

---

**INTERNSHIP TRAINING REPORT AT FINANCE TRUST BANK IGANGA BRANCH**

**BY**

**MAYANJA CIRUS.**

**REG. NO.BU/UP/2020/2712**

**[cirusmayanja@gmail.com](mailto:cirusmayanja@gmail.com)**

**INTERNSHIP REPORT SUBMITTED TO THE DEPARTMENT OF  
ECONOMICS AND MANAGEMENT IN PARTIAL FULFILLMENT OF  
THE REQUIREMENT FOR THE AWARD OF BACHELORS  
DEGREE IN BUSSINESS ADMINISTRATION  
OF BUSITEMA UNIVERSITY  
DATE....JANUARY-FEBRUARY...2023**

## DECLARATION

### DECLARATION

I Mayanja Cirus Reg No. BU/UP/2020/2712 do here by declaring that this internship report is my own work and has never been submitted in any university or institution of higher learning and was written in respect of the rules and regulation of Busitema University and Finance Trust Bank with the aid of the agency supervisor Mr Manzi-Manzi Sande Kelvin branch Manager of Finance Trust Bank plus the University supervisor Dr Musenze Ibrahim of Busitema University Faculty of management sciences.

MAYANJA CIRUS REG NO. BU/UP/2020/2712

Sign.....



Date.....

21/05/2023



# APPROVAL

## APPROVAL


With great honor and pleasure, I hereby approve that this internship report was prepared by **MAYANJA CIRUS REG.NO BU/UP/2020/2712** a student of Busitema University faculty of management sciences with Finance Trust Bank and the exercise was carried out smoothly under my supervision and it's now ready for submission under my approval.

AGENCY SUPERVISOR

 **FINANCE TRUST BANK**  
**IGANGA BRANCH**  
**MIR MANZI MANZI SUNDAY KELVIN**  
**BRANCH MANAGER**  
02 MAR 2023  
DATE 12/03/2023

UNIVERSITY SUPERVISOR

DR MUSENZE IBRAHIM

SIGNATURE  DATE 11/04/2023

## **LIST OF FIGURES/ABBREVIATIONS**

FTB - Finance Trust Bank.

MTN – Mobile Telephone Network.

NSSF –National Social Security Network.

URA – Uganda Revenue Authority.

KCCA – Kampala Capital City Authority.

CCO – Customer Relationship of officer

SMEs – Small and Midiam Enterprises.

LPO – Local Purchase Order.

RTGs – Real Time Gross Settlement.

EFT –Electronic Funds Transfer.

KIS – Kalangala Infrastructural Services.

DSTV –Digital Satellite Television.

ATM – Automated Teller Machine.

CSO – Customer Service Officer.

NIRA – National Identification and Registration Authority.

CRO – Customer Relationship Officer.

AML – Anti-Money Laundering.

DSO. Direct Sales Officer

## **DEDICATION**

I dedicate this work to my **Mrs Resty Namayanja** together with my sisters **Fatumah, Hellen and Diana** whose financial, social and spiritual efforts can not be ignored. The efforts of my lovely friend Anviko Lilian and the staff of finance trust bank most especially Mr Manzi-Manzi Sande(manager) Nakandha Sarah(accountant) Cathy, Patrick, Catherine Areco, Derick, Ramadhan, Samu, zirifa to mention but a few who laid a good foundation for me cannot be ignored.

May The Almighty God who is above all and in all, reward you abundantly and His endless mercies be upon you forever and ever, Amen

## **EXECUTIVE SUMMARY**

Internship is a period of work experience offered by an entity to give students and graduates exposure to the working environment often within a specific industry which relates to their field of study.

It can also be referred to as an experience that should enhance a student's academic career & personnel development supervised by a professional in the field.

My internship report therefore comprises of the introduction of the report by outlining a brief background of the field attachment, its objectives & benefits expected as well as the organizational background

The internship report will also explain the activities, tasks and assignments done during the internship period and also giving lessons, experiences and skills gained or used during this internship period.

The report will further discuss the challenges and limitations, enjoyments and Disappoints which I went through and experienced during my internship period with Finance Trust Bank. The report will also have a summary of key issues in the report as well as the recommendations for both the university and Finance Trust Bank.

Lastly the report will also have citations, references and Appendices

## Table Of Contents

DECLARATION .....	ii
APPROVAL .....	iii
LIST OF FIGURES/ABBREVIATIONS .....	iv
DEDICATION.....	v
EXECUTIVE SUMMARY .....	vi
CHAPTER ONE.....	1
Introduction of the internship.....	1
1.1 Background of the internship exercise .....	1
Content of Internship exercise .....	1
1.3 Field Attachment.....	2
1.4 benefits expected.....	2
1.5 objectives of internship .....	3
1.6.0 Scope of the Internship .....	4
1.6.1 Geographical scope.....	4
1.6.2 Content scope.....	4
1.6.3 Time scope.....	5
<b>1.6.4 organisational background.....</b>	<b>5</b>
1.6.5 Vision.....	6
1.6.6.Mission .....	6
1.6.7. Goals and objectives of FTB.....	6
1.7. Organisational background .....	6
1.8. Gender in the organisation .....	7
1.9. Organisational structure .....	8
CHAPTER TWO .....	10

2.0 Main activities of the organisation .....	10
2.1. Titles and positions occupied at FTB .....	10
2.2. Duties and responsibilities .....	11
<b>2.2.1. Documentation of occurrences.</b> .....	11
2.2.1. Entering documents to the ledgers .....	11
2.2.2 Bank reconciliation .....	11
2.2.3. Preparation of financial statements .....	12
2.2.4. Supervisory roles .....	12
2.2.5. Data collection and filing .....	12
2.2.6. Account creation .....	13
<b>2.2.7. Presentation in the committee.</b> .....	13
2.2.8. Stock management .....	13
2.3. Supervision levels and relationship with the supervisor.....	13
2.4. Team work and its composition .....	14
<b>2.5. work relationship among team members.</b> .....	14
<b>2.6. Authority levels to the student.</b> .....	15
2.6.1. Data collection and entry .....	15
2.6.2. Data analysis .....	15
2.6.3. Financial statements.....	15
2.6.4. Reports and presentation .....	16
2.6.5. Documentation and filing.....	16
<b>2.6.6. Stationery, printing, and photocopying.</b> .....	16
2.6.7. Monitoring and evaluation .....	16
CHAPTER THREE .....	17
3.0 Introduction: .....	17
3.1. Lessons. ....	17
<b>3.2. Skills gained</b> .....	18
3.3. Experience. ....	20
3.4. Relationship with classwork and field work.....	21
CHAPTER FOUR .....	23
4.0 Introduction.....	23
CHAPTER FIVE .....	25

5.0 introduction.....	25
5.1. conclusion .....	25
5.2 recommendations to FTB .....	25
5.2 Recommendations to Busitema University .....	25
5.3 APPENDICES .....	26
5.3.1. APPENDIX I: A MAP OF UGANDA SHOWING THE LOCATION OF FTB, IGANGA BRANCH AND OTHER BRANCHES. ....	26
<b>5.3.2. APPENDIX II: BRANCHES OF FTB UGANDA.</b> .....	27
5.4. REFERENCES .....	28

## CHAPTER ONE

### **Introduction of the internship**

The report is one of the major tools required for the award of a bachelor's degree in business administration at Busitema University. It is of high Value in that it helps the student to translate lecture work to actual practical work, gain potential knowledge and exercise good relationship at the work place

### **1.1 Background of the internship exercise.**

Internship is a work-related learning experience that provides a student with the chance to gain important knowledge and skills in a career related field that may or may not be directly related to their academic study. Internship should have clearly defined learning objectives related to the professional goals of the student's academic coursework. An internship provides exposure to career fields of interest without making a permanent commitment. It is compulsory for every second-year student pursuing any Bachelor's Degree in Business Administration in the Faculty of Management Sciences, Department of Economics and Management at Busitema University, it is carried out for a period of eight weeks (two months).

### **Content of Internship exercise**

Internship is an extension of the classroom- a learning experience that provides for application of the knowledge gained in the classroom and not simply advancing the operations of the employer or routine work that the employee performs. The skills or knowledge learnt is transferable to other employment settings. The experience has a defined beginning and end, and a job description with desired qualifications. Furthermore, there are clearly defined learning objectives/goals related to the professional goals of the student's academic coursework, and there is supervision by a professional with expertise and educational or professional background in the field of the experience. There is routine feedback by the experienced supervisor. There are resources, equipment, and facilities provided by the host employer that support learning objectives/goals.

#### 5.4. REFERENCES

BANK, F. T. (2019). *Celebrating 36 years as the first women-centric bank in Uganda.*

FINANCE TRUST BANK. KAMPALA: finance trust bank. Retrieved October 9th , 2022, from <https://www.financetrust.co.ug>

BANK, F. T. (2019, JUNE 25TH). *FINANCE TRUST BANK*. Retrieved from ...w=980&h=822&source=sh%2Fx%2Fim

BANK, F. T. (2021, 07 9th). Retrieved from finance trust bank:

<https://www.financetrust.co.ug/wpcontent/uploads/2021/07/FTB-Annual-Report-2020-web.pdf>

Finance Trust Bank. (2020). *FTB Annual Report*. kampala . Retrieved october 9th, 2022

TRUST, B. F. (2022, 9 24th). *Financial1000.com*. Retrieved from [financetrust.co.ug](https://www.financetrust.co.ug):

<https://financetrust.co.ug/atm-and-branch-network>