



Libyan International Medical University  
Faculty of Business Administration



# Jumhouria Bank

Roua El.frgani 3169

Rudena Bettamer 2886

Zakriya Rashwan 2991

Anas Abdullah Alsaiti 3056

Shatha wail 3299



# Content

## **INTRODUCTION**

**bureaucratic system in  
Jumhouria Bank**

**The Funding Streams of  
Jumhouria Bank**

**Regulatory frameworks of  
Jumhouria Bank**

**Reference**

**The organizational structure of  
Jumhouria Bank**

**Service OF Jumhouria Bank**

**Governance Model In  
Jumhouria Bank**

**Conclusion**

# Objectives

- Understand the organizational structure of Jumhouria Bank
- Understand how bureaucratic system work in Jumhouria Bank
- Understand the services provide by Jumhouria Bank
- Understand the Funding Streams of Jumhouria Bank
- Understand the governance work



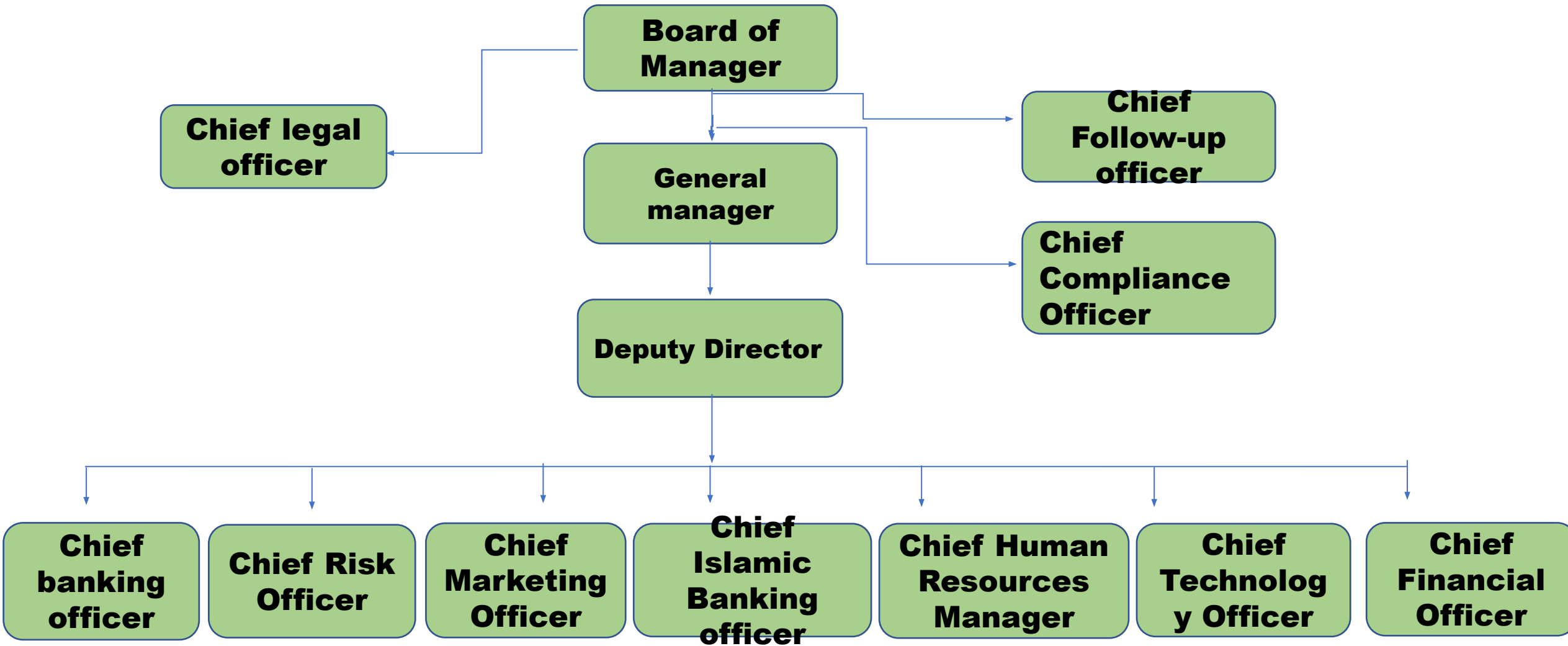
# INTRODUCTION

At the end of the Ottoman rule in 1907, the Bank of Rome was established to provide services to foreign elements, and during the rule of the British military administration, specifically in 1943, the first two branches of Barclays Bank were established in Tripoli and Benghazi. In 1969, the names of the banks were changed to Arabic names, so it became the "Bank of the Nation" instead of "Banca de Rome" and (Barclays Bank) was renamed the Republic Bank. In 2008, the Jumhouria Bank was established by merging the banks of the Republic and the nation into one bank. This was issued by a decision of the General Central Bank. The Jumhouria Bank was opened with a budget of approximately 20 billion, and it became the second largest bank in Libya. The number of employees reached 5800.

# The organizational structure.

An organizational structure details how certain activities are delegated toward achieving an organization's goal. It outlines an employee's role and various responsibilities within a company.

# The organizational structure of Jumhouria Bank



# Jumhouria Bank operates in a bureaucratic system



- Customer's and Employee's problems and how they can complain about them:

There is an online site and they can also complain to the general manager although he personally keep an eye on everything happening, and there is also an office to solve employee's and customer's problems .

- Finance source:

Central bank of Libya.

- Customer's and Employee's way of rating the work and treatment in the bank:

That would be By telling the manager.



- Hiring :

There are requirements and qualifications to hire an employee such as :

1. Age
2. Education
3. Good level of speaking , reading and writing in English Language
4. Experience

- When an employee absent to work

A second hand employee will take over his/her place and if the second hand employee is absent too then there is also a third hand employee that will take over his place .

- Employment Advertisement

Jumhouria bank daily receives employment requests and they're directed to the public management, and there is a specialized committee of hiring and viewing the requests .



- Accepting and Hiring :
  1. Public Management
  2. Specialized Committee

- Salaries :

Salaries depends on the employee's place in the hierarchy structure and the responsibilities that he has .

There are also extra hours work for whoever want to get extra money .

- Giving orders to the employees:

By the higher ranked employee.



### **The Effect of Bureaucratic System in the Bank :**

It affected the bank in a good & positive way , there are no negatives of having a bureaucratic system in the bank .

### **Type of employment for bank workers:**

The bank provides a contract for the first year of working and the first four months of the year are like a test for the employee and if he / she is good they can have a lifetime job .

# Service this bank provide

---

They provide financial services, and they also provide services to facilitate dealing:

1

Personal Service

2

Corporate Service

3

Electronic Service

# Personal Service

- Account  
Current Account.  
Saving Account.  
Foreign Currency Account.

- Cards  
Visa Cards Blue.  
Student Card Duroub.  
Sadeeq Card.

- External transfer  
Medical transfer.  
Education transfer.

- Internal transfer



# Personal Service

- Safe boxes

The bank provides strong boxes in which customers can store valuables.

- Ijarah service

Rental of machinery, cars and planes.

# Electronic Service

- **ATM**

Clients have access to cash withdrawals through ATM machines, also enable to pay for goods and services.

- **SMS Services**

It felsite for customer to access their account and make requistby sending the request from mobile phone.

- **Masrafi plus**

It is a service that gives you instant and secure access to your bank account by Receiving of a notification to your phone when there is any movement in your bank account, also provide account statement and buying cards.

- **Direct pos service**

By using a real cards to pay for goods or service, which is alternative service to paying in the traditional way or with paper cash.

- **Call centre 1500**

Which connects the bank and customers, it can activate and deactivate Visa cards, local cards and check card balance.



**خدمات نقاط البيع المباشر P.O.S**  
بطاقة الصديق تفنيدك عن حمل الكاش

من خلال بطاقة الصديق وهي بطاقة مخصصة للسحب من أجهزة الصراف الآلي والشراء من نقاط البيع المتوفرة في المحلات والأسواق في ليبيا. توفر خدمات السحب النقدي وسداد قيم السلع والخدمات في حدود الرصيد المتاح. توفر على حاملها مشقة وعناء حمل النقود. صغيرة الحجم، بلاستيكية ومشفرة وسهلة الاستعمال. توفر البطاقات الإلكترونية درجة عالية من أمن المعلومات.

المصرف الصديق | مصرف الجمهورية JUMHOURIA BANK

# Corporate Service

## Participation Credits

The Bank engages with one or more partners to purchase a specific commodity.

## Foreign Currency Current Account

A current account registered in the name of the customer and is treated according to the same principle as the current account in the local currency.

## Internal Transfer

Customers who maintain accounts with Jumhouria Bank are entitled to transfer in the same branch, transfers between branches or transfers to accounts in other local banks in Libya.



# Corporate Service

## Documentary Collection

It is a bank transaction between the exporter and the importer, so the banks mediate between them to complete the transaction.

## Construction Musharaka

Participation in constructions with the customer's contribution to the land.

## Product Musharaka

The Bank engages with one or more partners to purchase a specific commodity, The partner shall sign a separate contract promising to buy the Banks' share in Murabaha formula.

Both of construction and product musharaka come from musharaka service

# The Funding Streams of the Jumhouria Bank

Jumhouria Bank is financed by the state (Central Bank of Libya).

The Jumhouria Bank is financed by the revenues it earns in exchange for services provided to clients such as Murabaha in addition to other services like:

- Opening accounts
- Submitting of check books
- Documentary Credits
- Bank Transfers

# CHAPTER TWO

---

That is all the services that provide their services (in the Islamic way) come in return for financial revenues and profits.

Shareholders of the bank, who constitute 14% of the bank's total, do not participate in the bank's financing process, they only participate in the process of collecting the annual profits at the end of the year.

# Governance Model In Jumhouria Bank

---

- Bank ownership:

Jumhouria Bank is owned by the Central Bank of Libya by 86%, which represents the state (the public sector), while the shareholders of the Bank own 14% (there are employees who contribute to this percentage).

- 
- Bank support:

The bank has supportive foreign banks, and the bank provides external services with banks, for example (sales of foreign exchange, foreign remittances and documentary credit).



- **Treating customers and employees**

Jumhouria Bank seeks to satisfy customers through the services provided by the bank.

The bank has a special section for customer complaints in order to provide the highest levels of service and enhance customer satisfaction with their service, but there is no special department for receiving employee complaints, management does not provide a questionnaire to employees, but employee complaints somehow reach the management.

For example, if an employee wants to increase their salary or has a particular problem, they will not have a way to present their complaint right away, but they do some actions that reflect their problem.

# laws and regulatory frameworks of Jumhouria Bank

## What is a regulated framework?

- A regulatory framework is a model people can use for reforming and enacting regulations in an effective and logical way. ... Many governments rely on such frameworks for handling regulatory matters and developing flexible and useful networks of regulations, laws, and rules.

**For Jumhouria Bank, which has really secret laws it determine how employees work inside the organization, and dealing together. These laws in the Bank of of Jumhouria Bank that each person must be obligated to take into account each class within the bureaucratic system.**

# Conclusions

---

Jumhouria Bank is one of the important entity in Libya which working in bureaucracy system by the roles of hiring and how everyone in the organization dealing together, they provide several service To facilitate its clients which could divide into personal, corporate, and electronic service, it financed by (Central Bank of Libya), also it is financed by the revenues it earn by some services they provide, Jumhouria Bank takes the stakeholders into consideration which they listen for them and their opinion also looking for their complain.



# Reference

---

- We had a meeting in jumhuria bank at 22 of December with m. Hamad Rashawn, and m. Nasser Abdalgader, they gave us informations about jumhuria bank to support our research.
- jumhouria bank. jbank.ly. (n.d.). Retrieved December 25, 2021, from [https://www.jbank.ly/ar/?fbclid=IwAR00Ow-\\_9QBE668U\\_4ITSBpZU3F4vU0Sfcpp6t\\_bOLsGk2IlyNBaGosZKIE](https://www.jbank.ly/ar/?fbclid=IwAR00Ow-_9QBE668U_4ITSBpZU3F4vU0Sfcpp6t_bOLsGk2IlyNBaGosZKIE)
- Devaney, E. (2021, August 25). 9 types of organizational structure every company should consider. HubSpot Blog. Retrieved December 25, 2021, from <https://blog.hubspot.com/marketing/team-structure-diagrams>
- 4 types of organizational structures. Indeed Career Guide. (n.d.). Retrieved December 25, 2021, from <https://www.indeed.com/career-advice/career-development/organizational-structure-definition-and-types>

**THANK YOU**



Any questions?