Mastercard Platinum debit card. CBPB was recognized for having the highest outreach to small borrowers, having the highest National coverage, having the highest absorption rates, and for having the highest number of loan applications submitted to the Bank of Uganda.

CBPB is headed by **Mr Oketch Gabriel Akoli** as the branch manager who is also my field supervisor.