

332.11

OS5

2003

EXPORT AND INDUSTRY BANK, INC.
IMUS, CAVITE

FIELD STUDY

AIMEE L OSORIO

*College of Economics, Management
and Development Studies*

CAVITE STATE UNIVERSITY

Indang, Cavite

April 2003

**EXPORT AND INDUSTRY BANK, INC.
IMUS, CAVITE**

**A field Study
Submitted to the faculty of the
Cavite State University
Indang, Cavite**

**In partial fulfillment
of the requirements for the degree of
Bachelor of Science in Business Management
(Major in Economics)**



*Export and Industry Bank, Inc. Imus,
Cavite
332.11 Os5E 2003
FS-167*

**AIMEE L. OSORIO
April 2003**

ABSTRACT

OSORIO, AIMEE LORENZANA, Export Industry Bank, Virata Subd. Palico Imus, Cavite. Field Study. Bachelor of Science in Business Management major in Economics. Cavite State University Indang, Cavite. Adviser: Mr. Oliver C. Fauni.

A total of 480 hours field study was conducted at Export Industry Bank, Imus Branch at Virata Subdivision, Palico, Imus, Cavite. It aimed to describe the organizational set-up and the management practices of the bank, learn the various activities and transaction of the bank, know the functions and responsibilities of officers and staff of the bank, and identify the problems encountered by the bank and suggest feasible solutions.

Primary data were gathered through personal interview and observations of the activities of the bank. Other relevant information was gathered from bank's manual, brochures, Internet and Encyclopedia.

The study covered the organization, management policies and marketing activities of the firm. It also included field practice experiences and problems encountered by the student as well as the firm. Recommendations to solve the problems identified were also made.

As the author spent time in the bank, she became familiar with the duties and responsibilities of each officer and staff.

The most beneficial experience the author gained and learned was the proper way of dealing with her co-workers and clients.

It was known that Export and Industry Bank has a vision of being one of the leading trade finance bank that supports the development of the country's export sector. It was incorporated as a domestic commercial bank and provides commercial banking services.

Initially, the author found difficulty dealing with clients and co-workers because she did not know how to interact and talk with them. She was afraid to commit mistakes. The author also found it hard to deal with irritable clients who are always in hurry.

One of the problems encountered by the bank is lack of personnel. During peak hours, some of clients were not attended to immediately because there was only one teller and one new account clerk to assist. Another problem was lack of necessary equipment such as the coin sorting and counting machine.

TABLE OF CONTENTS

	Page
BIOGRAPHICAL DATA.....	iii
ACKNOWLEDGMENT.....	iv
ABSTRACT.....	vi
LIST OF TABLES.....	x
LIST OF FIGURES.....	xi
LIST OF APPENDICES.....	xii
INTRODUCTION.....	1
Importance of the Field Study.....	3
Objectives of the Field Study.....	3
METHODOLOGY.....	4
Time and Place of the Study.....	4
Collection of Data.....	4
Scope and Limitation of the study.....	4
THE FIRM.....	5
Historical Background.....	5
Description of the Firm.....	6
Organization and Management.....	9
Management Policies.....	11
Motivation and Incentives.....	12
Services offered	14

Procedures in Opening an Account.....	17
Handling of deposit	17
Handling of withdrawals	18
Posting of interest	18
Preparation to transaction Summary	19
Marketing.....	20
Finance.....	21
Problems Encountered by the Firm.....	24
Future Plans.....	24
Recommendation.....	24
FIELD PRACTICE EXPERIENCES.....	26
Activities	26
Observation.....	27
Reflections and Insights.....	27
Problems Encountered by the author	28
SUMMARY.....	29
BIBLIOGRAPHY.....	31
APPENDICES.....	32

LIST OF TABLES

Table		Page
1	Consolidated statements of income	22
2	Consolidated statements of cash flows.	23

LIST OF FIGURES

Figure		Page
1	Location map of Export and Industry Bank- Imus Branch.....	7
2	Lay-out of Export and Industry Bank- Imus Branch.....	8
3	Organizational structure of Export and Industry Bank- Imus Branch	10

LIST OF APPENDICES

Appendix		Page
1	Endorsement letter.....	33
2	Memorandum of agreement for field study	34
3	Acceptance letter.....	36
4	Certification.....	37
5	Field practice performance evaluation... ^a	38
6	SEC registration.....	39

EXPORT AND INDUSTRY BANK, INC.^{1/}
VIRATA SUBD. PALICO IMUS, CAVITE

Aimee L. Osorio

^{1/} A field study report submitted to the faculty of the Department of Management, College of Economics, Management and Development Studies, Cavite State University, Indang, Cavite in partial fulfillment of the requirements for graduation with the degree of Bachelor of Science in Business Management major in Economics with Contribution No. FS 2003-BM02-025. Prepared under the supervision of Mr. Oliver C. Fauni

INTRODUCTION

Banks refer to a variety of institutions established for one or more of the following purposes: to make loans and extend credit, to facilitate the transmission of funds by checks and by bills of exchange and other forms of commercial paper, to receive and hold money on deposit and to exchange the currency of one country for that of another, and to issue money (Miravite, 1997).

Banks also act in fiduciary capacities, provide vaults for the safekeeping of valuables, buy and sell bonds and shares of stock for their customers and in general, perform a variety of services. The principal sources of the income of the banking institutions are the profitable investment of the funds entrusted to their care, interest on loans and the discounting of commercial paper (Carlson, 1996).

The Philippine banking system remained strong in the year 2002. Behind this strength were continued efforts of the Bangko Sentral ng Pilipinas to pursue key financial reform initiatives. The reform it introduced focused mainly on strengthening its