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SECURITY BANK CORPORATION
TAGAYTAY CITY BRANCH

FIELD STUDY

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**SECURITY BANK CORPORATION
TAGAYTAY CITY BRANCH**

**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)**



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branch
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ABSTRACT

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A three-month field study was conducted at Security Bank, formerly known as Security Bank and Trust Company (SBTC). Specifically, it aimed to know the organization, management strategy and philosophy, marketing services being offered and the financial aspects of the bank. Problems were identified and feasible solutions were recommended.

Gathering of data was done through proper observation and actual participation in the bank's operation. Also, data were taken from the bank's annual book report and through personal interview with the branch head, branch sales assistant (BSA), teller and the messenger of the bank. Survey questionnaires were also used to acquire sufficient information. Actual participation in the bank activities was part of the training.

Security Bank puts heavy investment on training and on the smarter use of technology to achieve superior service delivery and professionalism that exceeds customer expectations. While most of the industry players reported profit cuts, Security Bank managed slight growth, despite increasing provisions and rising operating expenses. The bank's asset quality indicators were, likewise, superior to the industry indices, indicative of proper controls and risk management efforts.

Security Bank was also confronted by several problems. One of the problems that the bank encountered was the lack of employees, especially the tellers. There were demanding clients who were seeking for faster completion of transactions. Since the bank

has only two tellers, the services were slow. With this problem, the bank should hire additional tellers to deliver better services and achieve customer's satisfaction.

The trainee was assigned on different activities such as filing and recycling of papers which can be used for reprinting. Operating some of the bank's equipment such as computers and fax machine were also done. Some managerial functions were assigned such as receiving checks coming from the head office, inventory management and most importantly, cost management.

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SECURITY BANK CORPORATION
TAGAYTAY CITY BRANCH^{1/}

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INTRODUCTION

Banking institutions have significant contributions to the economy. Banks have different categories in the services offered. Some banks are owned by the government which means that their subsidies come from the government while some are private which means that their resources depend upon their income (Miranda, 1991).

A bank is a financial institution that serves not only as depository of funds but also as a source of credit of business organizations. It also provides an accumulation of savings in small amounts, which in effect benefits not only the banks in providing them with loanable funds but also the depositors by acquiring interest in their deposits.

Cases of individuals facing financial hardships are regular features in the daily existence. Businesses that get bankrupt, or not able to meet their financial obligations are forced to shut down. The immediate effect is the reduction of the supply of products and