



AN INTERNSHIP REPORT SHOWING ACTIVITIES CARRIED OUT AT CETENARY
RURAL DEVELOPMENT BANK (MBALE BRANCH) FROM 26TH MAY, 2025 TO
28TH JULY, 2025, ACADEMIC YEAR 2024/2025

COMPLIED

BY

MUKHOLI DOMINIC

REG. NO. BU/UP/2023/1239

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION

A REPORT SUBMITTED TO THE DEPARTMENT OF ECONOMICS AND
MANAGEMENT BUSITEMA UNIVERSITY PALLISA CAMPUS
IN PARTIAL FULFILMENT OF THE AWARD OF
A BACHELOR OF SCIENCE IN BUSINESS
ADMINISTRATION

JULY, 2025

DECLARATION

I Mukholi Dominic Registration Number 2300401239 declare to the best of my knowledge that this internship report is original and my own and I confirm that I have not used any work previously produced by other persons.

Note that however, citations, quotations and references to other peoples' work or source of information were used.

I have not allowed any and will not allow any other person to copy my work with intentions of passing it off as his or her own work.

Signature: [Handwritten Signature]

Date: 28/07/2025

MUKHOLI DOMINIC

Field Supervisor CENTENARY RURAL DEVELOPMENT BANK:

NAME: [Handwritten Name]

SIGNATURE: [Handwritten Signature]

DATE: 28/07/2025



MANAGER CENTENARY BANK MBALE BRANCH

NAME: [Handwritten Name]

SIGNATURE: [Handwritten Signature]

DATE: 28/07/2025



ACADEMIC SUPERVISOR BUSITEMA UNIVERSITY PALLISA CAMPUS

NAME: [Handwritten Name]

SIGNATURE: [Handwritten Signature]

DATE: 28/07/2025

APPROVAL

This is to certify that Mukholi Dominic Registration Number 2300401239 of Busitema University carried out internship training for a period of Eight (08) weeks at Centenary Bank Mbale Branch in Mbale District, Mbale City. This report is a true record of work produced and is now ready for submission to the board for assessment.

Signature.....

.....28/07/2025.....

(MUKHOLI DOMINIC)

ACKNOWLEDGMENT

I thank the almighty God for still enabling me to study and providing for me in my studies upto the level I have reached.

My sincere gratitude goes to the staff of Centenary Bank Mbale Branch for their support they provided to me during the internship period while at Centenary Bank.

Also my special thanks goes to the Manager Centenary Bank Mbale branch Ms.

Nandelenga Annet, the sales team i.e. Ms. Amune Mary, and also the credit team as well you really helped me throughout the industrial training.

In a special way I would like to appreciate the Branch supervisor Ogeatum Kevin (field supervisor) for the corrections and advises she provided during my placement at the bank.

Furthermore I would like to acknowledge and appreciate Mr. Senoga Joseph the accounts opening officer in Banking for all the support offered to me, he taught me a lot and always made corrections whenever I made a mistake therefore appreciate his efforts so much.

Lastly I would like to convey my sincere and grateful appreciation to my academic supervisor for all the academic endeavors towards the achievement of the goal and also convey my sincere and grateful appreciation my fellow internees Kitale Douglas, Makumbi Pasha, Ainembabazi Gift to my academic supervisor for all the academic help while at Centenary Bank.

TABLE OF CONTENT

Table of Contents

[DECLARATION](#)i

[APPROVAL](#)ii

[ACKNOWLEDGMENT](#)iii

[TABLE OF CONTENT](#)iv

[LIST OF FIGURES](#)v

[LIST OF TABLES](#)vi

[LIST OF ACRONYMS/ ABBREVIATIONS](#)vii

[DEDICATION](#)viii

[EXECUTIVE SUMMARY/ ABSTRACT](#)ix

[SECTION ONE](#)1

[1.0 INTRODUCTION](#)1

[1.1 Location and Description of the Place of Field Attachment](#)1

[1.2 Objectives of Field Attachment](#)2

[1.3 Structure of the Organization](#)2

[1.4 Tasks Carried Out by the Organization](#)4

[SECTION TWO](#)6

[2.0 Introduction](#)6

[2.1 Description of work carried out](#)6

[2.2 Duties and Responsibilities assigned and how they were carried out](#)7

[2.3 New Knowledge and Skills Gained](#)9

[2.4 Relationship with Other Staff and Supervisor](#)12

[2.5 Problems Experienced and How They Were Handled](#)12

[2.6 Summary](#)13

[SECTION THREE](#)14

[3.0. CONCLUSIONS](#)14

[SECTION FOUR: RECOMMENDATIONS](#)17

[4.0 Recommendations for Improving Industrial Training Programs](#)17

[4.2. Recommendations for the Organization \(Centenary Bank – Mbale Branch\)](#)18

[4.3. General Recommendations for Both Institutions](#)18

[REFERENCES](#)21

[APPENDICES](#):22

LIST OF FIGURES

[Figure 1: The structure of organisation as at centenary bank Mbale branch](#)14

LIST OF TABLES

[Table 1: Problems Experienced and How They Were Handled](#)²³

LIST OF ACRONYMS/ ABBREVIATIONS

ASS: ASSISTANT

ATM: AUTOMATIC TELLER MACHINE

CBD: CENTRAL BUSINESS DISTRICT

CRDB: CENTENARY RURAL DEVELOPMENT BANK

EFT: ELECTRONIC FUNDTRANSFER

EG: FOREXAMPLE,

FAP: FUNDAMENTAL ACCOUNTING PRINCIPLES

GL: GENERAL LEDGER

NSSF: NATIONAL SOCIAL SECURITY FUND

RTGS: REAL TIME GROSS SETTLEMENT

SME: SMALL AND MEDIUM ENTERPRISES

DEDICATION

I dedicate this piece of work to my beloved parents for their tireless support, prayers and encouragement.

I also dedicate this work to the management of Centenary Bank (Rural Development Bank) Mbale Branch and its team for the tremendous help, effort, and moral support rendered towards the internship period while at the branch

EXECUTIVE SUMMARY/ ABSTRACT

This report presents a comprehensive account of the internship experience undertaken at Centenary Rural Development Bank (CRDB), Mbale Branch, from 26th May 2025 to 28th July 2025, during the 2024/2025 academic year. The internship was part of the academic requirement for the award of a Bachelor of Science in Business Administration at Busitema University, Pallisa Campus. The primary objective of the internship was to bridge the gap between theoretical knowledge acquired in class and practical experience in the business and banking environment.

The internship placement has provided a valuable opportunity to gain hands-on experience in various operational and administrative departments of the bank, including Customer Care, Credit and banking Departments, Accounts Department, and Operations Unit. Specific activities undertaken included customer account opening and verification,

loan application and appraisal processing, teller operations, transaction monitoring, and preparation of financial records and reports. Emphasis was also placed on the use of banking software systems (profits system), compliance with financial regulations, and the importance of customer relationship management in fostering business growth.

Throughout the internship, the intern was actively involved in daily banking routines, participated in staff committee meetings, observed professional ethics, and acquired practical skills in communication, time management, teamwork, and financial reporting. The experience also offered insight into how a commercial bank contributes to financial inclusion and rural development, aligning with the bank's mission of serving the underserved population.

In conclusion, the internship provided a meaningful platform for professional growth, career development, and an in-depth understanding of banking operations. The knowledge and skills acquired are expected to significantly contribute to the intern's academic and future professional pursuits in the business administration field.

SECTION ONE

1.0 INTRODUCTION

Field attachment, also referred to as industrial training or internship, is a structured academic program that provides students with an opportunity to apply the theoretical knowledge gained from the classroom in a real-world work environment. It is a requirement for partial fulfillment of the Bachelor of Science in Business Administration at Busitema University, Pallisa Campus, and aims to enhance students' understanding of professional practices and workplace dynamics. This report presents the activities and experiences undertaken during a field attachment placement at Centenary Rural Development Bank (Mbale Branch) from 26th May 2025 to 28th July 2025, in the academic year 2024/2025.

The field attachment was instrumental in bridging the gap between theoretical learning and practical application, particularly in areas of banking operations, financial services, customer service, and administrative support. The internship allowed for engagement with various departments within the bank and provided a broader understanding of the Ugandan banking sector, especially how financial institutions contribute to economic development and social transformation.

1.1 Location and Description of the Place of Field Attachment

The field attachment was undertaken at Centenary Rural Development Bank Ltd (CRDB) – Mbale Branch, located along Republic Street, within Mbale City Central Business District (CBD) in Eastern Uganda. Mbale City is a major commercial and financial hub that serves as the economic center of the Elgon sub-region.

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APPENDICES:

While at the Branch of Centenary at accounts opening

