



INFRADEV Associates Limited

'Relationship between Human Resource  
Management Policy and Employee  
Satisfaction in INFRADEV Associates  
Limited'

Internship Report

On

*‘Relation between Human Resource Management  
Policy and Employee Satisfaction in INFRADEV  
Associates Limited’*

Course: Internship (BUS-400)

**Submitted to**

Dr. Md. Fazley Elahi Chowdhury

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**Submitted By**

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BRAC Business School (BBA)

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# Letter of Transmittal

29<sup>th</sup> November 2013  
Dr. Md. Fazley Elahi Chowdhury  
BRAC Business School  
BRAC University  
66, Mohakhali, Dhaka-1212, Bangladesh

Subject: **Submission of internship report**

Dear Sir

It is indeed a great pleasure for me to be able to hand over the result of my hardship of the report on Infradev Associates Limited. This report is the result of the knowledge which has been acquired from the respective course.

I tried my level best for preparing this report. I have gained a lot practical knowledge about Human Resource Management Policy and employee satisfaction levels. I have also gotten the chance to experience what life is like in the corporate world and all in all, it was a fantastic learning experience. Thank you Sir for being there as a support whenever I needed it.

It was a challenge in completing this project and compiling this report and I hope I have fulfilled your hopes and expectations.

Yours Sincerely,

Tanjina Akter

ID: 08304078

BRAC Business School, BRAC University

# **Acknowledgment**

Over the past few months I have had a wonderful experience full of challenges and satisfaction over completing my project and contributing significantly to one of the leading conglomerates in Bangladesh Power Sector.

At first I express my deep gratitude and sincere thanks to Almighty Allah for providing me sufficient strength to make this report successfully and also my respected faculty Dr. Md. Fazley Elahi Chowdhury for his valuable guidance interest and consistent encouragement to me in the preparation of this project report.

I am extremely grateful to everyone specially my internship supervisor Mr. Sarafat Chowdhury at INFRADEV Associates Limited for being so warm in their approach and for bestowing such responsibility on me all the while making me feel completely at ease. They made the transition from student life to a working life extremely easy.

Finally, I would like to thank everyone who helped me in conducting my research by taking time out of their busy schedules to discuss with me on the various issues. Without them I never would have been able to complete my project.

# Executive Summary

In society and in the context of humanities, the word *energy* is used as a synonym of energy resources, and most often refers to substances like fuels, petroleum products and electricity in general. These are sources of usable energy, in that they can be easily transformed to other kinds of energy sources that can serve a particular useful purpose.

The main intention of the study is the standards and effects of client satisfaction to find understand and document the processes and activities carried INFRADEV Associates Limited and correlate them to get a clear picture of the level of the overall employee satisfaction. The report covers details about the power sector, overview of the company and also facilities provided by the company to satisfy their employees. The main focus is on the analysis of the old the standard of facilities provided and their effect on the employee satisfaction. All the information is collected from all the levels of employees of INFRADEV Associates Limited. I hope that my report contains all the necessary information needed to complete a successful internship report.

As I was placed in the recruitment and selection at HR department, the report mostly concentrated on evaluating the recruitment and selection of HR executives, senior executives and managers of INFRADEV Associates Limited. The report focused on Relationship between Human Resource Management Policy and Employee Satisfaction in INFRADEV Associates Limited. Some comparisons and research was also done on the non-executives and field forces to gain better understanding of the level of input given for HRM Policy, both internally and externally.

# Chapter: 1

## **Introduction**

# **1.1 Introduction**

The use of energy has been a key in the development of the human society by helping it to control and adapt to the environment. Managing the use of energy is inevitable in any functional society. In the industrialized world the development of energy resources has become essential for agriculture, waste collection, information technology, communications that have become prerequisites of a developed society. The increasing use of energy since the Industrial revolution has also brought with it a number of serious problems, some of which, such as global warming, present potentially grave risks to the world.

In society and in the context of humanities, the word *energy* is used as a synonym of energy resources, and most often refers to substances like fuels, petroleum products and electricity in general. These are sources of usable energy, in that they can be easily transformed to other kinds of energy sources that can serve a particular useful purpose. This difference vis a vis energy in natural sciences can lead to some confusion, because energy resources are not conserved in nature in the same way as energy is conserved in the context of physics. The actual energy content is always conserved, but when it is converted into heat for example, it usually becomes less useful to society, and thus appears to have been "used up".

Ever since humanity discovered various energy resources available in nature, it has been inventing devices, known as machines that make life more comfortable by using energy resources. Thus, although the primitive man knew the utility of fire to cook food, the invention of devices like gas burners and microwave ovens has increased the usage of energy for this purpose alone manifold. The trend is the same in any other field of social activity, be it construction of social infrastructure, manufacturing of fabrics for covering; porting; printing; decorating, for example textiles, air conditioning; communication of information or for moving people and goods.

## **1.2 Origin Of the report**

Internship Program of BRAC University is an important requirement for the graduation of BBA students. The main purpose of internship is to get the student exposed to the job world and this study is a partial requirement of the Internship program of BBA curriculum at the BRAC University. Being an intern the main challenge was to implement the theoretical concepts into real life experience.

The internship program and the study have following purposes:

- To experience the real business world
- To get and organize detail knowledge on the job responsibility
- To compare the real scenario with the knowledge gained in BRAC University
- To fulfill the requirement of BBA Program.

This report is the result of Three months long internship program conducted in Infradev Associates Limited (IAL) and is prepared as a requirement for the completion of the BBA program of BRAC University. As a result I needed to submit this report based on the **“Human Resource Strategy and Employee Satisfaction at Infradev Associates Limited”**. This Report also includes information about Infradev Associates Limited (IAL) and the facilities the offer to satisfy their employees.

## **1.3 Objective Of the Report**

The objective of the report can be viewed in two forms:

- Primary Objective
- Specific Objective

### **Primary Objective:**

This internship report is prepared primarily to Determining the Client Satisfaction of Borak Real Estate in Dhaka.

### **Specific Objective:**

More specifically, this study entails the following aspects:

- To give an overview of Infradev Associates Limited.
- To focus on the products and services, facilities provided to employees of Infradev Associates Limited.
- To discuss the impacts of their HR policies on employee Satisfaction of Infradev Associates Limited.

## **1.4 Scope of the Study**

As a student of Bachelor of Business Administration (BBA) every student has to conduct a practical orientation in any organization for fulfilling the requirements of the 12 weeks Internship Program. The main purpose of the program is to introduce the students to the real corporate world. My place of internship was “Infradev Associates Limited”, one of the leading power generation companies of Bangladesh. I have worked for 14 weeks at their administration.

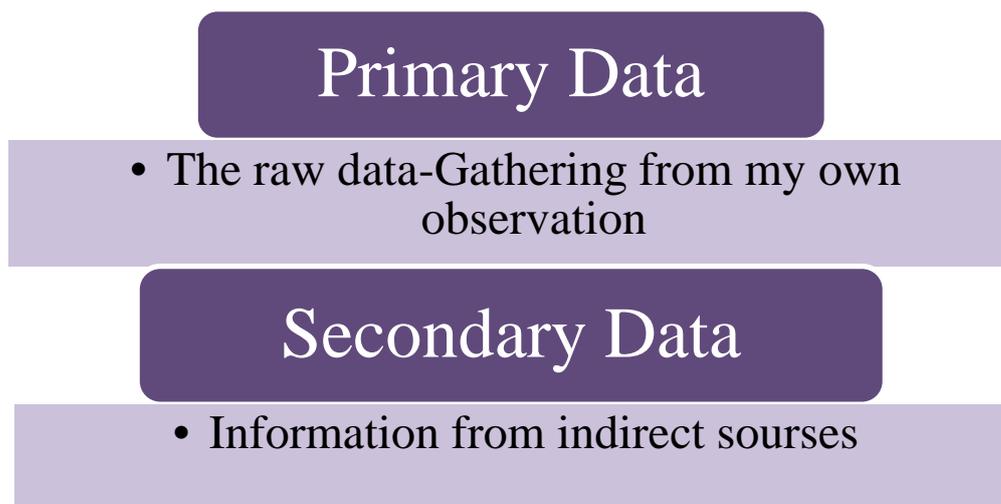
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## **1.5 Methodology:**

While conducting the study various data were collected from various sources. The data collected are divided according to their different natures and sources. The study is done with the help of the following data:

### **Nature of Data:**

In this report both Primary and Secondary sources of data is used. The project was basically executed by gathering information through random interviews. Information was also gathered by observing the daily activities of the staff and working with in progress. Finally I have conducted an observation method the factors that may affect the HRM policies and practices.



### **Primary data collection:**

The primary data are those which are collected fresh and for the first time and thus happen to be original in character.

I have used three techniques of Primary Resources for my research and they are as followed:

- Personal Observation.

- ❑ Face to Face Interviews.
- ❑ Practical deskwork.

- **Personal Observation:**

Observation is the process of recognizing and noting people objects and occurrences rather than asking for information. Informal observations remove the elements of bias and effect of reaction from research.

- **Face to face Interview:**

As the field of study is limited within Infradev Associates Limited, it was decided that information will be collected by direct face to face interviews. Face to face Interviews were held with Mr. Sarafat Chowdhury Sadee (Senior Vice President), Mr. Hosain Chowdhury Jamee (Managing Director), Mr. Khalid Sultan (General Manager), Mr. Abdul Mazid Sarker (Deputy General Manager), Atiqur Rahman (Manager) has also the sufficient working knowledge in Human Resource Management since they are working there for so long. They have helped me a lot to gather the information about Infradev Associates limited.

- **Practical Deskwork:**

When I was working at Infradev Associates limited, I have worked in different desk. While working for the Company I have collected the data which I needed to accomplish the report.

At end I can say that for collecting primary information, regular diary and the training session of my internship period help me a lot.

## **Secondary data collection:**

An intensive literature survey was required to acquire relevant knowledge. Relevant literature like published and unpublished thesis, books, reports etc. have been reviewed with a view to increase the knowledge and regarding the issue. Above all the storehouse of knowledge, “the internet” will also be a big part of the literature review.

This methodology also describes the manner in which data is collected, analyzed and interpreted. The integral part was to identify and collect data; they were classified, analyzed, interpreted and presented in a systematic manner to find the vital points.

### **Research design:**

The research is **exploratory** in nature because the project paper attempt is to identify whether the employees of Infradev Associates limited are satisfied in the organization through or not.

### **Population:**

The population of the research paper is all the employees who are working in managerial levels of the Infradev Associates Limited. My population of this research is the Infadev Associates limited and the approximate employees and worker are 200.

### **Element:**

The sampling element of the research paper is each who is working in the different levels in Infradev Associates limited.

### **Sampling Unit:**

In any organization, there are many employees in different levels in management levels. So, the sampling unit of the research paper is the each level of employees like top management, mid-level management and lower level management.

### **Extent:**

The extent of a research paper is the area, which the paper covers to fulfill the objectives. Here it is Infradev Associates limited.

### **Sampling frame:**

A sampling frame is the list of all sampling elements available for selection. The sampling frame of this research paper is the list of employees who get different levels of Infradev Associates limited.

### **Sample size:**

Census research is conducted for the project paper. Sample size is the total number of sample elements from the population selected in the sample, which represents the whole population of the research.

Among 200 employees and workers I have interviewed 31 employees who are working in different departments.

### **Data source:**

The primary and secondary data has been used in this research. The secondary data has been taken from management and websites and the primary data has been collected through structured questionnaire from the employees who work in the different levels at Infradev Associates Limited.

### **Data collection Procedure:**

The primary data has been collected through structured questionnaire which was filled up by the 31 employees who work in Infradev Associates Limited and the secondary data are collected from the management through different documents and website.

### **Classification, analysis, interpretations and presentation of data:**

Some diagrams and tables were used in this report for analyzing the collected data and to explain certain concepts and findings more clearly. Moreover, collected data were analyzed more precisely.

### **Findings of the study:**

The collected data were analyzed well and were pointed out and shown as findings at the end.

### **Limitations:**

Depending on the feedback of the Admin Head, and to assist him this report is prepared.

Though the report would be helpful to Infradev Associates Limited a lot, some people were reluctant to provide accurate feedback. Some concerned might think that the information associated with them were confidential enough to disclose to external world. Even the organization wants to keep them low profile. Even they do not have their company website. So I could not collect any information regarding the organization directly

# Chapter: 2

## **Organizational Overview**

## **2.1 Overview of INFRADEV Associates Limited:**

Infradev Associates Ltd is one of the leading power generation companies in the country. It is formed as a private limited company in the energy sector in Bangladesh in 2003. The company has been formed with a fundamental core value to operate with seamless integrity in the pursuit of excellence in all its ventures. After its formation in 2003, the company has participated in the international tenders invited by Power Development Board of Bangladesh (PDB) for small capacity skid and Barge Mountain plants ranging from 10MW to 100 MW capacities.

## **2.2 Mission:**

Our endeavor is to generating more powers for achieving unlimited excellence by providing superior value to our energy sectors than other industry players.

## **2.3 Vision:**

Our vision is to be the best company in the industry and we will also formulate different strategies to get tender and generating power at cheapest rate.

## **2.4 Purpose of the company:**

Infradev Associates Ltd is committed to helping Bangladesh achieve its maximum potential in term of energy security, a necessary requirement for the economic and social growth in a developing country. Through the presence of IAL in the energy sector it not only strives to assist the government in providing the best solutions to further strengthen the sector and its

infrastructure. Infradev Associates Ltd is powering development for greater prosperity and a better future for the country.

## **2.5 Goals of the organization:**

- Expansion of power sector in Bangladesh.
- Right use of energy as well as power for the human welfare.
- To create more comfortable and better society for living by using natural assets and manpower.
- To be best infrastructure provider in Bangladesh in power generation sector.
- Create more employment and reducing poverty rate.

## **2.6 Core Competence:**

The company has strength in participate in tender on power generation and work as a bidder in joint venture with foreign company. With hardworking work force they are able to bid the tender at a very competitive price in a short period. They have alliance with well known organizations. There is British company name Aggreko which is eco based, is working as a joint venture with Infradev Associates Limited.

## **2.7 Core values of the company:**

The five core values of Infradev Associates Limited direct the growth and expansion of the business.

- **Integrity:** We must conduct our business fairly, with honesty and transparency. Everything we do must stand the test of public scrutiny.
- **Understanding:** We must be caring, show respect, compassion and humanity for our colleagues and customer around the world, and always work for the benefit of the communities we serve.
- **Excellence:** We must constantly strive to achieve the highest possible standards in our day-to-day work and in the quality of the goods and services we provide.

- **Unity:** We must work cohesively with our colleagues across the group and with our customers and partners around the world, building strong relationships based on tolerance, understanding and mutual co-operation.
- **Responsibility:** We must continue to be responsible, sensitive to the countries, communities and environments in which we work, always ensuring that what comes from the people goes back to the people many times over.

## **2.9 Spirit of IAL:**

Success follows those who dare to dream, and it specially follows those who dream big and labor with genuineness. The progress of our world is captained by inexorable leaders and we have no qualms about saying that we are the leaders of what we do. No matter what we do, we give our best and more.

We, at Infradev Associates Ltd have always opted for the driving seat because we are always clear-minded about where are want to go. We believe in the unequivocal conviction of hard work. With an innate capacity to dynamically change and innovate, we are constantly re-inventing ourselves.

An unmitigated desire to serve the society at the grassroots level inspires us to trudge paths that none have trudged yet. Here we work as community and every employee and stakeholder is an integral part of the organization. We recognize the responsibility bestowed upon our stockholders who have invested their hard-earned money in the organization and we carry this responsibility with the utmost zeal and clarity of purpose.

## **2.10 Aggreko as Joint Venture with IAL:**

Joint venture is a business arrangement, in which two or more parties agree to pool their resources for the purpose of accomplishing a specific task. This task can be a new project or any other business activity. In a joint venture (JV), each of the participants is responsible for profits, losses and costs associated with it. However, the venture is its own entity, separate and apart from the participants' other business interests. A joint venture (JV) is a business agreement in which the parties agree to develop, for a finite time, a new entity and new assets by contributing equity. They exercise control over the enterprise and consequently share revenues, expenses and assets. There are other types of companies such as JV limited

by guarantee, joint ventures limited by guarantee with partners holding shares. A joint venture takes place when two parties come together to take on one project. In a joint venture, both parties are equally invested in the project in terms of money, time, and effort to build on the original concept. While joint ventures are generally small projects, major corporations also use this method in order to diversify. A joint venture can ensure the success of smaller projects for those that are just starting in the business world or for established corporations. Since the cost of starting new projects is generally high, a joint venture allows both parties to share the burden of the project, as well as the resulting profits.

Since money is involved in a joint venture, it is necessary to have a strategic plan in place. In short, both parties must be committed to focusing on the future of the partnership, rather than just the immediate returns. Ultimately, short term and long term successes are both important. In order to achieve this success, honesty, integrity, and communication within the joint venture are necessary.

**Aggreko** is the world leader in the supply of temporary power solution. Aggreko is working as a joint venture with Infradev Associates Limited in Bangladesh. It is eco based British company. Aggreko interim power plants help to stabilize the local utilities power grid and communities which may be suffering from insufficient power supplies.

## **2.11 Organization Flowchart:**

## **2.12 Products/Service of the company:**

- Energy (Electricity, gas)
- Roads and highways
- Railways
- Water resources
- Network and telecommunications

## **2.13 Market Competitors:**

1. Summit Power
2. United Group (Energy sector)
3. Dosh Energy
4. SAHCO International Ltd.
5. Regent Energy

## **2.14 SWOT Analysis:**

### **Strengths:**

- Strong Manpower
- Hardworking work force
- Strong bidding strategy

### **Weakness:**

- Direct observation is not possible from the top level management. So there is dilemma in the work
- Liquidity problem

### **Opportunities:**

- More penetration into new markets with existing products
- More strategic approach could be implemented

**Threats:**

- Growing competition in the market
- Political instability
- Rising price of dollar

**2.15 CSR Activities**

The group has carried out many social responsibilities apart from the business. During the any natural disaster of the company has extended their helping hand towards the victims.

Lower social economic classes have felt cold or become ill because they have no suitable winter clothing. People from North Bengal suffer the most during the winter season because of low temperature and poverty. They can hardly manage food for themselves and live in an unimaginable and inhuman condition. Every year lot of people dies in those areas just because they don't have anything to keep them warm in cold. Old people & children are mostly affected. IAL provides winter clothes, blanket etc to those poor people every year.

# Chapter 3:

## Human Resource Policy

### **3.1 Introduction: Lion Overseas Trading Company:**

Infradev Associates Limited views its people as an asset of the company. The company represents a world of opportunities, challenge and fulfillment. This is a performance driven organization, which believes that performance comes from belongingness and they always reward the performers in all aspects. The purpose of the company is to improve the lives of the people they serve as well as those who are involved in achieving the goals. They follow strict rules at providing what is good for their customers as well as their employees. The company focuses on grooming the potential talent of its managers and strives for achieving its goals successfully. If employees are satisfied they would be more willing to work hard and continuously contribute to achieve targets and increase the company's profit. IAL is committed to help their people learn, develop and enhance their functional skills, leadership capabilities and personal effectiveness. The company has undertaken several policies and provides facilities to manage their employees and retaining the efficient ones.

### **3.2 Recruitment and Selection:**

Recruitment refers the process of attracting, screening and selecting qualified people for a job. It is the process of finding and attracting qualified or suitable applicants to fill vacancies. Actually recruitment process is the most important part of HR department. The aim of the Hr department is to “Place the **right** people at the **right** place at the **right** time”. So any organization who wants to develop continuously they always try to conduct their recruitment process in must proper way.

The HRD of Infradev Associates Ltd are responsible for searching and obtaining potential job candidates in sufficient numbers and quality, and at the right cost, for the organization to select the most appropriate people to fill its job.

For locating and identifying capable candidates for the job Lion Overseas Trading Company, they follow some an overall recruitment and selection process and this are mentioned below:

- Receive approved requisition from departments
- Prepare and publish advertisement in the national newspapers and internet
- Receive application through several sources.
- Sort the CV's according to the criteria.
- Create Database and plan for Selection.
- Confirm the interview dates for selecting the right employee.
- Coordinate with staff from other Programs for taking the interview of the candidates
- Briefing selected candidates for pre - service training.
- Prepare deployment list for every selected candidate and inform them.

Besides this procedure they also use job posting which means publicizing the open job to employees and hire new blood during their internship program. People who are working in the sister concerns of the group may also apply for only the accountant positions IAL. They want to make sure that they are employing persons who are fit for job.

### **3.3 Training and Development**

Training is an essential element for any organization that enabled the organization to adapt the changing conditions and be more effective in the marketplace. Actually the trained manpower can understand the organization's policy and provide continuous performance according to the policy. Also, they can improve the efficiency of the company. This training process starts after comparing the expected performance with the actual performance of the employees of the organization. Mainly the HR managers determine this gap by the performance appraisal process. Initially, most of the organizations provide introductory training after any kind of orientation program. Then they goes for the another types of performance appraisals for determining the gaps between actual and expected performance.

IAL follows unique training and development program for their company. Actually After selection process they organize an orientation for the new employees so that they get to know

about the firm in detail, its values and culture. The employees that are employed here are not the best talent in the market but the company employs people who have the potential talent which they tap and polish so that they can take the company to a new height. The company recognizes the passion in them towards achieving success.

They provide on- the- job training and assign projects so that employees learn to take responsibilities, be creative and develop their skills. The young employees are more concerned about career development and the company provides opportunities to help them acquire skills based on the job they are performing.

Besides that, every year seminars and sessions are conducted by professionals from abroad as well as local veterinary doctors. Any problems faced by the sales management regarding sales and market demand are presented in the monthly meeting of the company and necessary decisions and steps are taken to reduce the sales gap and improve the quality of the existing employees. Mainly IAL organize different seminars and discussion programs for improving the quality of the employees where every worker is given equal chance to rise and progress for minimizing their gaps. Views are also taken from the management to take effective decisions.

### **3.4 Performance management and Appraisals**

Reviewing performance and taking positive steps to develop employees further is a key function of management and is a major component in ensuring the success of the company through effective employee performance. This assessment is about ensuring people know what levels of performance are expected of them and then taking action to ensure they are trained and developed to perform effectively.

As recognizing the employees performance is an effective way of increasing employee satisfaction and competitiveness. The company believes that information transparency, fair tool for performance evaluation and setting appropriate goals for employees will play an important role in the productivity of the workforce. The company sets work standards and achievable goals in quantitative terms so that employees easily perform the job. The company follows MBO (management by objectives) to evaluate the performance of the employees.

Sales target are given to field officers of the company and periodically the management and the employee review the performance and discrepancy between the actual performance and the target. IAL believes that to achieve success employees and the employers should jointly set targets and exchange information that what is achievable for the company and what factors should be taken into consideration. The managers regularly provide feedback on the performance of the employees so that they can remove any performance deficiencies. The steps followed in the company are given as follows:

- **Appraisal Policy:** The company follows MBO (management by objectives) to evaluate the performance of the employees. To intent of this appraisal process they mainly review current job performance and responsibilities, set goals and discuss further opportunities and problems with reference to past performance at Infradev Associates Ltd.
- **Sources of Performance Appraisal:** At Infradev Associates Ltd the primary sources of performance appraisal are the managers and secondary sources are employees themselves. Though the peers also give their opinion but it usually does not have any weight age unless a conflict arises between the manager and the employee.
- **Performance Review:** At Infradev Associates Ltd, a review is intended to be an open and frank discussion between an employee and their Sales Representative officers. Generally there are two elements: first is the element in which discussion takes place over the strengths and areas which need to be developed as displayed by the job holder in every month. The second element is concerned with discussing the activities that are considered to be appropriate to help the job holder overcome some of development areas discussed in the review and also those activities that are deemed appropriate to achieve the target.
- **Feedback:** Workers at IAL are informed of their performance and given the opportunity to express their opinion over their own level of performance against each competence. The managers regularly provide feedback on the performance of the employees so that they can remove any performance deficiencies. This serves the following two main purposes:

- It enables the reviewer to redefine whether the initial assessment was correct, as circumstances may exist that the reviewer is unaware of.
  
- By asking the worker what he sees to be his own strengths and development areas often help to reduce negative responses and makes planning training needs/inputs activities easier if the person is able to express for himself the areas in which he feels he can improve.

### **3.5 Compensation and Benefits:**

IAL's remuneration and incentives match among the best corporate organizations in the country. They understand that compensation and benefits are one of the important tools that contribute to job satisfaction and retaining efficient employees.

#### **Salary policy:**

The company will pay salaries of the employees as follows:

- All new employees have to open bank accounts in specified banks prescribed by the company so that their salary will be credited at the end of each month.
- After opening account with the bank employees should forward his account number to HR.
- Upon termination of services the employee will receive his salary within 15 days up to the time of date of his last working day.

- Upon resignation the employee will be paid his dues during a maximum period of 15 days from the date he left the job.
- **Promotions:** Promotions are also reward management technique to motivate employees. In IAL based on the merit and seniority (experience) basis. However promotions are very less in the company as the number of positions are limited being a small organization.
- **Bonuses:** All employees are entitled to 50% bonus based on basic salary for Eid-ul-Fitr and Eid-ul-Azha.

### **3.6 Motivation:**

Infradev Associates Ltd is aware of how to motivate its employees in the good way. This can be judged by the enthusiasm and good spirit that people show in performing their jobs. Lion Overseas trading Company follows well-organized system for the purpose of motivation. It includes both financial and non-financial rewards along with the major Motivators and Dissatisfies.

- The company recognizes the importance of making people drive towards their goals and the basic step towards this is made through recognizing the value of importance that the company gives to its employees. IAL has a set of financial rewards, medical benefits, paid vacation days, annual bonus opportunities, travelling cost etc. other ways hi which employees are motivated are: Employees are safe in knowing that they will be rewarded for any exceptional work. This reward is not only monetary. It is accompanied by the employee being given recognition and greater empowerment.

- Employees are given a very fresh and healthy work environment so that they can work there with satisfaction. Special attention is given to make the physical environment most productive. This is why IAL offices are considered to be well decorated and organized.

Though IAL is a small company but all the employees working there feel pride in associating them with the organization. It's the biggest intangible motivational factor. Associating with organization, employees are self motivated to work and loyalty comes from within. However they have other factors too. They believe in praising the good work done by employees and reward them on that. Rewards are tangible most of the time. Also they have informal meetings after performance evaluation and supervisors, subordinates, colleagues talk about their success and are motivated through intrinsic factors. Idea sharing and giving chance them to express their views makes the employees feel an important part of the organization. This also motivates them to do good work.

#### **Performance Bonus:**

Performance bonus is given to the good performers with accordance with the company rules and management discretions as recognition of one's performance throughout the year. This is applicable for the managerial employees only. They get promoted to the higher rank or basic salary may get increased in this case.

#### **Reward and recognition:**

Reward and Recognition policy is introduced to award the outstanding performers, best team performers and the best support staff.

### **3.7 Employee relations**

IAL believes that their employees are the backbone of the company and their success.

They follow best ethical practices in the market. They show zero tolerance for unethical behavior among the employees and take disciplinary action immediately on the accused person. They treat then- people with respect and fairness. The company makes sure that there

is no workplace aggression and violence in the office premises. They follow two way communications so that any problem that arises comes to the attention of the top management as soon as possible. They suspend or terminate employee depending on the nature of misconduct and poor performance. The overall working environment is very friendly. Managers try to maintain a friendly relation with the subordinates. The monthly meetings help to make the relationship stronger as this creates the opportunity of the management and the fieldworkers to sit for a discussion and talk. Views are taken from the employees and taken into consideration by the top management. In this way the subordinates feel that they are contributing to the welfare of the company and they are being valued.

### **3.8 Company policy and Discipline**

It is the company policy to ensure that the required standards of performance and conduct are maintained. The disciplinary procedure is intended only as a statement of Company policy and management guidelines. It does not form part of the contract of employment or otherwise have contractual effect.

#### **Discipline Procedure:**

- Warning may be addressed to the employees verbally and in written through their immediate supervisor. The warning shall refer to the contraventions committed by the employee and will serve to remind the employees the he/she abide by the company rules and regulations in performing his/her work, and that this rules breaking should not be repeated in future.
- A written letter may be addressed to the employee describing the contravention committed. The employee will also be notified that a higher penalty may be inflicted on him in the contravention is repeated in future. Deduction from the salary will be an

amount of employee salary depending on the type offence and decision taken accordingly.

- The employee may be suspended from performing his or her duties for a period of time as conveyed in written.
- Unauthorized absence of more than two times in Six month can result hi termination of employment.
- An employee who is absent from the job without satisfactory explanation is considered to be an unauthorized unpaid absence.
- Discrimination, intimidation and harassment based on sex, race, religion, age, color, disability, sexual orientation and cultural background is prohibited at the workplace.

The Head of Department should maintain direct control of all disciplinary records. A copy of all records must be placed on the employee's personal file in the Human Resources Department. Some of the activities that are considered as penalizing and who are involved in it are liable for punishments are:

- **Penalties:** Employee's services may be terminated in following cases
- **Insubordination:** It involves willful failure to carry out reasonable orders including the performing of job assigned by supervisor.
- **Dishonesty:** Falsification of any official company records will subject to the termination without prior notice.
- **Violation of Safety Rule:** Failure is refusal to conform to safety practices or the misuse of safety device.
- **Violence:** Events that cause disturbance on company property resulting from fighting are called violence.
- **Profanity or Indecent Conduct:** It refers to the use of profane language or being engaged in immoral conduct.
- **Intoxication:** Coming to work under the influence of drugs or bringing drugs into the facility.
- **Willful Damage to Property:** It refers to careless spoilage, destruction of company property or material.
- **One Day Absenteeism:** Unauthorized absence from work for one day without notifying employer.

- **Misrepresentation:** Deliberate misrepresentation of past history or other important matters.
- **Accepting Money or Gift:** Taking advantage of one's positions to accept money or gift is against the company rules.

### **3.9 Employee safety and Health:**

The safety of employees is everyone's responsibility. Accidents, precaution and efficient work go hand in hand. All levels of employees have a primary responsibility for the safety and well being of all of us.

Therefore, interest in practicing safety prevention must be encouraged by:

- Setting good examples.
- Acting upon safety records.
- Reviewing safety programs.
- Holding personal interviews or group conferences.

IAL is very much concerned about the safety of their employees. The policy of the Company is to provide and maintain safe and healthy working conditions and to follow operating practices that safeguard all employees and result in safe working conditions and efficient

operations. No phase of operation of administration is of greater importance than accident prevention. There are fire extinguishers and first aid boxes available for managing any sudden accidents in every sites as well as office.

### **3.10 Environmental policy:**

Their products and services meet the strictest standards existing in the country. They also take care that they use safe technologies to protect our environment against air and water pollution and deforestation.

These are the few steps that IAL follow to ensure a safe environment for the employees.

- Stick to the emission norms.
- Polluting our air and the water resources
- Believe that environment and development have to co-exist; otherwise no development can be called "development."
- Encourage green areas around office premises.
- Constantly educating the workers and giving incentives to them to keep the environment clean.
- Re-cycle wastes so that there is less strain on ecology and natural resources.
- Periodically assess the implementation of the corporate Environmental Policy for review by senior management.

### **3.11 Job Characteristics:**

Potential engineers hired most in Infradev associates Ltd. Previously they hired only electrical engineers. But now they are giving their concentration also on diploma engineers. More over potentials and hardworking stuffs also recruited on the site (Field work). In their head office they focused on different background's employees for different vacant places.

# Chapter 4:

## Analysis & Findings

## **4.1 Analysis with Interpretation**

### **□ Recruitment and selection**

#### **Measure of central tendency and dispersion**

Particular	Valid	31
	missing	0
Mean		3.9032
Median		4.0000
Mode		4.00
Std. Deviation		.4729
Sum		121.00

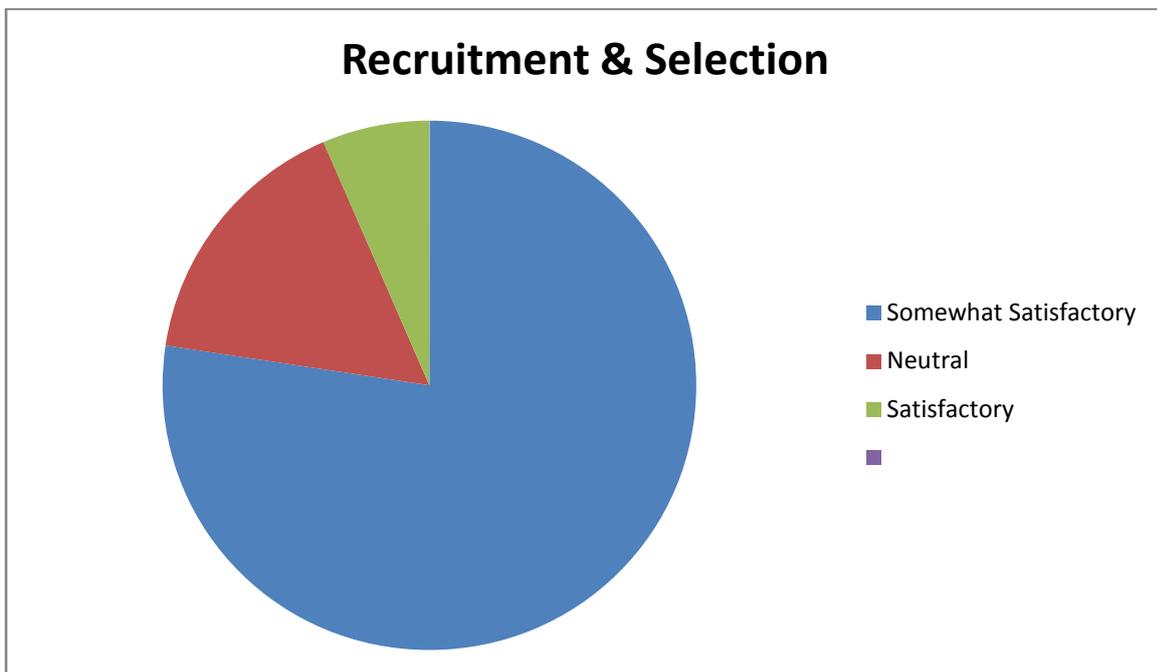
From the table, the mean is 3.90, median is 4 and mode is 4 showing that most of the employees selected somewhat satisfactory for recruitment and selection process. The standard mean which is 3, if we compare it with our calculated mean here we can see that our calculated mean is 0.9032 higher than our standard mean. The standard deviation is .47 representing a low variation among all respondents and their choice was mainly in 3 and 4 number. Therefore regarding recruitment and selection the employees are somewhat satisfied.

### Frequency Analysis

	Frequency	Percent	Valid Percent	Cumulative Percent
Neutral	5	16.1	16.1	16.1
Somewhat satisfactory	24	77.4	77.4	93.5
Satisfactory	2	6.5	6.5	100.0
Total	31	100.0	100.0	

From the frequency table we can express that 77.4% ,which is the highest, respondents say that they are somehow satisfied with recruitment and selection process, 16.1% are neutral, 6.5% are satisfied and no one is somewhat dissatisfied or dissatisfied.

### Frequency chart



## **Training and development:**

### **Measure of central tendency and dispersion**

Particular	Valid	31
	Missing	0
Mean		3.4516
Median		4.00
Mode		4.00
Std. Deviation		.8500
Sum		107.00

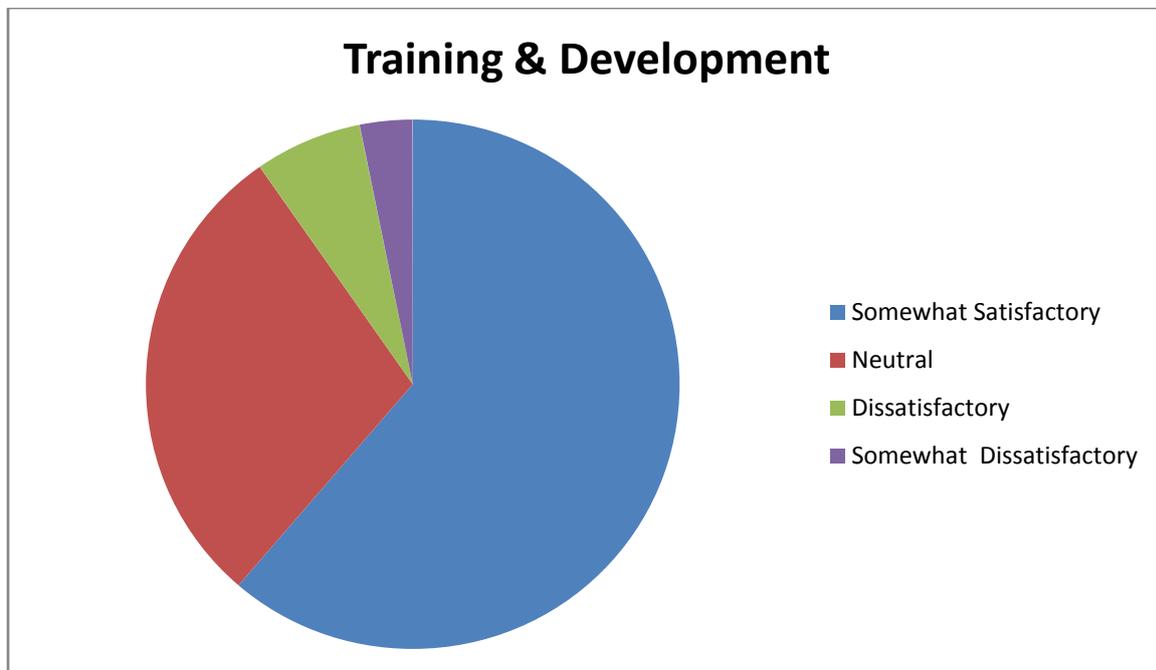
From the table, the mean is 3.45, median is 4 and mode is 4 showing that most of the employees selected somewhat satisfactory for training and development process. The calculated mean is 0.4516 higher than standard mean. The standard deviation is .85 representing little variation among all respondents and many employees selected between 3 and 4 number. Therefore we can say that regarding training and development the employees are somewhat satisfied.

### Frequency Analysis

	Frequency	Percent	Valid Percent	Cumulative Percent
Dissatisfactory	2	6.5	6.5	6.5
Somewhat Dissatisfactory	1	3.2	3.2	9.7
Neutral	9	29.0	29.0	38.7
Somewhat Satisfactory	19	61.3	61.3	100.0
Total	31	100.0	100	

From the frequency table we can say that 61.3%, which is highest, respondents saying they are somewhat satisfied with Training and development process, 29% are neutral, 6.5% are dissatisfied and 3.2% are somewhat dissatisfied and no one is fully satisfied.

### Frequency chart



## **Assessment 1:**

### **Measure of central tendency and dispersion**

Particular	Valid	31
	Missing	0
Mean		3.6774
Median		4.0000
Mode		4.00
Std. Deviation		.7911
Sum		114.00

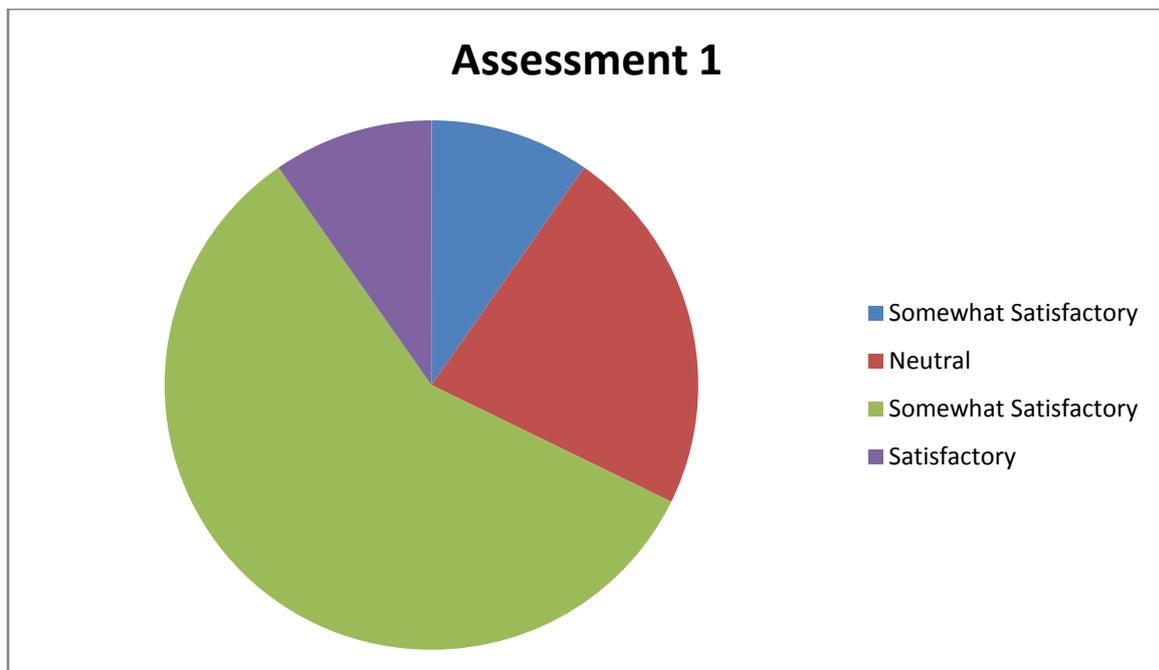
From the table, the mean is 3.6774, median is 4 and mode is 4 showing that most of the employees selected somewhat satisfactory for performance appraisal policy. The calculated mean is 0.6774 higher than standard mean. The standard deviation is .79 representing little variation among all respondents. Most of their choice was between number 3 and 4. Therefore we can say that regarding performance appraisal policy the employees are somewhat satisfied.

### Frequency Analysis

	Frequency	Percent	Valid Percent	Cumulative Percent
Somewhat Dissatisfactory	3	9.7	9.7	9.7
Neutral	7	22.6	22.6	32.3
Somewhat Satisfactory	18	58.1	58.1	90.0
Satisfactory	3	9.7	9.7	100
Total	31	100.0	100.0	

From the frequency table we can say that 58.1%, which is the highest, respondents saying they are somewhat satisfied with performance appraisal policy of the company, 22.6% are neutral, 9.7% are somewhat dissatisfied, 9.7% are satisfied and no one is dissatisfied.

### Frequency chart



## **Assessment 2:**

### **Measure of central tendency and dispersion**

Particular	valid	31
	Missing	0
Mean		3.4839
Median		3.0000
Mode		3.00
Std. deviation		.8513
Sum		108.00

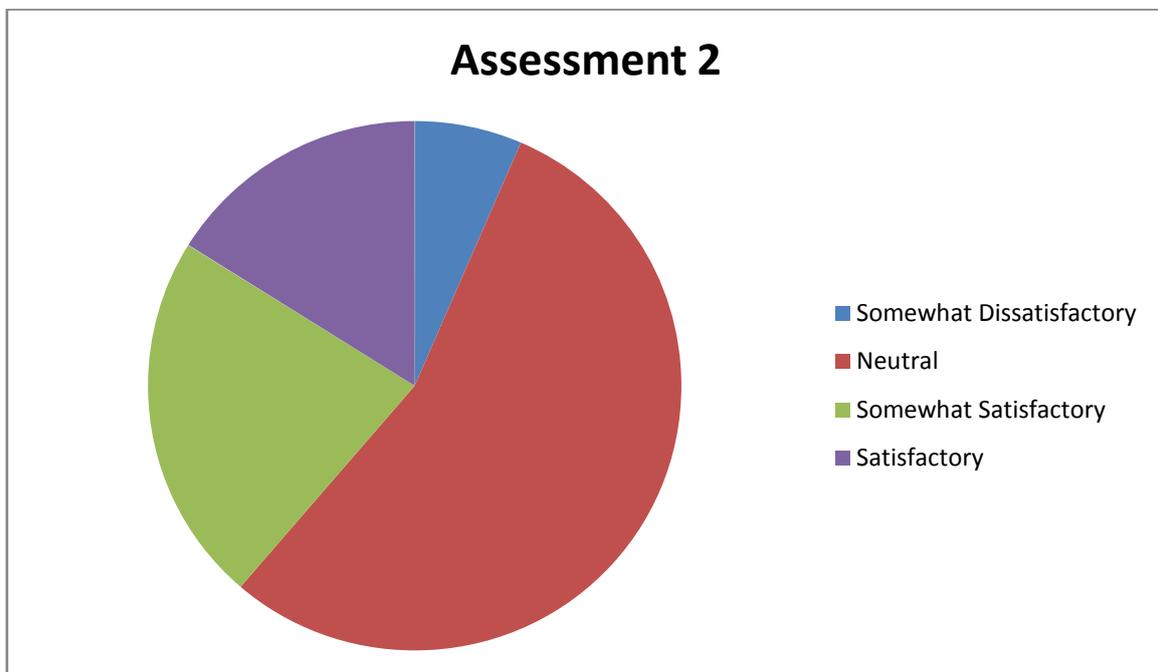
From the table, the mean is 3.4893, median is 3 and mode is 3 showing that most of the employees selected neutral for the level of fairness of performance evaluation. The calculated mean is 0.4839 higher than standard mean. The standard deviation is .85 representing little variation among all respondents. Their choice was high between numbers 3 and 4. Therefore we can say that regarding the level of fairness of the performance appraisal the employees are neither satisfied nor dissatisfied, they are neutral.

### Frequency Analysis

	Frequency	Percent	Valid Percent	Cumulative Percent
Somewhat Dissatisfactory	2	6.5	6.5	6.5
Neutral	17	54.8	54.8	61.3
Somewhat Satisfactory	7	22.6	22.6	83.9
Satisfactory	5	16.1	16.1	100.0
Total	31	100.0	100.0	

From the table we can say that 54.8%, which is the highest, are neutral with the level of fairness of the performance evaluation of the company, 22.6% are somewhat satisfied, 16.1% are satisfied, 6.5% are somewhat dissatisfied and no one is dissatisfied.

### Frequency chart A2



### **Assessment 3:**

#### **Measure of central tendency and dispersion**

Particular	Valid	31
	Missing	0
Mean		3.7742
Median		4.0000
Mode		4.00
Std. Deviation		.6170
Sum		117.00

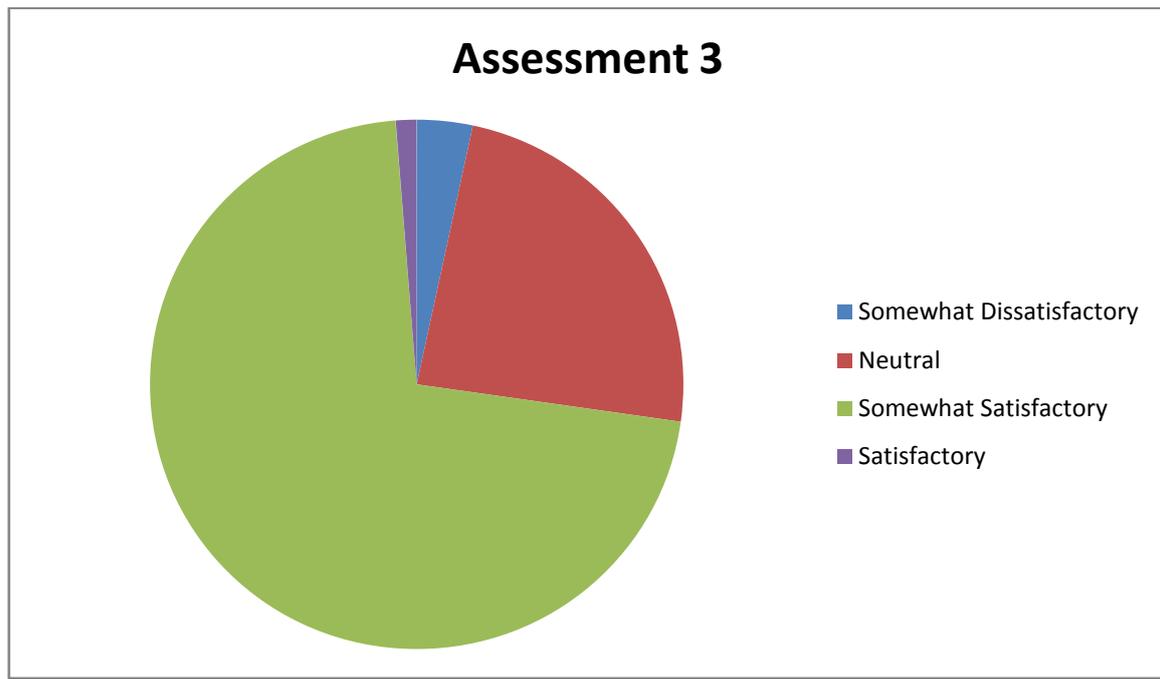
From the table, the mean is 3.7742, median is 4 and mode is 4 showing that most of the employees selected somewhat satisfactory for policy of providing feedback of performance appraisal. The calculated mean is 0.7742 higher than standard mean. The standard deviation is .61 representing little variation among all respondents. Their choice was high between numbers 3 and 4. Therefore we can say that regarding the policy of providing feedback the employees are somewhat satisfied.

### Frequency Analysis

	Frequency	Percent	Valid Percent	Cumulative Percent
Somewhat Dissatisfactory	1	3.2	3.2	3.2
Neutral	7	22.6	22.6	25.8
Somewhat Satisfactory	21	67.7	67.7	93.5
Satisfactory	2	6.5	6.5	100.0
Total	31	100.0	100.0	

From the table above we can say that 67.7%, which is the highest, respondent are somewhat satisfied with the policy of providing feedback of appraised performance, 22.6% are neutral, 6.5% are satisfied 3.2% are somewhat dissatisfied and no one is dissatisfied.

### Frequency chart:



## Leaves:

### Measure of central tendency and dispersion

Particular	Valid	31
	kissing	0
Mean		3.6774
Median		4.0000
Mode		4.00
Std. Deviation		.9087
Sum		114.00

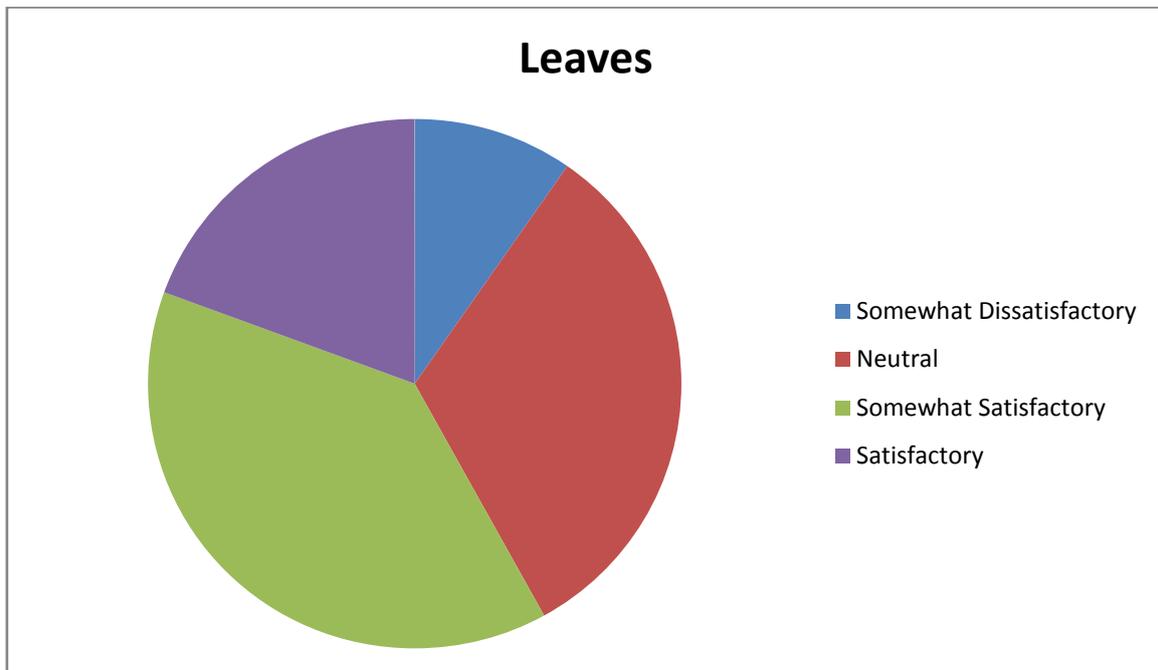
From the table, the mean is 3.6774, median is 4 and mode is 4 showing that most of the employees selected somewhat satisfactory for the leave policy. The calculated mean is 0.6774 higher than standard mean. The standard deviation is .90 representing little variation among all respondents. Their choice was high between numbers 3 and 4. Therefore we can say that regarding the leave policy the employees are somewhat satisfied.

### Frequency Analysis

	Frequency	Percent	Valid Percent	Cumulative Percent
Somewhat Dissatisfactory	3	9.7	9.7	9.7
Neutral	10	32.3	32.3	41.9
Somewhat Satisfactory	12	38.7	38.7	80.6
Satisfactory	6	19.4	19.4	100.0
Total	31	100.0	100.0	

From the table it we can express that 38.7%, which is the highest, respondent agree that they are somewhat satisfied with the leave policy, 32.3% are neutral, 19.4% are satisfied, 9.7% are somewhat dissatisfied and no one is dissatisfied.

### Frequency chart



## **Salary and Benefits:**

### **Measure of central tendency and dispersion**

Particular	Valid	31
	Missing	0
Mean		2.5806
Median		2.0000
Mode		2.000
Std. Deviation		.9228
Sum		80.00

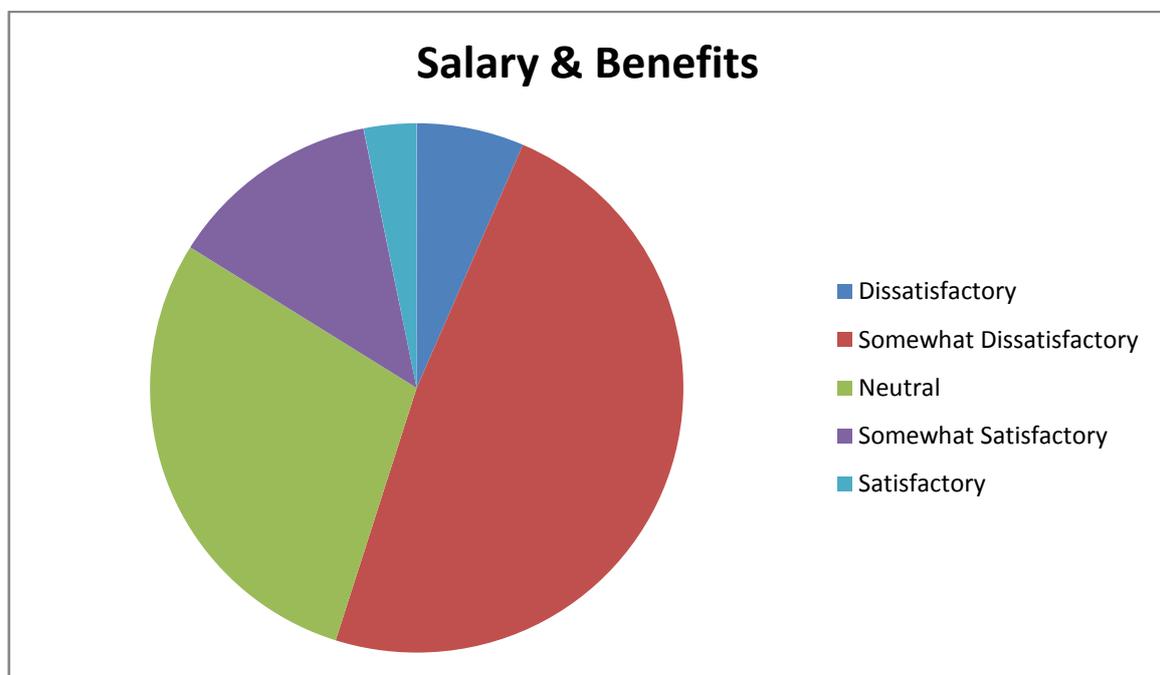
From the table, the mean is 2.5806, median is 2 and mode is 2 showing that most of the employees selected somewhat dissatisfactory for salary and benefits. The calculated mean is 0.4194 lower than standard mean. The standard deviation is .92 representing little variation among all respondents. Their choice was mainly between number 2 and 3. Therefore we can say that regarding the salary and benefits the employees are somewhat dissatisfied.

## Frequency Analysis

	frequency	Percent	Valid Percent	Cumulative Percent
Dissatisfactory	2	6.5	6.5	6.5
Somewhat Dissatisfactory	15	48.4	48.4	54.8
Neutral	9	29.0	29.0	83.9
Somewhat Satisfactory	4	12.9	12.9	96.8
Satisfactory	1	3.2	3.2	100.0
Total	31	100.0	100.0	

From the table it can be seen that 48.4%, which is the highest, respondents are somewhat dissatisfied with the salary and benefits of the company, 29% are neutral, 12.9% are somewhat satisfied, 6.5% are dissatisfied and 3.2% are satisfied.

### Frequency chart



## **Motivation:**

### **Measure of central tendency and dispersion**

Particular	Valid	31
	Missing	0
Mean		2.4516
Median		2.0000
Mode		2.00
Std. Deviation		.9252
Sum		76.00

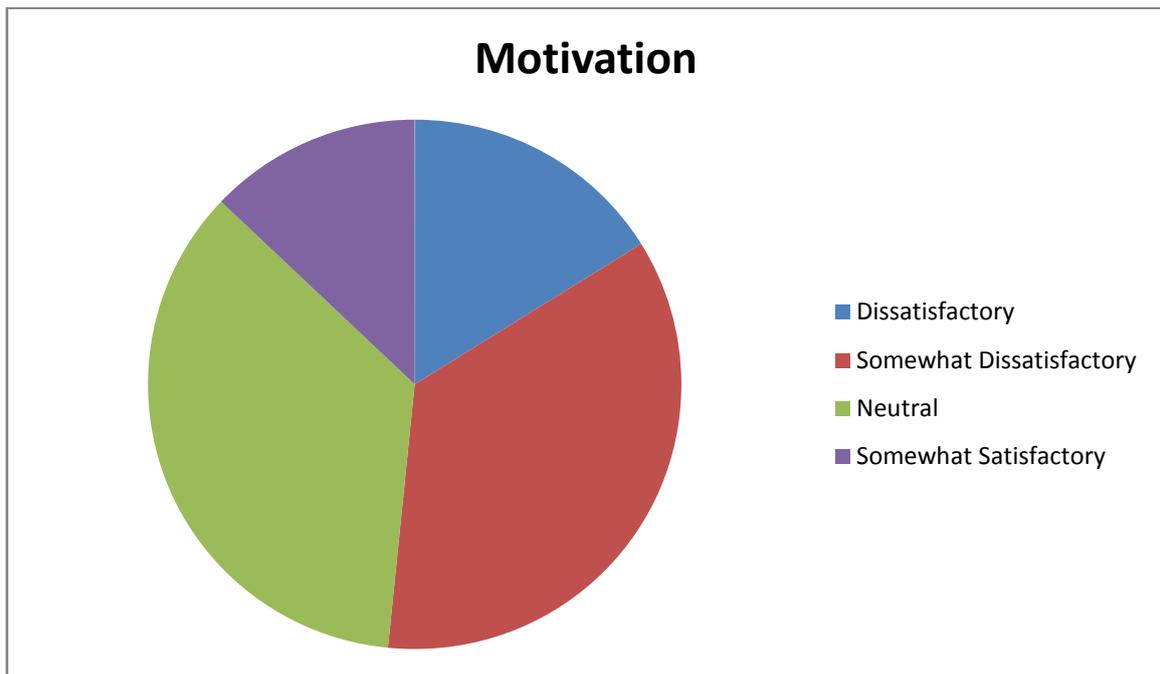
From the table, the mean is 2.4516, median is 2 and mode is 2 showing that most of the employees selected somewhat dissatisfactory for motivation. The calculated mean is 0.5484 lower than standard mean. The standard deviation is .925 representing little variation among all respondents. Their choice was mainly between the numbers 2 and 3. Therefore we can say that regarding motivation the employees are somewhat dissatisfied.

### Frequency Analysis:

	Frequency	Percent	Valid Percent	Cumulative Percent
Dissatisfactory	5	16.1	16.1	16.1
Somewhat Dissatisfactory	11	35.5	35.5	51.6
Neutral	11	35.5	35.5	87.1
Somewhat Satisfactory	4	12.9	12.9	100.0
Total	31	100.0	100.0	

From the above table we can say that 35.5%, which is the highest, respondent are somewhat dissatisfied with the motivation of the company, 35.5% respondents are neutral, 16.1% are dissatisfied, 12.9% are somewhat satisfied and no one is satisfied.

### Frequency chart



## Employee Relation:

### Measure of central tendency and dispersion

Particular	Valid	31
	Missing	0
Mean		3.9355
Median		4.0000
Mode		L 4.00
Std. Deviation		.7718
Sum		122.00

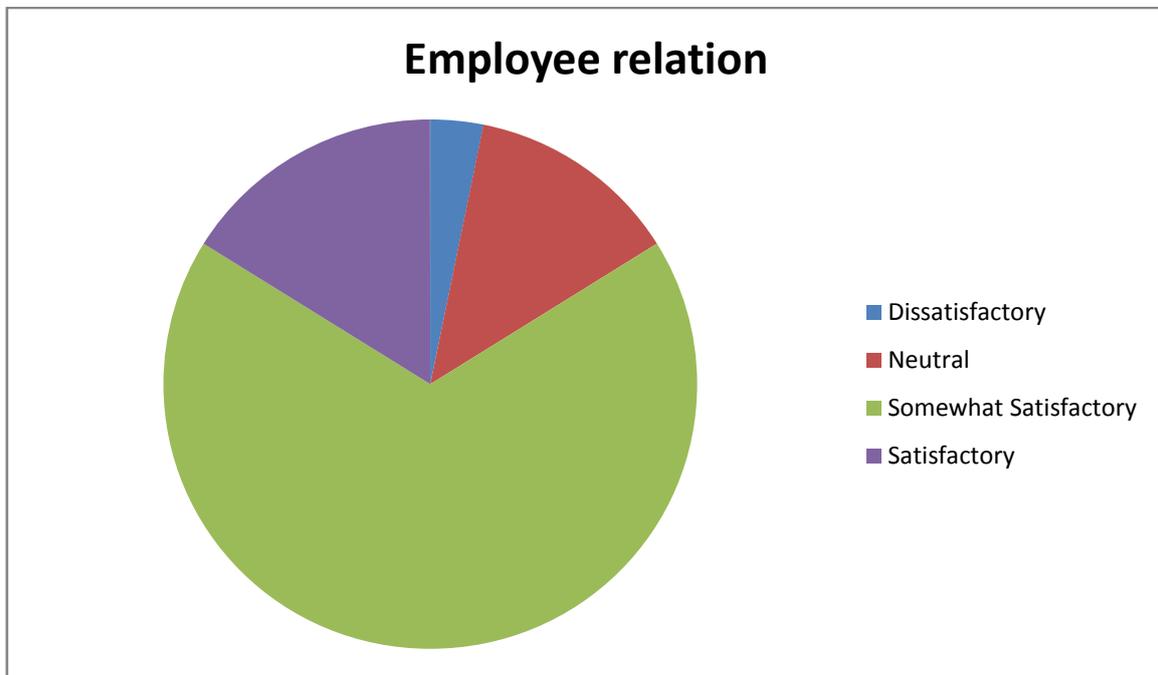
From the table, the mean is 3.9355, median is 4 and mode is 4 showing that most of the employees selected somewhat satisfactory for employee relation. The calculated mean is 0.9355 higher than standard mean. The standard deviation is .77 representing little variation among all respondents. Their choice was mainly between the numbers 4 and 5. Therefore we can say that regarding the employment level the employees are somewhat satisfied.

**Frequency Analysis:**

	Frequency	Percent	Valid Percent	Cumulative Percent
Dissatisfactory	1	3.2	3.2	3.2
Neutral	4	12.9	12.9	16.1
Somewhat Satisfactory	21	67.6	67.7	83.9
Satisfactory	5	16.1	16.1	100.0
<b>Total</b>	<b>31</b>	<b>100.0</b>	<b>100.0</b>	

From the table it we can express that 67.7%, which is the highest, respondent agree that they are somewhat satisfied with the employee relation, 12.9% are neutral, 16.1% are satisfied, 3.2% are somewhat dissatisfied and no one is dissatisfied.

**Frequency chart**



## **Job Characteristics 1:**

### **Measure of central tendency and dispersion**

Particular	Valid	31
	Missing	0
Mean		3.7742
Median		3.7742
Mode		4.00
Std. Deviation		.7169
Sum		117.00

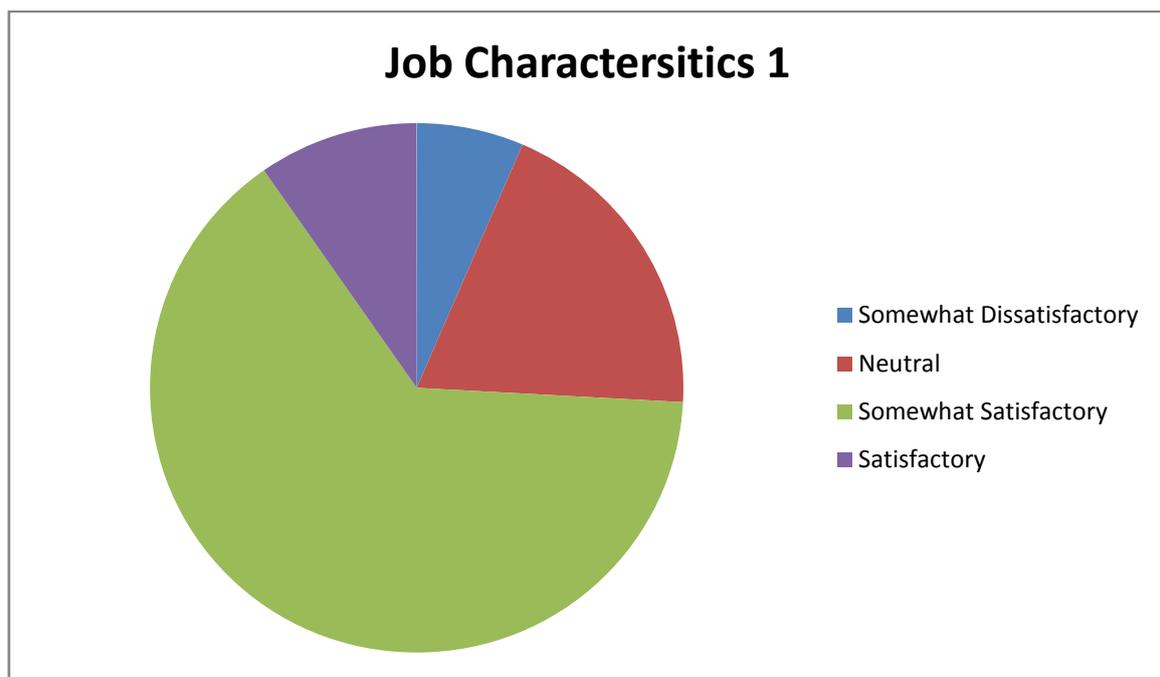
From the table, the mean is 3.7742, median is 4 and mode is 4 showing that most of the employees selected somewhat satisfactory for flexibility and independence allowed in the job. The calculated mean is 0.7742 higher than standard mean. The standard deviation is .71 representing little variation among all respondents. Their choice was mainly between the numbers 3 and 4. Therefore we can say that regarding flexibility and independence in job the employees are somewhat satisfied.

## Frequency Analysis

	Frequency [Percent		Valid Percent	Cumulative Percent
Somewhat Dissatisfactory	2	6.5	6.5	6.5
Neutral	6	19.4	19.4	25.8
Somewhat Satisfactory	20	64.5	64.5	90.3
Satisfactory	3	9.7	9.7	100.0
Total	31	100.0	100.0	

From the table it can be said that 64.5%, which is the highest, respondents are somewhat satisfied with the flexibility and independence in job, 19.4% are neutral, 9.7% are satisfied, 6.5% are somewhat dissatisfied and no one is dissatisfied.

## Frequency chart



## Job Characteristics 2:

### Measure of central tendency and dispersion

Particular	Valid	31
	Missing	0
Mean		3.6129
Median		4.0000
Mode		4.0000
Std. Deviation		.6672
Sum		112.00

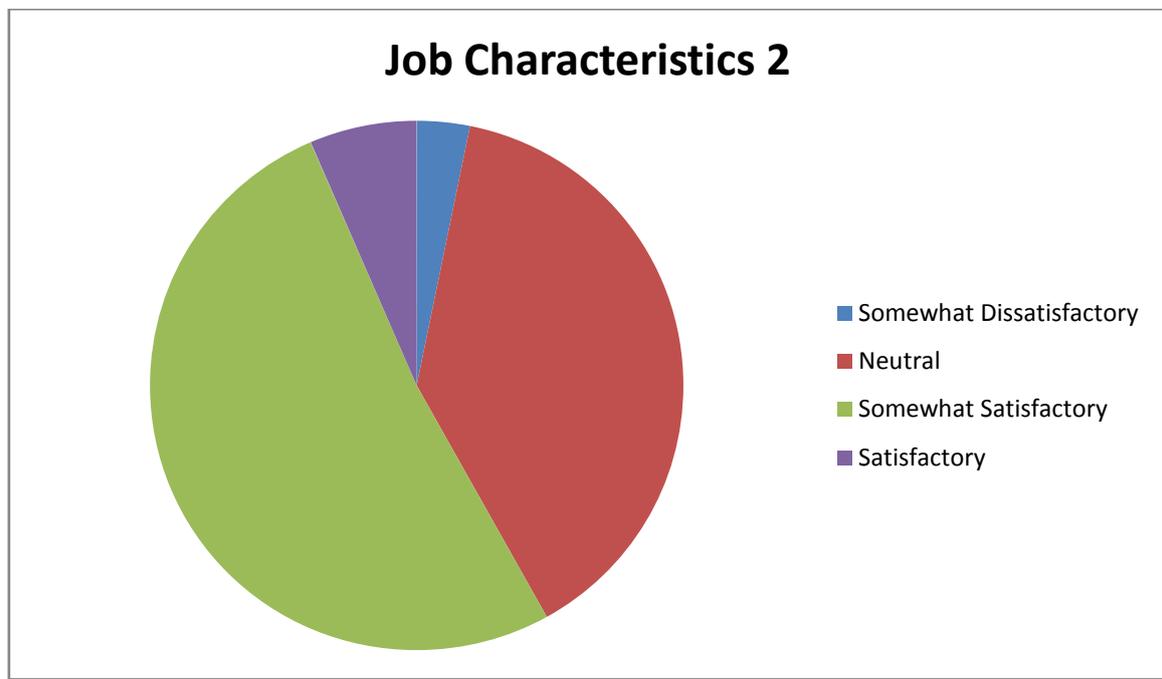
From the table, the mean is 3.6129, median is 4 and mode is 4 showing that most of the employees selected somewhat satisfactory for job security. The calculated mean is 0.6129 higher than standard mean. The standard deviation is .66 representing little variation among all respondents. Their choice was high between the numbers 3 and 4. Therefore we can say that regarding job security they are somewhat satisfied.

### Frequency Analysis

	Frequency [Percent		Valid Percent	Cumulative Percent
Somewhat Dissatisfactory	1	3.2	3.2	3.2
Neutral	12	38.7	38.7	41.9
Somewhat Satisfactory	16	51.6	51.6	93.5
Satisfactory	2	6.5	6.5	100.0
Total	31	100.0	100.0	

From the table above expresses that 51.6%, which is the highest, respondents are somewhat satisfied and agree that their job is secured, 38.7 respondents are neutral, 6.5 are satisfied, 3.2% are somewhat dissatisfied and no one is dissatisfied.

### Frequency chart



### Job Characteristics 3:

### Measure of central tendency and dispersion

Particular	Valid	31
	Missing	0
Mean		3.5161
Median		4.0000
Mode		4.00
Std. Deviation		.7690
Sum		109.00

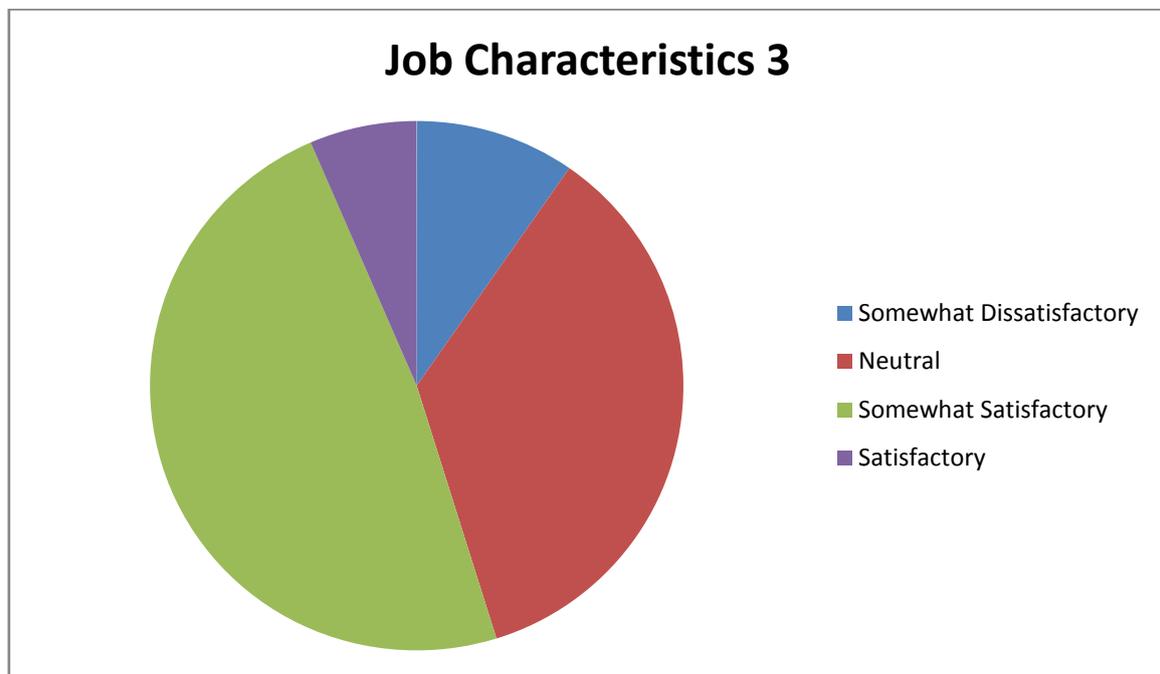
From the table, the mean is 3.516, median is 4 and mode is 4 showing that most of the employees selected somewhat satisfactory for the variety of tasks offered in the job. The calculated mean is 0.5161 higher than standard mean. The standard deviation is .76 representing little variation among all respondents. Their choice was mainly between the numbers 3 and 4. Therefore we can say that regarding the variety of tasks offered in their job they are somewhat satisfied.

### Frequency Analysis

	Frequency	Percent	Valid Percent	Cumulative Percent
Somewhat Dissatisfactory	3	9.7	9.7	9.7
Neutral	11	35.5	35.5	45.2
Somewhat Satisfactory	15	48.4	48.4	93.5
Satisfactory	2	6.5	6.5	100.0
Total	31	100.0	100.0	

The table above expresses that 48.4%, which is the highest, respondents are somewhat satisfied with the variety of tasks that their job offers, 35.5% are neutral, 9.7% are somewhat dissatisfied 6.5% are satisfied and no one is dissatisfied.

### Frequency chart



### Working Environment:

Measure of central tendency and dispersion

Particular	Valid	31
	Missing	0
Mean		4.0645
Median		4.0000
Mode		4.00
Std. Deviation		.6290
Sum		126.00

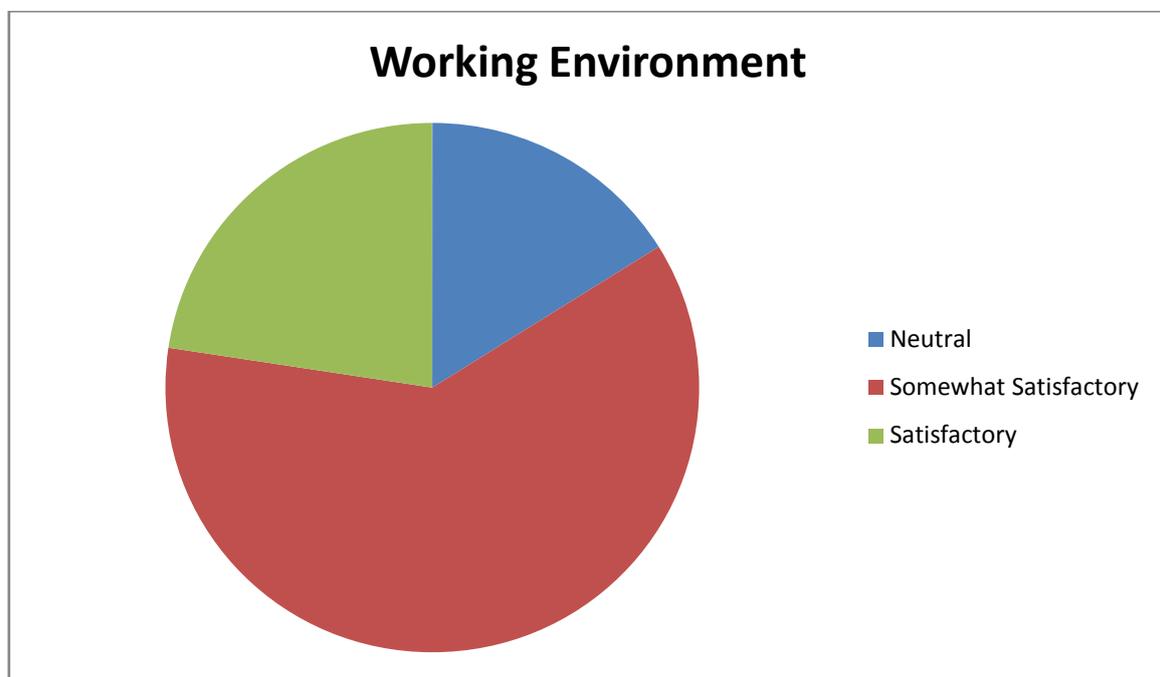
From the table, the mean is 4.0645, Median is 4 and mode is 4 showing that most of the employees selected somewhat satisfactory for working environment. The calculated Mean is 4.0645 higher than standard mean. The standard deviation is .62 representing little variation among all respondents. Their choice was mainly between the numbers 4 and 5. Therefore we can say that regarding the working environment the employees are somewhat satisfied.

### **Frequency Analysis**

	Frequency [Percent	Valid Percent	Cumulative Percent
Neutral	16.1	16.1	16.1
Somewhat Satisfactory	61.3	61.3	77.4
Satisfactory	22.6	22.6	100.0
Total	100.0	100.0	

From the table above we can say that 61.3%, which is the highest, respondents are somewhat satisfied with the working environment, 22.6% are satisfied, 16.1% are neutral and no one is somewhat dissatisfied or dissatisfied.

### Frequency chart



### Discipline:

**Measure of central tendency and dispersion**

Particular	Valid	31
	Missing	0
Mean		4.0000
Median		4.0000
Mode		4.00
Std. Deviation		.6325
Sum		124.00

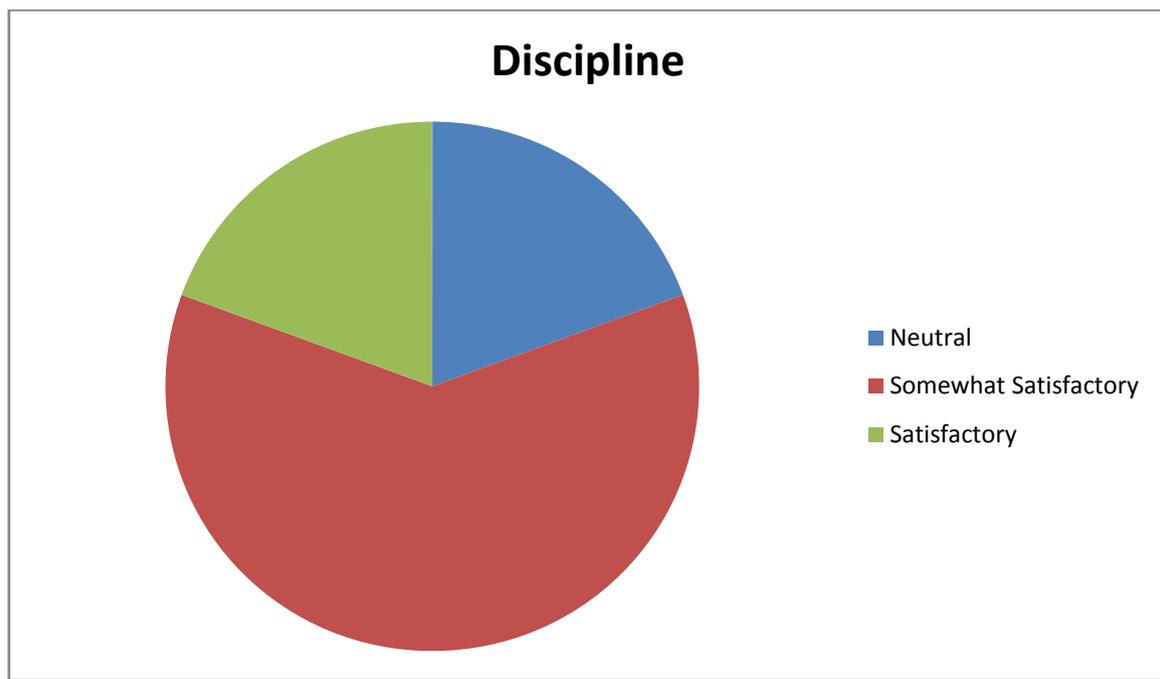
From the table, the mean is 4, median is 4 and mode is 4 showing that most of the employees selected somewhat satisfactory for the discipline policy. The calculated mean is 1 higher than standard mean. The standard deviation is .63 representing little variation among all respondents. Their choice was mainly among the numbers 3,4 and 5. Therefore we can say that regarding the discipline in the company the employees are somewhat satisfied.

### **Frequency Analysis**

	Frequency	Percent	Valid Percent	Cumulative Percent
Neutral	6	19.4	19.4	19.4
Somewhat Satisfactory	19	61.3	61.3	80.6
Satisfactory	6	19.4	19.4	100.0
Total	31	100.0	100.0	

From the table above we can say that 61.3% , which is the highest, respondents are somewhat satisfied with the discipline in the company, 19.4% are satisfied, 19.4% are neutral and no one is somewhat dissatisfied or dissatisfied.

**Frequency chart**



**4.2 Findings:**

After the statistical analysis we can find some findings along the analysis process and these are:

- ❑ Most of the employees (77.4%) are satisfied with the recruitment and selection process of the IAL and 16.1% are neutral. The correlation is strong and positive for better recruitment and selection process among employees who are in high designation and more experienced.
- ❑ 54.8% are neutral about the fairness with the performance appraisal policy. This means they are neither satisfied nor dissatisfied. Company has to ensure that the employees are happy with the policy so that their faith in the company is more. Others are satisfied with the appraisal process.
- ❑ Most of the employees (61.3%) are satisfied with the Training and development process of the IAL. But other employees need more training and development program especially those who are aged in this organization. Actually they are in want of increasing their skills through the Training and development programs of IAL.
- ❑ 38.7% employees of IAL are somewhat satisfactory with the leaves of the company, 32.3% are neutral. Most of the employees of IAL are field executive so they work in under pressure. Mainly to reduce this pressure they want more leaves from IAL.
- ❑ Most of the employees (48.4%), which is the highest, respondents are somewhat dissatisfied with the salary and benefits of the company. They are in want of high salaries for their services. As work pressure increases, employees get more experience, as well as cost of living gets higher they would want higher salary and benefits. However according to the analysis we found they are not being paid according to their expectations.
- ❑ The highest number of Employees of IAL (35.5%) are somewhat dissatisfied with the motivation of the company, (35.5%) respondents are neutral, (16.1%) are dissatisfied, (12.9%) are somewhat satisfied and no one is satisfied which indicates that the motivation level of IAL cannot motivate the employees much. There is strong demand

for better motivation among the different employees which the company needs to focus.

- ❑ Most of the employees of IAL are very much satisfied with the work environment and the job responsibilities of them. They feel safe to work there and the job responsibilities given to them are somewhat satisfactory and majority agrees that they are satisfied with their job security.
  
- ❑ 61.3% employees said that they are somewhat satisfied with the discipline of the company. It means that the company is following its disciplinary rules properly.

# Chapter 5:

## Recommendation

## **5. Recommendation:**

- ❖ Recruitment and Selection Process of IAL should be more organized. As most of the employees are satisfied with the process but the revised planning can attract more employees from the market. As there are no females currently working in the company so revised process could hire some capable female employees as well.
  
- ❖ As employees need more training and development program especially those who are becoming aged in this organization so they should introduced more Training and Development programs so that employees who are moving from young group to mid age group they would to gain more skills and help the company with then different skills to expand.
  
- ❖ As all employees are somewhat satisfied with transparency of performance appraisals but most are neutral so IAL should revised the performance appraisal process so that they are fully satisfied and each employee should feel that they are evaluated equally and fairly.
  
- ❖ Mainly most of the employees of IAL are field executive so they work in under pressure. After achieving their target they are given commission. If they achieve more above their target no extra reward is given to them. Therefore this creates somewhat dissatisfaction among them. Company should introduce reward system for achieving more than the target so that employees are motivated.
  
- ❖ IAL should revise their salary and benefit policies. Most of the employees are somewhat dissatisfied with the salary and benefits. As cost of living is getting higher the company should raise the basic salary of the employees. Moreover they can give some allowance for their phone bills as well which could be a benefit for them. Being a small organization the chance for promotion are very less. There are limited positions in the company. Therefore company should try to go for expansion and create more positions so that employees can get

respected designations after their hard work and effort, or else the company might lose efficient employees.

# Chapter 6: Conclusion

## **6. Conclusion**

Every company has its long-term goal of operating its activities with good performance. The overall performance of any organization depends on the summation of the individual performances. The company should also consider the individual performance for which the employees should be satisfied with performing their duties and responsibilities. They have a good potential to expand their business and capture more markets. Their main strength is their hardworking and efficient workforce which has enabled them to reach what they are today.

The overall satisfaction level among the employees is good but some factor which may hamper the future growth of the business is the factor for their dissatisfaction. If they revise their motivational policies, salary and benefits the employee satisfaction would increase according to the company's expectations

Then analysis and findings are summarized of the company regarding making the employees satisfied regarding the different issues. Finally, based on the problems, recommendation has been developed to solve the problems to make the employees satisfied.

It is expected that the company can make its employees satisfied following the developed recommendations and make itself as competitive company and soon place itself in the top 5 companies in the market.

# Chapter 7:

## Internship experience

## **7. Internship experience:**

After joining work I was given different types of activities to perform. I was given the opportunity to implement my academic knowledge in practical life. I worked with Assistant Admin Officer and learn so many things beside HRM.

# **Chapter 8:**

# **Appendix**

## **8. Appendix**

### **Questionnaire**

Dear Respondent,

I, Tanjina Akter, student of BRAC University (BBA Department) is conducting a survey to measure the level of employee satisfaction in the Lion overseas and trading company. This survey is done to derive information that would help me to furnish my internship report. It would be very kind of you if you accurately respond to the questionnaire. I assure you that information is going to be used for academic purpose only.

### **Part-A**

#### **PERSONAL INFORMATION:**

##### **Gender:**

Male

Female

##### **Age:**

20-30

31-40

above 40

##### **Experience**

1-10

10-15

15-30

above 40

##### **Designation:**

## **Part-B**

### **Satisfactory factors**

Please rank the level of satisfaction regarding the duration and rules and regulations of the following:

The measurement is done on a nominal scale of five points, where,

**5 = Satisfactory,**

**4 = Somewhat Satisfactory**

**3 = Neutral**

**2 = Somewhat Dissatisfactory**

**1 = Dissatisfactory.**

#### **Recruitment and selection**

To what extent are you satisfied with the recruitment and selection policy of the Lion Overseas Trading Company?

1      2      3      4      5

#### **Training and development**

To what extent is training and direction given when new task is assigned to you for performing it in better way?

1      2      3      4      5

#### **Assessment**

To what extent are you satisfied with the Performance appraisal policy of the company?

1      2      3      4      5

To what extent do you evaluate the level of fairness of the performance evaluation?

1      2      3      4      5

To what extent are you satisfied with the policy of providing the feedback of appraised performance?

1      2      3      4      5

### **Leaves**

To what extent are you satisfied with the category and frequency of leaves?

1      2      3      4      5

If not then please specify in which sector you are dissatisfied:

### **Salary and Benefits**

To what extent do you think that your salary and other benefits are good based on your duties and responsibilities?

1      2      3      4      5

If not then please specify in which sector you are dissatisfied:

### **Motivation**

To what extent are you satisfied with the opportunity for advancement and promotion?

1      2      3      4      5

Which one is the most important to you?

- Performance Bonus
- Reward and Recognition

### **Employment Relationship**

To what extent are you satisfied with the interpersonal relationship with the all employees of the organization?

1 2 3 4 5

### **Job Characteristics**

To what extent are you satisfied with the flexibility and independence allowed in the job?

1 2 3 4 5

To what extent do you think that your job is secured?

1 2 3 4 5

To what extent does your job offer a variety of tasks?

1 2 3 4 5

### **Working Environment**

To what extent are you satisfied with the overall environment and safety issues of your work place?

1 2 3 4 5

### **Discipline**

To what extent do you think the level of fairness in case of punishment and disciplinary act?

1 2 3 4 5

# THANK YOU