



Inspiring Excellence

An Internship report

On

“Employee Job Satisfaction of BASIC Bank Limited”

(Khulna branch)

Supervised By

Rahma Akhter

Lecturer

BRAC Business School

BRAC University

Prepared By

Faisal Bin Azad

ID: 16364057

BUS 699

BRAC Business School

BRAC University

Date: 30th April, 2019

Letter of Transmittal

30th April, 2019

Ms. Rahma Akhter

Lecturer

BRAC Business School

BRAC University

Subject: Submission of Internship report on “Employee Job Satisfaction of BASIC Bank Limited”

Dear Madam,

With due respect, I would like to inform you that I have completed my internship report on “Employee job Satisfaction of BASIC Bank Limited ” Khulna branch. The report is based on the satisfaction level of the employees of BASIC Bank Limited, Khulna branch.

This internship program provided me with learning experience in several areas which will give me more knowledge about real life situation.

I am grateful to get the opportunity to work under your guidance. I will remain very grateful if you go through the report and evaluate my performance.

Thank You

Sincerely Yours,

.....

Faisal Bin Azad

ID: 16364057

BRAC Business School

BRAC University

Acknowledgement

At the beginning I would like to express my gratitude to the Almighty Allah for giving me strength and finish the report.

Then I would like to thank my parents because without their support I might not be able to finish my MBA program and also the internship program.

I would like to express my special gratitude to my supervisor Ms. Rahma Akhter for giving me the motivation, valuable suggestions and advices during my internship period.

I want to give special thanks to my line manager Shamim Hossain under whom I learned different works of the bank. Then I am grateful to my team. Their inspiration that lead me to go ahead and I was so fortunate to work with them.

Finally I like to thank the Office of Career Service and Alumni Association (OCSAR) for giving me the opportunity to work with BASIC Bank Limited.

Executive Summary

This study is the result of my internship program ran for the past three months at the BASIC Bank Limited, Khulna branch. BASIC Bank is a top position ranked banks in Bangladesh. Job satisfaction of staffs is much more important than any other components of the organization.

The goal of this report was to find out the results that employees are happy or unhappy about their jobs because with an increase number of workers eager to find a work life and family life balance so organization should find out the ways to keep their employees happy.

This report is based on the level of job satisfaction of the employees of BASIC Bank Limited, Khulna branch. Job Satisfaction depends on Career development opportunities, feedback from supervisors and flexibility between work and home etc. Printed questionnaires were distributed among 15 employees and I used the MS Excel to find out the result that is employees are satisfied with their work or not.

During this internship program I learned about core components that trigger the job satisfaction of the workers in BASIC bank Ltd. So it can be said that employee satisfaction is the main mission for companies because organizations constant growth depend on this.

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Chapter 1: Introduction

1.1 Background of the study:

The Banking sector of Bangladesh is a very essential and vital sector in this country's economy.

BASIC Bank is the one of the leading Bank in Bangladesh.

The Internship program set for only three months. So this program helped me to find out about employees working environment and satisfaction level of the employees of the BASIC Bank Limited, Khulna branch.

1.2 Objective of the Study :

The objectives are given below:

Specific Objective: The specific objective of my study is to find out the Job satisfaction level of the employees of BASIC Bank Limited.

Secondary Objective:

- i) To understand the employees dissatisfaction towards organization.
- ii) To find out the motivation which encourages employees and satisfied about their jobs.
- iii) To find out the components that prompts job satisfaction the employees and also their observation about their works.

1.3 Scope of the study :

15 executives of BASIC Bank of Khulna branch have been selected as the sample size.

1.4 Methodology :

1.4.1 Two types of data sources were find out for collecting essential data that is given below:

- a) **Primary source:** Conducted survey through questionnaires to the employees of BASIC Bank, Khulna branch.

Secondary sources:

- i) Website of BASIC Bank Limited.
- ii) Annual report of Bank.
- iii) Publications of Bank.

1.4.2 Methods of Data collection:

Interview methods are used for data collection of the employees of BASIC Bank Limited.

1.4.3 Sample Size :

There are 15 executives respondent.

1.4.4 Data Analysis Technique:

For data analysis MS excel was used .

1.5 Limitations of the report:

- i) Only 15 employees might not help to find out the perfect result.
- ii) The main limitation was duration of times was only three months.
- iii) Lack of supply of journals and books.

Chapter Two: Literature Review

Literature Review

There are many methods for measuring job satisfaction. By far the most common methods for collecting data are Likert scale.

Other less Common method for collecting data regarding job satisfaction is:

Yes/NO questions

True / False Questions

Point system

Checklists

Forced choice answers

One of the biggest preludes studies of job satisfaction was Hawthorne studies and this study is primarily credited to Elton Mayo of the Harvard Business School

Find the effects of various conditions on workers' productivity.

Principles of scientific management argued that there was a single best way perform any given work test. There was great increased productivity because workers were forced to work at a faster pace.

Maslow's hierarch of needs theory this theory explains that people seeks to satisfy five specific needs in life:

- Psychological needs
- Safety needs
- Social needs
- Self-esteem needs
- Self-actualization needs

Chapter: Three
Overview of BASIC Bank Limited

3.1 Historical Background of the Bank:

BASIC Bank Limited (Bangladesh small industries and commerce bank Limited) launched its operation on January 21, 1989 after being incorporated as a banking company on August 2, 1988 under the Companies Act 1913. Now the bank is governed by the Banking Company Act 1991 with all the amendments.

Its mission is to enhance the financial performance and satisfaction of customers with quality of control. The motto was earned the customer satisfaction and making innovative banking policies.

3.2 Functions of the Bank:

- a) Advisor of customers and providing all services what customer's wants.
- b) Sanction of loans and receive the money on deposits.
- c) Collection of receipts, interest, dividends.
- d) Transfer of money.

3.3 Features of the Bank:

- i) Well decorated air conditions facilities.
- ii) Fully computerized account maintenance.
- iii) Locker services and providing ATM cards.
- iv) Foreign exchange transactions.

3.4 Activities of the Bank:

- i) Corporate banking
- ii) International Trade
- iii) Rural and micro credit
- iv) Remittance
- v) Investment
- iv) Money market transaction

3.5 Corporate Strategy:

- i) Steady and sustainable growth.
- ii) Adoption of new Banking technology.
- iii) Investment in a cautious way.

3.6 Organization Goals:

- i) Introducing new diversified banking activities and remains profitable and successful bank in Bangladesh.
- ii) Improving the customer services and also the IT based services.
- iii) Project promotion for identifying the profitable area of investment.

3.7 Organization Structure:

a) Board of directors :

Now there are 7 directors in the BASIC Bank Limited. All are working together to improving quality services, innovative ideas and developing and corporate governance for betterment of society.

b) Management :

Management of the bank is trying to technical services to promote and develop secured banking in banking sectors.

3.8 BASIC Bank at a glance:

BASIC bank is one of the largest commercial bank in Bangladesh .Over the years this Bank contributed to the development of private sector banking in Bangladesh.

Chapter Four: Conceptual Framework

4.1 Concept of Job Satisfaction:

Job satisfaction usually linked with motivation. It could be associate with personnel feeling of achievement.

It can be self-satisfaction and happiness on the job of the employees and also the attitudes of the employees toward the work.

4.2 Factors of job satisfaction:

- i) Workplace satisfaction
- ii) Rewards
- iii) Relationship with supervisors
- iv) Employee satisfaction
- v) Opportunities to develop career

4.3 Benefits of job satisfaction:

- i) Job security
- ii) Improving communication
- iii) Safety of employees
- iv) Effective reward system
- v) Working environment

Chapter: Five
Analysis and Findings

Analysis: One

The factors that is essential in job satisfaction:

1. Financial efficiency :

- i) Relationships with supervisors
- ii) Greater opportunities for advancement
- iii) Job security and steady employment
- iv) Adjust oneself to unpleasant circumstances

2. Achievement :

Workers feel that he has done something that he feels proud of and satisfied with his work.

3. Recognition :

If the supervisor recognizing his good work and appreciate it then workers feel good and it can be motivate them to work more efficiently.

4. Responsibility :

Giving promotion to the employees can make them more excited toward their work and they will take more responsibilities.

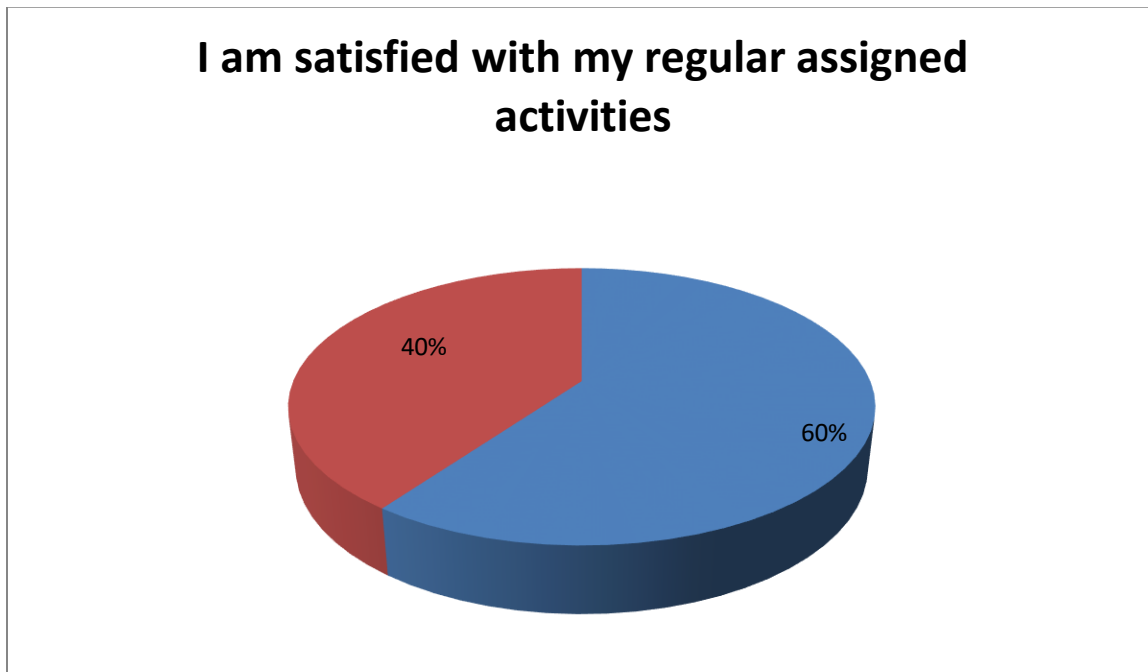
Analysis two

In this analysis I targeted 15 employees; collected data is analyzed using Microsoft Excel.

The results are given below with analysis:

Question no: 1

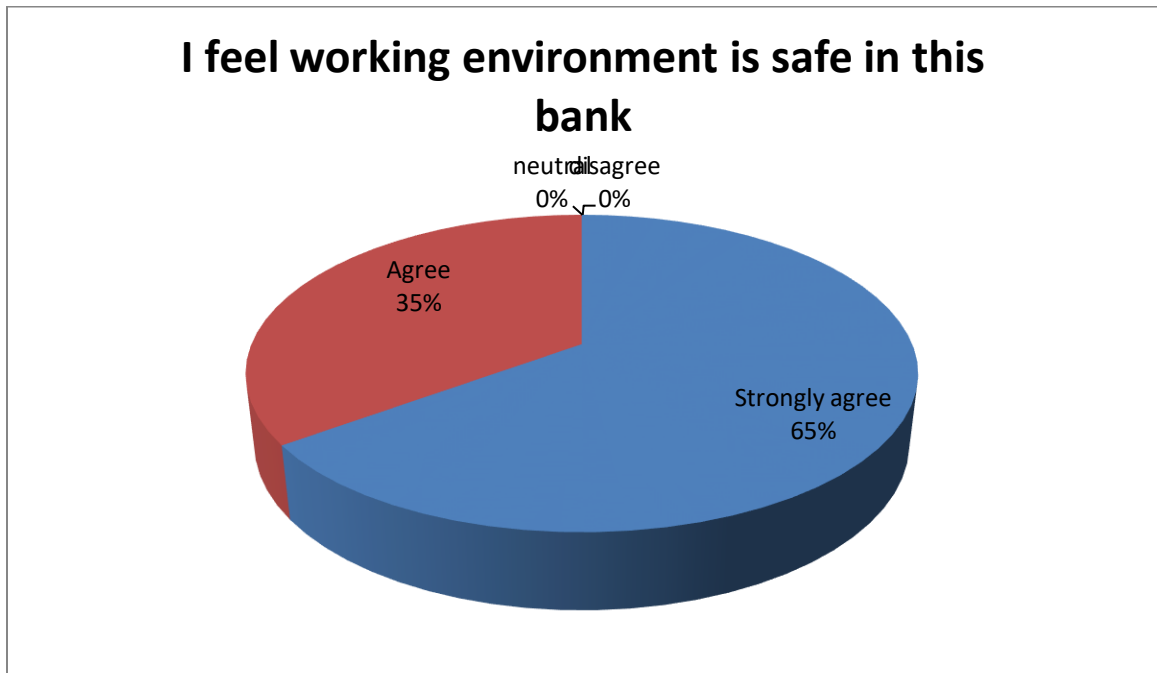
I am satisfied with my regular assigned activities:



So, in this analysis most of the employees are agrees with their opinion.

Question no: 2

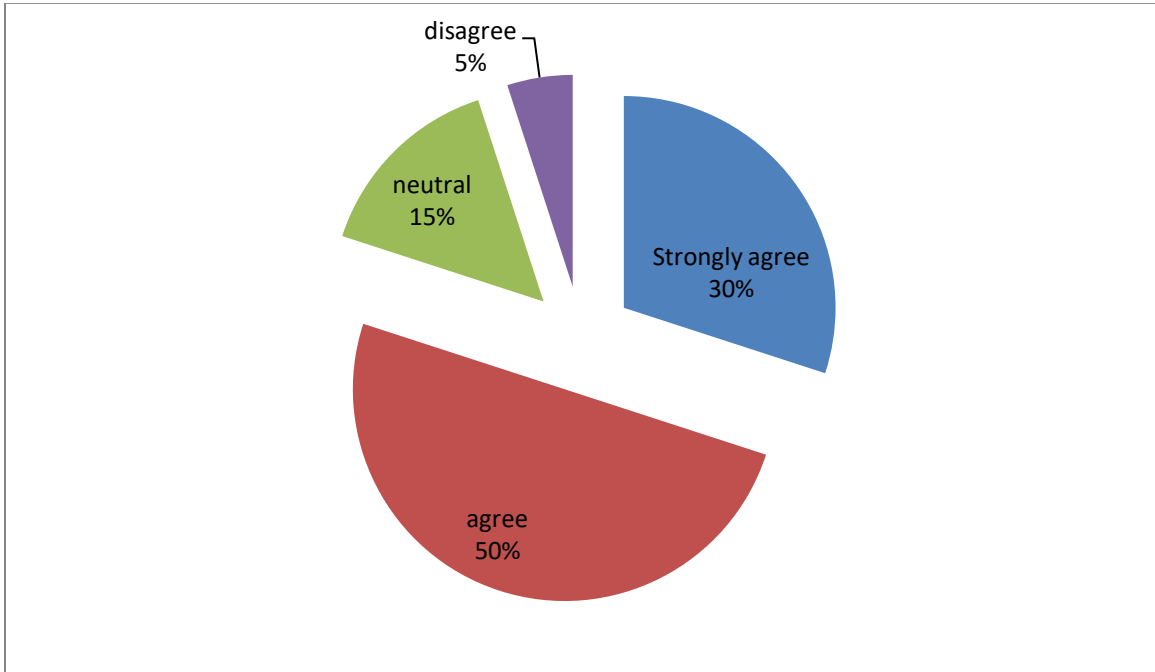
I feel working environment is safe in this bank:



So most of the employees think that working environment is safe.

Question no: 3

I think that my views and participation are valued in this organization:



Few employees disagree because they think that senior level of staffs ignores their views in real life situation.

Question no: 4

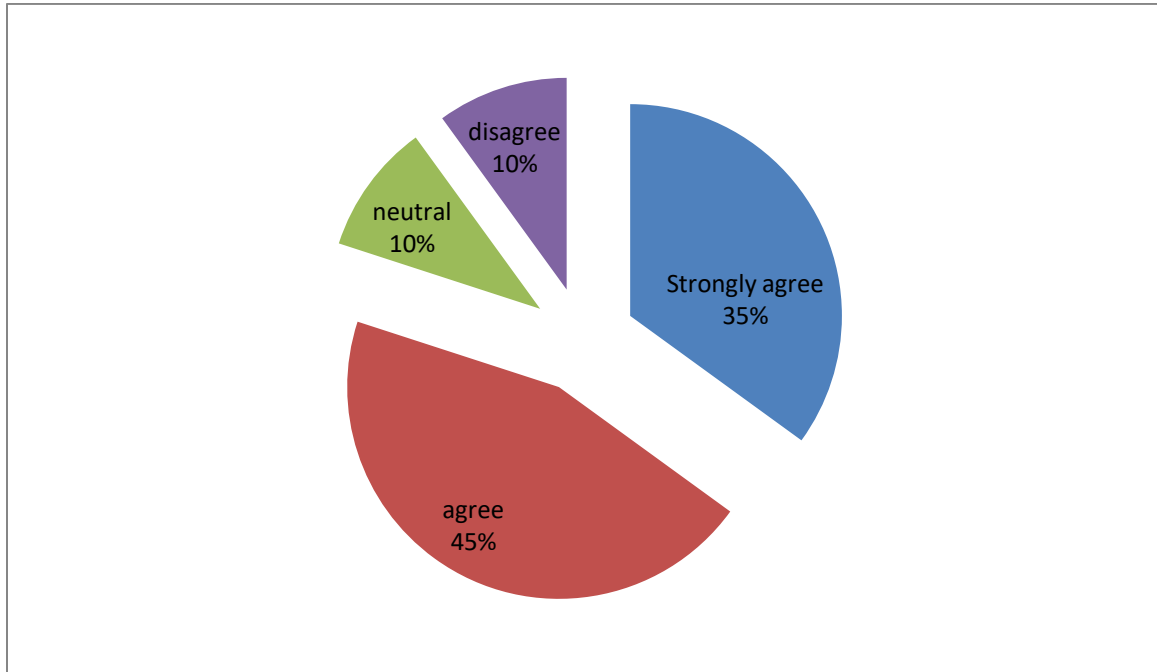
I can achieve my personnel accomplishment in the organization



Most of the employees think that they can achieve their goals but few employees don't agree because they think this organization is not perfect for them.

Question No: 5

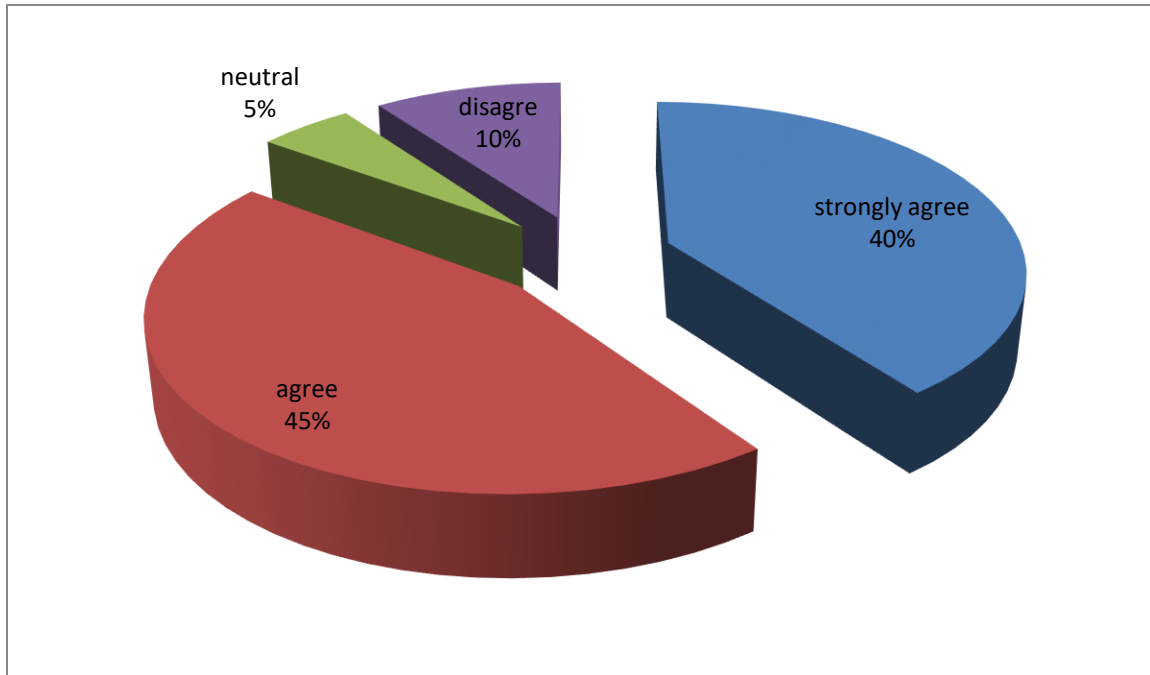
Promotion policy of this bank is good:



Most of the employee thinks that promotion policy is good and it is not biased.

Question no: 6

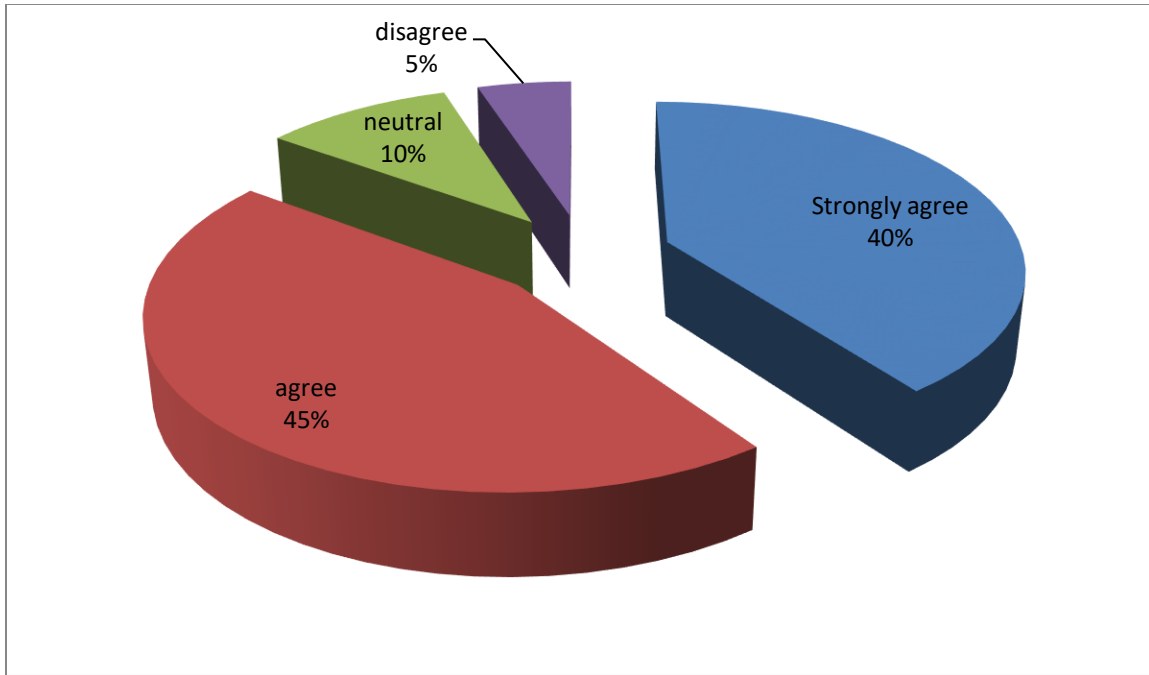
I think I can balance between family and work life:



Some of them are disagree because they think that they have less work flexibility and also the personnel facts.

Question No: 7

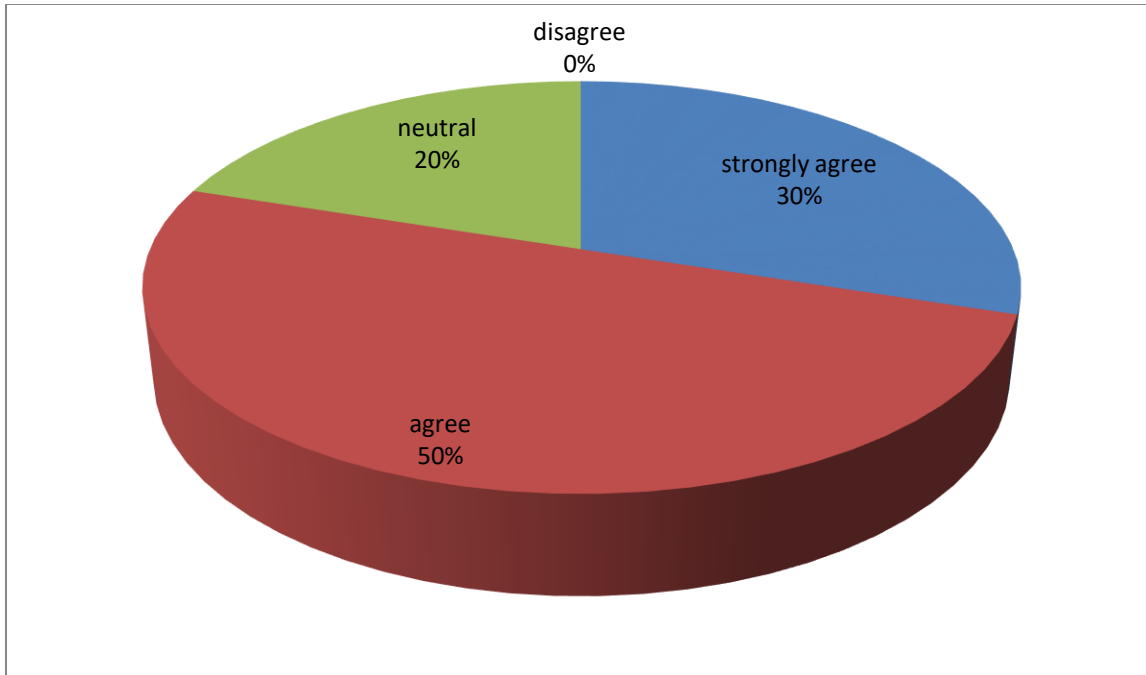
I have good relationship with my supervisor and co-workers:



Most of them agree that they have good relationships with their supervisors and also with their coworkers.

Question No: 08

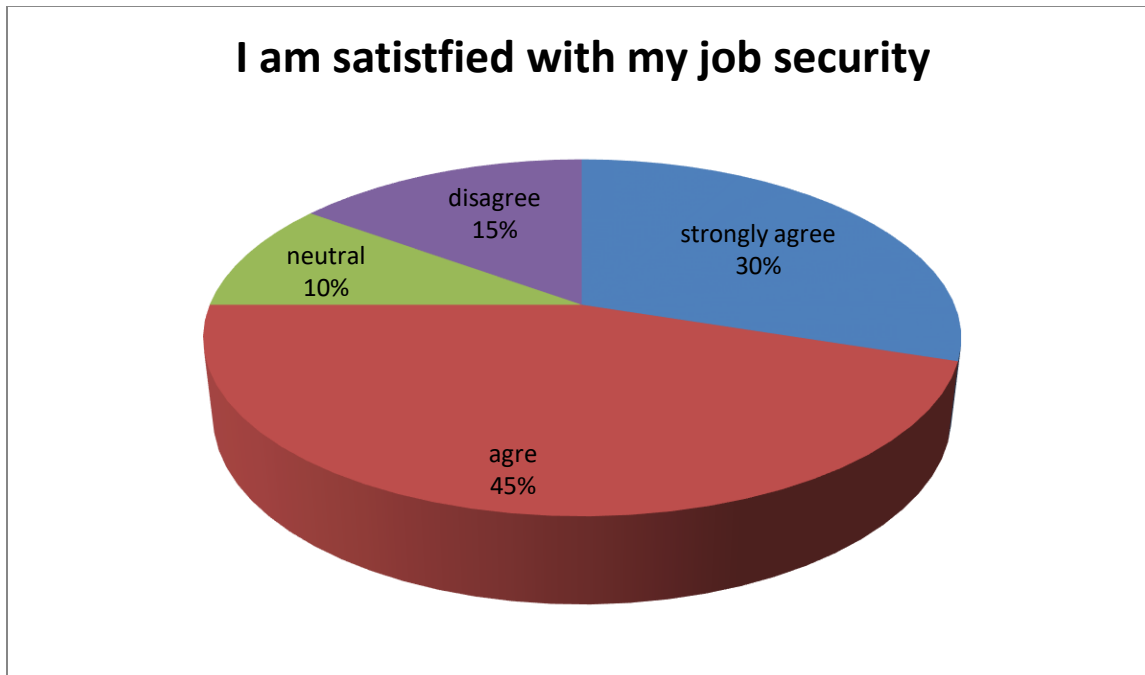
I learn new things every day in the organizations:



All employees agree with the opinion that they are learning every day.

Question No: 09

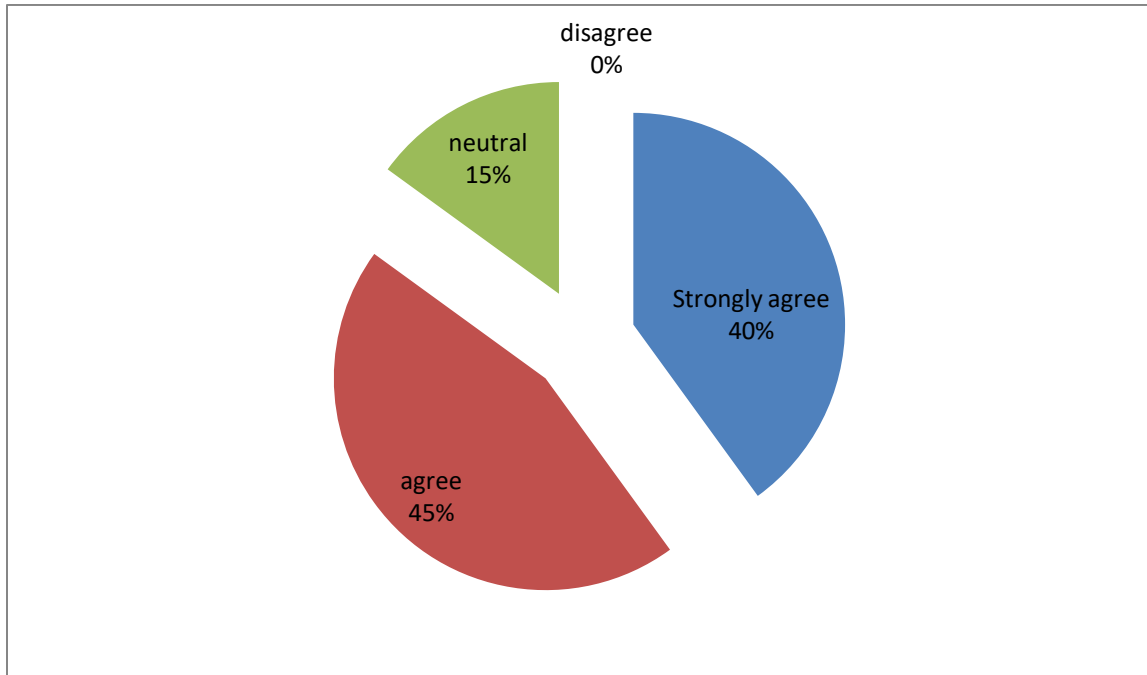
I am satisfied with my job security:



Most of them agreed with the opinion. But few employees disagree because they have fear of losing their job.

Question No: 10

I am treated with respect in my office:



All employees think that they are treated with respect in their organization and they are happy.

Chapter 6: Recommendations

Recommendations:

Here are some of the recommendations that will improve job satisfaction of the employees:

- The job should be interesting enough so that employee works with motivation.
- Organization should ensure overall job securities of the employees.
- Employee should rotate in various departments.
- More emphasize on employee's compensation and benefits.
- BASIC Bank can give more attention of decoration of office so that employee can work with a relax environment.
- Supervisor should give proper feedback to all the employees.
- The Bank should be a improve promotion policy.
- Sometimes Bank should arrange award ceremony to identify hard working and honest employees.
- HR employee should be including in every branch of the Bank.

Chapter Seven: Conclusion

After getting all the results that suggest that salary, compensation, work life balance, job security, working conditions, recognition all are satisfaction and dissatisfaction factors that determining the level of satisfaction of employees of this bank. It is determined by employee's motivation and attitudes.

When employee's feels secured about their jobs then they are satisfied with their jobs and happy and there are also some employees who are not satisfied because they are not happy about their organization. It can be say that performance appraisal system, reward system and giving some facilities may increase the employee's confidence in their organization.

In this study it is found that most of the employees are satisfied with their jobs in this Bank despite of some issues.

So after all this findings and survey it is confirmed that most of the employees are satisfied and happy about their job.

Chapter: Eight
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Chapter Nine: Appendix

Questionnaire
On
Job Satisfaction of employees of
BASIC Bank Limited
(Sir Iqbal Road branch, khulna)

Name:

Gender: a) Male b) Female

Age: 18-29 30-39 40-49 Above 50

Designation:

General staff Officer Principal Officer Manager other.....

Department:

Human Resource Loan Cash Retail Other.....

Work Experience:

1 year 1-2 2-5 More than 5 years

SL. No	Questions	Strongly Agree	Agree	Neutral	disagree	Strongly disagree
1.	I am satisfied with my regular activities					
2.	I feel working environment is safe in this Bank					
3.	I think my views and participation is valued in this Bank					
4.	I can achieve my personnel accomplishment in the organization					
5.	Promotion policy of this bank is good					
6.	I think I can do the balance between family and work life					
7.	I have good relationship with my supervisor and co-workers					
8.	I learn new things every day in this organizations					
9.	I am satisfied with my job security					
10.	I am treated with respect in my organization					