

An Internship Report On
“Employee Job Satisfaction of Trust Bank Limited
(Principal Branch)”

By

Shaik Mahir Ali
ID 14204102

An internship report submitted to BRAC Business School in partial
fulfillment of the requirements for the degree of
Bachelors in Business administration

BRAC Business School
BRAC University
October 2020

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Declaration

I hereby declare that-

1. The internship report submitted is my unique work while finishing a degree at BRAC University.
2. The report does not contain material recently published or composed by a third party, aside from where this is suitably referred through full and exact reference.
3. The report does not contain material which has been acknowledged, or submitted, for any other degree or diploma at a university or other institution.
4. I have recognized the entirety of the main sources of help.

Student's Full Name & Signature:

Shaik Mahir Ali
ID 14204102

Supervisor's Full Name & Signature:

Mahamudul Haq
Associate Professor, BRAC Business School
BRAC UNIVERSITY

Letter of Transmittal

Mahamudul Haq
Associate Professor,
BRAC Business School
BRAC University
66 Mohakhali, Dhaka-1212

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

Dear Sir,

With due regard, I would like to inform you that I have finished my internship report on “Employee Job Satisfaction of Trust Bank Limited” Principal Branch. The report is established on the satisfaction level of the employees of Trust Bank Limited, Principal branch. This internship program allowed me to learn and experience in several areas which will help me to be more knowledgeable about the practical circumstances. I consider myself to be fortunate to get the chance to work under your effective counsel. I will be very grateful if you go through the report and evaluate my performance. Thank You.

Sincerely yours,

Shaik Mahir Ali
ID: 14204102
BRAC Business School
BRAC University
Date: October 16, 2020

Acknowledgement

This report would not have been possible without the significant commitments and boundless assistance of several individuals. I have been profited by numerous individuals in the completion of this report. They have generously provided astute remarks, supportive proposals and commitments all of which has continuously enhanced the quality in this report.

To start with, my thank goes to Almighty Allah for giving me the grace to complete this report. I would like to thank all the authors of the journals, books and articles that are secondary sources from where I have gathered essential data with respect to this project.

Additionally, I feel honored to lay my sincerest gratefulness to my honorable academic supervisor Associate Professor Mahamudul Haq for helping me in every possible way during the planning of this project.

At last, my gratitude to BRAC University for organizing a brilliant chance to make an internship course work where the students are getting a definitive advantage to make their academic learning into the experience.

Executive Summary

Banks and financial institution assume a significant function during the process of economic growth of Country. Trust Bank Limited is a 3rd generation bank in Bangladesh and has a solid position in the todays' competitive market. The bank has an exceptional administration side that is as yet attempting to make the bank more fruitful. Trust Bank Ltd. has joined in 1999 yet inside this brief timeframe it has accomplished a decent position and is continuously overhauling itself with a view to be competitive and to attain the leading position of the banking industry. The bank renders administration exactness, invitingness, better approaches for addressing client needs and good quality of services. In order to ensure quality services an organisation need to ensure job satisfaction of the employees.

The study is entitled as "***Employee Job Satisfaction of Trust Bank Limited***". The broad objective of the study is to measure the employee job satisfaction at TBL. The source of the study consists of both primary and secondary source. I have done my survey among the employees of TBL, Principle Brunch. The total population of my study is 94 and the sample size is 32. In this report, I have described about Trust Bank LTD. and I have also presented my internship experience. Then I have presented the result of my report findings and also given recommendations for overall outcome.

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List of Acronyms

- TBL = Trust Bank Limited
- DPS = Deposit Pension Scheme
- PIN = Personal Identification Number
- SME = Small and Medium Enterprise
- ATM = Automated Teller Machine
- EMI = Equated Monthly Installment
- ITCL = Information Technology Consultants Limited
- POS = Point of Sale
- RFCD = Resident Foreign Currency Deposit Account
- SEM = Structural Equation Modelling

Chapter 1

INTRODUCTION

1.1 Background of the Study

The world is rapidly evolving. Over the past decades, the world economy is moving towards service-oriented from being manufacturing-oriented. With this huge shift, the organisations are realizing that the main focus should be placed on human resources. In present days employee satisfaction should be the key goal of all HR personnel. Not only does it reduce employee turnover it also makes them brand ambassadors both internally and externally. A fulfilled employee is bound to be faithful to the organisation and its objectives, they are also willing to go the extra mile to achieve the goals and be proud of their achievements.

As a student of the Faculty of Business Studies, BRAC Business School, I have conducted my internship program at Trust Bank Ltd. One of the reputed second generation banks in Bangladesh.

It is obligatory to finish a three-month internship program to complete the BBA program. In the wake of completing my course work, I was appointed to complete my internship program in TBL. According to the guidance of internship advisor, I was dedicated to learning the banking operation of TBL. During the tenure of my internship program, I have worked most of the time in the Shanchaypatra Department. In light of the learning and practical experience, I have prepared this report.

1.2 Origin of Study

These days, education is not simply restricted to books and classrooms. In this day and age education is the tool to comprehend this present reality and apply knowledge for the advancement of the society as well as business. From education, hypothetical knowledge is achieved from the course of study, which is only half of the subject matter. Practical knowledge has no alternative. The ideal coordination among hypothesis and practice is of fundamental significance with regards to the advanced business world to determine the division between these two territories. Banking business in today's world is going rapidly. Bank deals with diversified work. Here, the ideal coordination among hypothesis and practice is of fundamental significance with regards to the advanced business world to determine the division between these two territories. For this reason, I choose **Trust Bank Limited** for the internship. During my internship, I had to prepare a report under the supervision of **Mahamudul Haq**, Associate Professor of BRAC Business School. The topic of my study is **“Employee Job Satisfaction of Trust Bank Ltd.”**

1.3 Objective of the Study

The total number of employees of trust bank principal branch is 94 among them 32 employees were randomly selected for the survey questionnaire which helped me to cover the most important factors of employee satisfaction.

1.4 Methodology

Two types of data were collected from two different sources.

The primary source was to survey questionnaire and the secondary source was from the website and annual report of Trust Bank Limited.

1.5 Population and Sample Size:

The population of my study was 94 and the sample size was 32 which is approximately 34% of the population.

1.6 Limitation of the Study:

- every one of the brunches was so busy in their work that they did not put enough effort and time to answer the questionnaire
- most of the employees including the manager were worried about the result might be bad and the reputation of the bank might get a hit. so the answers might not be a 100% accurate
- For the lack of practical knowledge, some shortcomings may be available in the report. Because in some cases I could not practically be involved because of the bank's limitation and riskiness.

Chapter 2

INTERNSHIP EXPERIENCE

2.1 Introduction to Trust Bank Limited (TBL)

Trust Bank Limited is one of the leading private commercial banks having a spread network of 111 branches, 7 SME service centers, 222 ATM Booths, over 20,000 pay points and 65 POS in 55 Branches across Bangladesh and already plans to open more branches to cover the important commercial areas in Dhaka, Chittagong, Sylhet and other areas in 2020. The bank, sponsored by the Army Welfare Trust (AWT), is first of its kind in the country. With a wide range of modern corporate and consumer financial products Trust Bank has been operating in Bangladesh since July 1999 with an authorized capital of TK. 1,000 million divided into 1 million ordinary shares of TK. 1,000 each and has achieved public confidence as a sound and stable bank.

In 2001, the bank introduced automated branch banking system to increase efficiency and improve customer service. In the year 2005, the bank moved one step further and introduced ATM services for its customers. In January 2007, Trust Bank successfully launched Online Banking Services which facilitate Any Branch Banking, ATM Banking, Phone Banking, SMS Banking, & Internet Banking to all customers. Customers can now deposit or withdraw money from any Branch of Trust Bank nationwide without needing to open multiple accounts in multiple Branches. Via Online Services and Visa Electron (Debit Card), ATMs now allow customers to retrieve 24X7 hours Account information such as account balance checkup through mini-statements and cash withdrawals. Trust Bank has a Visa Credit Card to serve its existing and potential valued customers. Credits Cards can now be used at shops & restaurants

all around Bangladesh and internationally. This bank is also introducing Western Money Union Transfer where their clients can remit money easily and quickly.

Trust bank limited at the end of the year 2006 changed their name from “The Trust Bank Limited” to “Trust Bank Limited” and they also changed their logo to bring the bank more closely to the general public.



“Previous Logo”



“New Logo”

Figure (01): Trust Bank Limited’s previous & present Logo

As the latest addition, TBL has re-launched “**Trust Bank Mobile Money**” as “**T-Cash**” has been activated from April 01, 2018. “**T-Cash**” enables its customers to avail financial services via their mobile phones through SMS, USSD and Internet with speed, convenience and secure service. Trust Bank is a customer-oriented financial institution. It remains dedicated to meet up with the ever-growing expectations of the customer because, at Trust Bank, the customer is always at the center.

2.1.1 Mission and Vision

Their Mission

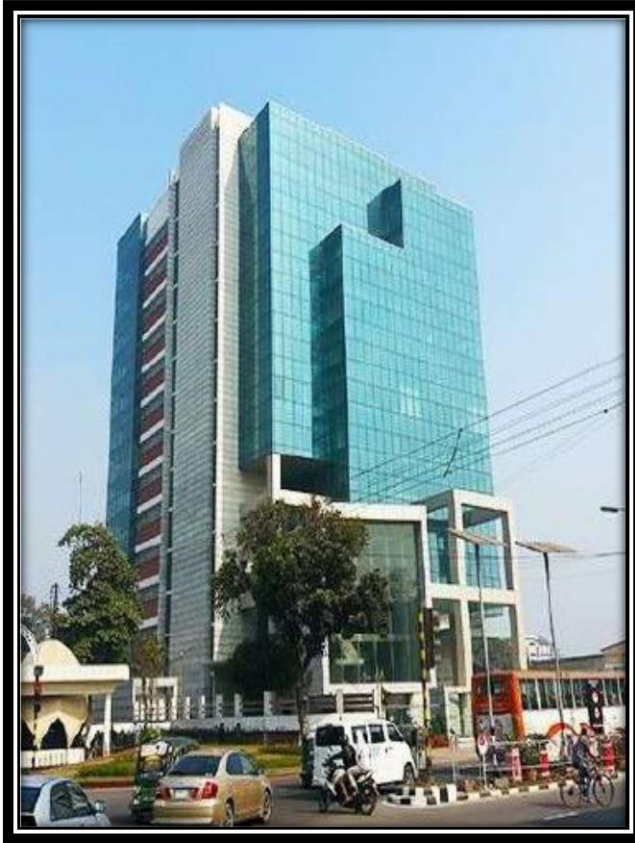
The mission of the Trust Bank is as follows:

- Long term sustainable growth – diversified business with robust risk management.
- Financial inclusion – bring the unbanked population into the banking network through low cost and technology-based service delivery.
- Accountable to all stakeholders – customers, shareholders, employees and regulators.
- Highest level of compliance and transparency at all levels of operation.

Their Vision

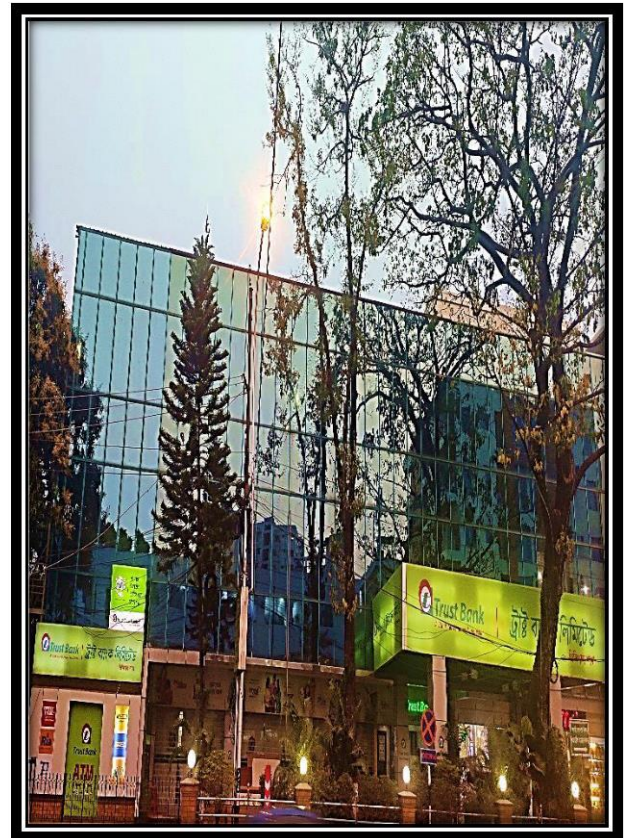
Build a long-term sustainable financial institution through financial inclusion and deliver optimum value to all stakeholders with the highest level of compliance.

2.1.2 Current Location of Head Office and Principle Branch of Trust Bank Limited



Head Office of Trust Bank Limited

Shadhinota Tower, Bir Sreshtha Shaheed
Jahangir Gate, Dhaka Cantonment,
Dhaka, Bangladesh



Principal Branch of Trust Bank Limited

98 Shaheed Sarani, Dhaka Cantonment,
Dhaka-1206

2.1.3 Product/Service offerings by the TBL

The Bank has an assortment of mode that prepared financial products and services. Such products are based on Monthly Savings Schemes, Consumer Credit Schemes, Lease Finance and Personal Loan for Women and Shop Finance Scheme etc. Trust Bank Ltd, additionally acquainted with Q-cash ATM cards for its valued customers providing 24 hours banking services through Debit Cards. TBL offers the following services to the esteemed client. The Bank is providing different types of services. Some of them are mentioned below:

- Deposit Schemes
- Remittance and Collection
- Import and Export handling and Finance
- Loan Syndication
- Project Finance
- Investment Banking
- Lease Finance
- Hire purchase
- Personal Loan for Woman
- 24-hours banking: Q-Cash ATM facility
- Islamic Banking
- Corporate Banking
- Consumer Credit Scheme
- International Banking

2.2 Details of Internship Work and Key Learning's 3.2 Details of Internship Work and Key Learning's

2.2.1 Activities

Mrs Runa Laila was my overall internship Co-Supervisor who has given me plenty of her valuable time to help so that I can complete my Internship report. During my internship program, I have collected the forms of customers then prepared them for creating Shanchaypatra, Giving form and instruction and form processor entry. I have to handle the customers with best services. I was working full time from 10 am to 6 pm as an intern.

2.2.2 Work-Related Activities

2.2.2.1 Collecting Documents for Preparing Shanchyapattra

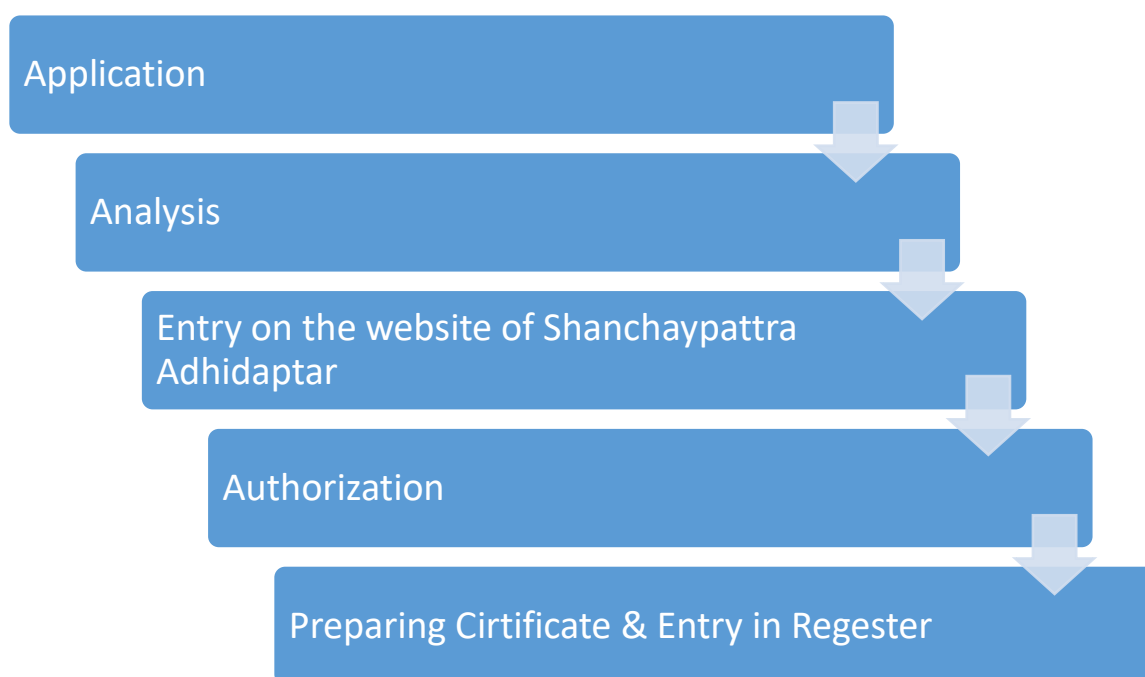
These are records that build up that you are who you guarantee to be as observed on archives given by different government bodies. The one common theme in all these documents is that they all need to be photo identity cards. The document must contain your name and photo. I have collected all the documents from the customers which are required for preparing Shanchaypatra. The following documents are accepted as identity proof

1. NID Card of Buyer
2. TIN Copy of Buyer
3. NID Card of the nominee
4. Birth Certificate of the nominee(if Minor)
5. If the nominee is minor NID of guardian
6. Government Photo ID Cards of Service Photo ID Card
7. Pensioner Photo Card (With TS NO And PPO No)

8. Pensioner certificate

2.2.2.2 Processing Shanchaypattra

Shanchaypattra is a product of The Bangladesh Government handled by the Shanchaypattra Adhidaptar and sold by the allocated banks the process of issuing the Shanchaypattra is as follow-



2.2.2.3 Processing Premature Shanchaypattra

The Shanchaypattra have been converted to online from manual last year. For prematurely encashing the Shanchaypattra there are 2 different methods for online and manual Shanchaypattra for both cases one need to submit an application to the chief branch manager along with the certificates signed by them selfs. Then we have to get the main form of that Shanchaypattra. For the online one, the manager has to authorize the premature encashment from the website and for the manual one an officer can authorize it. and after the process, the money is transferred to the customer's account.

2.2.2.4 Other Responsibilities

Along with all these work one we had to make the tax certificate for Shanchaypattra for the online ones we just had to print the documents from the website but for the manual one we had to calculate the profit manually and prepare the certificates manually as well.

Chapter 3

Framework & Hypothesis

3.1 Concept of Job Satisfaction

Job satisfaction is defined by, Weiss (2002, p.174) that emotions and feelings where an employee feels a positive work environment, self-fulfilment, self-autonomy. Job satisfaction is related to enhance productivity and output and enhance organisational commitment behaviour. To achieve higher productivity, job satisfaction is very important. Because it creates loyalty, self-fulfillment, supports the goals of the organisation, positive behaviour. This also helps to reduce the turnover rate. (Happock,1935)

If employees are happy with their job they are surely going to give extra dedication to their job which will be more beneficial for the organisation and the prospects (Azlrl, 2008)

The banking sector is a service-based organisation and to succeed in the market the organisation has to maintain a better quality of service. Better services come from happy and satisfied employees. It a very important and crucial factor for an organisation like this to maintain a great employee satisfaction as the market is extremely competitive.

3.2 Factors Affecting Job Satisfaction

There are a lot of factors that influence job satisfaction. In my research the most important factors I have found are-

1. Salary

- Basic Salary
- Benefits Policy
- Increments Policy
- Pension Plans

2. Good Relationship Between Workers

3. Environment of the workplace

- Safety and Security
- Good Working Environment

4. In Job Facilities

5. Fair Company Policies

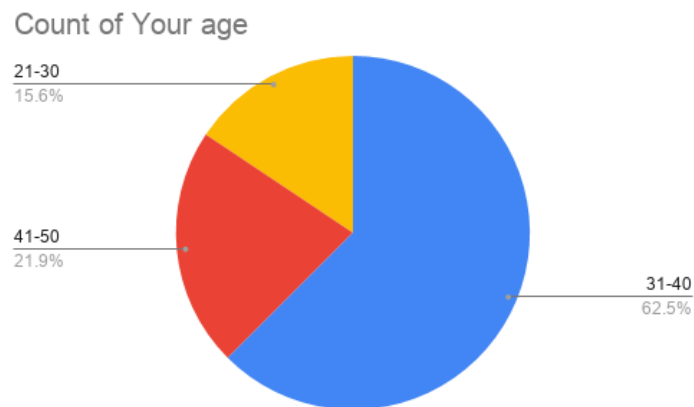
Chapter 4

Analysis and Key Findings

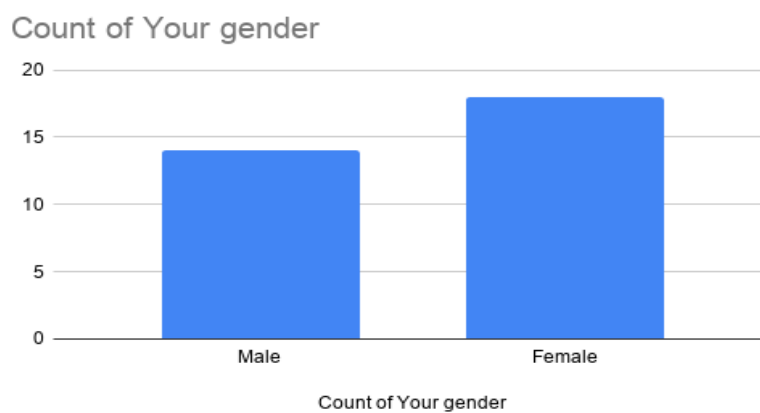
4.1 Survey Questions and Answers

1. Your age

Most of the employees are between the ages of 31-41 years weighing 62.5%, 15.6% are between the age range of 21-30 years and rest of them are the age group of 41-50 years.



2. Your Gender:



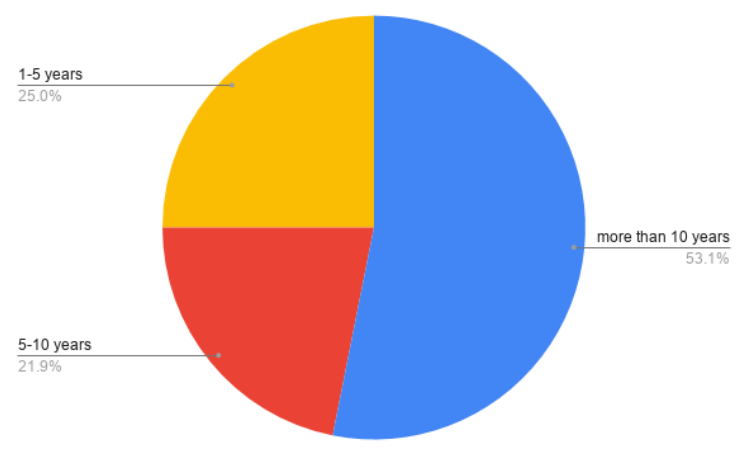
Among the 32 persons, I have interviewed 18 of them were female and 14 of them were male.

3. Your monthly salary



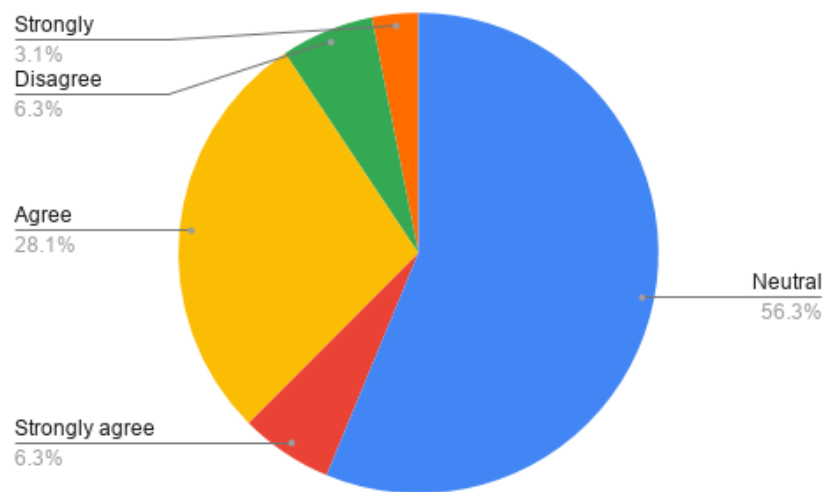
Majority of the employees get a salary above 65000 per month.

4. Number of Years of Service in this Organization

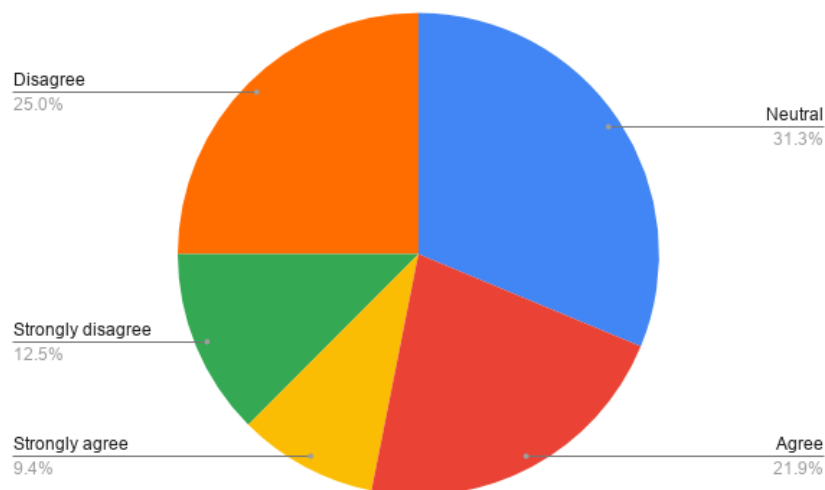


Most of the employees in the principal branch are working for more than 10 years.

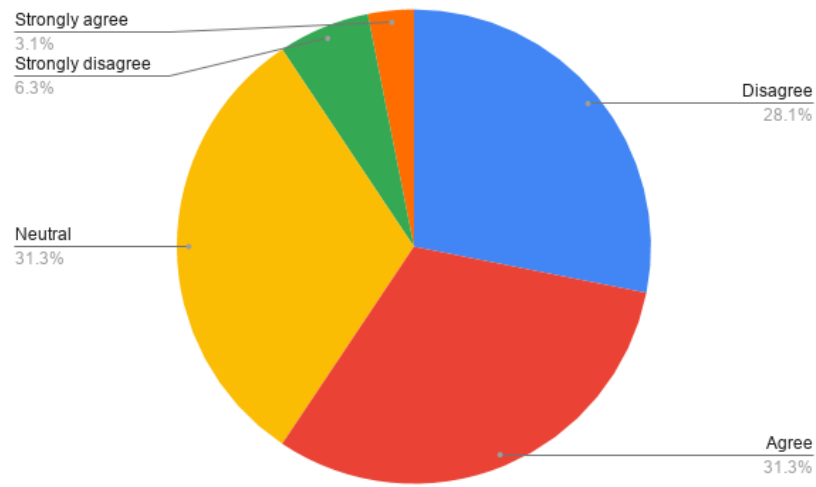
5. Your salary is fair compared to your workload and work responsibilities



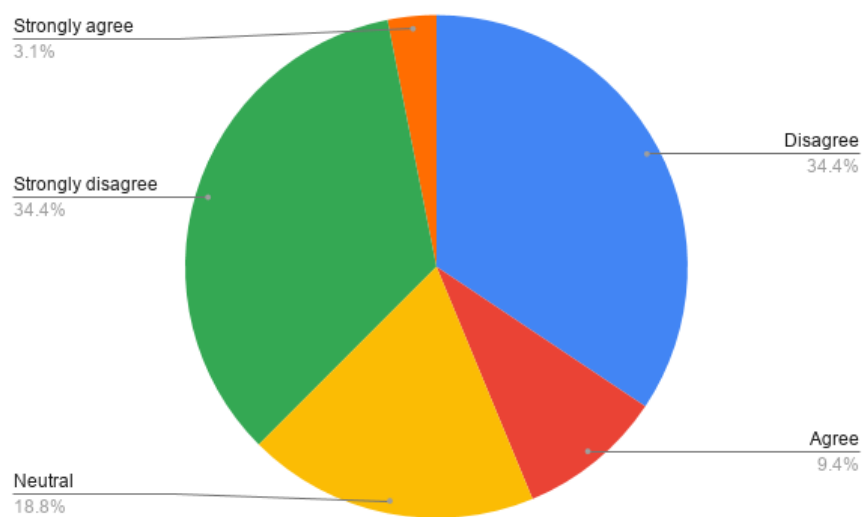
6. You are satisfied with the benefits you get beside your basic salary



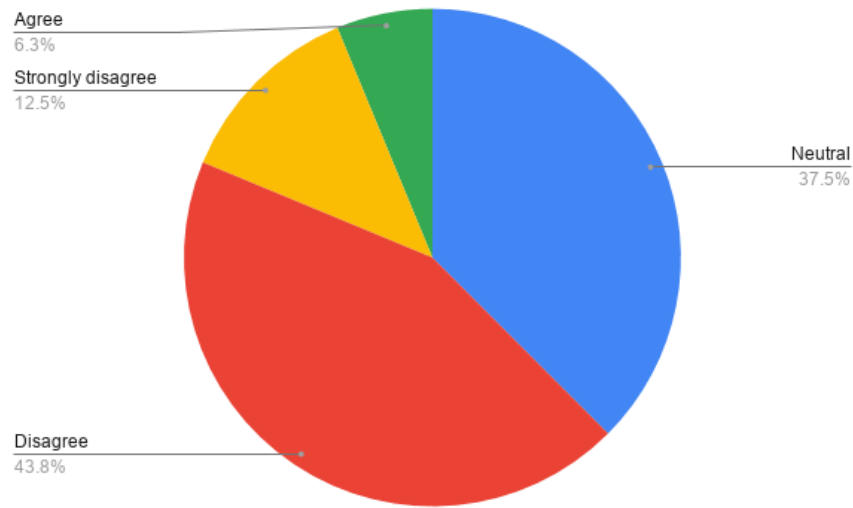
7. You are satisfied with the current pension plans of your organization



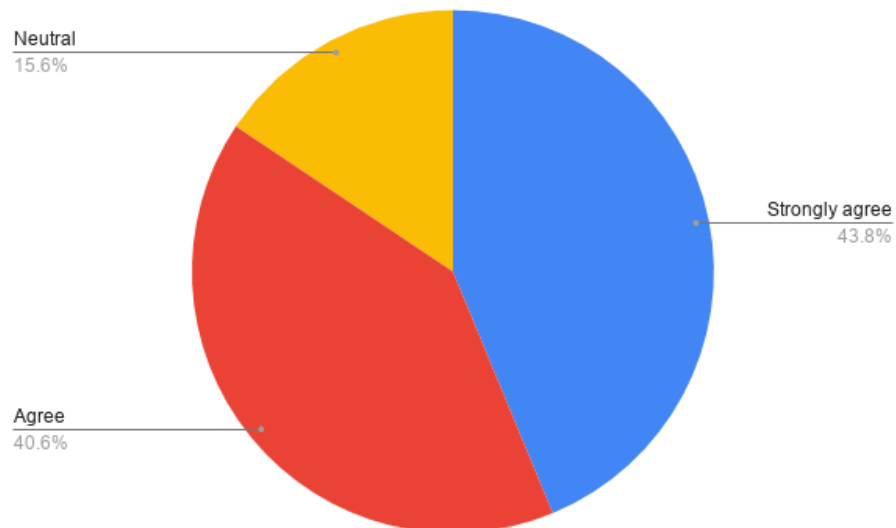
8. You are satisfied with the increment policy of your organisation



9. Overall you are satisfied with the current bonuses, increments, benefits and pension plan of your organisation

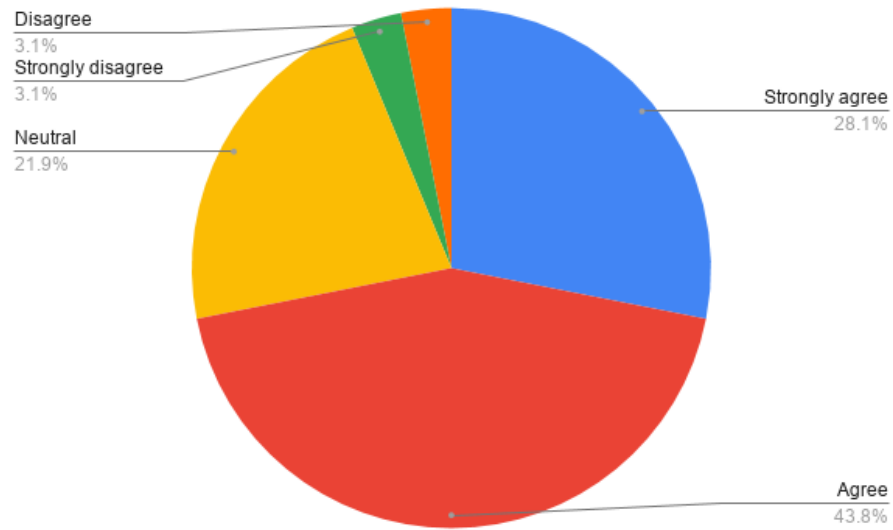


10. You have a good relationship with your co-workers and supervisors

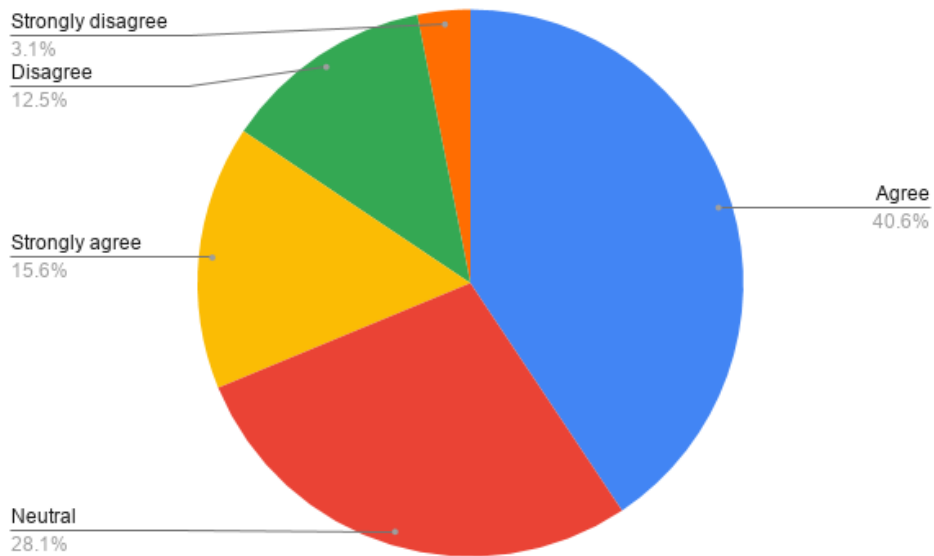


11. Your supervisor keeps you well informed about your regular assigned activities-

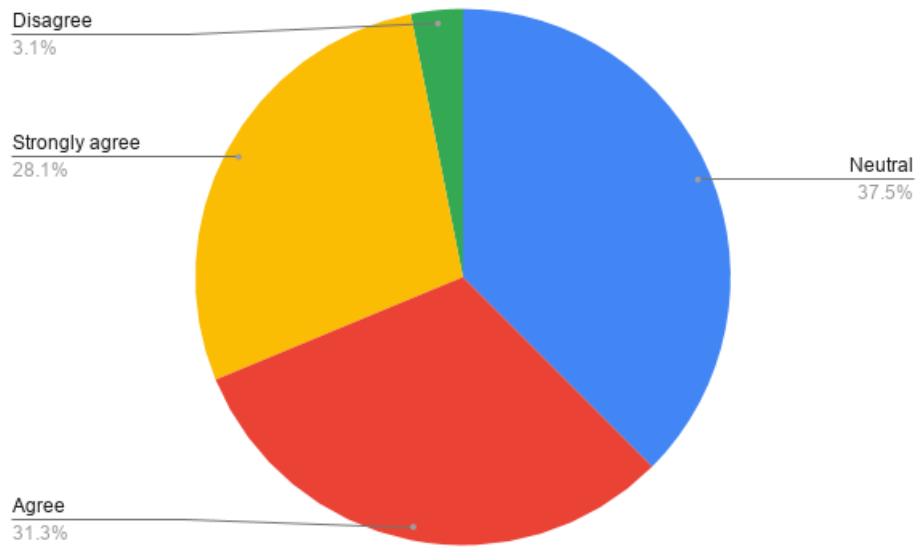
Your supervisor keeps you well informed about your regular assigned activities-



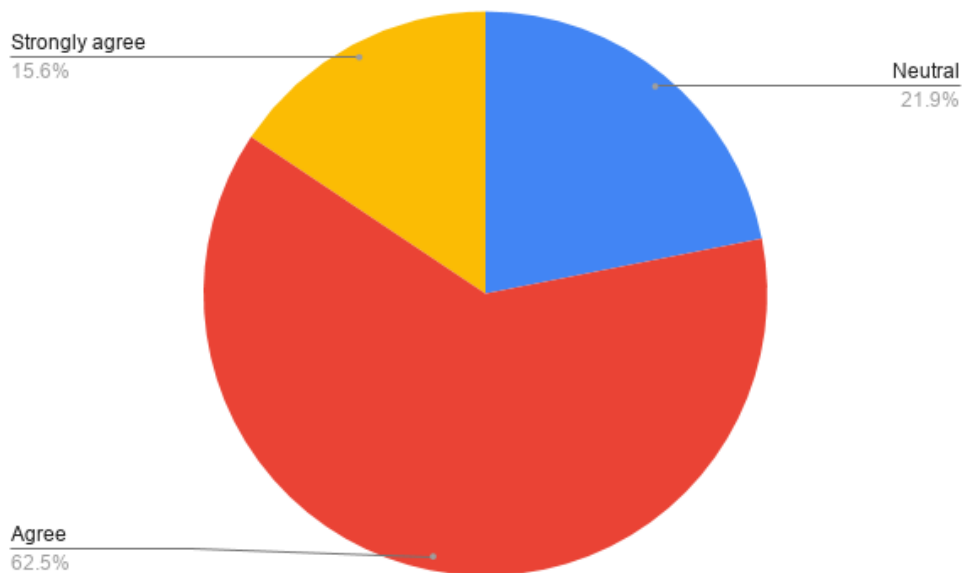
12. Your supervisor keeps you well informed about what is happening in the company



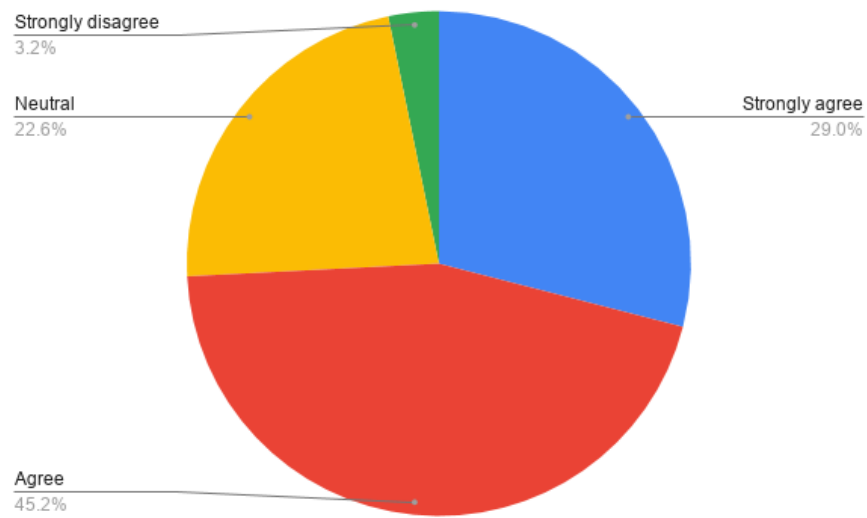
13. You think there is an atmosphere of respect for each other's work and position



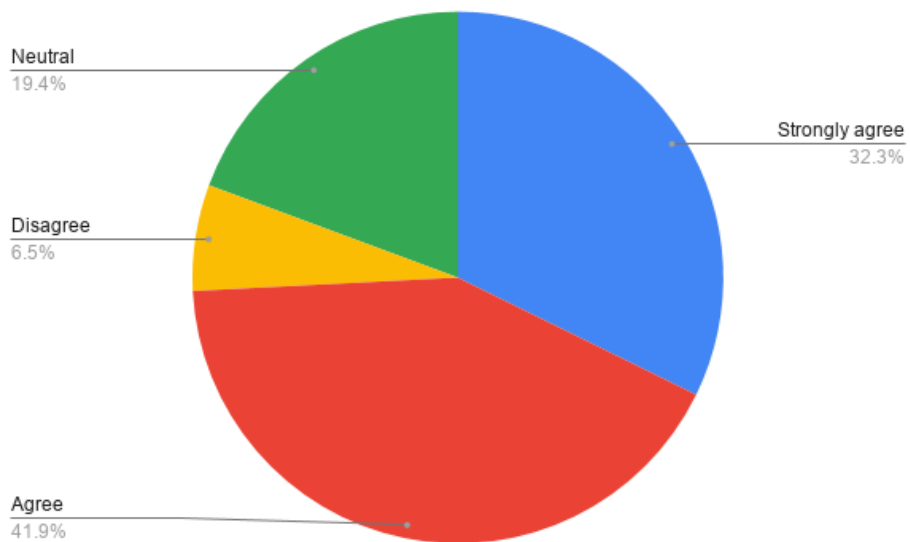
14. You are satisfied with the nature of the relationship among your coworkers



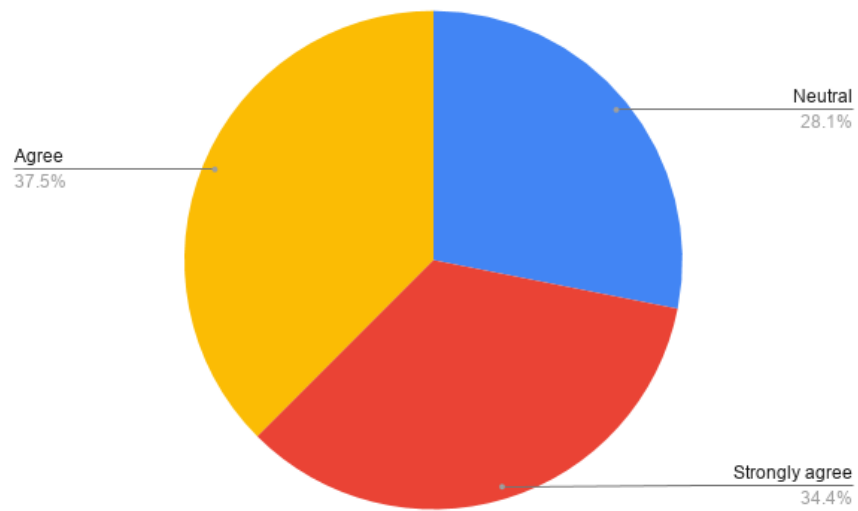
15. You think the environment of your workplace makes you feel secured



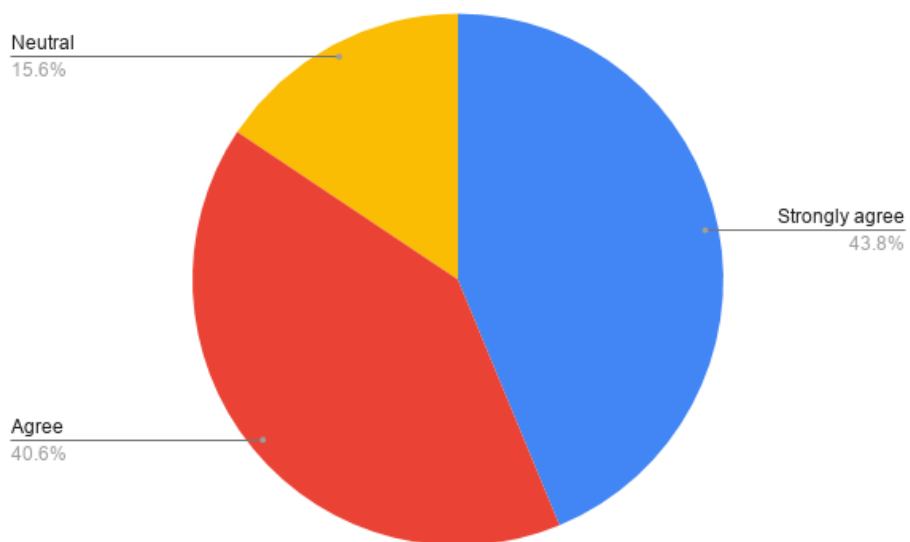
16. You believe your organisation operates in a socially responsible manner



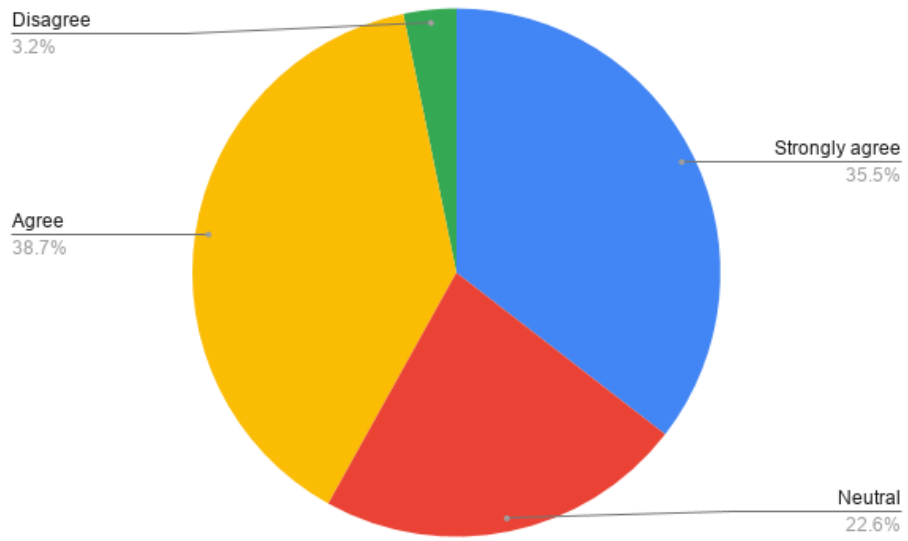
17. You are satisfied with the work environment of your organisation



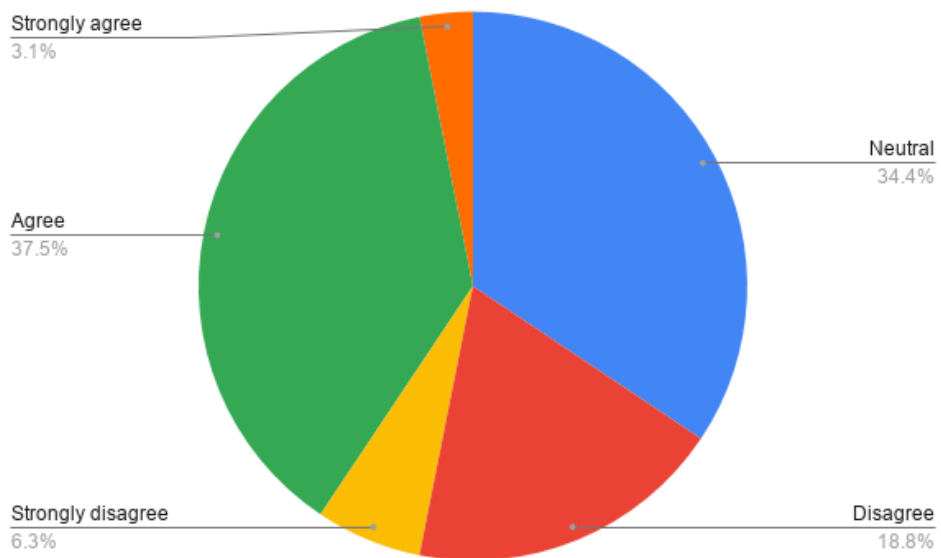
18. You have a good relation with the customers you deal with



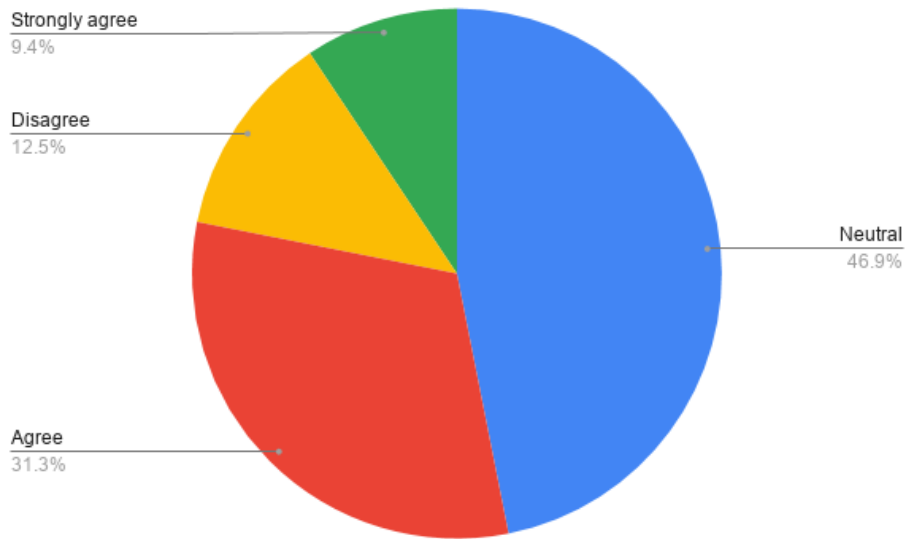
19. You are satisfied with the customers you deal with



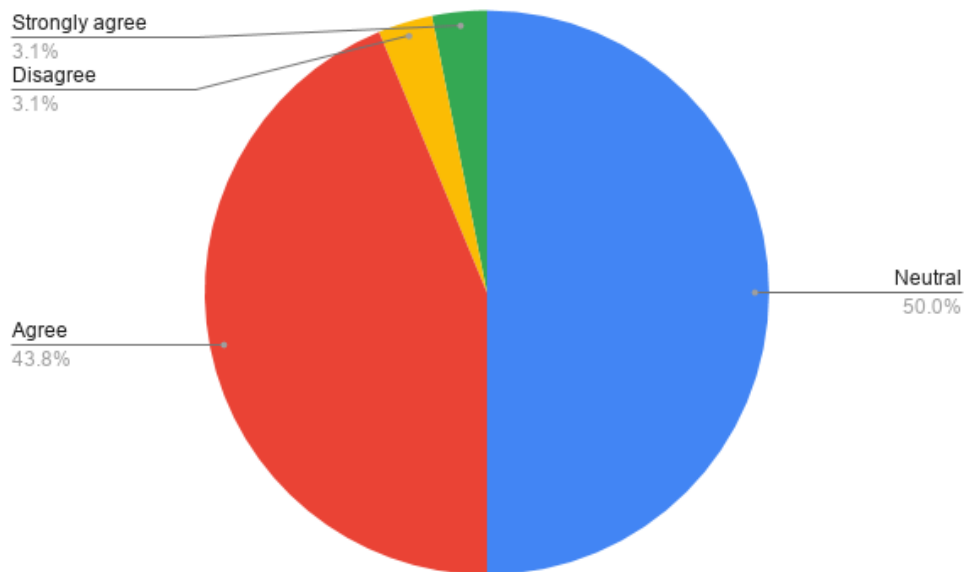
20. You feel the facilities in the workplace (AC, Washroom, cleanliness, computers, logistics etc) provided by your organisation is satisfactory



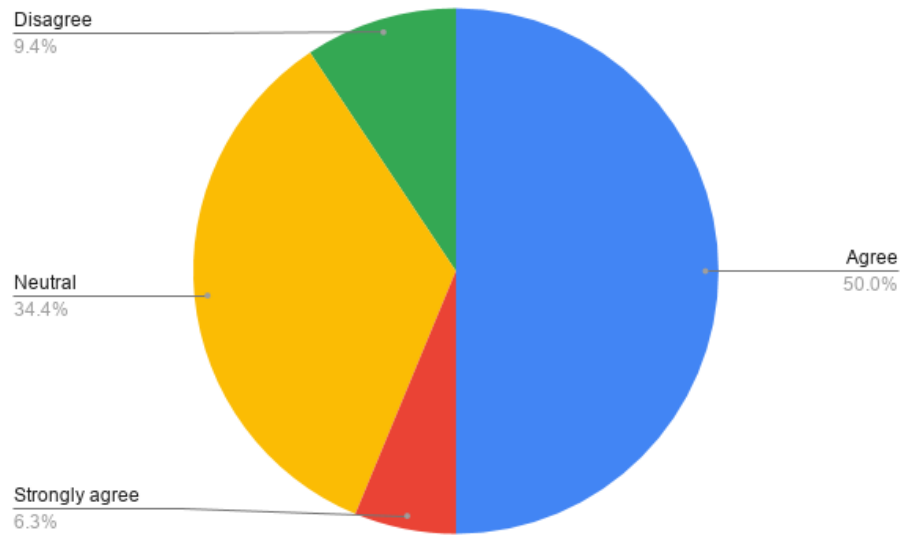
21. You think you have all the resources available to do your job successfully



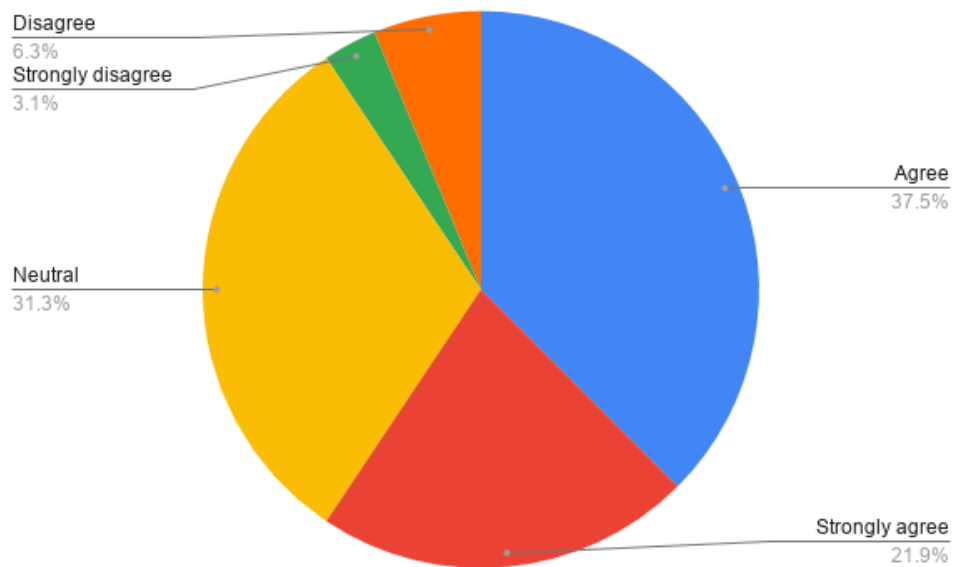
22. You are satisfied with the job facilities of your organisation



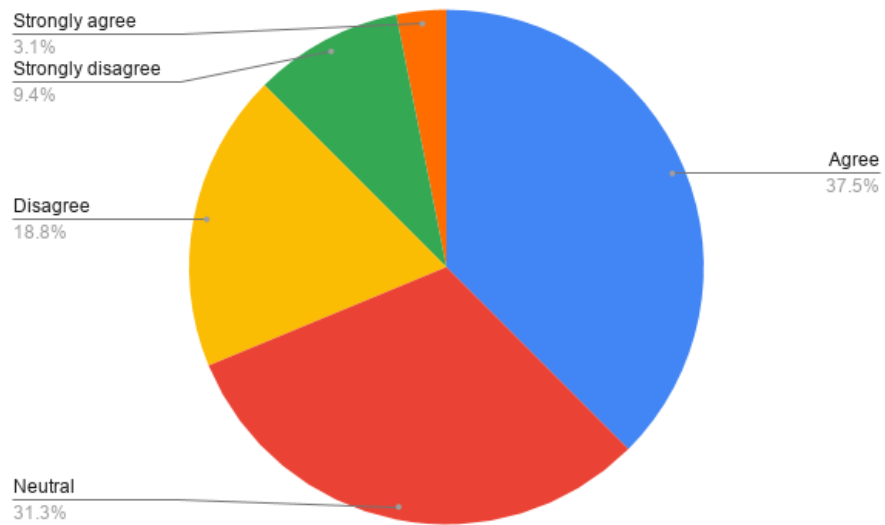
23. You think your contributions to the organisation are being valued by your supervisor



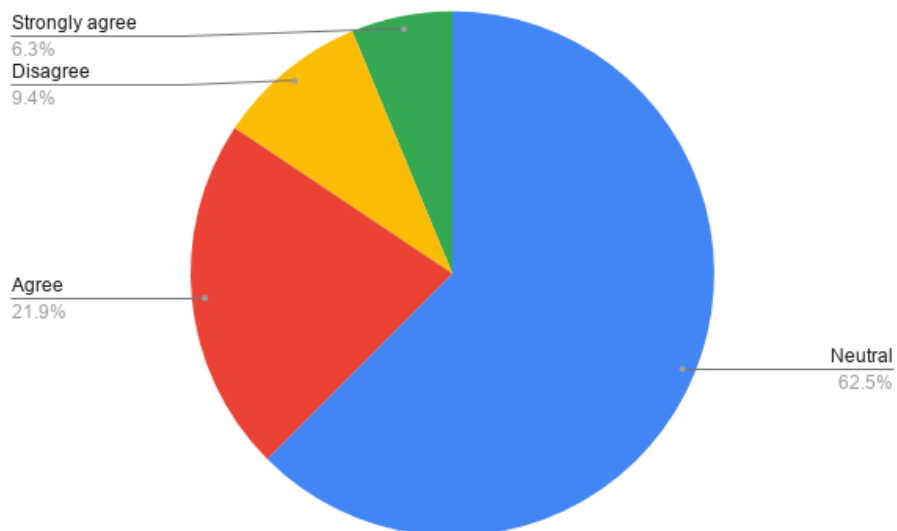
24. You feel your manager values your feedbacks



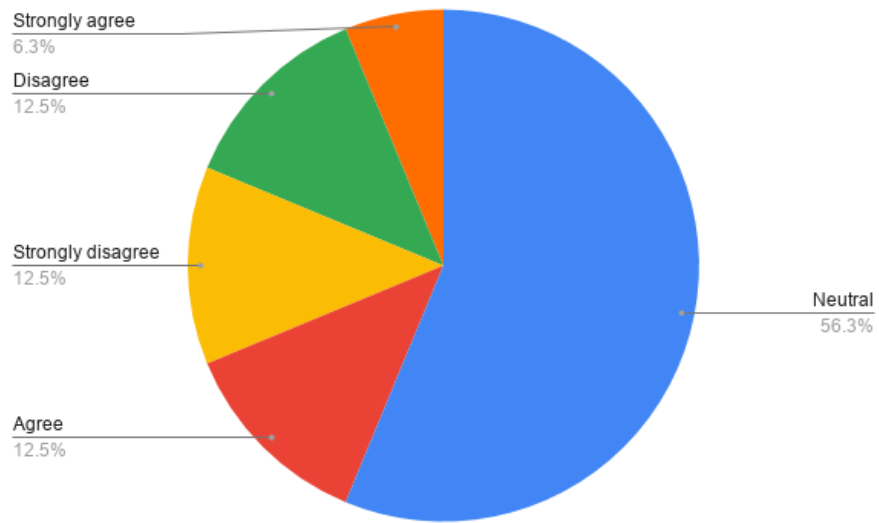
25. You feel the promotion policy of your organisation is fair and just



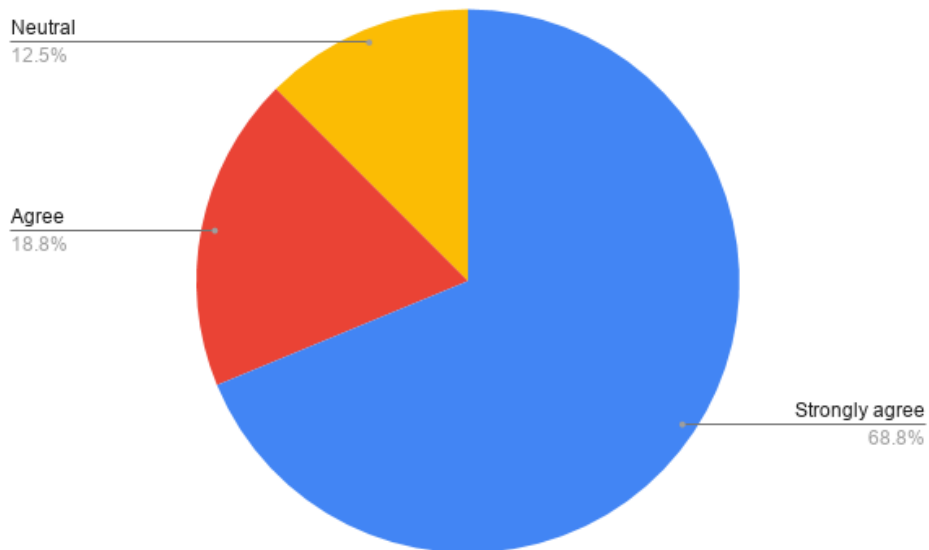
26. You feel that the administration is just towards administering policies concerning employees



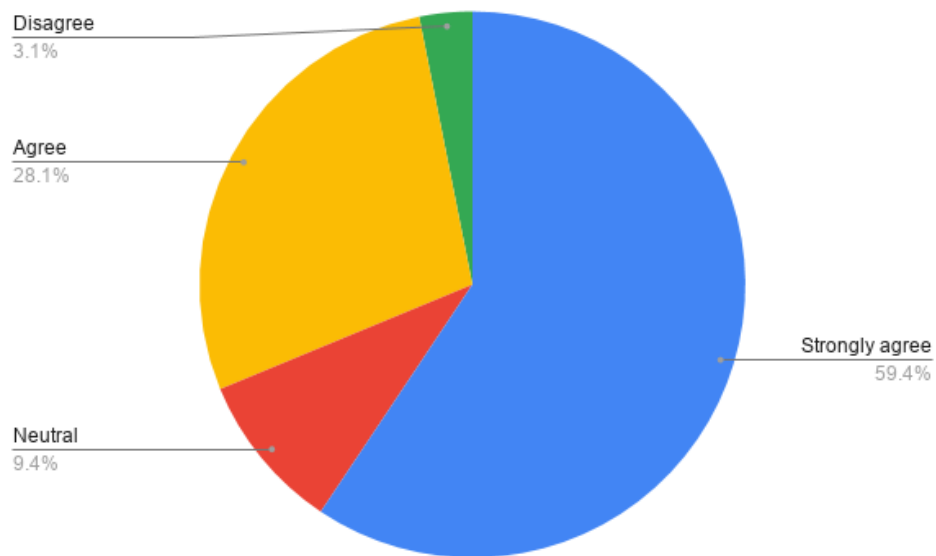
27. You are satisfied with the current policies such as appreciation, promotion, job security and safety at the workplace of your organisation



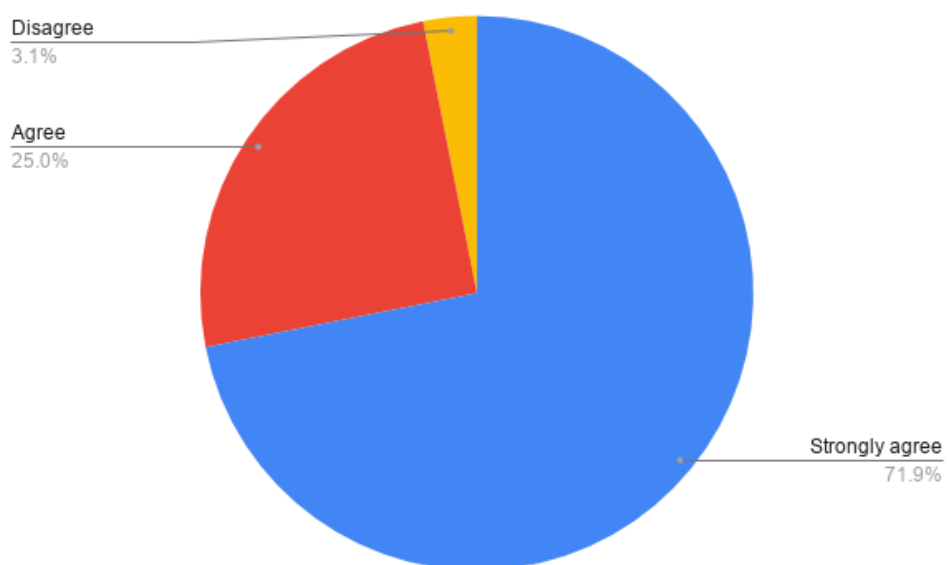
28. You believe Salary, bonuses, increments, benefits and pension plan are important factors for job satisfaction



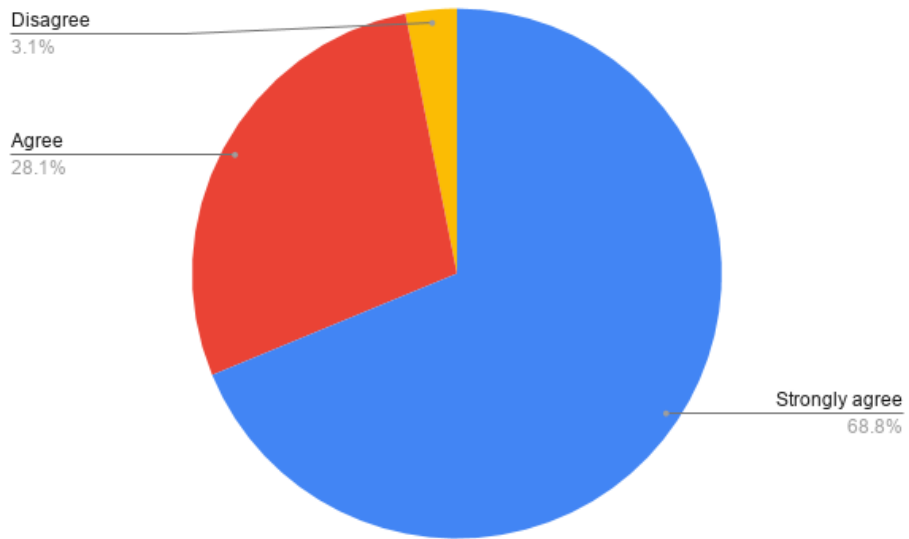
29. You believe better and helpful relation between coworkers, supervisor/managers and workers is an important factor for job satisfaction



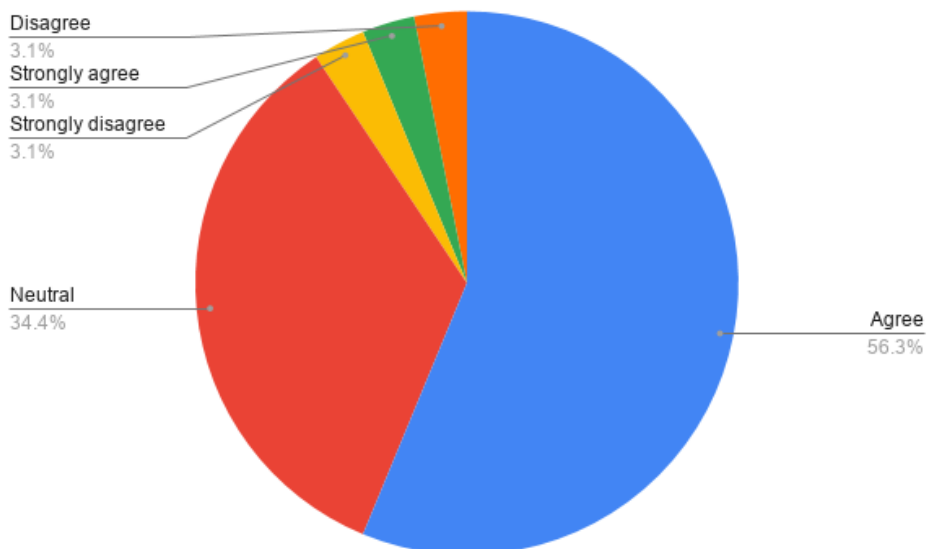
30. You believe a better work environment is an important factor for job satisfaction



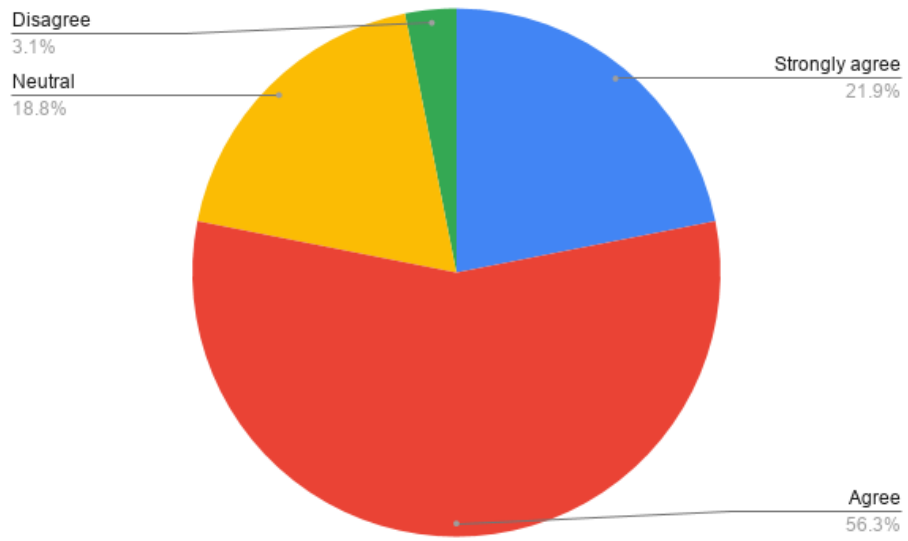
31. You believe fair policies such as appreciation, promotion, job security and safety at the workplace is an important factor for job satisfaction



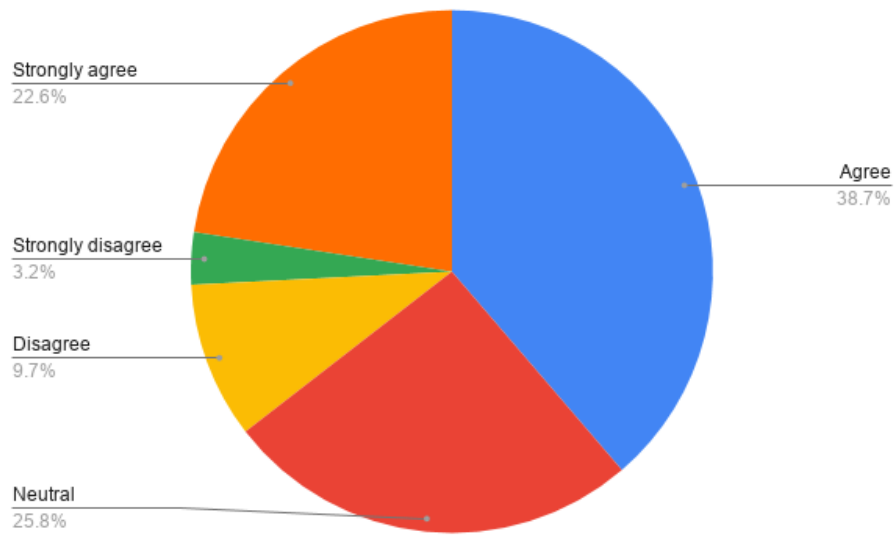
32. Overall you are satisfied with your job



33. You are willing to continue serving this organisation



34. You will refer others to join this organisation



4.2 Analysis

Majority of the employees are either satisfied or neutral with the salary they get and pension plan but ether dissatisfied or neutral with the benefits they get besides basic salary and increment policies.

Overall 43.8% of the employees are dissatisfied and 37.5% of them are neutral current bonuses, increments, benefits and pension plan of the organisation

Most employees feel they have a good relationship with their supervisor and co-workers. They feel the workplace environment makes them feel secured and there is an atmosphere of mutual respect among the employees.

Overall they either strongly agree or agree that the organization operates in a socially responsible manner and are satisfied with the work environment.

Most employees are satisfied with the customer the deal with. The ether agrees or neutral about the in job facilities such as AC, Washroom, Cleanliness, Computers and other logistics.

About the company policy such as appreciation, promotion, job security and the administration is just most of the employees ware neutral about their answers. In my opinion, the answers felt like they would rather not talk about it.

Most of the employees

Strongly Agree

- Salary, bonuses, increments, benefits and pension plan are very important factors for job satisfaction.
- The better work environment is an important factor for job satisfaction.

Agree

- Fair policies such as appreciation, promotion, job security and safety at the workplace is an important factor for job satisfaction.
- Better and helpful relation between coworkers, supervisor/managers and workers is a very important factor for job satisfaction.

Overall most of the employees are satisfied with their job at trust bank, they are willing to continue serving this organization and they will also willingly refer others to join this organisation.

4.3 Recommendation

after the interview questionnaires and analysis of the survey, I feel that Trust bank is doing quite a good work in keeping most of their employees happy. There are some issues that can be improved.

Those are-

- Benefits besides the basic salary, pension plan and increment policy.
- Improve on the resources available to do your job successfully.
- Promotion policy, appreciation and administration being just on administration the policies.

Other than these for most of the part they are doing quite a praiseworthy job.

References

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Appendix

Survey Questionnaires for Job Satisfaction

1. Your age
 - a. 21-30
 - b. 31-40
 - c. 41-50
 - d. 51 and above

2. Your gender
 - a. Male
 - b. Female

3. Your monthly salary
 - a. 25000-34000
 - b. 35000-44000
 - c. 45000-54000
 - d. 55000-64000
 - e. Above 65000

4. Number of years serving in this organisation
 - a. less than 1 year
 - b. 1-5 years
 - c. 5-10years
 - d. more than 10 years

		Strongly Agree			Strongly Disagree	
1	Your salary is fair compared to your workload and work responsibilities.	5	4	3	2	1
2	You are satisfied with the benefits you get beside your basic salary	5	4	3	2	1
3	You are satisfied with the current pension plans of your organisation	5	4	3	2	1
4	You are satisfied with the increment policy of your organisation	5	4	3	2	1
5	Overall you are satisfied with the current bonuses, increments, benefits and pension plan of your organisation	5	4	3	2	1
6	You have a good relationship with your co-workers and supervisors	5	4	3	2	1
7	Your supervisor keeps you well informed about your regular assigned activities-	5	4	3	2	1
8	Your supervisor keeps you well informed about what is happening in the company	5	4	3	2	1
9	You think there is an atmosphere of respect for each other's work and position	5	4	3	2	1
10	You are satisfied with the nature of the relationship among your coworkers	5	4	3	2	1

11	You think the environment of your workplace makes you feel secured	5	4	3	2	1
12	You believe your organisation operates in a socially responsible manner	5	4	3	2	1
13	You are satisfied with the work environment of your organisation	5	4	3	2	1
14	You have a good relation with the customers you deal with	5	4	3	2	1
15	You are satisfied with the customers you deal with	5	4	3	2	1
16	You feel the facilities in the workplace (AC, Washroom, cleanliness, computers, logistics etc) provided by your organisation is satisfactory.	5	4	3	2	1
17	You think you have all the resources available to do your job successfully	5	4	3	2	1
18	You are satisfied with the job facilities of your organisation	5	4	3	2	1
19	You think your contributions to the organisation are being valued by your supervisor	5	4	3	2	1
20	You feel your manager values your feedbacks	5	4	3	2	1
21	You feel the promotion policy of your organisation is fair and just	5	4	3	2	1
22	You feel that the administration is just towards administering policies concerning employees	5	4	3	2	1

23	You are satisfied with the current policies such as appreciation, promotion, job security and safety at the workplace of your organisation	5	4	3	2	1
24	You believe Salary, bonuses, increments, benefits and pension plan are an important factor for job satisfaction	5	4	3	2	1
25	You believe better and helpful relation between coworkers, supervisor/managers and workers is an important factor for job satisfaction	5	4	3	2	1
26	You believe a better work environment is an important factor for job satisfaction	5	4	3	2	1
27	You believe fair policies such as appreciation, promotion, job security and safety at the workplace is an important factor for job satisfaction	5	4	3	2	1
28	Overall you are satisfied with your job	5	4	3	2	1
29	You are willing to continue serving this organisation	5	4	3	2	1
30	You will refer others to join this organisation	5	4	3	2	1