



**Internship Report**  
**on**  
**Employee Job Satisfaction of Investment  
Corporation of Bangladesh**

**Submitted To**  
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**Employee Job Satisfaction of Investment  
Corporation of Bangladesh**

# Letter of Transmittal

The Supervisor  
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**Subject: Submission of Internship Report.**

Sir,

I am a student of BBA bearing ID 13104134 and I have done my major in Human Resource Management. I have prepared my internship report on “Employee Job Satisfaction of ICB” and my Practical Training in Motijheel and Kakrail Branch as a part of my BBA curriculum. I have observed activities of ICB from close vicinity and have written my observed findings in this report from my own experience.

Investment Corporation of Bangladesh offers internship program where I have done my internship. Throughout my ongoing internship period I have acquired different skills and knowledge which is very helpful for real life experience. I believe that internship program will definitely help me to build my career in the future. I want to thank you for your immense support to write this report.

Sincerely yours

-----  
**Syema Hoque**  
ID # 13104134  
BRAC University

# Letter of Endorsements

September 3, 2018

This is certify that the internship on **Employees' Job Satisfaction of Investment Corporation of Bangladesh** has been prepared by Syema Hoque, ID: 13104134, BBA Program, 13<sup>th</sup> Batch, Major HRM of the Department of Business Administration, BRAC University, Dhaka, Bangladesh.

This report is accepted in terms of quality and form.

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**Zaheed Husein Mohammad Al-Din**  
The Supervisor and Senior Lecturer  
Department of Business Administration  
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## **Acknowledgment**

Firstly, I want to evolve my whole hearted gratitude to my almighty **Allah** (SWT) for preparing this Internship report successfully. My next thanks goes to my beloved parents without them none of my efforts is valuable.

I would like to thank my honorable teacher & supervisor of my internship program Zaheed Husein Mohammad Al-Din, Senior Lecturer of BRAC University, Department of Business Administration. He permitted me to work on my chosen topic.

I would also like to give thanks to Mohammad Zahirul Islam, senior officer of Investment Corporation of Bangladesh, Motijheel Branch for supervising me with his good effort. Moreover, I would like to thank the person who has given necessary journals and working papers as a guideline related to this report.

Finally, I am very much grateful to all officials of Investment Corporation of Bangladesh for their cooperation. So my heart-felt appreciation goes to those officials.

## Executive Summary

The report on **Employees Job Satisfaction of** Investment Corporation of Bangladesh has been prepared for the requirement to the completion of BBA degree from BRAC University. The main purpose of the study is to assess employees Job satisfaction at Investment Corporation of Bangladesh. I have used primary and secondary data to prepare this report.

I have divided this report into six chapters. **The first chapter** discusses introduction of the study. **The second chapter** includes Profile of the Investment Corporation of Bangladesh including its vision, mission, product and services, function, etc. **The third chapter** is Department of ICB. **The fourth chapter is** human resource embodiment. **The fifth chapter** includes analysis and findings of the study where I have interpreted data. Lastly, the **six chapter** is recommendations and conclusion of my research findings.

The sample for this report is the employees of ICB. I have given printed questionnaires among 50 respondents and collected the data for the study. Later, I have used MS Excel for analyzing the data.

In this report, some results are Satisfactory, some are dissatisfactory. Although, different employees have given different opinion about the organization, the findings show that employees are moderately satisfied with their job.

## Acronyms

ADB	Asian Development Bank
ICB	Investment Corporation of Bangladesh
AMCL	Asset Management Company Limited
BSB	Bureau of Statistic of Bangladesh
CML	Capital Management Limited
DGM	Deputy General Manager
DSEGN	Dhaka Stock Exchange General Index
DSE	Dhaka Stock Exchange
GM	General Manager
GDP	Gross Domestic Product
IMF	International Monetary Fund
MF	Mutual Fund
MIS	Management Information System
STCL	Security Trading Company Limited
SEC	Security Exchange Commission
UF	Unit Fund

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# **Chapter One**

## **Introduction**

### **1.1 Introduction**

Investment Corporation of Bangladesh is an investment bank. ICB was built up on 1976 for improving the base of investment and capital market, stock trading and portfolio management, operating mutual fund including open and close ended. The foundation of ICB is a successful attempt undertaken by government, aimed to develop and industrialize capital market which is well organized, especially Bangladesh securities market. Also, ICB contributes to converge the equity gap of the companies. Furthermore, it is an autonomous organization which creates demand and supply for securities in Bangladesh capital market. Lastly, Investment Corporation of Bangladesh operates under the ICB Act 2014.

### **1.2 Rationale for selecting the report**

Internship report is a necessary requirement to complete BBA graduation program. When knowledge is related with practice, it becomes perfect to gain real life experience. Student can prepare themselves for the job market by doing internship at different organization.

I am a student of Human Resource Management department and I wanted to do my internship in a well recognized national or multinational company; related Human Resource field. Thereby, I have done my internship at Investment Corporation of Bangladesh in the Human Resource and other department under the supervision of Mohammad Zahirul Islam. ICB is one of the most successful state-owned corporation of government of Bangladesh in. It is the largest investor in share market of Bangladesh.

ICB has strong HRM framework under Administration Division which is comprised of three departments, namely a) Human Resource Management Department; b) Pension and Welfare Department; and c) Discipline, Grievance & Appeal Department. I have worked in these three departments which will of course help me to

achieve the purpose of the report. Also, I have got the real life experience about corporation which helps me to compare the real scenario with the knowledge gained in BRAC University.

### **1.3 Statement of the Problems**

In this report I am conducting the survey on Investment Corporation of Bangladesh where I will try to find out Job Satisfaction level of employee at ICB.

### **1.4 Scope and Delimitation**

Since my report title is Employees Job Satisfaction of ICB, it is obvious that the scope of the report has spread over Employees. I have done findings and recommendation based on the perspective of 50 respondents of ICB, Motijheel Branch only.

Also, I have done this report focusing on Job Satisfaction only .There are many important factors exist at ICB like Appraisal of Unit Fund and Mutual Fund, Performance Evaluation, Customer Perspective etc but I have not covered these in my topic. Furthermore, important HR topic like Recruitment and selection, Training and Development, Performance appraisals of employee etc are not included in this report.

### **1.5 Objectives of the Report**

#### **Broad Objective**

To depict the performance of ICB and Job satisfaction level among employees are the broad objective of this report.

#### **Specific objectives**

Some specific objectives are:-

- i. To relate theoretical or bookish knowledge with the practical experience.
- ii. To gather knowledge on investment banking companies operations in practical field.
- iii. To provide overview on ICB.
- iv. To find out employee's satisfaction level about performance of ICB.

- v. To know about the working environment this will be helpful for a student as working experience.
- vi. To know about activities of various departments of ICB.

## **1.6 Literature Review**

Job Satisfaction includes some important factor such as good and healthy environment, compensation benefit, job security, career development scope etc. It affects higher standard of living. Company need to focus on improvement of employee job satisfaction for staying productive.

Marcson suggest that one of the effective ways for increasing productivity is to give job which is demanding and challenging. Herzberg's two factor theory says that there are two factors present in job such as motivational and hygiene. If any of these factors is not present, it creates dissatisfaction. On the other hand, presence of this factor is not obviously helpful for having job satisfaction. Pritchard and Jorgenson said that paying too little often steers to low productivity.

The five focal points of Hackman and Oldham's Job Characteristic Model are job dimension, skill variety, task identity, task significance, feedback, autonomy thatleverage3 main intellectual situations such as experienced worthiness of the work, experienced dutifulness for the job and understanding of result. Heneman, Greenberger said that reward and productivity play a crucial role to bring job satisfaction which impacts one's intellectual state for involving in purposeful work. Bolton says that employee job satisfaction is influenced by elements such as noise, lighting, temperature, arrangement. Also, it depend on physical surroundings which effects on employees job satisfaction.

## **1.7 Methodology of the Study**

In this report the topic is Employee Job Satisfaction of Investment Corporation of Bangladesh. I have collected data and information for conducting this report. I have used qualitative and quantitative method for preparing this report. The data are evaluated and presented using percentage, table and graphical presentation.

## **Source of Data**

Primary and secondary data have been used in this report.

### **Primary Source**

I collect Primary data from work experience, observation, and face to face discussion with officers from different division of ICB. Moreover, interaction with the employee through preparing questionnaire helps me a lot.

### **Secondary Source**

The secondary sources data and information are:

- i. Porikroma of ICB
- ii. Website and annual report of ICB
- iii. Unpublished Data
- iv. Previous report prepared by student

### **Methods of Data collection:**

I have used 'Interview Method' for data collection. Interview are taken with the officers of Motijheel Branch at ICB through questionnaire.

**Sampling Method:** The sample random sampling technique was followed for this report.

### **Target population:**

All officers of Motijheel Branch at ICB.

### **Sample size:**

Sample size is 50 officer/employee of ICB.

### **Data Analysis and Presentation:**

After collecting data from my survey, I have analyze those data by using Microsoft Excel and showed those data into the form of excel table and graph chart. Also, determine the percentage of total respondents for every option.

## Chapter Two

### Profile of the Investment Corporation of ICB

#### 2.1 Historical Background of ICB



<b>Founded</b>	1976
<b>Headquarters</b>	BDBL Bhaban, 8, Rajuk Avenue, Motijheel, Dhaka, Bangladesh
<b>Key people</b>	Dr. Mojib Uddin Ahmed, Chairman; Md. KaziSanaulHoq, managing director
<b>Website</b>	<a href="http://icb.gov.bd/zindex.php">http://icb.gov.bd/zindex.php</a>

#### 2.2 Vision

ICB is an environment friendly financial institution operating such a way that its stakeholders and competitors admire ICB as a role model organization in this sector.

#### 2.3 Mission

ICB's mission is to change its company into a capable organization, a money related modeler, a creative provider and performance leader.

## **2.4 Core Values**

- Innovative Solution Provider
- High Moral and Ethical Standards
- Customer Focus
- Financial Architect
- Compliance Culture
- Manpower Empowerment
- Continuous Improvement
- Eco-friendly

## **2.5 Functions**

- Participating in the placement of Unit and Mutual fund.
- Providing lease finance independently through syndication.
- Governing investment accounts and unit fund.
- Managing portfolios and participating in purchasing and offering of securities.
- Giving bank guarantee.
- Acting as a trustee.
- Dealing capital market related issue.

## **2.6 Products & Services of ICB**

### **Margin Loan**

To buy securities from primary and secondary market, investment account holder can avail margin loan. For buying securities, margin loan is given so that it can protect the interest of investors by reducing the risk of investment.

### **Unit Fund**

Unit Fund of ICB is the principal open-ended common reserve of the nation. The plan was launched in 1981 to place savers investment funds in a balanced and moderately low risk portfolio. ICB pronounced alluring and steady profit margins on units. In FY 2016-17 this reserve proclaimed the most highest profit at Tk. 45.00 for every unit.

**Mutual Funds**

Mutual Fund of ICB is very popular to the investor as these funds had declared very attractive dividend on regular basis. As per prevailing rules of the country all the 8 mutual funds managed by ICB have been converted to open-ended mutual funds. Subsidiary company of ICB named Asset Management Company is managing these Mutual Fund.

**Trustee & Custodian Activities**

ICB acts as trustee and custodian to the debenture issues, mutual funds and securitized bonds.

**Portfolio Management**

ICB's contribution in the capital market development in Bangladesh through active portfolio management is significant. ICB secondary market manage three portfolios together. Also, ICB helps to shape up the cost by giving professional advice to achieve the best operational result.

**Stock Market Operation**

ICB plays significant role in primary and secondary market which helps to make the capital market vibrant. Activities in merchant bank like fund management, issue management, brokerage service are provided by ICB.

**Lease Financing**

ICB are giving lease finance for equipment, machinery, transport etc to the prospective companies. Based on the assets given as per requirement of the lessee, the period of lease, rentals and other terms are settled.

## **2.7 Acting on behalf of Government**

ICB are managing equity and entrepreneurship fund for motivating Agro-based and Information Technology based project. Bangladesh government established an Equity Development Fund in the budget and the main objective of this fund is to develop rural areas of the country.

### **Bangladesh Fund, Creating a new way of safe investment**

Bangladesh Fund is an Mutual Fund. It is sponsored by ICB, Sonali Bank, Rupali Bank, Agrani Bank, Sadharan Bima etc with the aim of stabilizing the capital market. Asset Manager of this fund is Asset Management Company of ICB. On the other hand, Capital Management Company is the Trustee and Custodian of this fund.

### **Equity and Entrepreneurship Fund (EEF)**

For motivating investment in Agro-based and Information Technology, Bangladesh Bank created Equity Development Fund in Financial Year 2000-2001. Later on this fund has been renamed as EEF. The main objective of EEF is development of food processing, agricultural and ICT industry through investment in these sectors.

### **EEF in Socio-economic Development**

Many young, enthusiastic and female entrepreneurs have been involved in the EEF agro and ICT projects. They are playing important role in the rural and urban socio-economic development by developing agro and ICT sectors with the EEF financial assistance. The freedom fighters and non-resident Bangladeshis (NRBs) get priority in getting financial assistance from EEF.

EEF agro sector includes fish farming, milk and ghee production, biogas production, poultry hatchery, feed mill, mixed fertilizer production, meat processing, auto rice mill, cold storage, tissue culture, crocodile and turtle culture etc. These projects are playing important role in eliminating unemployment as well as in rural infrastructure development like road development, electricity transmission, market expansion and meeting the nutrition requirement by processing fruits, vegetables, animal protein etc. EEF ICT sector is given utmost priority so that it can play significant role in software development and ICT sector in order to materialize Digital Bangladesh mandate of the Government. At present, EEF assistance is provided for software development, call centre and hardware manufacture.

## **2.8 Branches of ICB**

ICB has different branches in Bangladesh. They are as follows:

- Chittagong Branch
- Bogra Branch
- Dhaka Branch
- Sylhet Branch
- Rajshahi Branch
- Khulna Branch
- Barisal Branch

## **2.9 SWOT Analysis of ICB**

### **Strength:**

- Potential financial aid.
- Proficient directorate team.
- Well recognized.
- Variety of financial products.

### **Weakness:**

- Procedural practice.
- Deficiency of order.
- Insufficient computerization system.
- Loan facilities are not sufficient for investors.

### **Opportunities:**

- Government's attempt to stimulate capital market.
- Corporate tax reduction has made the investors to set up new ventures.
- Loan facilities can be increased.
- Investors have started to trust on security market.

### **Threats:**

- A lot of private enterprise caters into the market.
- People have less knowledge about the capital market.
- Practicing of corruption in the stock market.

## **Chapter Three**

### **Department of ICB**

#### **3.1 Personnel Department**

- Creating rules and regulation for the corporation.
- Managing personnel matters such as posting, transfer, fixation, training etc.
- Processing promotion and retirement case.
- To deal retirement benefits like pension, provident fund, gratuity etc.
- Control attendance.

#### **3.2 Establishment Department**

This department is dealing buy and sales of office supplies and equipment. It is maintaining utility service such as telephone and electricity bill. Also, cost of this department is divided into two categories: fixed cost and revenue cost.

#### **3.3 Secretary's Department**

- To arrange different meeting such as meeting of Board of Directors, Annual General Meeting etc.
- To maintain attendance registrar of Directors.
- Placing working papers to Board of Directors.
- Paying dividend to shareholders.
- To arrange transfer splitting of shares and duplicate certificate issuance.

#### **3.4 Investor's Department**

Investors department is performing function which is related with investors account. Now, it maintains more than 45000 accounts. Some activities of this department are:

- Opening accounts for individual investor.
- Communicating about matters such as refund warrant, right share, bonus and converted shares with different companies.

- Communicating with account holder for collecting used up interest.
- Giving statement of customer like sale confirmation or purchase cancellation.
- Adjusting account on regular basis.

### **3.5 Mutual Fund Department**

ICB Mutual Fund was introduced on 1983. Mutual Fund department are following activities mainly:

- Preparing dividend list and issue.
- Reissuing lost warrant.
- Reevaluate warrant.

### **3.6 Central Accounts Department**

The activities of Central Accounts Department are as follows.

- Keeping staff accounts.
- Opening and managing different bank account of the corporation.
- Make payments to other departments when needed.
- Managing liquid fund.

### **3.7 Human Resource Department**

- Designing and organizing foreign training.
- Arranging training in own office of ICB for personnel.
- Arranging training for new employee.
- Gathering different training tools for trainee.
- Choosing personnel for attending various seminar, workshop and meeting.
- Publishing internal journal.

## **Chapter Four**

### **Human Resource Embodiment**

#### **4.1 Human Resource Embodiment**

Human resources of the Corporation are the driving force behind the financial excellence. ICB considers human resource as “human assets” that provide maximum benefits. ICB is doing human asset accounting in such a way that helps to minimize cost of workforce and maximize the benefits too. ICB is trying best to develop human resource which is bringing diversity in workforce in terms of age, gender, ethnicity, locality etc.

#### **4.2 Human Resource Strategy**

- Creating better working environment for employees.
- Attract exceptionally talented, well-educated, highly qualified people.

#### **4.3 Human Resource Vision**

ICB always laid emphasis on human resource development. ICB firmly believes that an organization needs to develop its human resource goals so that it can contribute to overall organizational vision, mission, values and objectives.

#### **4.4 HRM Approach**

The goal is to hire and retain employee so that they can use their skills well which is important for the Corporation. The main active resource of an organization is competent and qualified human resource. ICB believes the advent of human resource development plays a vital role in enhancing the overall organizational skill.

#### **4.5 Human Resource Planning**

ICB considers Human Resource Planning is a tool for maximization of efficiency and profitability. ICB provides our human resource planning which includes following component:

- Job Analysis
- Job Design
- Succession Planning
- Recruitment
- Selection
- Training & Development
- Motivation
- Performance Appraisal
- Establishing and maintaining Employee Rights

#### **4.6 HRM Framework**

ICB has strong HRM framework under Administration Division which is comprised of three departments namely

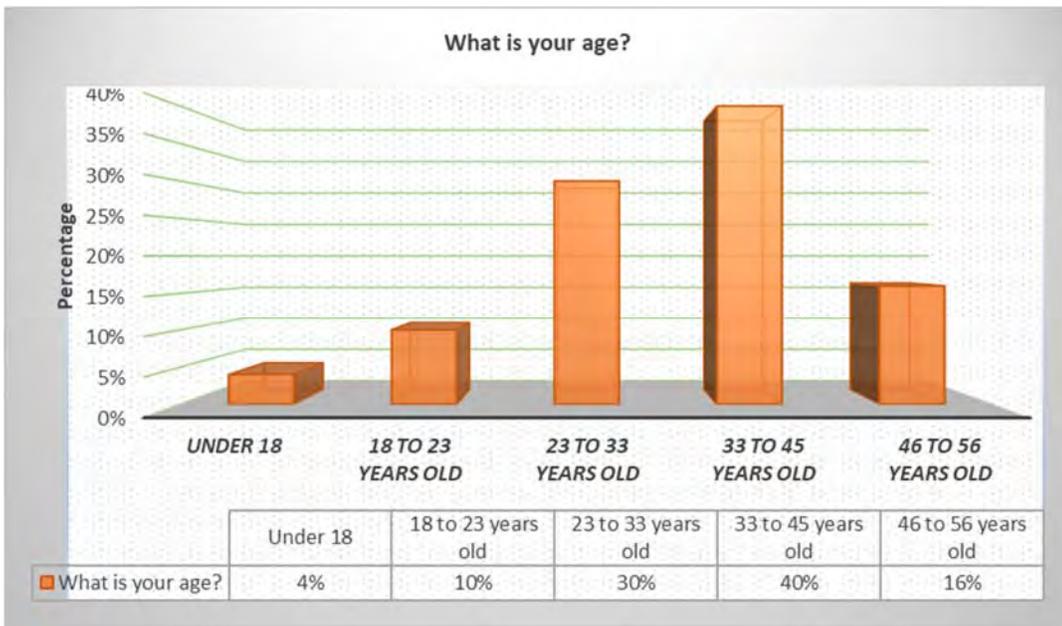
- a) Human Resource Management Department
- b) Pension and Welfare Department and
- c) Discipline, Grievance & Appeal Department.

## Chapter Five

### Analysis and Findings

#### 5.1 What is your age?

S. No	Options	No. of respondents	Percentage (%)
1.	Under 18	2	04
2.	18 to 23 years old	5	10
3.	23 to 33 years old	15	30
4.	33 to 45 years old	20	40
5.	46 to 56 years old	8	16
	Total	50	100

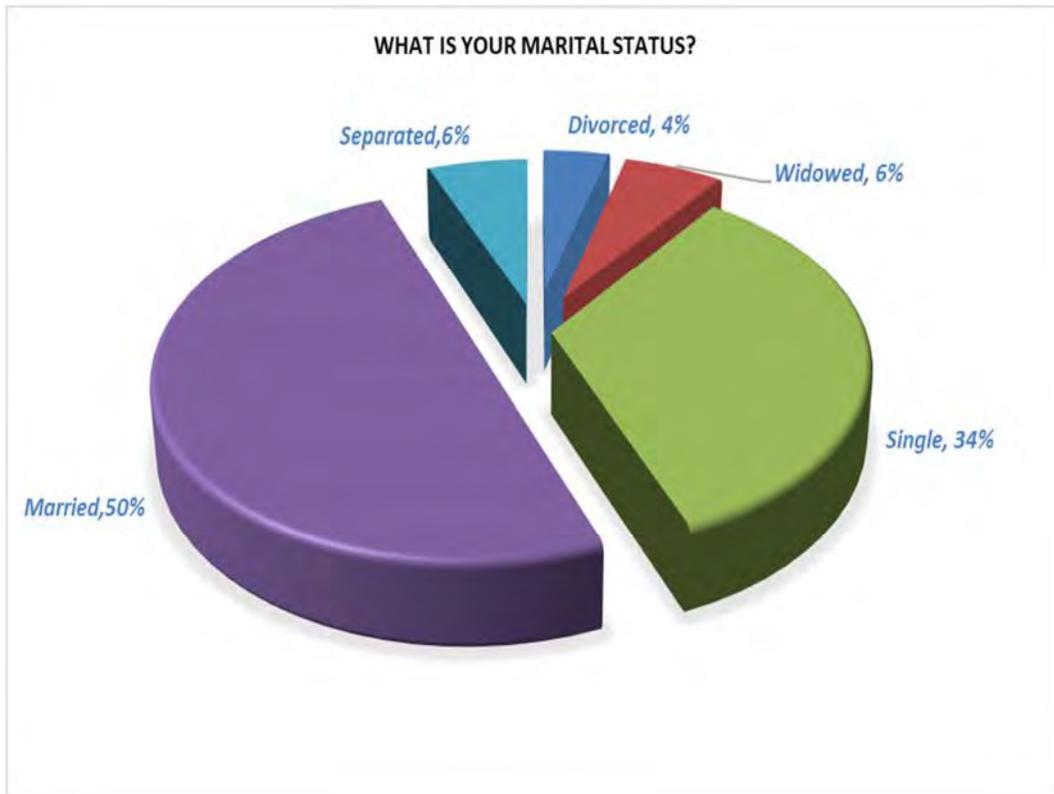


#### Interpretation

A satisfactory number of employees of the Company where 40% of the employees who are aged between 33-45 years old ,30% are aged between 23 to 33 years old which indicates a fair distribution of age policy in the organization.

## 5.2 What is your marital status?

S. No	Options	No. of respondents	Percentage (%)
1.	Divorced	2	4
2.	Widowed	5	6
3.	Single	15	34
4.	Married	20	50
5.	Separated	8	6
	Total	50	100

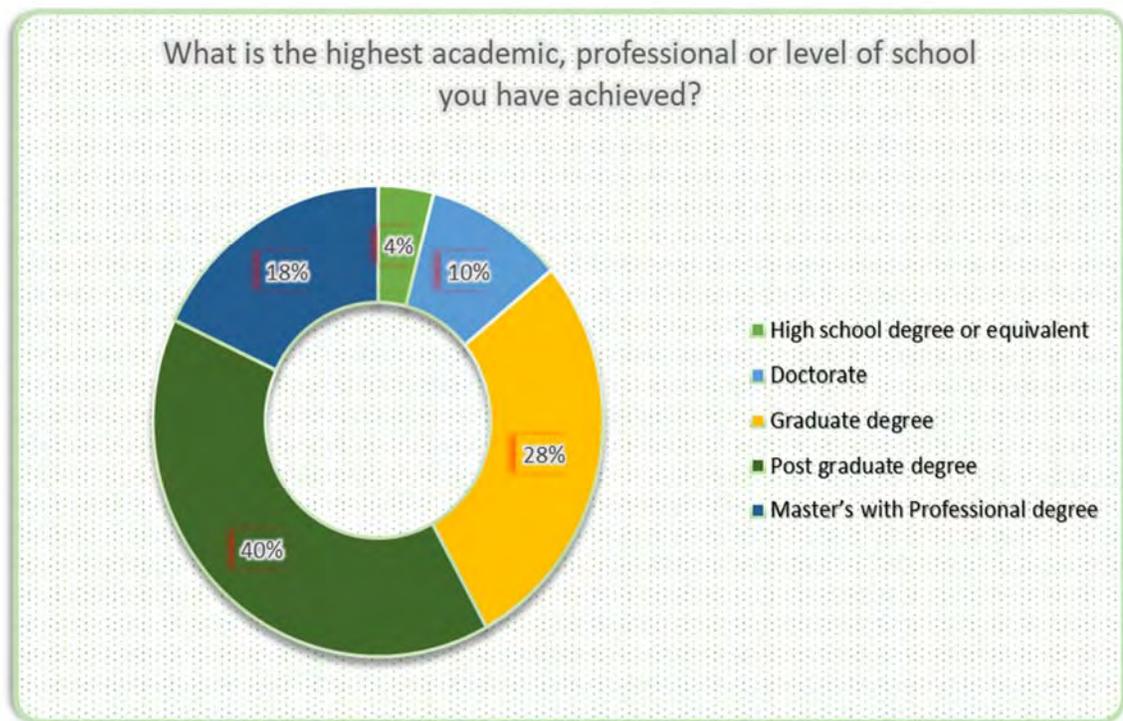


### Interpretation

The study has the adequate number of respondents regarding the support provide by the marital status. 4% of the employees are divorced, widowed 6%, single 34%, married 50% and separated 6%.

### 5.3 What is the highest academic, professional or level of school you have achieved?

S. No	Options	No. of respondents	Percentage (%)
1.	High school degree or equivalent	2	4
2.	Doctorate	5	10
3.	Graduate degree	14	28
4.	Post graduate degree	20	40
5.	Master's with Professional degree	9	18
	Total	50	100

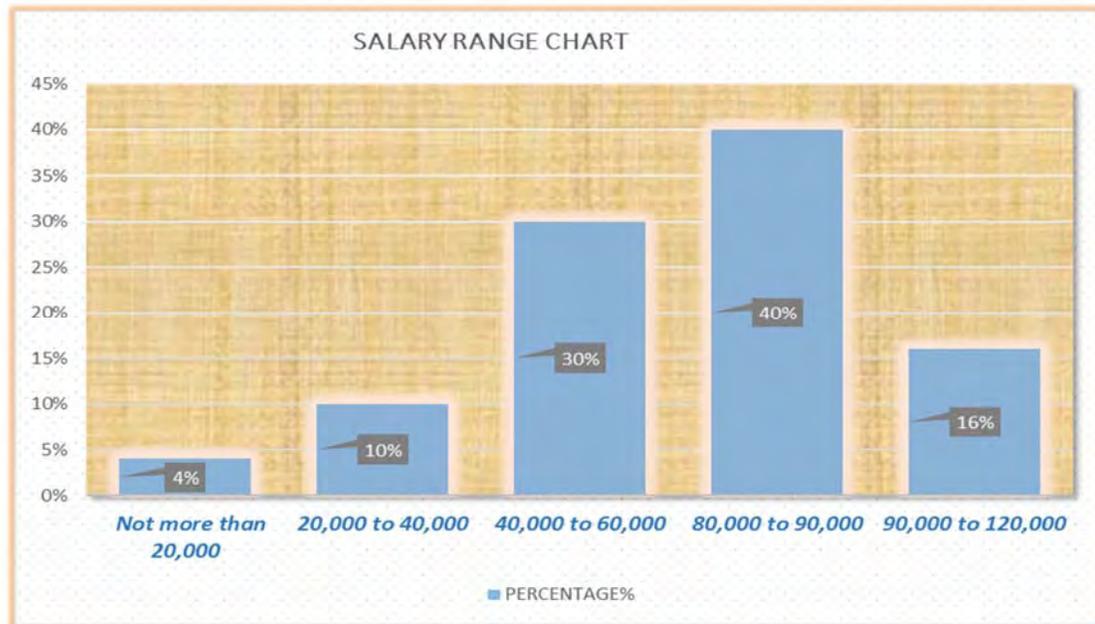


#### Interpretation

A very decent number of employees have been found who are highly qualified when the question about highest qualification which depicts a fair combination of qualified personals However,40% are Post graduate degree and 28% have Bachelor or Graduate degrees who usually do mid to almost high-level tasks. 18% have professional and 10 percent have doctorate who do complex tasks. 4%of the employee have high school degree who do the job of Office assistant.

## 5.4 What is your income level?

S. No	Options	No. of respondents	Percentage (%)
1.	Not more than 20,000	2	04
2.	20,000 to 40,000	14	10
3.	40,000 to 60,000	20	30
4.	80,000 - 90,000	5	40
5.	90,000 - 120,000	9	16
	Total	50	100

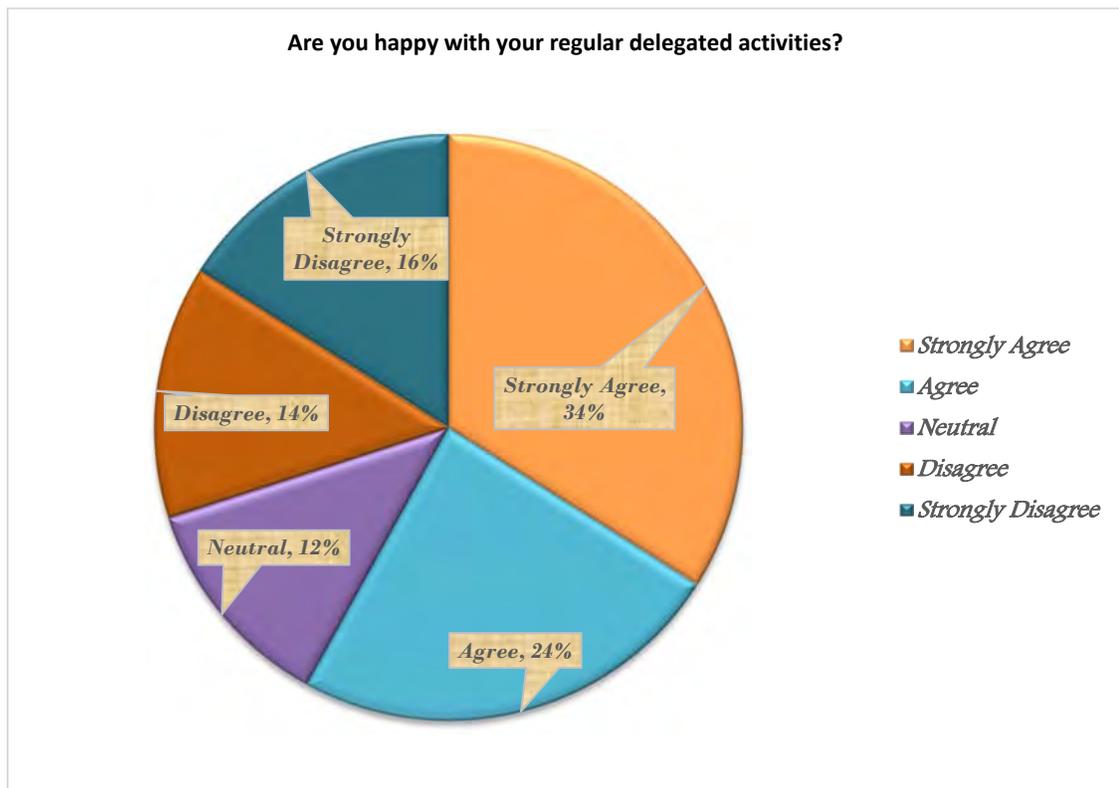


### Interpretation

The above question was asked to low level to high level employees. 4% of the respondents have not above 20,000 tk. They are assigned for low level job in the organization. Comparing to the usual salary in the job market for this category job this seems fair. 10% of the respondents get 20k to 40k taka. Employees within this range are either fresher's who hold at least bachelor degree or experienced and skilled who is at least graduated or master degree holder. 40% of the respondents are ranged between 80k to 90k and 16% are between 90k to 120k. The high ranged salary holder are actually engaged in high to complex level tasks and part of the senior to top management role within the organization. They possess either doctorate degree of Professional degrees like Chartered Accountancy (CA) etc.

### 5.5 Are you happy with your regular delegated activities?

S. No	Options	No. of respondents	Percentage (%)
1.	Strongly Agree	17	34
2.	Agree	12	24
3.	Neutral	6	12
4.	Disagree	7	14
5.	Strongly Disagree	8	16
	Total	50	100



#### Interpretation

Here, among 50 of the employees, 24% were agreed, 12% were neutral and 34% were strongly agreed. Few employees are concurred with their expectation level in usual activities as they do same work every day and became handy with their assigned jobs. But 12%,14%,16% of employees are neutral to strongly disagree because they feel monotonous in their daily repetitive tasks.

**5.6 Do you contemplate that the leaders in your organization are positive role models to you?**

S. No	Options	No. of respondents	Percentage (%)
1.	Strongly Agree	25	50
2.	Agree	15	30
3.	Neutral	03	06
4.	Disagree	02	04
5.	Strongly Disagree	05	10
	Total	50	100

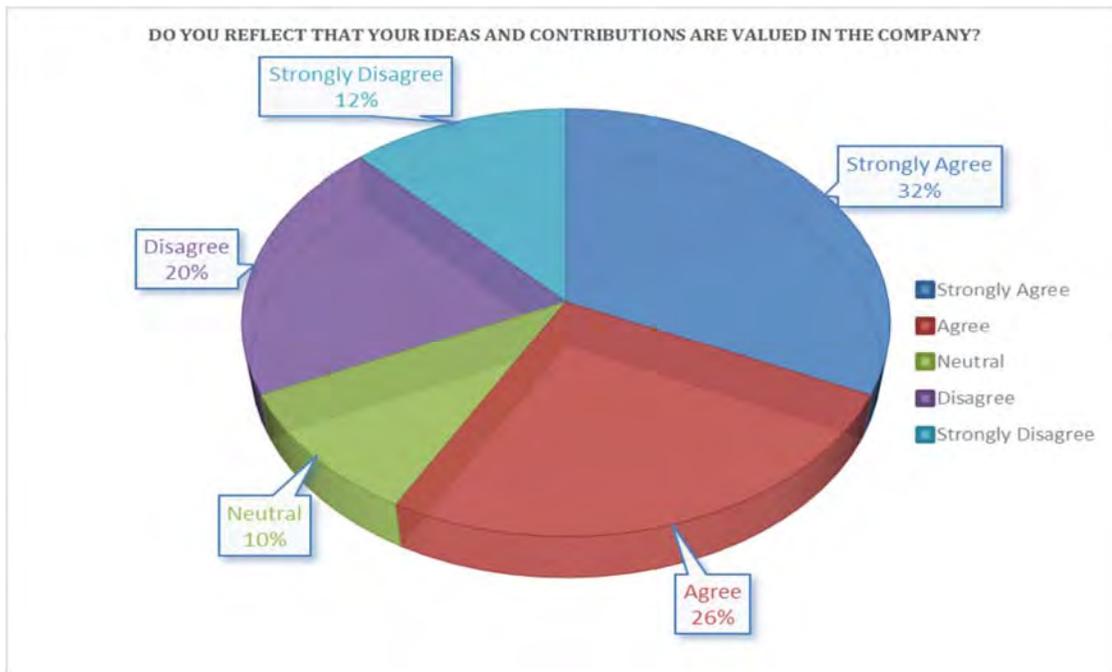


**Interpretation**

In that case the supervisors always try to provide updated information to each and every level of employees within the organization. 30% of the employees did agree and 50% strongly did agree that they are well acquainted by the supervisors. Besides,10% of employees of ICB are strongly disagreed. From their opinion, they are not informed well by the supervisors.

### 5.7 Do you reflect that your ideas and contributions are valued in the company?

S. No	Options	No. of respondents	Percentage (%)
1.	Strongly Agree	16	32
2.	Agree	13	26
3.	Neutral	5	10
4.	Disagree	10	20
5.	Strongly Disagree	6	12
	Total	50	100

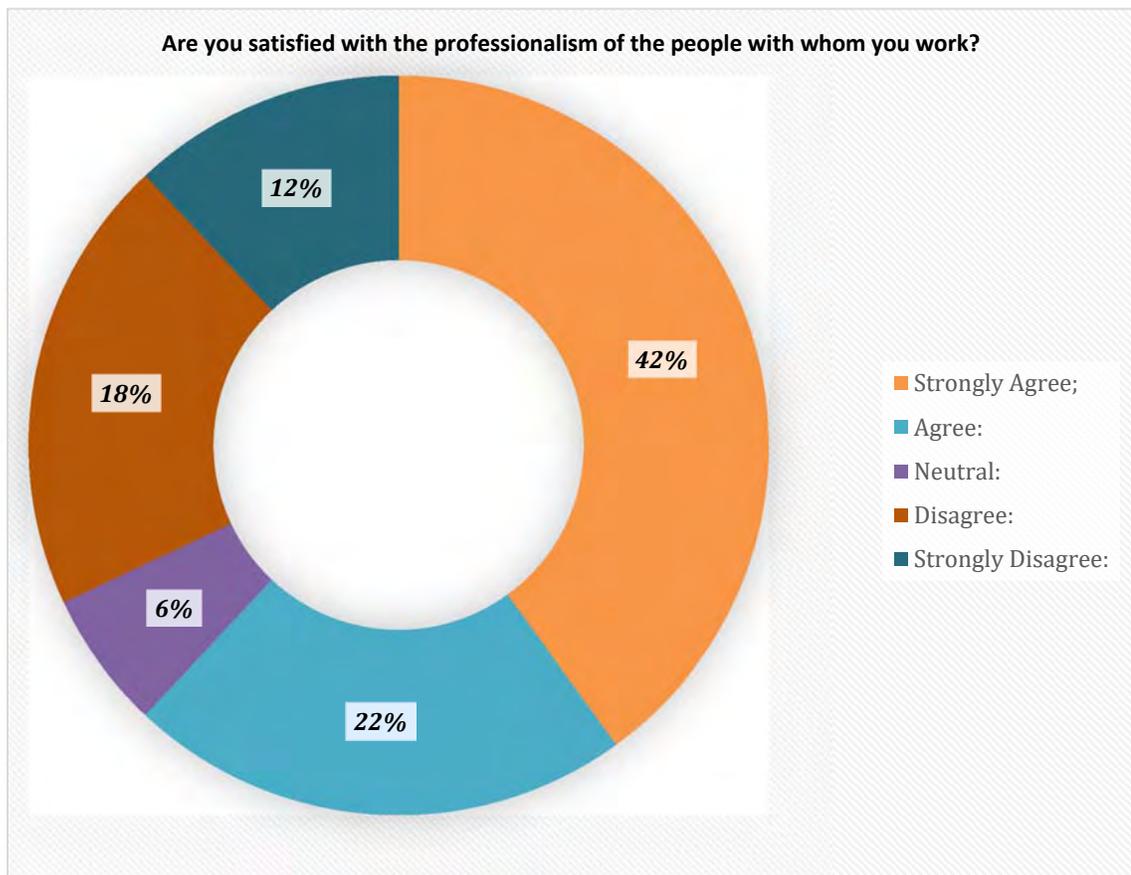


#### Interpretation

According to this question employee of ICB, respond differently. Among 50 of employees 32% were strongly agreed, 26% agreed, 20% disagreed and 10% were neutral. Here 12% employee strongly disagreed, 20% disagree because they think that their active participation in organization is not recognized properly.

**5.8 Are you satisfied with the professionalism of the people with whom you work?**

S. No	Options	No. of respondents	Percentage (%)
1.	Strongly Agree	21	42
2.	Agree	11	22
3.	Neutral	03	06
4.	Disagree	9	18
5.	Strongly Disagree	06	12
	Total	50	100

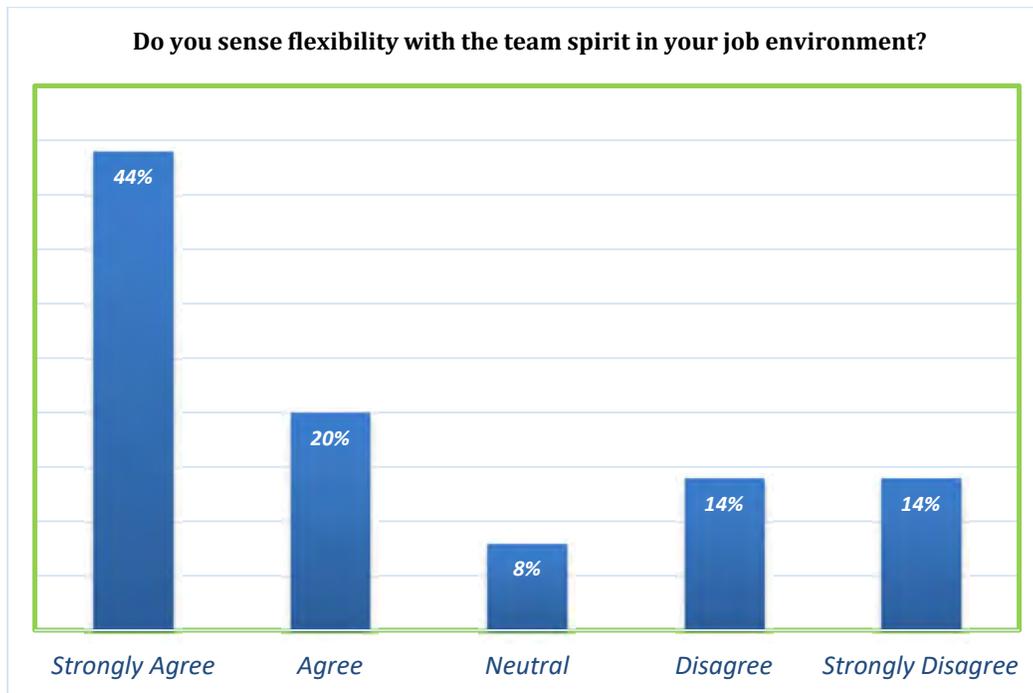


**Interpretation**

Most of the employees which is about 42% did strongly agree, 6% were neutral & 22% were agreed that they are satisfied with the professionalism of the employee with whom he or she works. But 18% employees of Branch were disagreed and 12% strongly disagree because Behaviors and attitudes of few employees seem like that they are not professional in this branch.

### 5.9 Do you sense flexibility with the team spirit in your job environment?

S. No	Options	No. of respondents	Percentage (%)
1.	Strongly Agree	22	44
2.	Agree	10	20
3.	Neutral	04	08
4.	Disagree	07	14
5.	Strongly Disagree	07	14
	Total	50	100

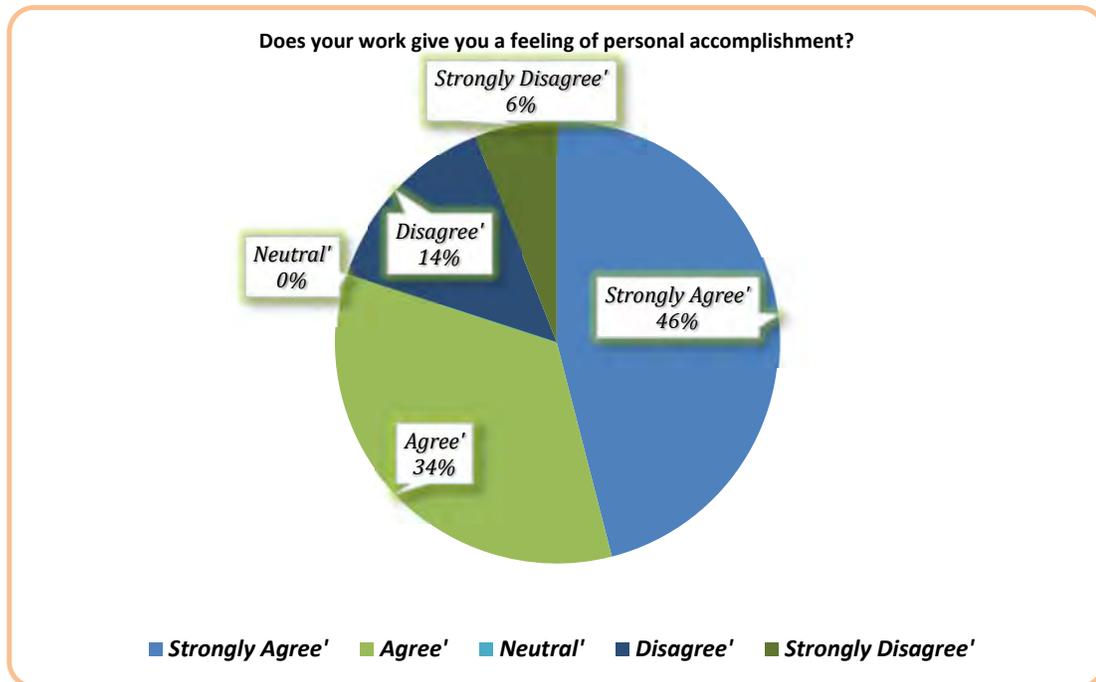


#### Interpretation

44% of the survey attendance strongly agreed, 14% of them did strongly disagree and 14% of the staffs disagreed. 20% did agree as they sense flexibility with the team spirit in their job environment. Beside this, 8% of the them stayed neutral on the fact according to their judgment senior level employees regard their secondary level employees as least experienced for team job. Hence, junior level employees do not feel comfortable to work with seniors.

### 5.10 Does your work give you a feeling of personal accomplishment?

S. No	Options	No. of respondents	Percentage (%)
1.	Strongly Agree	23	46
2.	Agree	17	34
3.	Neutral	0	0
4.	Disagree	7	14
5.	Strongly Disagree	3	06
	Total	50	100

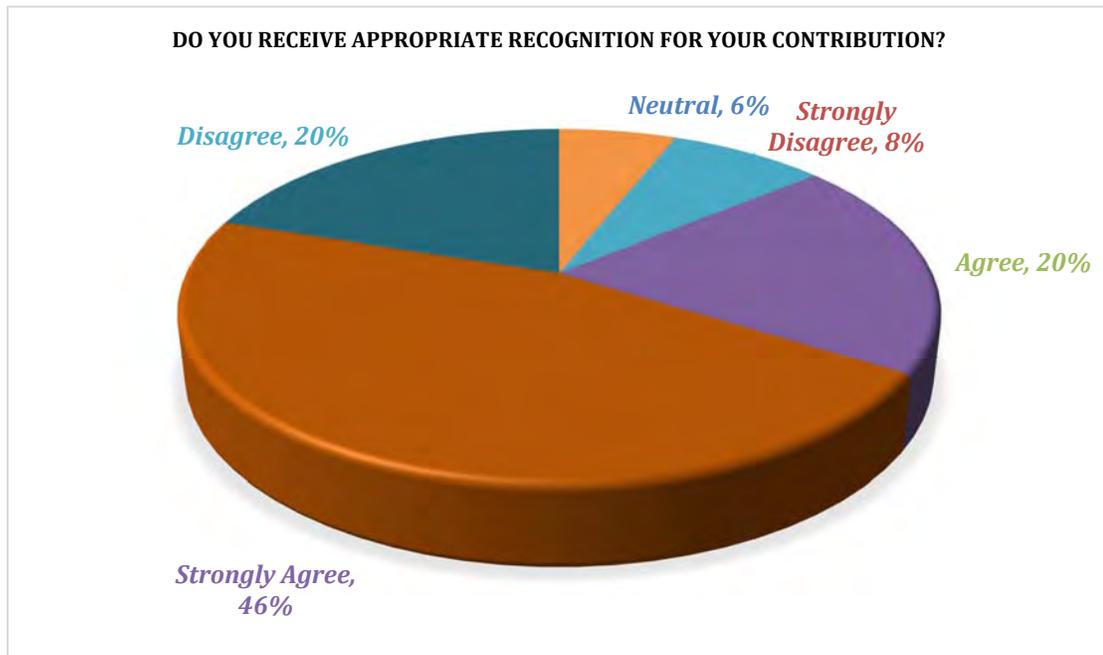


#### Interpretation

46% of employee were very positive and strongly agreed whereas adequate number of employees of ICB were agreed which is about 34% because they think that their job gives them a feeling of personal accomplishment. But 6% employee was strongly disagreed with this fact because their work does not give them a feeling of personal accomplishment due to less interest in job. 14% employee was disagree about that fact because of common and simple jobs.

### 5.11 Do you receive appropriate recognition for your contribution?

S. No	Options	No. of respondents	Percentage (%)
1.	Strongly Agree	23	46
2.	Agree	10	20
3.	Neutral	03	6
4.	Disagree	10	20
5.	Strongly Disagree	4	8
	Total	50	100

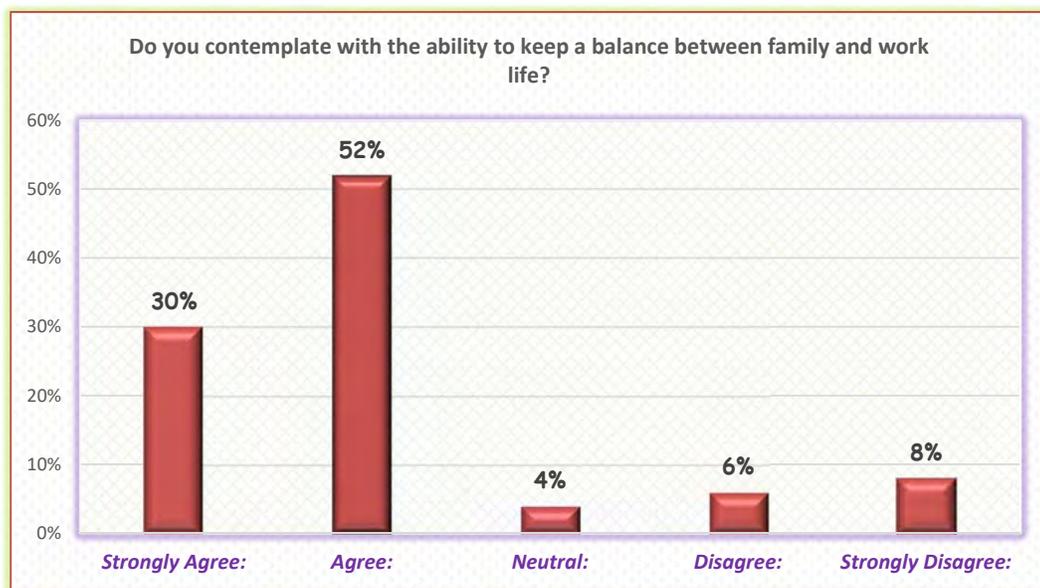


#### Interpretation

Among 50 employees of ICB Dhaka 46% were strongly agreed and 8% strongly disagreed. Whereas about 20% did concur for receiving suitable recognition for their contributions but about 20% employees did disagree and believe that they are not having proper recognition for their contributions. 6% employees were neutral because of having minimal recognition for their contributions.

### 5.12 Do you contemplate with the ability to keep a balance between family and work life?

S. No	Options	No. of respondents	Percentage (%)
1.	Strongly Agree	15	30
2.	Agree	26	52
3.	Neutral	2	4
4.	Disagree	3	6
5.	Strongly Disagree	4	8
	Total	50	100

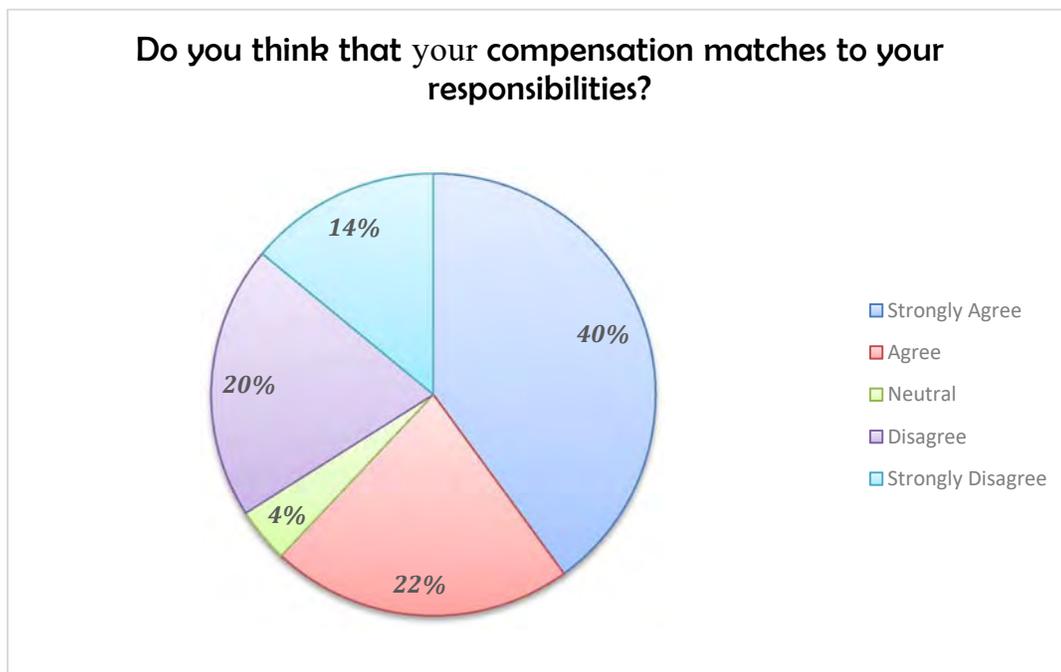


#### Interpretation

Most of the employees which are about 52% were agreed with the ability to maintain balance between family and work life. Because of their flexibility at work place which helps them to realize the relaxation in between family and work life. Also, 52% were strongly agreed with this fact due to maintain proper balance at both sides without any tension. Among them only 4% were neutral and 6% disagree, 8% strongly disagreed as well because they think that they have less work flexibility which hampers to maintain a balance between family and work life.

### 5.13 Do you think that your compensation matches to your responsibilities?

S. No	Options	No. of respondents	Percentage (%)
1.	Strongly Agree	20	40
2.	Agree	11	22
3.	Neutral	2	4
4.	Disagree	10	20
5.	Strongly Disagree	7	14
	Total	50	100

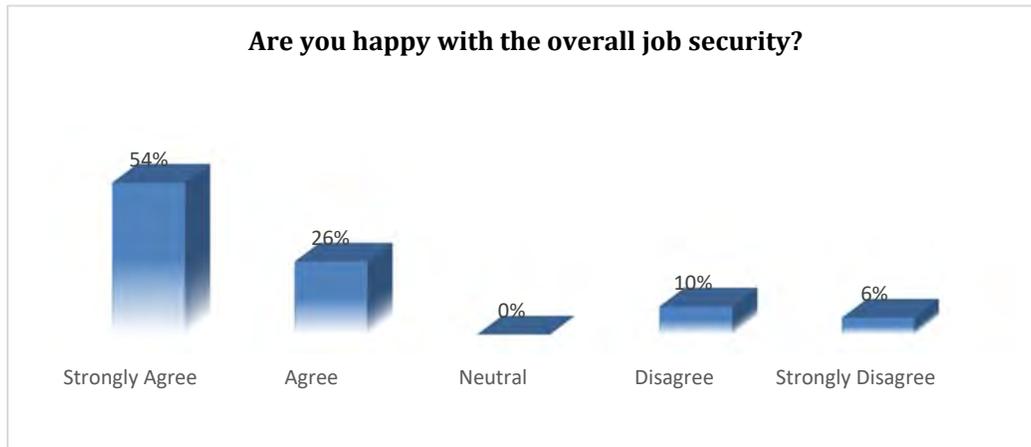


#### Interpretation

14% employees strongly disagreed about this question. From their opinion, they were supposed to do more than necessary but they don't get as much compensation as they do. Managers are less concerned about this fact from the beginning. But 40% of employees were strongly agreed and 4% were neutral because they were given proper compensation as they do.

### 5.14 Are you happy with overall job security?

S. No	Options	No. of respondents	Percentage (%)
1.	Strongly Agree	27	54
2.	Agree	13	26
3.	Neutral	02	04
4.	Disagree	05	10
5.	Strongly Disagree	03	06
	Total	50	100

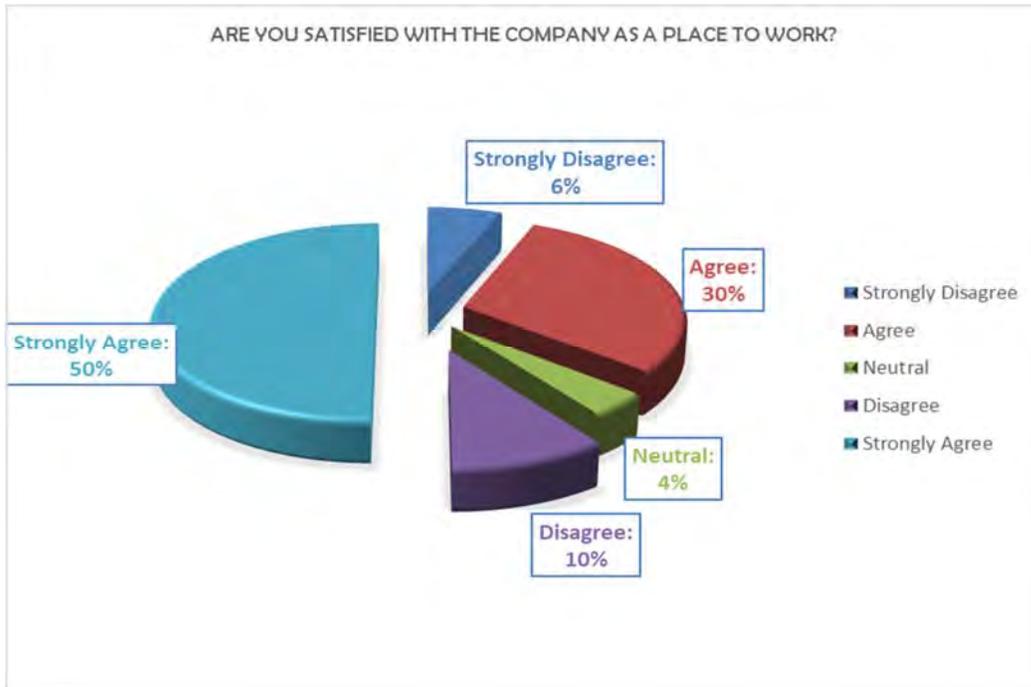


### Interpretation

6% employees were strongly disagreed about the overall job security according to their job rules whereas 10% were disagreed with the overall job security because of the new comers. They had a fear to lose their job at any time from the order of the higher level officers. 26% were agreed because they are satisfied of not to lose their job suddenly.

### 5.15 Are you satisfied with the company as a place to work?

S. No	Options	No. of respondents	Percentage (%)
1.	Strongly Agree	25	50
2.	Agree	15	30
3.	Neutral	02	04
4.	Disagree	05	10
5.	Strongly Disagree	03	06
	Total	50	100



**Interpretation**

They positively answered as they believe that the office environment is perfect for them. 50% employee of ICB Dhaka was strongly agreed and 30% was agreed with this fact because they found the office place as standard as to work. They think that the entire branch has good office environment and employees to work with. 4% employee of this branch were neutral because they think that their work place is good but it could be better with broad floors, facilities, and decoration which will help them to reduce the monotonous work life and bring enjoyment to their job.

## 5.16 Findings of the Study

Findings of the study are as follows:

- i. Job satisfaction at ICB is satisfactory. Employees are moderately happy with their current position and status.
- ii. Minimum employee of the Company, where 25% of the employees has attained 1- 6 years of experience and some senior level officer has attained 11- 16 years of experience which is satisfactory for ICB.
- iii. The motivation level of the employees with regard to good working condition of the organization 50% of the employees agree with it that's way employee want to work long time.
- iv. In ICB career development scope is satisfactory.
- v. In ICB compensation and recognition are practiced moderately. Here, some employee is happy with present traditional compensation system and some employee claimed that qualification based reward system need to be practiced well.
- vi. Although ICB do team work but still team work needs to develop for various problem solving, healthy competition and creating bonding among the employees.
- vii. Working environment at ICB is good but ICB also have some lacking in terms of working environment. Prayer and Canteen facilities, central air conditioning system, hiring the qualified staff can be organized to make the working environment better.
- viii. An effective training program is one of the biggest developing tools where an employee gain appropriate skill related to job. Now-a-days ICB is training program which is helpful for employees to acquire important knowledge and skill for doing work appropriately.

## **Chapter Six**

### **Recommendations and Conclusion**

#### **6.1 Recommendation**

All employees want their place in good condition but it relies upon their connection with the organization. In this way, it can be recommended that the organization's policies should be formed to provide equivalent opportunities for all employees. Employee feel more dedicated to their job if they get proper compensation at workplace. It is not so easy to recommend which is helpful for ICB for increasing job satisfaction level with little involvement for some days at ICB. Still, some probable solutions are found of the analyzed data and information.

- i. The ICB should provide feasible opportunities so that the employees want to do the job in the Company for long time.
- ii. The ICB should take initiative to improve the working condition of the Company because good working conditions always create favorable to the employees.
- iii. ICB should give more effort to recognition of the employee so that it helps to improve the level of job satisfaction.
- iv. ICB should give more concentration for decorating the office so that employee can feel easy or relax to do work properly at organization.
- v. Managers should take care about the demand of junior level of employee.
- vi. Employer should motivate employee to perform creative because it ensures workplace learning.
- vii. Employer should encourage employees to participate in various activity which helps to improve employees creativity, organizational citizenship behavior as well as employee workplace learning which expose to sustain employees in organization.
- viii. Employers need to allow or participate in organizational decision-making. In ICB, higher designated employees are allowed to participate in decision making where new employees are not getting enough space to participate.

- ix. Effective feedback will become a learning process for employee of an organization .So it should be practiced well in the organization.

## **6.2 Conclusion**

Job satisfaction is very important factor in the organization. It is helping the organization to encourage the workers for doing work effectively but the level of job satisfaction depends on various factors. These factors are not equal for all organizations. Also, organizational pattern and policy help to determine the job satisfaction of the employee. Every organization has different goal and those are completed by human resource of organization. Therefore, it is important to maximize utilization of human resources of every organization for better result. For better result organization need to ensure employees job satisfaction for gradual improvement.

This report was based on the findings that the researcher found and gained through her association with the ICB, Motijheel branch, Dhaka. While concluding, it can be said that overall job satisfaction among the employee at ICB is not very high but still it is satisfactory. Finally, ICB should give more concentration for improving job satisfaction level among employee.

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### Website

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[www.wikipedia.com](http://www.wikipedia.com) access, date: 01/08/2018

**Appendix**  
**Questionnaire for Employee Job Satisfaction**

Name:-----

Age:-----

Department no:-----

**Please tick ( ) your opinion about the following statements range from Strongly Agree to Strongly Disagree**

SL No.	Particulars	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	What is your age?					
2.	What is your marital status?					
3.	What is the highest academic, professional or level of school you have achieved?					
4.	What is your income level?					
5.	Are you happy with your regular delegated activities?					
6.	Do you contemplate that the leaders in your organization are positive role models to you?					
7.	Do you reflect that your ideas and contributions are valued in the company?					
8.	Are you satisfied with the professionalism of the people with whom you work?					
9.	Do you sense flexibility with the team spirit in your job environment?					
10.	Does your work give you a feeling of personal accomplishment?					
11.	Do you receive appropriate recognition for your contribution?					
12.	Do you contemplate with the ability to keep a balance between family and work life?					
13.	Do you think that your compensation matches to your responsibilities?					
14.	Are you happy with overall job security?					
15.	Are you satisfied with the company as a place to work?					