



Internship Report

On

**EMPLOYEE SATISFACTION ON COMPENSATION
SYSTEM OF JIBAN BIMA CORPORATION**

Submitted to

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EMPLOYEE SATISFACTION ON COMPENSATION
SYSTEM OF JIBAN BIMA CORPORATION

LETTER OF TRANSMITTAL

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Mahreen Mamoon

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Subject: Application for Acceptance of the Internship Report

Dear Ma'am,

I am Very much pleased to submit the internship report on “Employee Satisfaction on compensation System of Jiban Bima Corporation: An analysis” as a requirement for the completion of BBA program. I have completed the report on the basis of my internship program with utmost honesty and sincerity. I have tried my best to make this report informative with the available current data regarding employee satisfaction on compensation system of Jiban Bima Corporation.

I believe that the experience I acquired from this study will be valuable learning in my life. This is a complete one and sincerely looks forward to any possible correction. I am very glad that you have given the opportunity to prepare this report for you and hope that this report will meet the standards you wish. Any limitation in my report will subject to your kind full consideration.

Sincerely Yours,

Ishrat Jahan Pritha

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In writing this report I have drawn materials from a variety of sources. I am indebted to various intellectual authors whose ideas and contribution have shaped my thinking on this report.

Executive Summary

To understand and evaluate employee satisfaction on compensation system of Jiban Bima Corporation is the broad objective of this study. It also has some specific objective such as measuring which variable satisfies the most, measuring the satisfaction level based on basic salary, measuring each individual variable's contribution to satisfaction and measuring employee's desires related to compensation.

Specific measures are used to meet the specific and broad objective of the study. First data is collected from primary and secondary sources. Primary sources are JBC employee's survey and official records. Secondary sources are annual report of different years, online articles, and previous reports of this study. For research purposes, random sampling method has been taken. Based on the gathered data during the study period findings are summed up to meet objectives. This study investigates the employee's satisfaction of Jiban Bima Corporation. A questionnaire was utilized to collect primary data from the employees working in JBC. The first part of the questionnaire comprises of the demographic profile of the respondent and the last part indicates the key measuring variables on a Likert scale ranging from 5 (strongly satisfied) to 1 (strongly dissatisfied) of employee satisfaction. The total Number of respondents for the study was 50. Among them, 84% of the total respondents were male and 16% of the total respondents were female. This study postulates that employees of JBC have positive as well as negative feelings. Many factors such as basic pay, bonuses, and various allowances determine their satisfaction.

As employee satisfaction is an important concern in the world of professional commitments, so far it has undoubtedly believed, the outcome of the companies, to a large extent, depends on the employee's satisfaction. When an employee finds his or her job rewarding and reliable- this state of the employee is that he or she is satisfied to that job. Thus employee satisfaction comprises of many factors. As a result, a lot of factors function to bring about satisfaction and at the same time lack of them is responsible for dissatisfaction. The main focus here is to measure satisfaction on the compensation system.

To measure satisfaction level of the employees, average of the likert scale has been calculated and then their satisfaction level has been found. The influence of the individual variable on the overall satisfaction level has also determined in percentage. It is found that overall satisfaction level is above average of the employees of JBC.

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Chapter 01

Organizational Overview

1.1 Historical Background

Jiban Bima Corporation (JBC) established on 14 May 1973 under the Insurance Corporation Act 1973 with an authorized capital of Tk 200 million divided into 2 million ordinary shares of Tk 100 each. The paid up capital of the corporation is Tk 50 million fully subscribed by the government. The corporation is engaged in life insurance business under the provisions of the Insurance Act 1938, Insurance Rules 1958, Insurance Corporation's Rules 1977, and related other laws enforceable in Bangladesh.

Insurance companies that had business in East Pakistan was 75, of which 10 were locally incorporated ones. Following the independence of Bangladesh in 1971, both life and general insurance business in the country was nationalised under the Bangladesh Insurance (Nationalisation) Order 1972 except foreign insurance companies. Five corporations were established to absorb, own and control the businesses of the 75 existing insurance companies and these new corporations were Bangladesh Jatiya Bima Corporation, Karnafuli Bima Corporation, Tista Bima Corporation, Surma Jiban Bima Corporation and Rupsa Jiban Bima Corporation. These four corporations were in business from 1 January 1973 to 14 May 1973.

On 14 May 1973, the Bangladesh government dissolved the Jatiya Bima Corporation and integrated the general and life insurance companies into two corporations, and accordingly all the undertakings of Karnafuli and Teesta were vested in the Sadharan (General) Bima Corporation with Golam Mowla as the first managing director. Surma and Rupsa Jiban Bima Corporations were vested in the Bangladesh Jiban Bima Corporation (Bangladesh Life Insurance Corporation) (BJBC) with Khuda Buksh as the first managing director.

In 1998, the corporation earned gross premiums of Tk 1,402.8 million, which comprised first-year premiums (Tk 401.2 million), renewal premiums (Tk 913.0 million), and group insurance premiums (Tk 88.6 million). It paid Tk 493.7 million to settle life insurance claims under various schemes. Business management expenses of the corporation stood at Tk 629.2 million and it earned operating profits of Tk 279.9 million. The net incomes from its investments and other sources were Tk 189.2 million.

At the end of the year 1998, the corporation had 315,735 individual life policies in force with a sum assured of Tk 23,742 million. Of these policies 310,555 with an amount assured of Tk 23,727.4 million were underwritten by the corporation itself and the remaining, with a sum assured of Tk 14.6 million, were underwritten by the company's old units. Conversely, a total

number of 43,641 individual policies with a sum assured of Tk 3,047.0 million were lapsed during the year.

Premium income of the corporation was Tk 2,447 million in 2007 marking an increase 63% over premium income in 2001. Following is an account of the gross premium income structure, proportion among expenses, operating profit and net income, types of policies sold and the sums assured by types, and the management structure of the corporation presented for the year 1998. The figures are representative enough since although the absolute figures have changed over time, the relative proportions remained the same.

Until 1985, the JBC was the only institution to handle life insurance business in Bangladesh. Through the Insurance (Amendment) Ordinance 1984 and Insurance Corporations (Amendment) Ordinance 1984, the government allowed the private sector to establish insurance companies. Up to December 2000, at least 17 private sector insurance companies came into being and made the life insurance business competitive. In 2015 the number of private life insurance companies in Bangladesh has reached at 30.

The JBC offers 15 different types of life insurance schemes. These are whole life assurance, endowment assurance, child protection policy, children endowment, anticipated endowment assurance, pension scheme policy, single payment policy, mortgage protection policy, group term insurance policy, group endowment policy, group variable endowment policy, group pension policy, grameen bima policy, joint life endowment policy, and progressive premium policy.

1.2 Nature of Business

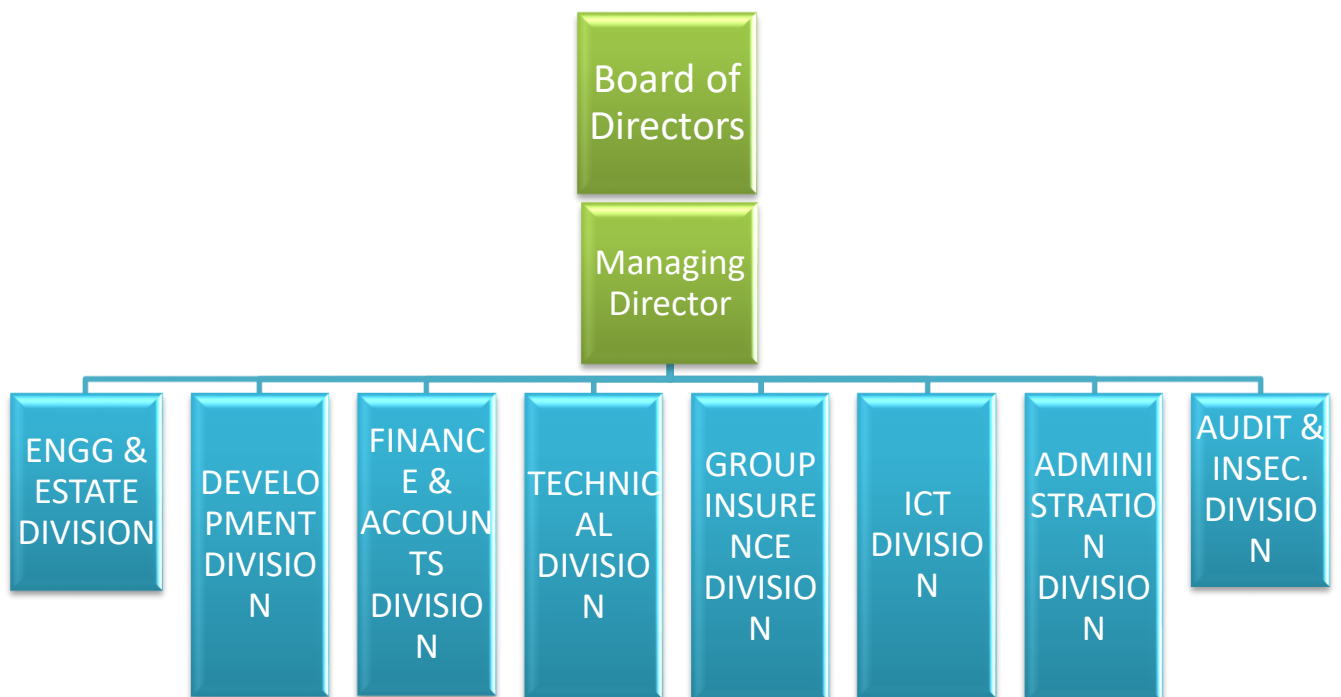
JBC since its inception, is working among the people of Bangladesh with two basic objectives:- Firstly to cover the risks and raise saving habits among the people and secondly, create funds for the country's economic development through innovative life insurance schemes. The following functions are performed by JBC:-

- Engage with all kinds of life insurance and re-insurance business.
- To acquire, hold and dispose of any property for the purpose of its business.
- To transfer the whole or any part of its insurance business carried on outside Bangladesh to any other person.

- To do all such things as may be incidental or conducive to the proper exercise of any of the powers of the Corporation.

The following services are provided by JBC:-

- Online service
- Online Policy Status
- Online Premium Payment
- Bonus Information
- Tax Benefits/ Rebates
- Customer Service Section
- Information Officers



1.3 Insurance Schemes

The JBC currently offers the following types of life insurance schemes:

- Anticipated endowment Insurance With Profit Plan-05

- Anticipated endowment Insurance Without Profit Plan-05
- Child Endowment Insurance Without Profit Plan-45
- Child Endowment Insurance With Profit Plan-9
- Double Protection Insurance With Profit Plan-10
- Endowment Assurance With Profit Plan-03
- Endowment Assurance Without Profit Plan-23
- Grameen Jiban Bima With Profit Plan-91
- Granted Bonus Endowment Insurance Plan-48
- Group Endowment Assurance
- Group Team Insurance
- Joint Life Endowment Insurance With Profit Plan-08
- Marriage Endowment Policy Plan-07
- Money Back Term Insurance Policy Plan-05 (without profit)
- Multiple Payment Policy With Profit Plan-06
- Pension Policy Plan-12
- Progressive Premium Policy With Profit Plan-04
- Single Premium with Profit Plan -17
- Term Insurance Without Profit Plan-51
- Whole Life Insurance With Profit Plan -01
- Whole Life Insurance Without Profit Plan -21
- Overseas Assurance Plan With Profit
- Monthly Saving Scheme With Profit
- Monthly Saving Scheme Without Profit
- Triple Protection Policy
- Mortgage Protection Policy Without Profit

1.4 Business Performances

1973–1974

In 1973 and 1974, the JBC sold 41,812 and 36,000 life insurance policies with a total assured sum of Tk 397.7 and Tk. 400 million respectively. In 1973 and 1974 the JBC earned gross premiums of Tk. 58 million and Tk. 67.6 million which comprised first year premiums (including group) Tk. 22.7 million and Tk. 29.6 million, renewal premiums Tk. 35.3 million

and Tk. 37 million respectively. The JBC inherited an outstanding claim of Tk.50 million at the time of its inception. It has settled all the claims by 31 October 1974.

1998–2011

In 1998, the JBC earned gross premiums of Tk. 1,402.8 million, which comprised first-year premiums (Tk. 401.2 million), renewal premiums (Tk. 913.0 million), and group insurance premiums (Tk. 88.6 million). It paid Tk. 493.7 million to settle life insurance claims under various schemes. Premium income of the corporation was Tk. 2,447 million in 2007 marking an increase 63% over premium income in 2001. The JBC has the largest network all over the country with 7 regional, 9 zonal, 68 sales and 343 branch offices.

2011–2013

The life fund of Jiban Bima Corporation has increased to TK. 14988.3 million (14.99 billion) in the year 2013. In the year 2012 the figure was near about 14 billion despite political unrest throughout the year.

2014–2015

In 2015 it is expected to reach 15.50 billion because the initiatives have been taken to increase the life insurance penetration rate and new life insurers are expected to introduce new customer focused products through improved customer services.

Chapter 02

Introduction to the Report

2.1 Rationale of the Study

Today, the world economy is going faster. The prices or expense of essential thing such as food, clothing, education and medical are increasing day by day. Besides, the prices of luxurious things are also increasing. At the same time, the expenses on service sector are doing the same. For these, the expectations of the employees have also increased than ever before to meet these increased expenses. Realizing the present condition, Government should try to increase their employee's satisfaction. The most serious difficulty facing the financial sector is the high level of interest rate and inflation rate. So it is the duty of the top management of JBC or government to work with the situation.

2.2 Statement of the Research

For every organization employee is the most important element. To run a company in a progressive way employee satisfaction is a must. And the most vital part of their satisfaction is the compensation system of their company.

This research is to find whether the employees of Jiban Bima Corporation are satisfy with the compensation system what they are offering by the Government or not.

This research will find out the satisfactory level of the employees of JBC.

2.3 Scope of the Study

Today's education is not just restricted to books and classrooms only. Education is the tool to understand the real world and application of knowledge. The perfect coordination between theory and practice is of utmost importance in the context of the modern business world in order to resolve the contrast between these two areas. Therefore this is an opportunity to have a practical experience of solving a research on a very vital sector of Human Resource which is compensation and employee satisfaction.

2.4 Objectives of the report

a) Broad objective:

The broad objective of the report is to evaluate how much satisfied or dissatisfied the employees are with the compensation system provided by the government.

b) Specific Objective:

The specific objectives of the report are to present an overview of JBC along with the followings:-

- Represent which variable satisfies employees the most.
- To find the various factors leading to employee satisfaction.
- To present how much satisfied or dissatisfied their employees are with their basic salary based on the position.
- To grasp an insight about how to increase their satisfaction level
- To assess which variable causes how much satisfaction and dissatisfaction.

2.5 Research Question

Are Employees of the Jiban Bima Corporation satisfied with their compensation system or not?

Chapter 3

LITERATURE REVIEW

Employee satisfaction has been defined in several different ways and a definitive designation for the term is unlikely to materialize. In organization, employees are the key resources through which all the other objectives are achieved. Employees will demonstrate pleasurable positive attitudes when they are satisfied with their job¹. Thus, high job satisfaction will increase the productivity of an organization, in turn increasing the overall organizational performance. Compensation plays an important role in determining an employee's level of job satisfaction.

Compensation is a useful instrument in the hand of the management to contribute to the organizational effectiveness and can impact positively on the behavior and productivity of employees. However, compensation determines the attraction and retention of employees to attain organization objectives. To attract, retain and be profitable, organizations need innovative reward systems that satisfy employees. Numerous researchers forecast that talent shortages are going to increase well into the next decade, which will limit the ability of organization's to expand and will jeopardize their chances of survival as global competition becomes more intense.

Compensation plays a vital role in attracting, motivating and retaining talented employees. According to Ibrahim and Boerhaneoddin⁸, compensation encourages effective employees to remain in employment for longer periods of time. Additionally, Ibrahim and Boerhaneoddin suggested that generous rewards retain employees and ultimately lead to job satisfaction, commitment and loyalty.

Compensation:

Pay provided by an employer to its employees for services rendered (i.e., time, effort and skill) is called compensation. This includes both fixed and variable pay tied to performance levels. Employee compensation is one of the major functions of human resource management. Compensation is important for both employers and employees regarding attracting, retaining and motivating employees. Compensation is important for employees since it is one of the main reasons people work. Compensation includes claims on goods and services paid to an employee in the form of money or a form that is quickly and easily exchangeable into money.

Monetary rewards play major role in determining job satisfaction. The growing needs of people with high living costs force workers seeking higher income that can guarantee their future and life satisfaction. Moreover, if individuals believe they are not compensated well therefore a state of emotional dissatisfaction will be developed. These emotional discrepancies will grow and accumulate over time thus make employees unhappy and unsatisfied working for the organization.

Types of Compensation

There are various form of compensation and nearly all these forms of compensation can be categorized into seven types. These are:

1. Wages & Salary
2. Incentive Plan
3. Addition Privileges
4. Intrinsic and Extrinsic Rewards
5. Employee Benefit Programs
6. Financial and Non- Financial Rewards
7. Performance based & Membership Based Rewards

Chapter 4

Methodology of the Study

4.1 Research Methodology

The study is performed based on the information extracted from different sources collected by using a specific methodology to fulfill the objectives of this report. Therefore Research methodology includes Research design, Data source and collection procedures, sampling methods, Sample unit, sample size and data analysis.

4.2 Research Design

It is an exploratory research to identify the variables that effect the employee satisfaction of JBC. To identify the variables of employee satisfaction, factor analysis has been done and based on outcomes of the factor analysis, the findings and analysis part has been done. The study involved a questionnaire survey, conducted on the 100 employees of JBC. The information gathered from the employees at their respective workplace.

4.3 Data Source and Data Collection procedures

For smooth and accurate study everyone has to follow some rules and regulations. The study inputs were collected from two sources:

Primary sources:

A questionnaire was used to acquire primary data form the employees of various departments. The questionnaire consists of two parts. The first part of the questionnaire stated with general information of the respondents and the last part is comprised of the key measuring variables on a Likert scale ranging from 5 (strongly satisfied) to 1 (strongly dissatisfied) of job satisfaction.

Secondary sources:

- Annual report of JBC
- Report of Bangladesh Insurance Academy
- Report of the Insurance Development and Regulatory Authority.
- Insurance Journals
- Extensive literature searches by these documents of publication
- Websites of the respective general insurance companies.

4.4 Sampling Method

Here the purpose random sampling method was used to gather data as of the sample of this research. The convenience sample for this study is measured by the employees of JBC who are working within the respective organizations.

4.5 Sample Units

This study is conducted on the employees of JBC who are working at the Head office. There are 8 divisions of JBC and in every division; at least 12 employees are working. So at Head Office, at least 96 employees are regularly working in their concerned division. These 96 employees are sampling units for preparing my report on employee satisfaction on compensation system.

4.6 Sample Size Determination

The sample size has been determined considering the following assumption:

The total number of employees was selected randomly. The sample percentage is normally distributed. Since the distribution is normal, so probability of success and failure are equal ($p=q=0.5$)

Here the desired sample size “n” has been taken as 50 (Total number of employees of JBC surveyed)

Distribution of Sample Size in Different Sector under Proportional Allocation Method:

Table: Distribution of the Sample

Gender of Respondents	Total
Male	84%
Female	16%

The total number of respondents is 100. By doing the cross tabulation of the study, it is seen that among all the respondents 86% are male respondents and 16% female employees that has helped me to approach them easily.

Chapter 5

Analysis and Interpretation of the Data

Analysis

The total number of respondents for this study was 50. These 50 respondents gave their responses on the following variables:

Table1: Distribution of Response Rate in Percentage

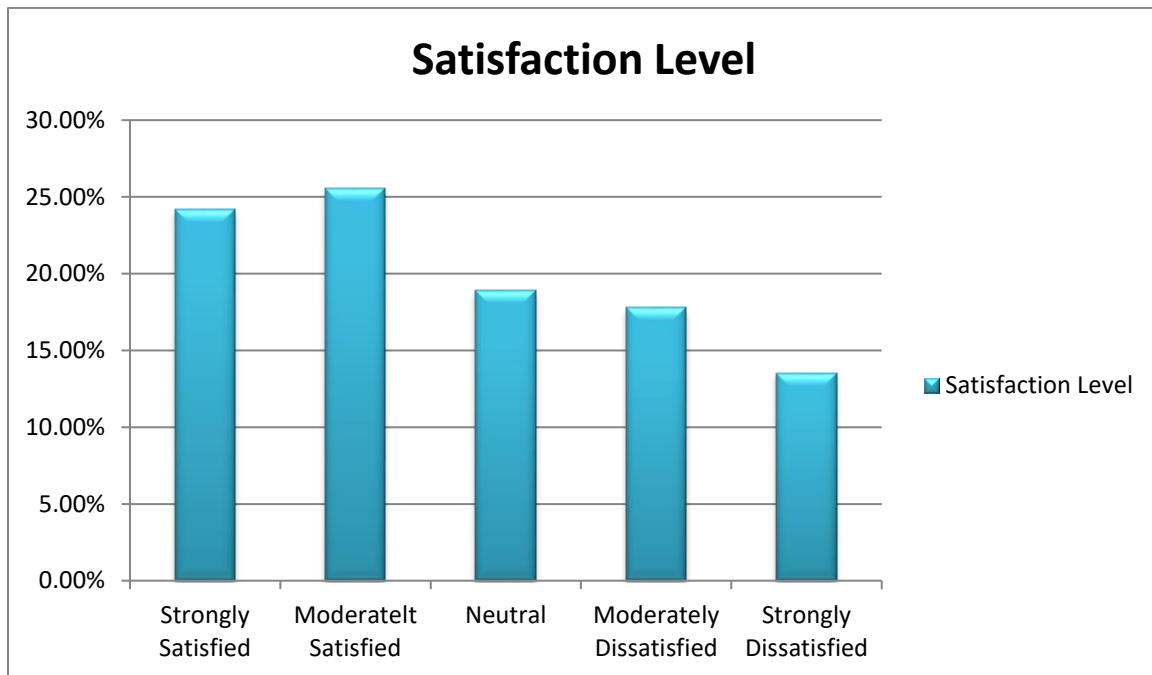
Factors Affecting Satisfaction	Strongly Satisfied (5)	Moderately Satisfied (4)	Neutral (3)	Moderately Dissatisfied (2)	Strongly Dissatisfied(1)
<i>Basic Salary (V1)</i>	14	20	18	22	26
<i>Medical Facility (V2)</i>	30	32	6	14	18
<i>Bangla New Year Allowance (V3)</i>	32	30	10	16	12
<i>House Rent (V4)</i>	18	30	18	22	12
<i>Conveyance Allowance (V5)</i>	22	34	14	20	10
<i>Recreation Allowance (V6)</i>	32	14	20	22	12
<i>Educational Allowance (V7)</i>	12	28	34	18	8
<i>Tiffin Allowance (V8)</i>	32	24	18	16	10
<i>Others Allowances(V9)</i>	26	18	32	10	14

Here, it is possible to calculate average responses on the measures from the above table and this is done below:-

Table 2: Calculation of Average Response Rate in Percentage

Factors Affecting Satisfaction	Strongly Satisfied (5)	Moderately Satisfied (4)	Neutral (3)	Moderately Dissatisfied (2)	Strongly Dissatisfied(1)
<i>Basic Salary(V1)</i>	14	20	18	22	26
<i>Medical Facility(V2)</i>	30	32	6	14	18
<i>Bangla New Year Allowance (V3)</i>	32	30	10	16	12
<i>House Rent(V4)</i>	18	30	18	22	12
<i>Conveyance Allowance (V5)</i>	22	34	14	20	10
<i>Recreation Allowance (V6)</i>	32	14	20	22	12
<i>Educational Allowance(V7)</i>	12	28	34	18	8
<i>Tiffin Allowance(V8)</i>	32	24	18	16	10
<i>Others Allowances(V9)</i>	26	18	32	10	14
Total	218	230	170	160	122
Average	24.22	25.56	18.89	17.78	13.56

Now, from above table, the overall satisfaction level is drawn in the following:-



Here the above table shows that the highest bar of satisfaction level is moderately satisfied.

Now it can be seen the influence of individual variable on the overall satisfaction. For this purpose the following table is produced:-

Table 5: Calculation of Total Weighted Average Satisfaction

Factors Affecting Satisfaction	Strongly Satisfied (5)	WR	Moderately Satisfied (4)	WR	Neutral (3)	WR	Moderately Dissatisfied (2)	WR	Strongly Dissatisfied (1)	WR	WAS
<i>Basic Salary (V1)</i>	14*5	70	20*4	80	18*3	54	22*2	44	26*1	26	54.8
<i>Medical Facility (V2)</i>	30*5	150	32*4	128	6*3	18	14*2	28	18*1	18	68.4
<i>Bangla New Year Allowance (V3)</i>	32*5	160	30*4	120	10*3	30	16*2	32	12*1	12	70.8
<i>House Rent(V4)</i>	18*5	90	30*4	120	18*3	54	22*2	44	12*1	12	64
<i>Conveyance Allowance (V5)</i>	22*5	110	34*4	136	14*3	42	20*2	40	10*1	10	67.6
<i>Recreation Allowance (V6)</i>	32*5	160	14*4	56	20*3	60	22*2	44	12*1	12	66.4
<i>Educational Allowance (V7)</i>	12*5	60	28*4	112	34*3	102	18*2	36	8*1	8	63.6
<i>Tiffin Allowance (V8)</i>	32*5	160	24*4	96	18*3	54	16*2	32	10*1	10	70.4
<i>Others Allowances (V9)</i>	26*5	130	18*4	72	32*3	96	10*2	20	14*1	14	66.4
Total Weighted Average Satisfaction											592

*WR= Weighted Responses

*WAS= Weighted Average Satisfaction

Here, influence of individual variable is shown:-

Table 6: Calculation of Influence of Individual Variable on TWAS in percentage

Factors Affecting Satisfaction	WAS of Individual Variable	TWAS	Influence of Individual Variable
<i>Basic Salary (V1)</i>	54.8	592.4	9.25%
<i>Medical Facility (V2)</i>	68.4	592.4	11.55%
<i>Bangla New Year Allowance (V3)</i>	70.8	592.4	11.95%
<i>House Rent (V4)</i>	64	592.4	10.80%
<i>Conveyance Allowance (V5)</i>	67.6	592.4	11.41%
<i>Recreation Allowance (V6)</i>	66.4	592.4	11.21%
<i>Educational Allowance (V7)</i>	63.6	592.4	10.74%
<i>Tiffin Allowance (V8)</i>	70.4	592.4	11.88%
<i>Others Allowances (V9)</i>	66.4	592.4	11.21%

Chapter 6

Findings

Findings

- Salary and various allowance structure given by government to the employees of JBC cause satisfaction or dissatisfaction to them. The findings from the analysis are summed up below:-
- The overall satisfaction level of the employees is above average
- Moderately satisfied level is higher and strongly dissatisfied level is lower here.
- Strongly satisfied level is the second highest satisfaction level and moderate level is the second highest dissatisfaction level.
- Employees are mainly dissatisfied with the basic salary they received and its contribution to overall satisfaction level is only 9.25%. Although basic salary is the main variable to cause satisfaction, it is low here.
- Employees are highly satisfied with Bangla New Year allowance and its contribution is 11.95% to overall satisfaction level.
- Employees mainly are satisfied on their payment when they see that they work less than the employees of private sector who are paid more as they work.

Chapter 7

Conclusion and Recommendations

7.1 Conclusion

Day by day human resource is considering the most important resource of an organization to achieve competitive advantage in the business world. It is one of the most challenging functions to the organization to acquire the right workforce and then retain that force. The result from this study examined and determined the relationship between compensation and employee's satisfaction. Based on a result from the analysis it showed that there is a strong positive relationship between compensation and employees' satisfaction of JBC. Everybody will confess the truth that a set of dissatisfied employees can't work perfectly for the organization. By collecting primary and secondary data and after analyzing those it is realized that compensation and employee satisfaction helps the organization to utilize its human resource in a more productive and efficient manner. Employee satisfaction results help the organization to achieve its goal and objective in time. On the base of descriptive statistics can be said that practice of compensation system is slightly vary by age, gender, educational ability and experiences of respondents. Though, they are not totally satisfied with their basic salary and other benefits, they are overall satisfied with their job, that's their satisfaction level is above average.

7.2 Recommendations

There are some recommendations for improvement of the level of satisfaction of employees in JBC. These are stated as follows:

- The study discovered the major areas of satisfaction in various allowances such as recreational, Bangla New Year and tiffin allowances. The major areas of dissatisfaction is with basic salary so the authority should think positively and take care of it so that the dissatisfaction level can be reduced at least up to an acceptable level
- Salary is the primary and most important factor for satisfaction. It should be high enough to maintain the living standard of employees. The authority should consider the salary structure and benefits should be reasonable and comparable with that of their insurance companies or other similar institutions.

- It should be considered the sense that policy should be applied uniformly to all employees irrespective of the background of the persons. It should be fair and impartial. In other words it should not give room for nepotism, favoritism etc.
- It is seen that educational, house rent, medical facilities, overtime and washing allowances contribute more dissatisfaction of employees. So the authority should think over the matter deeply and take decision that causes satisfaction.
- The JBC has to specify clearly its policy regarding compensation based on its corporate policy
- The payment of salary and other benefits should be made in time so that the employees can utilize it in day to day life.

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Appendix

Appendix 1

Factors Affecting Satisfaction	Variables
<i>Basic Salary</i>	<i>V1</i>
<i>Medical Facility</i>	<i>V2</i>
<i>Bangla New Year Allowance</i>	<i>V3</i>
<i>House Rent</i>	<i>V4</i>
<i>Conveyance Allowance</i>	<i>V5</i>
<i>Recreation Allowance</i>	<i>V6</i>
<i>Educational Allowance</i>	<i>V7</i>
<i>Tiffin Allowance</i>	<i>V8</i>
<i>Others Allowances</i>	<i>V9</i>

Appendix 2

QUESTIONNAIRE

Dear Respondent,

For my research purpose, I need to collect data regarding “Employee Satisfaction on Compensation System of Jiban Bima Corporation”. It will be highly appreciable if you provide me your valuable opinion regarding this issue. I also assure that this data will be used for only research purpose. The collected information from you will be reserved with strict confidentiality. Thanks to you in advance.

Employee Satisfaction Form

Name:

Employee code:

Department:

Designation:

Grade:

Salary Scale:

Employee Satisfaction on compensation system of JBC can be evaluated using the following questionnaire:

Q1. Which of the following factors motivates you most?

- a. Basic Salary
- b. Promotion
- c. Motivational talk
- d. Recognition

Q2. Does the organization provide satisfactory salary according to your work?

- a. Yes
- b. No

Q3. How satisfied are you with the salary scale provided by the Govt.?

- a. Strongly Satisfied
- b. Moderately Satisfied
- c. Neutral
- d. Moderately Dissatisfied
- e. Strongly Dissatisfied

Q4. How satisfied are you with the medical facility provided by the Govt.?

- a. Strongly Satisfied
- b. Moderately Satisfied

- c. Neutral
- d. Moderately Dissatisfied
- e. Strongly Dissatisfied

Q5. How satisfied are you with the Bangla New Year allowance provided by the Govt.?

- a. Strongly Satisfied
- b. Moderately Satisfied
- c. Neutral
- d. Moderately Dissatisfied
- e. Strongly Dissatisfied

Q6. How satisfied are you with the house rent provided by the Govt.?

- a. Strongly Satisfied
- b. Moderately Satisfied
- c. Neutral
- d. Moderately Dissatisfied
- e. Strongly Dissatisfied

Q7. How satisfied are you with the recreational allowance provided by the Govt.?

- a. Strongly Satisfied
- b. Moderately Satisfied
- c. Neutral
- d. Moderately Dissatisfied
- e. Strongly Dissatisfied

Q8. How satisfied are you with the conveyance allowance provided by the Govt.?

- a. Strongly Satisfied

- b. Moderately Satisfied
- c. Neutral
- d. Moderately Dissatisfied
- e. Strongly Dissatisfied

Q9. How satisfied are you with the educational allowance provided by the Govt.?

- a. Strongly Satisfied
- b. Moderately Satisfied
- c. Neutral
- d. Moderately Dissatisfied
- e. Strongly Dissatisfied

Q10. How satisfied are you with the tiffin allowance provided by the Govt.?

- a. Strongly Satisfied
- b. Moderately Satisfied
- c. Neutral
- d. Moderately Dissatisfied
- e. Strongly Dissatisfied

Q11. How satisfied are you with the other allowance (overtime, washing) provided by the Govt.?

- a. Strongly Satisfied
- b. Moderately Satisfied
- c. Neutral
- d. Moderately Dissatisfied
- e. Strongly Dissatisfied