

Internship Report

On

***“Employee Job Satisfaction of First Security Islami Bank Ltd. (FSIBL):
A Study on Senanibash Branch, Dhaka”***



First Security Islami Bank Limited.

“Always for Everyone”



Submitted To

Mr. MahmudulHaque
Associate Professor, BRAC Business School
BRAC University

Submitted By

Farzana Rahman Kona
ID- 14264008
Department of MBA
BRAC University

Date of Submission: August 16, 2017

Part 1

- Prefatory Part

Letter of Transmittal

16 August 2017

Mr. MahmudulHaque

Associate Professor

BRAC University

66, Mohakhali

Dhaka-1212

Subject: Submission of Internship Report on ‘Employee Job Satisfaction of First Security Islami Bank Ltd. (Senanibash Branch, Dhaka)’.

Dear Sir,

With due respect, I would like to inform you that it is a great pleasure for me to submit the Project report On Employees Job Satisfaction of First Security Islami Bank Ltd. (Senanibash Branch, Dhaka) as a requirement of the Master of Business Administration (MBA) Curriculum.

The whole experience of this internship program enabled me to get an insight into the real life situation. I have tried my best with my knowledge to make a full-fledge report by analyzing all the requirements you have asked for. Besides this, there may be shortcomings.

I would be grateful if you consider those from excusable manner. I hope that the project would meet your expectations and standards. Your kind consideration and cooperation will be highly appreciated.

Sincerely Yours,

.....

Farzana Rahman Kona

ID: 14264008

Master of Business Administration

BRAC Business School

BRAC University

Acknowledgement

First of all, I extend my profound gratitude to the Almighty Allah, who helped me accomplish this task on time. I feel satisfied and glad that I have completed this study within specific duration. This internship report might never have been completed without the necessary practical knowledge, assistance of many books, articles, websites, and primary data. It enhanced my knowledge on employee job satisfaction.

I would like to express my special gratitude to my supervisor **Mr. MahmudulHaquesir**, AssociateProfessor, BRAC Business School for his support, inspiration and guidance during the period. I was placed in FSIBL, Senanibash Branch to work as an intern from July 12th, 2017 to October 11th, 2017. The members and management of FSIBL, Senanibash Branch was very co-operative and helpful. They helped me through providing various data, guidance and direction. I am grateful to **Md. Mahiuddin Biswas**, Senior Vice President & Head of Branch, FSIBL, Senanibash Branch for his cooperation and necessary support. Finally I want to express my special thanks to **RokshanaAkter**, Senior Officer, FSIBL, Senanibash Branch under whom I am doing my three months internship program. I am also grateful to all other employees of Customer Service and operation Unit of this branch.

I want to acknowledge my family and friends with great respect. Their love, encouragement and support have been exemplary.

Executive Summary

This report is based on my internship program. I have got opportunity to work in First Security Islami Bank Limited. I am placed in Senanibash Branch Dhaka for three months program.

Since my internship program was directed to understand the level of job satisfaction, I had to gain the practical area of responsibilities and of accountabilities of the employee so that I could interact with them to assess their views about and relations with the organization. I tried best to ask the staffs directly and indirectly to gather my information. My task was designed to understand the level of job satisfaction of the employee of the First Security Islami Bank Limited, Senanibash Branch, Dhaka. For preparing this report I used primary and secondary data. The objectives of the report were understood level of job satisfaction of the employees of the First Security Islami Bank Limited, Senanibash Branch, Dhaka.

The research reveal that First Security Islami Bank Limited provides proper working environment to its employees but benefits of the organization can be improved for improving the employees satisfaction. Most of the employees think the policies and practices are good it can be better.

Despite differences in opinions made by the employees of the organization on what the study was conducted, what the study finds is that they are highly satisfied in their job.

Table of Contents

Serial No.	Contents	Page No.
1	Cover Page	-
2	Submission Details	-
Part 1- Prefatory Part		3-8
3	Letter of Transmittal	3
4	Acknowledgement	4
5	Executive Summary	5
6	Table of Contents	6-7
7	Title Page	8
Part 2- Organization Part		10-20
2.1	Introduction	10
2.2	Historical Background of First Security Islami Bank Limited (FSIBL)	11
2.3	Corporate Information	11
2.4	Structure of the Organization	12
2.5	Organogram	13
2.6	Mission, Vision & Strategies	14
2.7	Products and Services of FSIBL	15-18
2.8	Functions	18-20
2.9	Job Description & Duties and Responsibilities Undertaken During Internship	20
Part 3- Project Part		22-39
3.1	Background of the Report	22
3.2	Rational Of the Study:	22-23
3.3	Rational Of the Study:	23
3.4	Objectives of the Study	23
3.5	Methodology of the study	24
3.6	Limitation of the study	25
3.7	Literature Review	25-27
3.8	Findings and Analysis	27-37

Recommendation	38
Conclusion	39
Part 4- Supplementary Part	41-42
Reference	41
Appendix-1	42

**Employee Job Satisfaction of First Security Islami Bank Limited
(Senanibash Branch)**

Part 2

• Organization Part

2.1 Introduction:

Generally by the word “Bank” we can easily understand that the financial institutions deal with money. Banking sector is expanding its hand in different events every day. At the same time the banking process is becoming faster, easier and the banking area becoming wider. Today our lives are deeply dependent in the banking system. The house we live in may have been mortgaged to a bank, the car we drive or the taxi and the bus we ride to our office may have been bought with money borrowed from yet another bank. The businesses we see around have their links with banks; they might have borrowed money from a bank to finance their working capital or fixed assets. If nothing else, they will have at least a current or a savings account for deposit of the day’s sale proceeds. If we want to invest our money for profit or simply to hide it from the prying eyes or nimble fingers of all the wrong people in the wrong places we can step into the nearest branch of a bank. So it is clear that Bank and Banking business is very much important for us in all aspects and steps of our life.

As the demand for better services increases day by day, they are coming with different innovative ideas and products. In order to survive in the competitive field of the banking sector, all banking organizations are looking for better service opportunities to provide their fellow clients. As a result, it has become essential for every person to have some idea on the bank and banking procedure. I conducted my internship in First Security Islami Bank Limited (FSIBL) and try to accumulate the knowledge regarding banking industry.

First Security Islami Bank Ltd is a place where I could learn the basic operation of my department. This organization has created a positive image to the customer’s mind by providing better service. This bank has introduced some modern banking schemes that have got high market demand. As I maintain the pace with the competitive business world, its activities, culture, philosophy and style leads an intern student to be the best at any field of working life. I got the opportunity to work in this organization for three months and acquire ideas about the banking system. This report is based on Employee job satisfaction of First Security Islami Bank Limited (FSIBL), Senanibash branch.

2.2 Historical Background of First Security Islami Bank Limited (FSIBL):

First Security Islami Bank Limited was incorporated in Bangladesh on 29th August, 1999 as a banking company under Companies Act 1994 to carry on banking business. It obtained permission from Bangladesh Bank on 22 September, 1999 to commence its business. The bank has made a significant progress within a very short period of its existence & occupied an enviable position among its competitors after achieving remarkable success in all areas of business operation. The authorized capital of the bank is Tk. 10,000 Million & paid up capital of the bank stood at Tk. 6788.74 Million. At first in 1999 the bank incorporated as First Security Bank Ltd. and then in January 01, 2009 the bank changed its name and mode of business and incorporated as First Security Islami Bank Ltd.

2.3 Corporate Information:

FSIBL Corporate Profile	
Name of the Company	First Security Islami Bank Ltd.
Chairman	Mr. Mohammad Saiful Alam
Vice Chairman	Mr. Alhaj Mohammad Abdul Maleque
Managing Director	Mr. Syed Waseque Md. Ali
Company Secretary	Mr. Oli Kamal
Legal Status	Public Limited Company
Date of Incorporation	August 29, 1999
Date of Commencement of Business	August 29, 1999
Date of getting license from Bangladesh Bank	September 22, 1999
Date of Opening of First Branch	October 25, 1999
Corporate Head Office	House- SW(I) 1/A, Road-8, Gulshan-1, Dhaka-1212, Bangladesh.
Registered Office	23, Dilkusha, Dhaka-1000, Bangladesh
Line of Business	Banking
Authorized Capital	Tk.10,000 Million
Paid up Capital	Tk.6,788.74 Million
Date of consent for IPO	04 June 2008
Phone	88-02-9888446 (Hunting), 8402613-8402625 (ICT Division).
Fax	880-02-9891915
E-mail	bcs@fsiblb.com , info@fsiblb.com

2.4 Structure of the Organization:

Board of Directors:

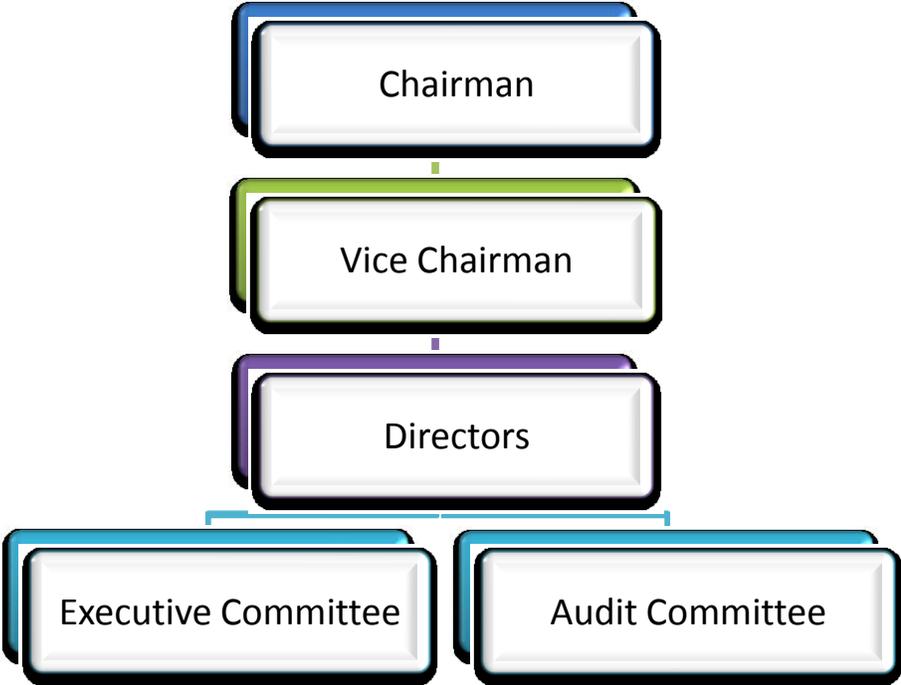


Figure: 2.1

2.5 Organogram (Chain of Command):

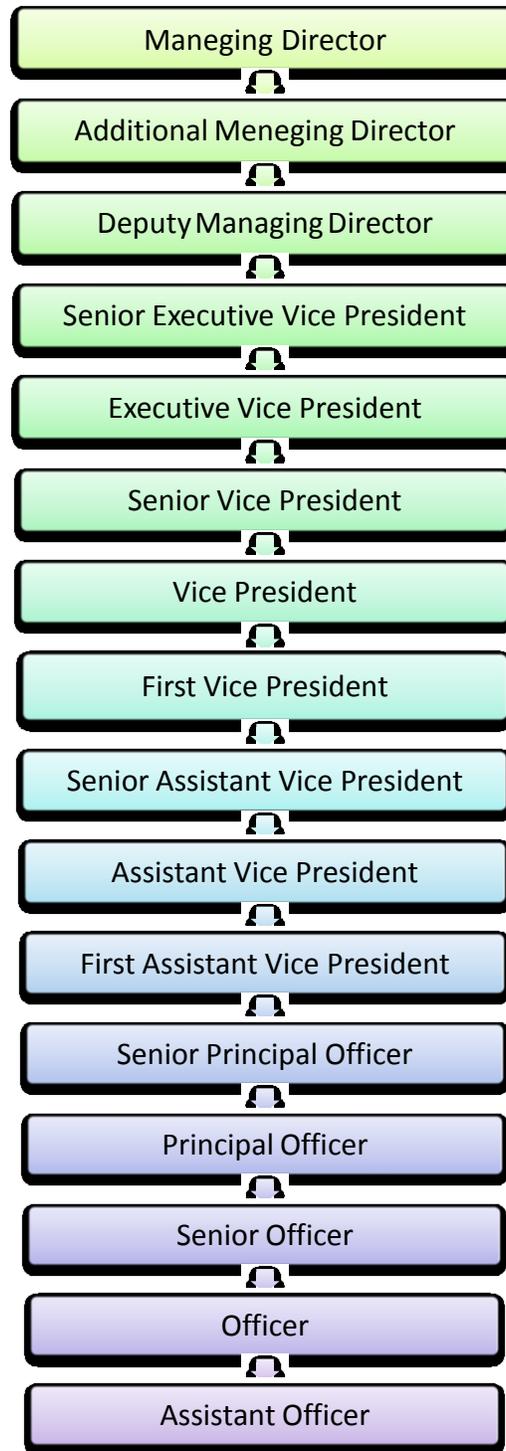


Figure: 2.2

2.6 Mission, Vision and Strategies:

2.6.1 Mission of First Security Islami Bank Limited (FSIBL):

- To contribute to the socio-economic development of the country.
- To attain the highest level of satisfaction through the extension of services by dedicated and motivated professionals.
- To maintain continuous growth of market share by ensuring quality.
- To ensure ethics and transparency in all levels.
- To ensure sustainable growth and establish full value of the honorable shareholders and
- Above all, to contribute effectively to the national economy.

2.6.2 Vision of First Security Islami Bank Limited (FSIBL):

To be the premier financial institution in the country by providing high quality products and services backed by latest technology and a team of highly motivated personnel to deliver excellence in Banking.

2.6.3 Strategies of First Security Islami Bank Limited (FSIBL):

- To achieve our customer's best satisfaction & win their confidence.
- To manage & operate the bank in the most effective manner.
- To identify customer's need & monitor their perception towards meeting those requirements.
- To review & update policies, procedures & practices to enhance the ability to extend better customer services.
- To train & develop all employees & provide them adequate resources so that customer's need can reasonably addressed.
- To promote organizational efficiency by disclosing company plans policies & procedures openly to the employees in a timely fashion.
- To ensure a congenial working environment.
- To diversify portfolio in both retail & wholesale market.

2.7 Products and Services of FSIBL:

2.7.1 Deposit Schemes:

1. Al-Wadiah Current Deposit Account
2. Mudaraba Savings Deposit Account
3. Mudaraba Savings Deposit Account
4. Mudaraba Term Deposit Account
5. Onkur Account – Mudaraba Students Savings A/C (School Banking)
6. Projonmo – Mudaraba New Generation Savings A/C
7. Uddipon- Mudaraba New Generation Deposit Scheme
8. Alo – Mudaraba Education Deposit Scheme
9. ShuvessaMudaraba Gift Cheque
10. Mudaraba Deposit Double Scheme
11. Mudaraba Deposit Triple Scheme (Triple Benefit)
12. Aroba – Mudaraba Deposit Four Times Scheme
13. Prapti – Mudaraba Salary Savings Account
14. Mudaraba Monthly Profit Scheme
15. Mudaraba Cash Wakf Deposit Scheme
16. Mudaraba Hajj Savings Account
17. Zakat Fund
18. Morjada – Al-Wadiah Current Plus Account
19. Somman – Al-Wadiah Premium Account
20. Agroshor – Mudaraba Millionaire Deposit Scheme
21. Unnoti – MudarabaCrorepoti Deposit Scheme
22. Mehnoti- MudarabaSromojibi Savings Account
23. Proyas – Mudaraba Money Plant Deposit Scheme
24. Probin – Mudaraba Senior Citizen Savings Account
25. Gharoni – Mudaraba Housewife Deposit Scheme
26. Bondhon – Mudaraba Marriage Deposit Scheme
27. Niramoy – Mudaraba Health Care Deposit Scheme
28. Aboshor – Mudaraba Pension Deposit Scheme
29. Mudaraba Monthly Deposit Scheme

30. Shadesh – Mudaraba Emigrant Deposit Scheme

31. Shadesh – Mudaraba Emigrant Deposit Scheme

2.7.2 Investment Schemes:

❖ Investment / Utilization of the funds.

- Bai-Murabaha (Deferred Lump Sum/ Installment Sale)
- Bai-Muajjal (Deferred Installment / Lump Sum Sale)
- Ijara (Leasing)
- Musharaka (Joint-Venture, Profit-Sharing)
- Mudaraba (Trustee Profit-Sharing)
- Bai-Salam (Advance Sale and Purchase)
- Hire-Purchase
- Direct Investments
- Ijara (Leasing)
- Post Import Investment
- Purchase and Negotiation of Export Bills
- Inland Bills Purchased
- Murabaha Import Bills
- Bai-Muajjal Import Bills
- Pre-Shipment Investment
- Qard-ul-Hasan (Benevolent Investment)

❖ Letter of Guarantee

- Tender Guarantee
- Performance Guarantee
- Guarantee for Sub-Contracts
- Shipping Guarantee
- Advance Payment Guarantee
- Guarantee in lieu of Security Deposits
- Guarantee for exemption of Customs Duties
- Others

❖ Letter of Credit (L/C) / Back to Back Letter of Credit (L/C)

❖ Specialized Schemes

- Tender Guarantee
- Consumer Investment Scheme

- SME Investment Scheme,
- Lease Investment Scheme,
- Hire Purchase,
- Earnest Money Investment Scheme,
- Mortgage Investment,
- Employees House Building Scheme,
- ATM, VISA Investment Card, EEF, etc.

2.7.3 Remittance:

The word “Remittance” originated from the word “Remit” which means to transmit money/fund. In banking terminology the word “Remittance” means transfer of fund one place to another place.

1. **Local Remittance:** Remittance of fund is to be collected in two ways. Any person can remit funds to another through inland remittance by using the following means of remitting funds with charges.
 - a) Pay Order
 - b) Demand Draft
 - c) Telegraphic Transfer and
 - d) Mail Transfer Advice
2. **Foreign Remittance:** Foreign remittance is the transfer of foreign currency from one country to another country. In another word, foreign remittance means, remittance in foreign currency that is received in as made out abroad. Actually, foreign remittance is purchase and sale of freely convertible foreign currencies as permissible under exchange control regulations of the country. Foreign remittance is very important for the country as valuable foreign exchange is involved in the transfer mechanism.

2.7.4 Utility Bill Payment: the utility bills received in following branches:

Branch	Bill Type
Mohakhali, Dhaka	DESCO
Topkhana, Dhaka	Under process (Electric bill)
Gulshan , Dhaka	Titas Gas
Shafipur , Gazipur	Dhaka Pally BiddutShumitty
Keranihat, Chittagong	Pally BiddutShumitty
Biswanath , Sylhet	Pally BiddutShumitty

2.7.5 Locker Service

For the safety of customers' valuables like important documents and Jewelry, FSIBL Locker services are available in most of the city Branches.

- Personalized service
- Facilities to access outside scheduled time
- Parcel handling
- Safe custody of goods and bonds/shares
- Lockers available in various sizes. i.e. Small, Medium and Large.

2.8 Functions:

- ❖ **Online Banking:** FSIBL online banking includes balance inquiry, limit inquiry, profit details, term deposit details, investment repayment schedule, cheque book details, clearing, cheque status, transaction details, customer information, statement request, cancelling cheque request, address change request, cheque book requisition, password change, EMI calculator.
- ❖ **Mobile Banking:** Features of FSIBL mobile banking are
 - Convenient,
 - Faster electronic fund transfer,
 - Safe payment system,
 - Cash withdrawal,
 - Fund transfer facilities,
 - Widely available throughout the country
 - Simple account opening.
- ❖ **SMS Banking:** First Security Islami Bank welcomes to access banking needs from anywhere anytime. It is indeed a fast, secure, convenient and quickest way of banking. The service is available round the clock 24×7 a week. Customers can get real-time banking information and be in touch any time with FSIBL from their mobile. They can check their balance, account information, or even get mini account statements through FSIBL SMS Banking Service.
- ❖ **Internet Banking:** Features of FSIBL internet banking are
 - Balance Inquiry
 - Limit Inquiry
 - Profit Details
 - Term Deposit Details
 - Investment Repayment Schedule
 - Cheque Book Details
 - Clearing Cheque Status
 - Transaction Details
 - Customer Information

- Statement Request
 - Stop Cheque Request
 - Address Change Request
 - Cheque Book Requisition
 - Password Change
 - EMI Calculator
- ❖ **ATM Banking:** First Security Islami Bank Ltd. has implemented successfully Automated Teller Machine (ATM) /DEBIT card transaction from June 25, 2008. Through Automated Teller Machine (ATM) /Debit card, customer can avail the facilities like withdrawal money, balance inquiry and purchase goods from Point of sale (POS) using our own ATM Booth, Q-Cash Network and POS.
- ❖ **Accounts Opening:** In accounts opening there is a relationship between the banker and the customer. Initially all the accounts are opened with a deposited money by the customer and hence these accounts are called deposit account. Usually a person needs to open an account on take services from it. Without opening an account, one can get only few services from the bank. So the banking begins actually by opening an account with a bank.
- ❖ **Cheque Book House:** On the submission of the requisition slip attached with the cheque book given during the account opening the assigned person or the person authorized by the account holder will be given a cheque book.
- ❖ **Account Closing:** It is a general right for each account holder to close his or her account at any time if he/she inconvenient to continue. But it requires also some formalities. The person needs to apply an application to the manager of the specified branch mentioning the reason for account closing also the date when he/she would like to close the account by paying closing charge.
- ❖ **Cash section:** The main tasks of the cash department are receiving cash from clients and paying against instrument. Instead it also maintains the locker service the amount of opening balance is entered in the daily register. After the whole day's transaction the surplus amount of money receipts in the cash counter is put back in the vault and it is known as closing balance.
- ❖ **Clearing:** Receiving all kinds of inward & outward checks for collection/payment, issue pay order/pay slip is the main task of this department.

- ❖ **Crossing:** Crossing cheque is written across the face of the cheque within two parallel lines, this practice becomes common even outside of clearing house as an element of safety
- ❖ **Dispatch:** Dispatch includes all correspondence, letter, statements, returns and telegrams. This dispatch is also known as Mail. Dispatch is primarily divided into two types:
 - **Inward:** It means what are receives from the outside,
 - **Outward:** It means what sent to the outside.

2.9 Job Description & Duties and Responsibilities Undertaken During Internship:

During my operational period in FSIBL, Senanibash Branch as an intern in the Customer Service and Operation Unit my responsibilities were:

Key Responsibilities: –

- Payment of Inward foreign Remittance through international money transfer agents
- Accounts opening
- Inward and outward entry
- Help in clearing section
- Issue Cheque book
- Online Banking Software maintenance to update customer's profile..

Part 3

- Project Part

3.1 Background of the Report:

Employees job Satisfaction has been an important concern in the world of professional commitments as, so far it has been undoubtedly believed, the outcome of the industry, to a large extent, depends on the job satisfaction of the employees. How to define Job Satisfaction seems rather difficult because it deserves to be defined in terms of territorial socio-economic realities.

Internship program is a perfect blend of the theoretical and practical knowledge. This report has been conducted as partial fulfillment of requirement of the Master of Business Administration (MBA) of BRAC University. The project internship report on —Employee Job Satisfaction of First Security Islami Bank Limited (Senanibash Branch) has been assigned to me by my internship supervisor of BRAC University.

The intention of the internship program is to give an opportunity to the students to gain some real experience by working in a practical environment. Now I am working as an intern in First Security Islami Bank Limited at Senanibash Branch under the direct supervision of Md. Mahiuddin Biswas, Senior Vice President & Head of Branch.

3.2 Rational Of the Study:

There has been a remarkable change in the practice of organizational behavior across the world. Every company has to design its policies to ensure the optimum benefits. At the same time, customer's satisfaction is prioritized in preparing the courses of actions so as to establish domination over other. But which one seems very important with regard to the company's constant growth is staff's job satisfaction. In the first world this issue has been understood reasonably because they do understand that the job satisfaction of the staffs is much more important than other components of the organization. Academia had figured out the matter and done a lot research on it. In this respect, Bangladesh has yet to do something credible as the concept is relatively new in Bangladesh. But we intend to reach the global market; we ought to race with the global players. So, it has been realized the fact that job satisfaction has to be taken care of pragmatically. With an increasing number of workers eager to find a greater work/life balance, so in case any organization should find out the ways to keep their employees happy now.

During this short period I have learned about the core components that trigger the job satisfaction of the staffs of the FSIBL. Based on these core components, the level of employee job satisfaction can be measured, like; job itself, good salary, flexibility, ability to influence decisions, job security, workload, physical work environment, advancement and new opportunities, new technologies, interesting projects, training program, interpersonal relations, recognition. This report will help to understand the organization culture and how much satisfied the employees are with the facilities provided by FSIBL.

3.3 Scope of the study:

Since, working at Branch, get the opportunity to gain knowledge of the components that helps to retain job satisfaction of employees. The decisions and analyses are done based on the opinion of 22 respondents and practices applied at only this branch.

3.4 Objectives of the Study:

Broad Objective:

- The broad objective of this report is to orient the real life nature of the bank and to measure the job satisfaction of the staffs of the FSIBL, Senanibash branch, Dhaka.

Specific Objectives:

- To evaluate the level of job satisfaction of employees with respect to the company
- To identify the factors which influence the job satisfaction of the employees
- To know the reasons behind the job dissatisfaction of the employees from the finding and analysis

3.5 Methodology of the study:

- **Type of the study:** Exploratory research has been used for the study.
- **Sources of Data:** The sources of collected data are too classified, analyzed, interpreted and presented in a systematic way. Among primary and secondary sources most of the data have been collected from the secondary sources.

I. Primary Data:

- Face to face interview
- Questionnaire survey

II. Secondary Data:

- Bank website
- Books
- Related websites
- Related journals

3.5.1 Data Collection Methods:

- **Methods of Primary Data Collection:**
 - Questionnaire Survey on Employees of Senanibash Branch (Customer Service and operation Unit) of FSIBL
 - Face to face interview
- **Questionnaire Design:**

This is a well structure administered type of questionnaire and used for conducting customer satisfaction survey and acquire primary data.

- **Sampling Method:** Convenience sampling method has been performed for selecting samples.
- **Target population:**
 - All officers of Senanibash Branch (Customer Service and operation Unit) of FSIBL.
- **Sample size:** There are 22 respondents.

3.6 Limitation of the study:

- Limited time period was of three months for the internship program
- Lack availability of data sources
- Up-to-date information was not available
- Insufficient supply of relevant books and journals.
- As the officers are very busy with their daily work, they could provide very little time
- Lack of interest of the employees to reveal personal thought
- Sample size may not enough to figure out the overall job satisfaction of the organization.

3.7 Literature Review

When an employee finds his or her job interesting, rewarding and reliable- this state of the employee is that he or she is satisfied in his or her job. Thus, job satisfaction comprises many factors such as Respect, Trust, Security, Healthy environment, Career path, Pay and benefits etc.

Employee satisfaction is an important success factor for all organizations. Employee satisfactions have been recognized to have a major impact on many economic and social phenomena, e.g. economic growth and higher standard of living. Companies must continuously employee satisfaction in order to stay profitable.

Sybil F. Stershic in his book named- Taking Care of the People Who Matter Most: A Guide to Employee-Customer Care has said that, “The way your employees feel is the way your customers will feel. And if your employees don’t feel valued, neither will your customers”. Herzberg's theory effectively delineates the reasons job satisfaction. According to his two-factor theory, there are motivational and hygiene factors present in one's job. Rewards and benefits are hygiene factors, so if they are not present, they will bring dissatisfaction, but their presence will not necessarily bring job satisfaction. Hackman and Oldham’s Job Characteristic Model (JCM) has been used to determine the level of job satisfaction. The model focuses on five cores job dimensions, skill variety, task identity, task significance, autonomy, and feedback, which in turn influence three key psychological states: experienced meaningfulness of the work, experienced responsibility for the work, and knowledge of results. These psychological states then influence job satisfaction. Job satisfaction has been studied both as a consequence of many individual and work

environment characteristics and as an antecedent to many outcomes. Satisfaction level increased as the person grew old where in the variables like gender, time in hospital, position held were controlled. Organization should always focus on satisfying the basic needs of an employee which will in return help in resolving the conflicts and confusion.

3.7.1 What is Job Satisfaction?

Employee satisfaction or job satisfaction is, quite simply, how content or satisfied employees are with their jobs. Employee satisfaction is typically measured using an employee satisfaction survey. These surveys address topics such as compensation, workload, perceptions of management, flexibility, teamwork, resources, etc. These things are all important to companies who want to keep their employees happy and reduce turnover, but employee satisfaction is only a part of the overall solution. In fact, for some organizations, satisfied employees are people the organization might be better off without.

One of the most widely used definitions in organizational research is that of Locke (1976), who defines job satisfaction as "A pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences".

3.7.2 How important is Job Satisfaction?

Employee satisfaction is of utmost importance for employees to remain happy and also deliver their level best. Satisfied employees are the ones who are extremely loyal towards their organization and stick to it even in the worst scenario. They do not work out of any compulsion but because they dream of taking their organization to a new level. Employees need to be passionate towards their work and passion comes only when employees are satisfied with their job and organization on the whole. Employee satisfaction leads to a positive ambience at the workplace.

Keeping workers happy helps strengthen a company in many ways, including:

- **Lower Turnover** – Turnover can be one of the highest costs attributed to the HR department. Retaining workers helps create a better environment, and makes it easier to recruit quality talent and save money. The bottom line: satisfied employees are typically much less likely to leave.

- **Higher Productivity** – Irrespective of job title and pay grade, employees who report high job satisfaction tend to achieve higher productivity.
- **Increased Profits** – Keeping employees safe and satisfied can lead to higher sales, lower costs and a stronger bottom line.
- **Loyalty** – When employees feel the company has their best interests at heart, they often support its mission and work hard to help achieve its objectives. And, they may be more likely to tell their friends, which helps spread goodwill.

It is the responsibility of the management to design the environment in such a manner that it reduces the dissatisfaction where in the work tasks, working patterns are properly mentioned. The employees satisfaction level and career satisfaction level was much more in enthusiastic workaholics.

3.8 Findings and Analysis:

In every survey, it is essential to analyze the survey results and follow the findings as a guideline of development of the project. The survey results of competitive performance analysis is represented by tables and highlighted by graphical representation in percentage basis.

When employees were asked about their present job satisfaction specially, regular assigned activities with 5 options in each question given to the employees from the stage of strongly agree to strongly disagree including neutral to choose their desired answer. There were 22 employees in Senanibash branch and they were asked 15 questions among which 28.18% were strongly agreed, 20% were neutral, 51.2% were agreed and only 0.6% were disagree.

Findings of each of the survey result are followed by a suggestion.

3.8.1 Data Analysis:

1. I am satisfied with the level of pay I receive-

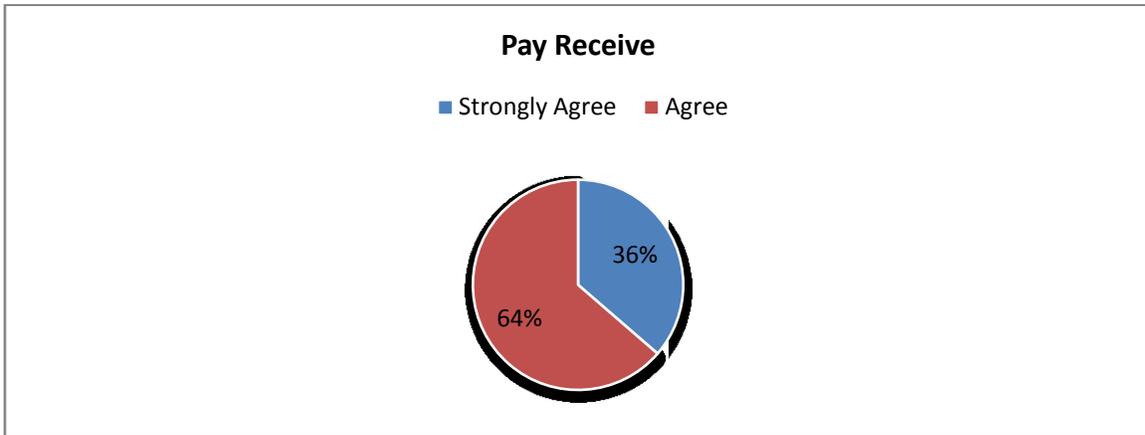


Figure- 3.1

Interpretation:

From the chart, it is seen that 64% employees are agreed and 36% employees are strongly agreed.

Observation:

All the employees are either strongly agreed or agreed with their opinion. So it is obvious that all the employees in Senanibash Branch FSIBL are satisfied with their pay structure.

2. I have all the tools and resources I need to do my job-

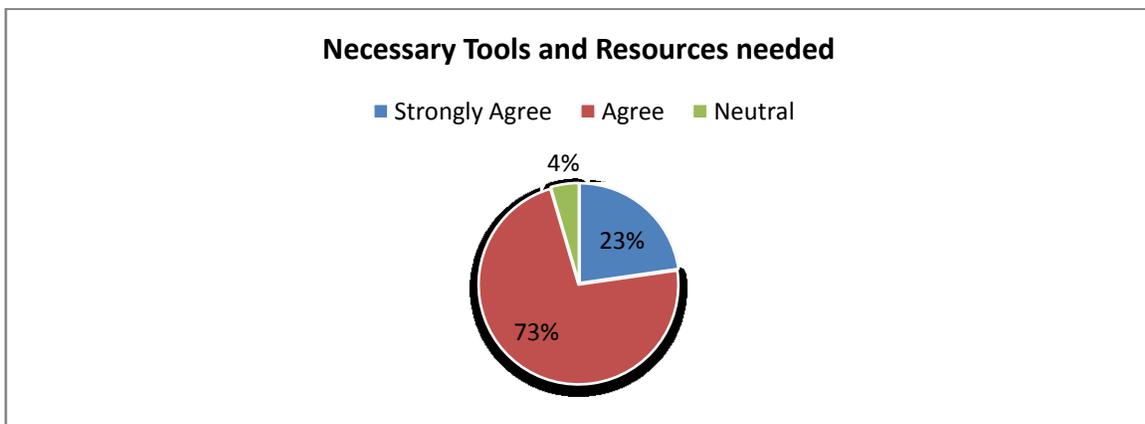


Figure- 3.2

Interpretation:

From the chart here we can see that 73% employees in this branch were agreed and 23% were strongly agreed that they have all the tools and resources that needed. 4% employees were neutral as they are fresher.

Observation:

More or less most the employees are agreed with their opinion. We can say the employees in Senanibash Branch FSIBL are satisfied.

3. I have the training I need to do my job-



Figure- 3.3

Interpretation:

About 46% employees in this branch were agreed, 18% were strongly agreed. 36% were neutral because they need training but don't get frequent training opportunity.

Observation:

As 36% were neutral so according to my opinion employees should inform the authority that they need training so that organization give them that chance.

4. It is easy to get along with my colleagues-

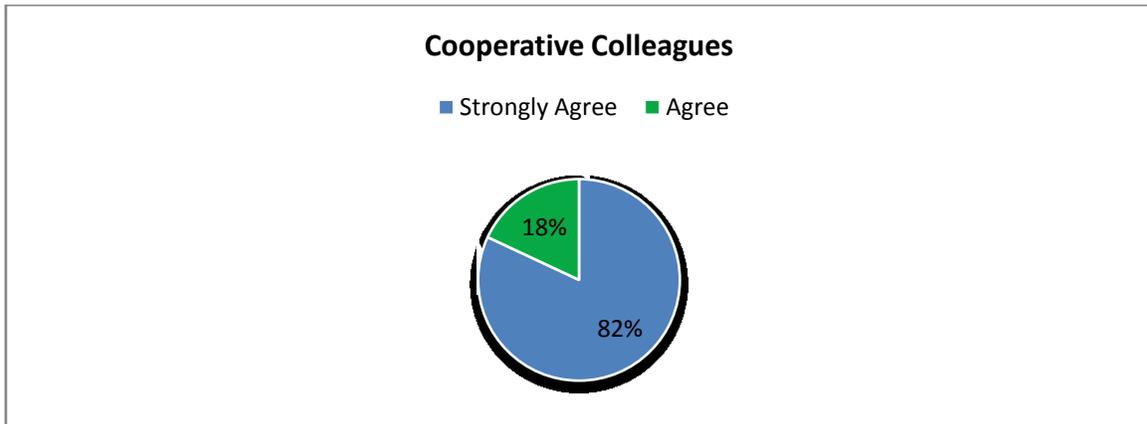


Figure-3.4

Interpretation:

82% of the employees were strongly agreed that their colleagues are cooperative. And 18% employees were agreed.

Observation:

The employees in Senanibash branch are strongly satisfied with their colleagues.

5. I am satisfied with my working environment-

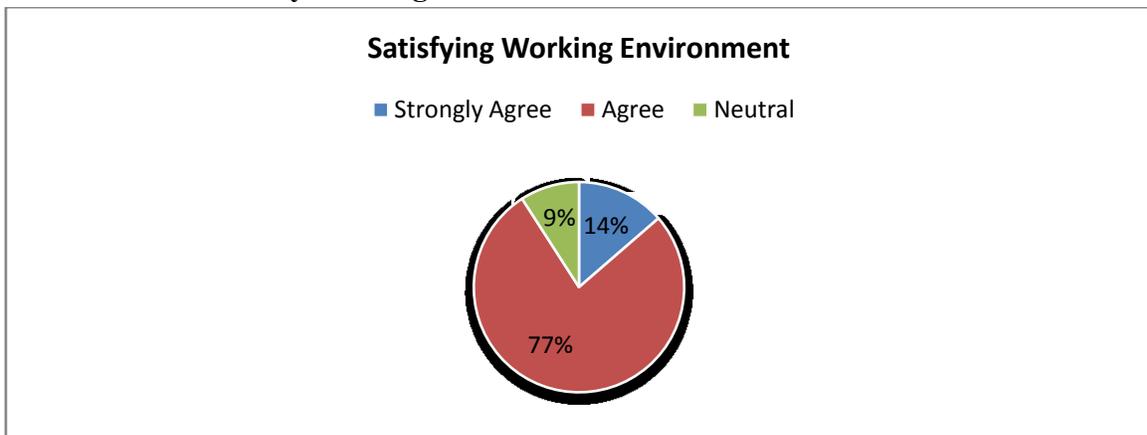


Figure-3.5

Interpretation:

77% of employees agreed that their working environment is good. 14% were strongly agreed and 9% were neutral.

Observation:

Some employees were neutral as their expectation was little bit higher.

6. I receive praise and recognition from the management for my extraordinary efforts-

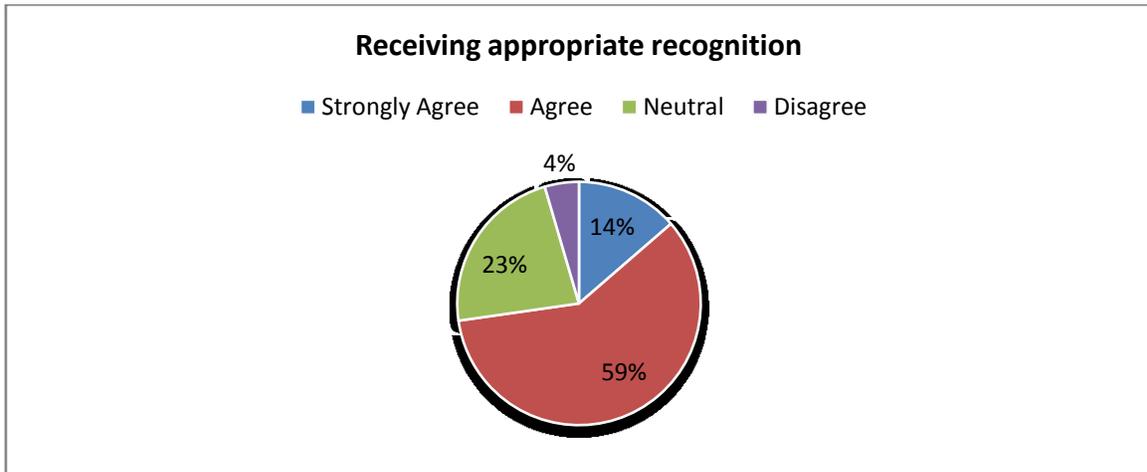


Figure- 3.6

Interpretation:

When the employees were asked about receiving appropriate recognition for their contributions, among 22 employees of FSIBL, Sennibash Branch, Dhaka, 14% were strongly agreed, 59% were agreed with for receiving appropriate recognition for their contributions but 4% employees were disagreed and think that they are receiving recognition for their contribution for lacking of proper management of the branch. 23% employees were neutral about that fact because of getting less recognition for their contribution.

7. I feel flexible with the team spirit in my work environment-

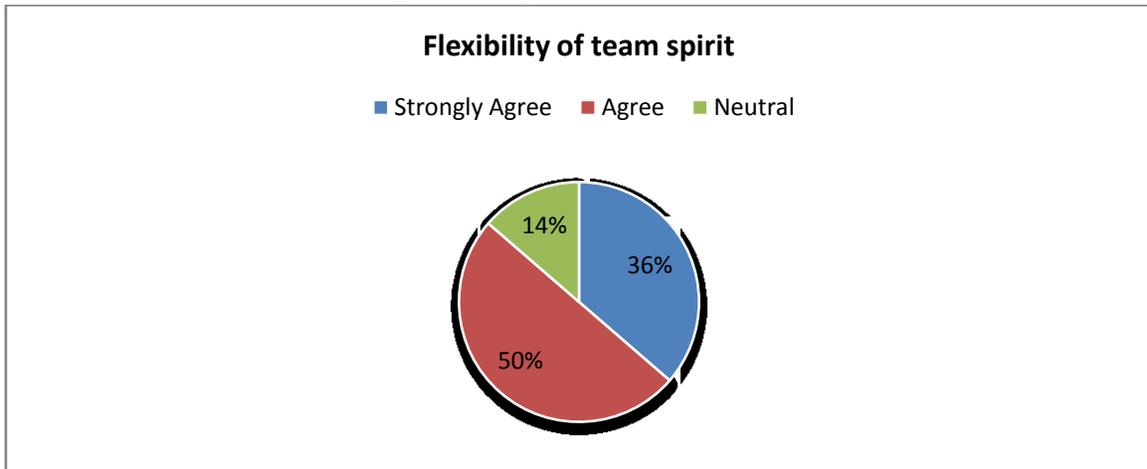


Figure- 3.7

Interpretation:

About flexibility of team spirit in work environment 36% of staffs strongly agreed, 50% of the staffs were agreed because they feel flexible with the team spirit in their work .But 14% of the staffs were neutral.

Observation:

Some employees were neutral about this fact because from their point of view senior level staffs treat junior level staffs as less experienced for the team work. So that executive level of employees doesn't feel flexible to work with fresher.

8. I see my personal and professional growth in the organization-

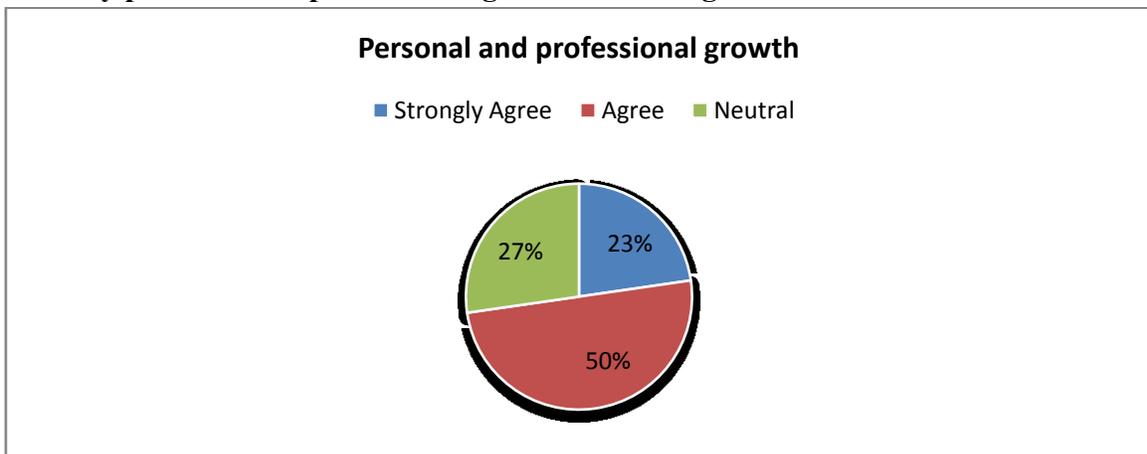


Figure- 3.8

Interpretation:

About 23% of staffs strongly agreed, 50% of the staffs were agreed because they feel that they have been growing in personal and professional. But 27% of the staffs were neutral because they don't feel any change in them by working with FSIBL.

9. I am satisfied with the information shared by the management on what is going in my department-

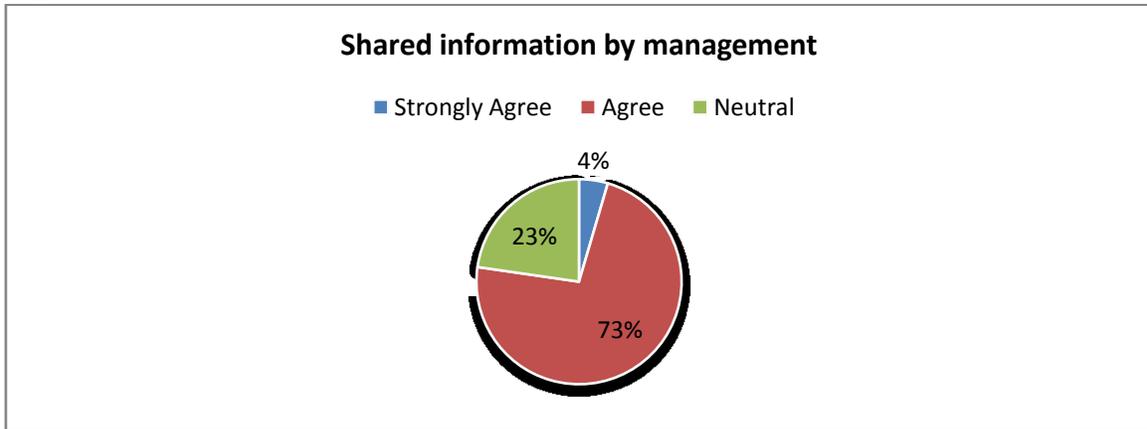


Figure- 3.9

Interpretation:

In Senanibash Branch, when the employees were asked about information shared by management, about 73% employees agreed and 4% strongly agreed which means that they are well informed by the supervisors, whereas other 23% employee were neutral. From their point of view, they are not actually informed well by the supervisors about what's going on in the branch or entire organization.

Observation:

Most of the employees are satisfied with the management but some were neutral. From their point of view, they are not actually informed well by the supervisors about what's going on in the branch or entire organization.

10. I am satisfied with my regular assigned activities-

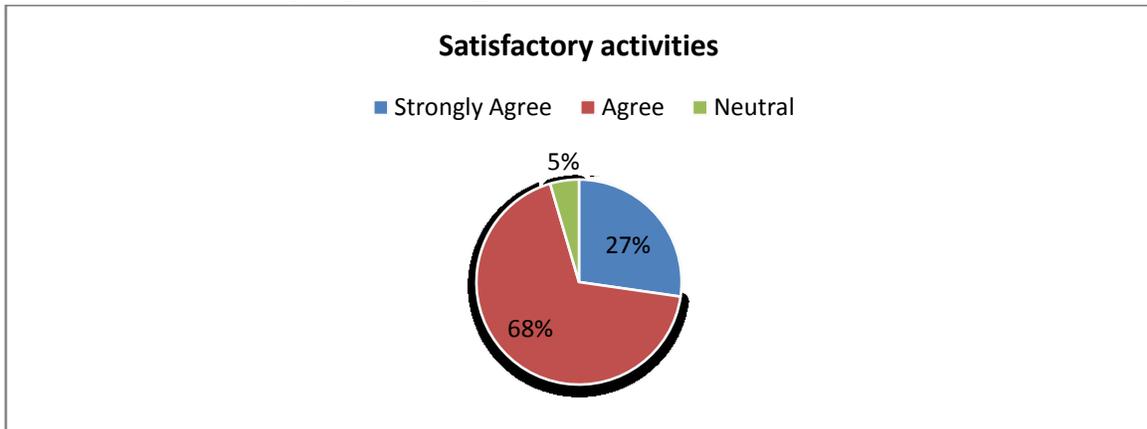


Figure- 3.10

Interpretation:

When employees were asked about their present job satisfaction specially, regular assigned activities 27% were strongly agreed, 66% were agreed and 5% were neutral with their opinion.

Observation:

Some employees were agreed with their satisfaction in regular activities because they get habituated and became experienced with their assigned jobs. But 5% employees were neutral because they get bored in their day to day repetitive activities. They think that there is less space to learn jobs of the peers

11. I get leave as I need-

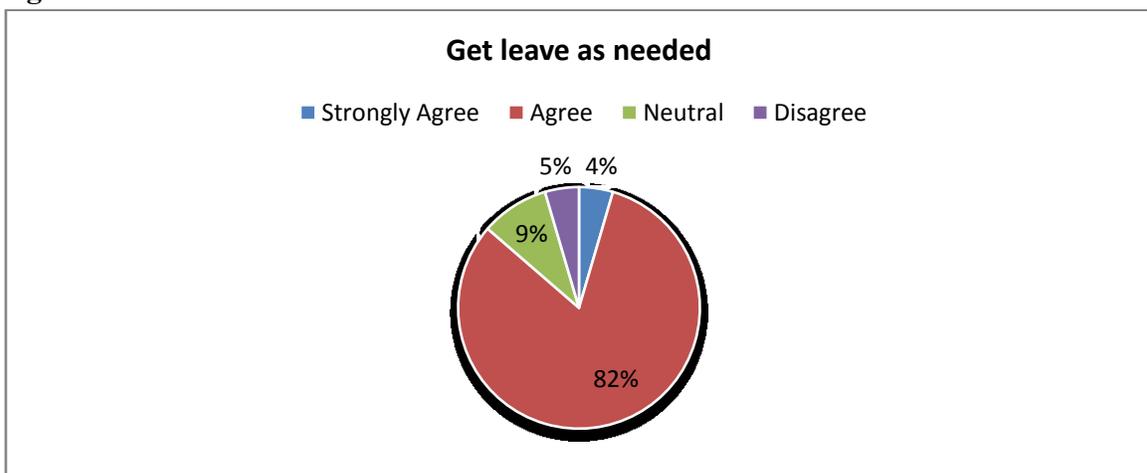


Figure- 3.11

Interpretation:

About 82% of employees were agreed with the fact that they get leave when they needed. 4% of staffs strongly agreed whereas 5% were disagreed. And 9% were neutral.

Observation:

Most of the employees are satisfied as management concerned about the employee's need.

12. The leaders of my organization are positive role model-

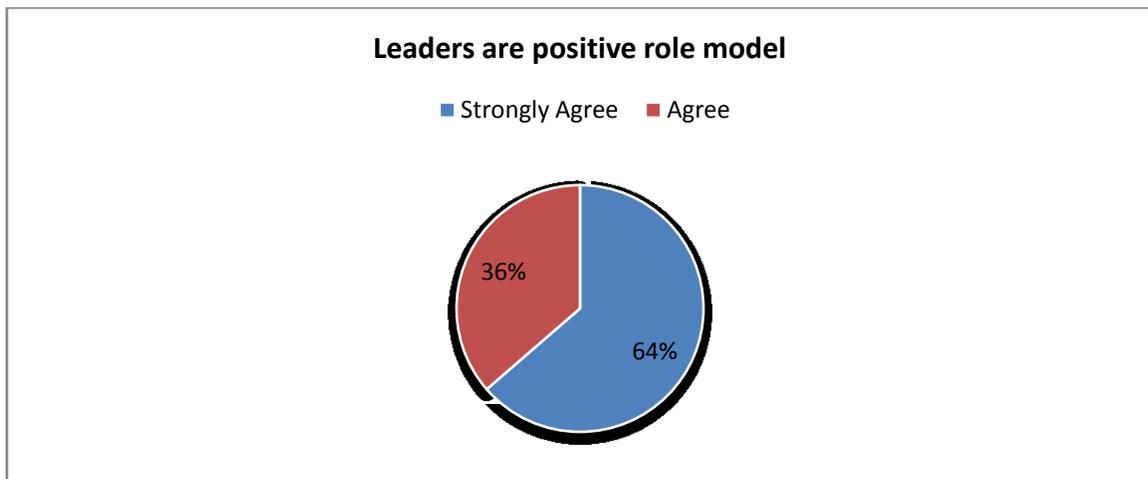


Figure- 3.12

Interpretation:

About the question the leaders in their organization are positive role model or not among 22 employees, 64% employees strongly agreed with this opinion about their leaders are acting as a positive role model to them. 36% were agreed.

Observation:

Most of the employees of in this branch which is about 64% strongly agreed because the leaders that they had from the beginning of their job were so active, professional and helpful. 0% of employee are neutral because they are fresher and don't get that chance to learn from the leaders

13. I am satisfied with the other benefits offered by my organization-

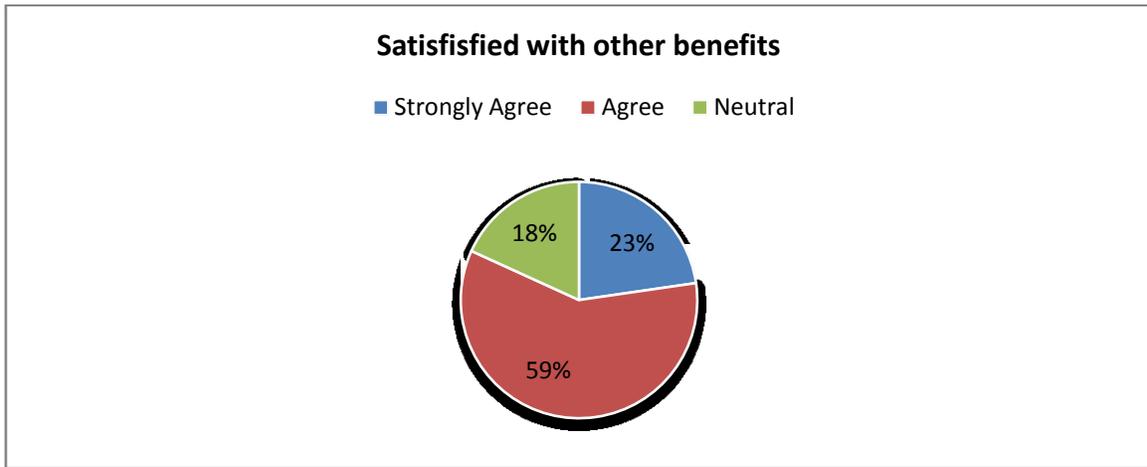


Figure- 3.13

Interpretation:

About 59% employees were agreed and 23% were strongly agreed that they are satisfied with other benefits that offered by the organization. Whereas 18% employees were neutral

Observation:

According to my opinion, most of the employees are satisfied with other benefits.

14. I think that my compensation matches to my responsibilities-

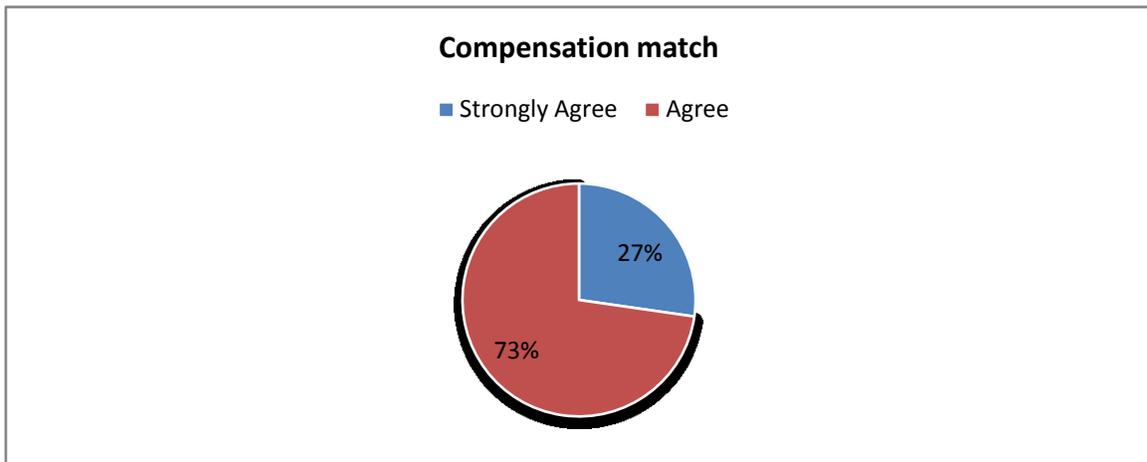


Figure- 3.14

Interpretation:

When they were asked about compensations all most everyone about 73% of the employees were agreed about this fact and 27% were strongly agreed

Observation:

Managers are concerned about every employee from the beginning as a result employees are working happily in this organization.

15. I am satisfied with the overall job security-

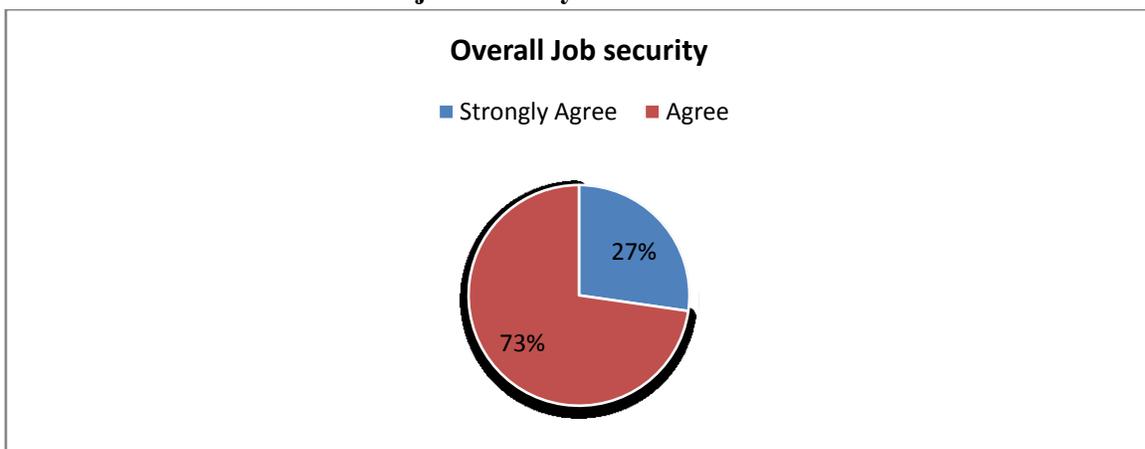


Figure- 3.15

Interpretation:

About —Are you satisfied with the overall job security? 73% employees were agreed and 27% were strongly agreed because they have the satisfaction of not to lose their job in any condition

Observation:

Most of the employees love their organization as they have good management, good leaders who firstly care about their employees.

Recommendation

The study finds that every employee wants to see his or her place in good condition. But the good condition of his or her largely depends on his or her harmonious relation with the bank. So, it can be suggested that the bank's policies should be made to give equal opportunities for all staffs. It is realized that financial security from the job really motivates the staff to be more professional and dedicated to their service. With little experience in the bank in comparison with vast and complex banking system; it is not so easy to recommend some suggestion to enhance the performance level of the organization. In spite of that, some probable solutions were found of the identified problems on the basis of collected data, observation, expert staff opinion and own knowledge and judgments. The necessary steps are recommended below:

- FSIBL should give more attention to personal accomplishment and recognition of the employee to increase the level of job satisfaction
- FSIBL can give attention to the office decoration so that employee can stay with comfort and relax to work there as a place
- Supervisor should give the guidance regarding employee's role, responsibility and authority
- Supervisor should more concern about his employees

Conclusion

Job satisfaction is always important in the present day business world. It cuts very good figure in our everyday communication because job satisfaction can help the organization motivate the working team but to determine the level of job satisfaction is dependent on a wide range of variables. These variables are not same at all organizations and institutions. Even patterns of organizations and policies determine the job satisfaction of the staffs. Unlike organizations in the developed world, in Bangladesh the study of job satisfaction has not attracted the potential employers, notwithstanding, significant number of companies have realized the fact that the growth and timely assurance of the investment, to a large extent, depends on how the employer has succeeded in ensuring the job satisfaction of the employees.

First Security Islami Bank Limited is one of the growing banks which successfully implement the effective HR practices toward their employees. FSIBL believes that their profitability increasing day by day because of their highly committed employees. To continue this profitability they always motivate their employee. FSIBL gives promotion, increments and performance bonus for their employees. With a bulk of qualified and experienced human resource, FSIBL can exploit any opportunity in the banking sector. Moreover, in the overall banking sector, FSIBL provides its wide spread branch networking all over the country.

As an emerging bank First Security Islami Bank Limited is doing a great and it's my honor to get opportunity to working with this bank.

Part 4

- Supplementary Part

Reference

- <http://www.fsiblb.com>
- <http://www.custominsight.com/employee-engagement-survey/what-is-employee-satisfaction.asp>
- https://en.wikipedia.org/wiki/Job_satisfaction
- <https://www.villanovau.com/resources/hr/importance-of-job-satisfaction-in-the-workplace/#.WY9KZfkjHIU>
- Human Resource Management 10e.- Gary Dessler
- <https://www.villanovau.com/resources/hr/importance-of-job-satisfaction-in-the-workplace/#.WY2FofkjHIU>

Appendix-1

QUESTIONNAIRE

Employees Job Satisfaction of First Security Islami Bank Ltd. (Senanibash Branch, Dhaka)

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

Sl. No	To what extent do you agree with the following statement:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	I am satisfied with the level of pay I receive-					
2	I have all the tools and resources I need to do my job-					
3	I have the training I need to do my job-					
4	It is easy to get along with my colleagues-					
5	I am satisfied with my working environment-					
6	I receive praise and recognition from the management for my extraordinary efforts-					
7	I feel flexible with the team spirit in my work environment-					
8	I see my personal and professional growth in the organization-					
9	I am satisfied with the information shared by the management on what is going in my department-					
10	I am satisfied with my regular assigned activities-					
11	I get leave as I need-					
12	The leaders of my organization are positive role model-					
13	I am satisfied with the other benefits offered by my organization-					
14	I think that my compensation matches to my responsibilities-					
15	I am satisfied with the overall job security-					