

An Internship Report

On

“Employee Job Satisfaction of NCC Bank Ltd.:

A Study on Shyamoli Branch”



Where Credit and Commerce Integrates

Submitted To:

Rahnuma Ahmed

Lecturer of BBA Department

BRAC University

Submitted By:

Nadia Morshed

ID: 07304098

Department: BBA

BRAC University

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LETTER OF TRANSMITTAL

Rahnuma Ahmed
Lecturer,
BRAC Business School,
BRAC University
66, Mohakhali, Dhaka.

Subject: Submission of Internship Report.

Madam,

It is my great honor to submit the report of my Internship Program at NCC Bank (National Credit & Commerce Bank) Ltd., Shyamoli Branch. In addition, it is a great pleasure that I have been able to submit the internship report on “Employee Job Satisfaction of NCC Bank” in due time.

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 would like to express my sincere gratitude to you for your guidance and suggestions in preparing the report. I will be happy to provide any further explanation regarding this research report if necessary.

Sincerely yours,
Nadia Morshed
ID- 07304098

ACKNOWLEDGEMENT

First of all, I extend my profound gratitude to the Almighty Allah, the omnipresent and omnipotent, 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. Thanks to all those persons, who have assisted me, providing me co-operation, books and articles, I would like to express my special gratitude to my supervisor Ms. Rahnuma Ahmed, Lecturer of BRAC Business school of BRAC University, for her motivating inspiration, kind direction, valuable suggestions & advices during my internship period and to prepare this report.

I was placed in NCC Bank Limited to work as an intern from November 1st, 2011 to January 30th, 2012. The members and management of NCCBL was very co-operative and helpful. They helped me through providing various data, guidance and direction. I am grateful to **Gias Uddin Bhuiyan**, Manager of NCCBL, Shyamoli branch for his cooperation and necessary support.

Finally I want to express my special thanks to Md. Faizur Rahman, Officer Gr-1, NCCBL, Shyamoli branch, under whom I have completed my three months internship program. I am also grateful to all other employees of General and Credit division of this branch.

Executive Summary

This study is the result of my internship program ran for the past three months placed at the NCC Bank Ltd. Shyamoli Branch, Dhaka. National Credit and Commerce Bank Limited is one of the second generation banks. It has already developed reputation among the users. The bank operates its all products as the Shyamoli Branch is middle of the city. As a result the branch has to deal with commercial and non-commercial clients. Therefore, the branch has all level of employees of the bank.

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. However, I had a good access to the bank's publications. My task was designed to understand the level of job satisfaction of the employee of the NCC Bank Ltd. Shyamoli Branch. 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 NCC Bank Ltd, Shyamoli Branch. So, the research was designed to achieve it. The previous studies on this issue practically and empirically learnt that job satisfaction largely depends on the number of interrelated components such as workplace, salary, training, lack of gender discrimination, neutral promotion policies. 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.

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Chapter- 01

INTRODUCTION PART



NCC BANK LTD.

Where Credit and Commerce Integrates

Chapter- 02

ORGANIZATION PART



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Chapter- 03



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Chapter- 04

ANALYSIS & FINDINGS



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Chapter- 05

**RECOMMENDATIONS &
CONCLUSION**



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APPENDIX



NCC BANK LTD.

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1.1 TITLE OF THE REPORT:

The title of the report is “ *Employee Job Satisfaction of NCC Bank Limited - A study on Shyamoli Branch*”.

1.2 BACKGROUND OF THE REPORT:

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. 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. Bullock (1952) defined job satisfaction as an attitude which results from a balancing and summation of many specific likes and dislikes experienced in connection with the job. So, job satisfaction is a position of the employee that is believed to have had enough ground to stay at that job with dedication, commitment and professionalism to order to serve both his or her and organization's interests because the employee expectations are met here. The overall job satisfaction depends on what one expects and what he or she receives (Azim and Hoque, 2006). As a result, it is clear that a lot of factors function to bring about job satisfaction and at the same time lack of them is responsible for job dissatisfaction. Internship program is a perfect blend of the theoretical and practical knowledge. This report is originated to fulfill the requirement of the assign project internship report on "**Employee Job Satisfaction of NCCBL**" has been assigned to me by Human Resource Division (HRD) of NCCBL, Head Office, Dhaka. 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, customers' 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 staffs' 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 incase any organization should find out the ways to keep their employees happy now. Over the years, as business budgets have tightened and remaining

employees have been forced to take on larger workloads, employees have experienced significantly added stress without receiving compensatory rewards and other extra facilities. Even simple changes will bring employees feeling a greater balance in their lives. Flexible work hours aren't the only way to increase employee satisfaction. Here are some other steps that can take to retain employees loyalty and dedication while reducing turnover, provide workers with responsibility and then let them use it, show respect, recognize the whole person, mark out a clear path to growth. During this period learned about the core components that trigger the job satisfaction of the staffs of the NCC Bank Ltd. 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, challenges, recognition.

1.3 RATIONALE OF THE STUDY:

This report is a part of my academic program. The BBA contains four (4) credit hours on the internship program. The period of internship program has set for three months. This study will be beside me in future, especially if I have got involve myself in banks or other financial institutions. This program helped me a lot to understand the working environment and behavior of the staffs.

1.4 OBJECTIVES OF THE STUDY:

The primary objectives of the report are to orient the real life nature of the bank and to measure the job satisfaction of the staffs of the NCC Bank Ltd, Shyamoli branch, Dhaka.

The study has been carried out with the following secondary objectives:

- To measure the level of job satisfaction of employees with respect to the company.
- To understand the components that trigger job satisfaction of the staffs of NCCBL.
- To know the reasons behind the job dissatisfaction of the employees from the findings.
- To judge the level of job satisfaction of employees on various parameters:
 - Working Conditions
 - Rewards and other benefits
 - Relationship with employees of company
 - Job Security.

1.5 SCOPE OF THE STUDY:

Since, working at NCC Bank Ltd. Shyamoli 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 15 respondents and practices applied at only this branch.

1.6 METHODOLOGY OF THE STUDY:

Job satisfaction is defined as a collection of feelings that an individual holds toward his or her job. This definition is clearly broad one. A person's job is more than just the obvious activities of shuffling papers, writing programming code, waiting on customers. Jobs require interaction with coworkers and bosses, following organizational rules and policies, meeting performance standards, living with working conditions that often less than ideal. This means that an employee's assessment of how satisfied or dissatisfied he or she is with his job is a complex summation of a number of discrete job elements. For the findings part 15 questions were made to collect the valid data from all the employees of the branch and rating them in five criteria, like; strongly agree, agree, strongly disagree, disagree, and neutral.

❏ **Type of the study:** Exploratory research has been used for the study.

❏ **Sources of Data:** The data used to furnish this report have been collected from the primary sources and secondary sources. Among primary and secondary sources most of the data have been collected from the secondary sources.

➡ **Primary Sources:**

- Interview of the officers.

➡ **Secondary Sources:**

- Annual Reports of NCC Bank Ltd.-2010
- Office circular and other published papers, documents and reports.
- Published specifications of different products in websites.

❏ **Methods of Data collection :**

For data collection “**Interview method**” was used. Interviews were taken with the officers and clients of NCCBL, Shyamoli branch through questionnaire.

➡ **Sampling Method:** Convenience sampling method has been performed for selecting samples.

➡ **Target population**

- All officers of Shyamoli Branch, NCC Bank Ltd.

➡ **Sample size:** There are 15 respondents.

1.7 LIMITATIONS OF THE STUDY:

- The main constraint of the study was of time as the duration of the program was of three months only.
- Insufficient supply of relevant books and journals.
- As the officers are very busy with their daily work, they could provide very little time.
- There were some restrictions to have access to the information confidential by concern authority and being an intern, it was less possible to get into that part for report writing purpose.

2.1 Historical Background of NCC Bank Ltd:

National Credit and Commerce Bank Ltd. bears a unique history of its own. The organization started its journey in the financial sector of the country as an investment company back in 1985 with headquartered in Motijheel, Dhaka. The aim of the company was to mobilize resources from within and invest them in such way so as to develop country's Industrial and Trade Sector and playing a catalyst role in the formation of capital market as well. Its membership with the browse helped the company to a great extent in this regard. The company operated up to 1992 with 16 branches and thereafter with the permission of the Central Bank converted in to a full-fledged private commercial Bank in 1993 with paid up capital of Tk. 39.00 corore to serve the nation from a broader platform.

Since its inception NCC Bank Ltd. has acquired commendable reputation by providing sincere personalized service to its customers in a technology based environment. The Bank has set up a new standard in financing in the Industrial, Trade and Foreign exchange business. Its various deposit & credit products have also attracted the clients-both corporate and individuals who feel comfort in doing business with the Bank. The bank has by now a network of 87 branches strategically located in different cities. All the branches are functioning in computerized environment and integrated through Wide Area Network (WAN). This interconnected system is fictionalized with Oracle based software called Flora. The branches are full-fledged units and can provide all commercial and investment banking services ranging from small and medium enterprises to big business conglomerates and houses.

The bank always tries to reduce its dependence on interest earnings by giving more emphasis on the fee-based income through introduction of capital market operation and Leasing. The Capital Market operation includes Portfolio Management, Investors Account, Underwriting, and Mutual Fund Management etc.

Name	National Credit & Commerce Bank Ltd.
Year Of Establishment	Started as an investment company in 1985 and converted to a full-fledged private commercial bank in 1993
Corporate Office	7-8, Motijheel C/A , Dhaka-1000
Authorize Capital	2500 million
Paid –Up Capital	1352.01 million
Type of Company	Public limited
Scope of Business	Banking, capital market operations
No. of Branches	87

Table-1

2.2. COMPANY PROFILE OF NCCBL

Source: Annual report of NCCBL 2010

2.3 Corporate Vision:

Vision is to become the bank of choice in serving the nation as a progressive and Socially Responsible financial institution by bringing credit & commerce together for profit and sustainable growth.

2.4 Corporate Mission:

The bank motivated its work force for the mission to mobilize capital from within and abroad. Thus it attempted to contribute for development of Agriculture, Industry and Socio economy of the country and to play a catalytic role in the formation of capital market.

2.5 Corporate Culture:

NCC Bank is one of the most disciplined Banks with a distinctive corporate culture. In this bank, it believes in shared meaning, shared understanding and shared sense making. The people of bank can see and understand events, activities, objects and situation in a distinctive way. They mould their manners and etiquette, character individually to suit the purpose of the Bank and the needs of the customers who are of paramount importance to them. The people in the Bank see themselves as a tight knit team/family that believes in working together for growth. The corporate culture they belong has not been imposed; it has rather been achieved through their corporate culture.

2.6 Objectives of NCCBL:

The main objective of National Credit and Commerce Bank is to maximize profit through customer satisfaction, which very much reflects the idea of any type service oriented business. National Credit and Commerce Bank has been ensuring profit by providing best and improved service along with other corporate objectives mentioned below:

- The main objective of National Credit and Commerce Bank is to maximize profit through customer satisfaction, which very much reflects the idea of any type service oriented business. National Credit and Commerce Bank has been ensuring profit by providing best and improved service along with other corporate objectives mentioned below:
- To provide excellent customer service to its clients, so they choose NCCBL first.
- To carry on the business deals in foreign exchange including buying and selling of foreign exchange, dealing in foreign currency notes, granting and issuing letter of credit, travelers check, circular notes and negotiating of export documents and all other matters related to the foreign exchange.
- Ensure high return on investment and with different service products.
- To play a significant role in the improvement of the economic condition of this country.

-
- Make profitable investment, disciplined growth strategy and growth in annual profit margin.
 - To remain as the market leader through diversification of the business and automation of the banking operations.
 - Create and maintain a congenial environment so that the people will be proud and eager to work with NCCBL.
 - To create a fully integrated financial service system.
 - To create Employment opportunity for contribution to the community.
 - To build up a strong and enduring organization which employs good business practices and deliver better service of the highest quality.

2.7 Goal of the Bank:

To share a significant portion of the banking sector's by utilizing available manpower and also state of the art technology for maximizing the shareholders wealth.

- Long Term Goal: To maximize the wealth of the shareholders.
- Short term Goal: To earn satisfactory rate of return on investment by providing wide range of banking services.

2.8 Ownership Pattern:

Presently the bank is primarily owned by the Army Welfare Trust of the country. It holds 60% shares and the rest (i.e. 40%) is held by the Financial Institutions, Non-resident Bangladeshi and general public.

Particulars	Taka
Sponsor	700,000,000
Financial Institution	163,557,000
Non-resident Bangladeshi	15,105,000
general public	288,008,000

Table-2: Ownership Pattern of NCCBL

Source: Annual report of NCCBL 2010

2.9 Products and Services:

The products of NCC Bank are Deposit, Loan & Advance, Cards and Remittance.

Deposit product:

Deposit Accounts offered by NCCB are:

Current A/C

Savings Bank Deposit A/C

Special Notice Deposit (SND) A/C

Term Deposit A/C

Premium Term Deposit A/C

Instant Earnings Term Deposit A/C

Special Savings Scheme

Special Fixed Deposit Scheme

NFCD

RFCD

Money Double Program

Loans and Advance product:

Loan and Advance schemes of the bank are as follows:

- Working Capital Finance
- Commerce and Trade Finance
- Long Term (Capital) Finance
- House Building Finance
- Retail and Consumer Finance
- SME Finance
- Agricultural Finance
- Import and Export Finance

NCC Bank launched its Visa Credit Card on 22 August, 2005. You may choose from three types of cards which are Visa Classic, Visa Gold (Local) and Visa Dual Currency Card (Local and Global).

NCC credit card service is available at a low interest rate (2% PM). The bank provides a supplementary card free of cost for the spouse. It takes shortest processing time for a dual card (24 Hrs). Bill of roaming cell phone is payable through this card. Additional 142 ATM booths and 600 POS of Dutch Bangla Bank are open for the cards of NCC Bank.

Remittance products:

- Special Interest rate on Savings and Term Deposits
- Wage Earners Welfare Deposit Pension Scheme
- Loans For Real Estate (Land purchase and House Construction/Renovation)
- Advance against Regular Remittance

Services Rendered by NCC

The services you may have from NCC Bank are:

- Brokerage House
- Treasury Service
- Remittance Service

As a member of Dhaka Stock Exchange and a Depository Participant, NCC provides full brokerage house services to you.

NCC Bank is a primary dealer of all government approved securities. So you may have the related services from it.

NCC Bank maintains correspondence with more than 330 financial institutions all over the world for providing you remittance services. More over it has agency arrangement with 12 reputed exchange houses touching almost all major locations of our expatriates.

The Credit Rating Agency of Bangladesh Limited (CRAB) has completed its grading for NCC Bank up to 31 Dec, 2010. Accordingly the bank has been rated as A1 in long term and ST-2 in short term performances.

A commercial bank rated A1 is defined to be strong enough to meet its financial commitments. But it's somewhat susceptible to the adverse effect of changes in circumstances and economic conditions than the banks obtaining a higher grade. A1 is judged to be of high quality and are subject to low credit risk.

Commercial banks having rated ST-2 are considered to have enough strength for timely repayment. Banks of this category are with commendable position in terms of liquidity, internal fund generation and access to alternate sources of funds.

2.10 Functions of the Bank:

NCC Bank Limited opened its 65th branch with online facility at Progati Soroni, Badda on 26 January 2010. Vice Chairman of the Bank Lion M. Harunur Rashid MP formally inaugurated the branch as chief guest. Managing Director & CEO Mohammed Nurul Amin presided over the function. Mohammed Nurul Amin, Managing Director & CEO of the Bank in his speech citing various schemes and services of NCC Bank said that the bank would open more branches, SME Centers and branches of Brokerage House in different places of the country in this year. Stressing on social responsibility of the Bank, he said that Bank is not only a profit earning organization but also working for social welfare, which will continue in future.

The bank has by now a network of 17 branches strategically located in different cities. All the branches are functioning in computerized environment and integrated through Wide Area Network (WAN). This interconnected system is fictionalized with Oracle based software called Flora. The branches are full-fledged units and can provide all commercial and investment banking services ranging from small and medium enterprises to big business conglomerates and houses.

The bank always tries to reduce its dependence on interest earnings by giving more emphasis on the fee-based income through introduction of capital market operation and Leasing. The Capital Market operation includes Portfolio Management, Investors Account, Underwriting, and Mutual Fund Management etc.

2.11 Performance of NCCBL at a glance:

Particulars	2006	2007	2008	2009	2010
Authorized Capital	2,500.00	2,500.00	2,500.00	5,000.00	10,000.00
Paid up Capital	1,201.79	1,352.01	1,757.62	2,284.90	4,501.25
Reserve fund and other Reserve	1,215.58	1,995.36	2,863.63	4,371.62	5,771.09
Equity fund	2,417.37	3,326.52	4,621.25	6,656.52	10,272.34
Deposits	28,147.34	34,901.77	46,904.66	53,900.15	67,961.24

Loans and Advances	24,678.36	32,687.75	46,332.69	50,387.68	63,230.14
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Investments	3,552.08	6,266.62	6,526.82	9,671.53	10,980.81
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Import Business	17,646.80	28,779.21	38,796.88	33,078.44	41,245.21
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Export Business	8,557.00	9,577.92	12,522.04	11,903.72	16,125.52
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Operating Income	3,913.19	5,269.03	7,417.64	9,333.03	10,157.99
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Operating Expenses	2,645.62	3,488.78	5,054.15	6,195.33	6,057.79
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Operating Profit	1,267.57	1,780.25	2,363.49	3,137.70	4100.20
Profit before Tax	1,056.51	1,356.32	1,788.96	2,686.49	3,248.23
Profit after Tax	479.22	677.18	882.28	1,719.50	2,371.68
Retained Profit	7.83	8.13	5.34	46.47	388.11
Total Assets (excluding contra)	32,615.01	42,522.85	57,365.52	65,937.49	83,554.18
Fixed Assets	353.71	522.00	775.31	849.10	1,191.49
Number of Branches	48	53	57	65	79

"Employee Job Satisfaction of NCC Bank Limited"

Number of Employees	1,118	1,230	1,400	1,496	1,622
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Earnings per Share (EPS)	3.99	5.01	5.02	7.53	5.33
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Dividend: Cash (%)	10.00	-	-	-	-
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Bonus (%)	12.50	30.00	30.00	47.00	32.00
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Return on Equity (ROE) (%)	19.82	20.23	21.76	28.49	25.35
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Return on Assets (ROA) (%)	1.47	1.59	1.54	2.61	2.84
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Capital Adequacy Ratio	9.78	10.61	10.61	13.55	10.91
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Nonperforming Loans as % of Total Advances	4.95	4.17	4.14	2.84	2.27
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Volume of Non-performing Loans	1,212.26	1,353.31	1,902.58	1,420.57	1,425.28
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Amount of provision against Classified Loans	523.58	644.11	912.90	720.22	742.80
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Amount of provision against Unclassified Loans	282.09	388.78	456.07	509.67	740.31
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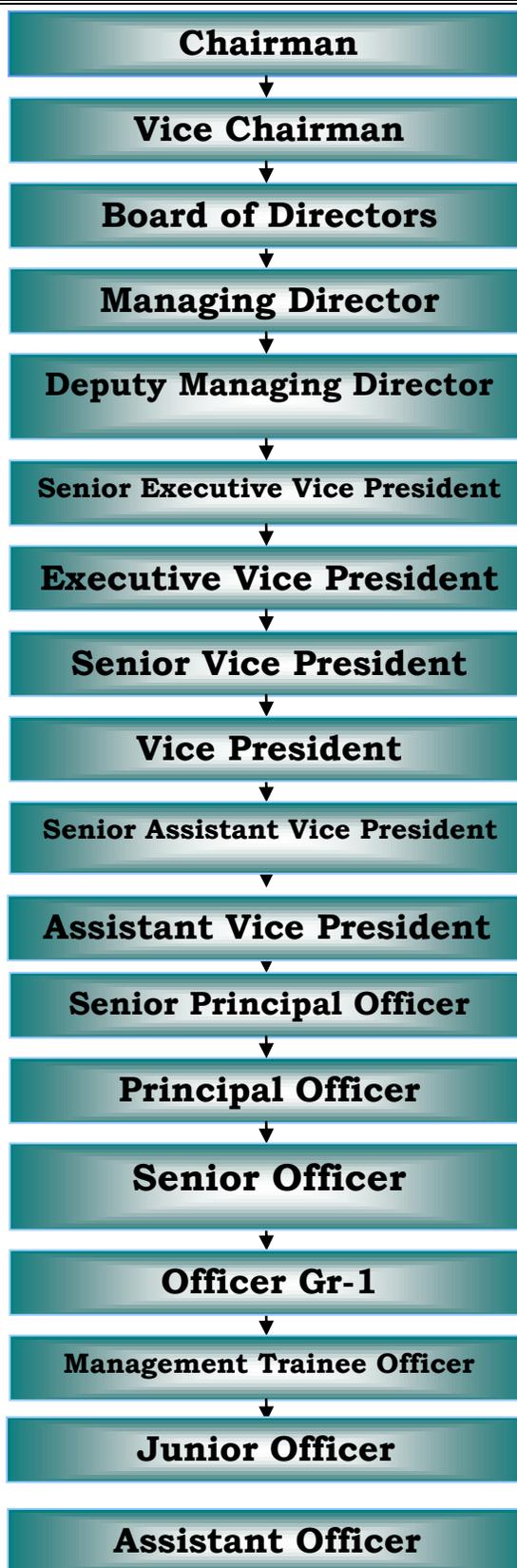
Amount of provision against Off-balance sheet exposures	-	51.69	109.41	111.93	174.93
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Advance/Deposit Ratio (%)	87.68%	93.66%	98.78%	93.48%	93.04%
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2.12 Management of NCC Bank Ltd:

Management of NCCBL is professional and experienced. Top management and the policy formulation of the Bank are vested on the Board of Directors. The board of directors consists of 26 members headed by chairman. Most of the directors are owners of large business groups having high net worth. For efficient operation of the bank the Board of directors forms an Executive Committee of 19 members. The committee organizes a meeting in every week to deal with the minor issues such as promotion or cadre change of a confirmed employee. Besides, a management Committee looks after the affairs of the bank. The executives and officers of the bank execute the policies and programs formulated by the board. The Managing Director is the chief executive of the bank and he is assisted and supported by other qualified executives like Senior Executive Vice Presidents, Executive Vice President (EVP), Senior Vice President (SVP), Vice President (VP), Senior Assistant Vice Presidents and other officers and staffs. There are nine divisions in this Bank and one training institute. The organizational structure of NCC Bank is given below in a chart:

Figure- 2
Management Of NCCBL



2.13 ORGANIZATIONAL HIERARCHY OF SHYAMOLI BRANCH:

There are 15 employees in NCC Bank, Shyamoli Branch. The organizational structure of NCCBL, Shyamoli Branch is given below:

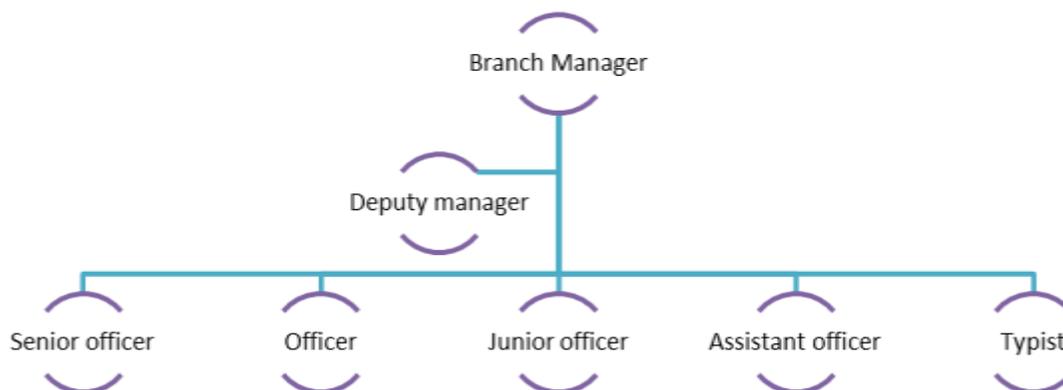


Figure-3

The Hierarchy of NCCBL, Shyamoli Branch

2.14 Present Programs of the Shyamoli Branch of NCC Bank Ltd:

The overall branch activities that are currently running by Shyamoli branch can be primarily divided into three different divisions.

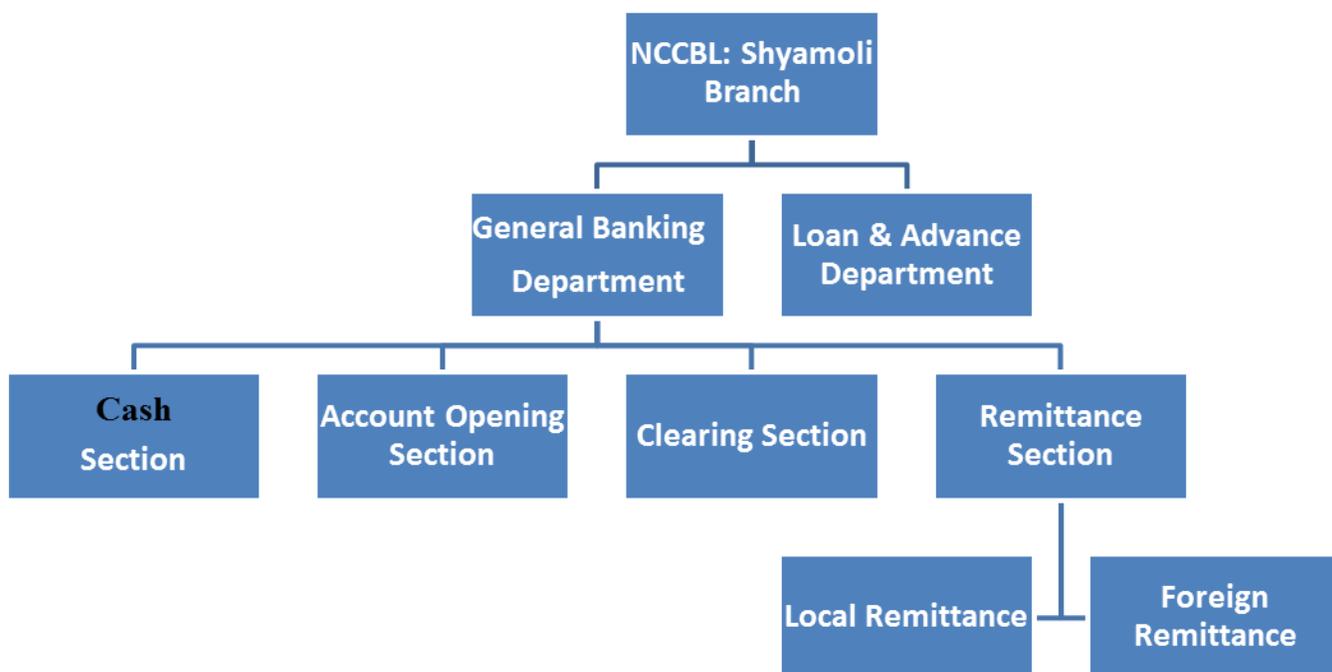


Figure-4

Activities Performed by NCCBL staffs

The internship period was November 1 to January 30, 2012. In this three-month period various kinds of jobs were performed by me. I was involved with many jobs of bank that were usually done by the staffs of the branch of NCC Bank Ltd, Dhaka. The staffs encouraged me a lot to involve myself with the banking jobs. Many varieties of jobs were attempted by me within the required period like; Money Gram, Loan providing process, bill collection, pay order register, account opening procedures, Statistical Banking Schedule. During my internship period except cash collection I did other job of the bank with full attention and sincerity.

Among these the key job details are given below:

3.1 Filling up the Account Opening Forms:

NCC bank has its own printed forms supplied by the head office to its branches to distribute them for applying to open an account. When customers came to open an account I helped them out to filling up the forms. I also completed some of the incomplete forms. The particulars that have been recorded in the forms by the bank are the full name, address, occupation, photograph, specimen signature etc of the account holder and his introducer. The particulars are essential for identification of the account holders individually so that the banker can discharge his obligations to everyone correctly and to the extent due.

3.2 Filling up the FDR Forms:

FDR forms are same as the account opening forms. Customers need to fill up the same information in the forms. Except this they need to carry two copies of photographs and photocopy of their National Id or Voter Id card. I helped the customer to fill up the forms and completed the incomplete forms.

3.3 Data Entry and work in credit Department:

In the credit section my job was to help the individuals who come to receive their loan from the bank. There were various types of loan with various facilities. For taking loan there was one kind of forms and for the others there was another kind of forms. I helped the customers to fill up those forms. Except these I make data entry of those loan received.

3.4 Receiving phone calls:

I received some of the phone calls seeking information about remittance, FDR other bank related information.

4.FINDINGS:

The findings part requires 15 questions and those question answers with graphical presentation. The data of each questions were used for analyzing the level of job satisfaction of employees of NCC Bank Ltd. Level of job satisfaction measured through strongly agree to strongly disagree with percentage.

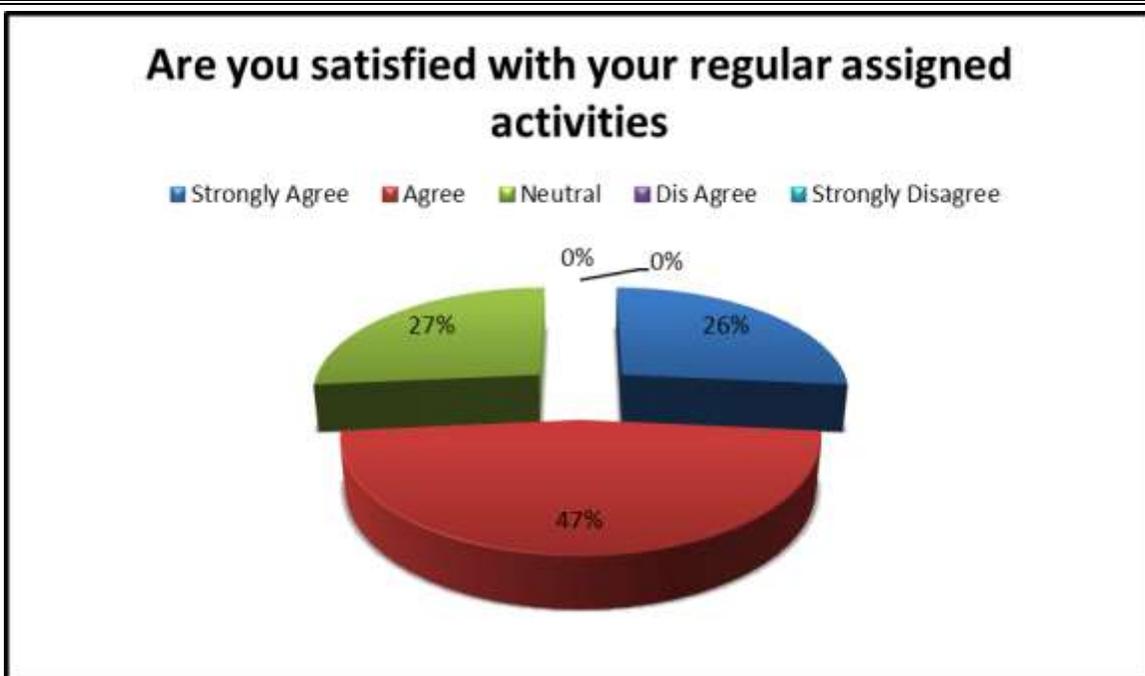
The findings from each of the questions are given below with analysis:

Question No: 1

“Are you satisfied with your regular assigned activities?”

Analysis & Findings:

For this question 5 options were given to the employees from strongly agree to strongly disagree including neutral to choose their desired answer. Among 15 of employee, 47% were agreed, 26.5% were neutral and 26.5% were strongly agreed with their opinion. Most of the employees of NCC Bank Ltd. are agreed and strongly agreed with their satisfaction in regular activities because they get habituated and became experienced with their assigned jobs. But 26.5% of employees are neutral because they get bored in their regular same activities. They think that there is less scope to learn jobs of others.

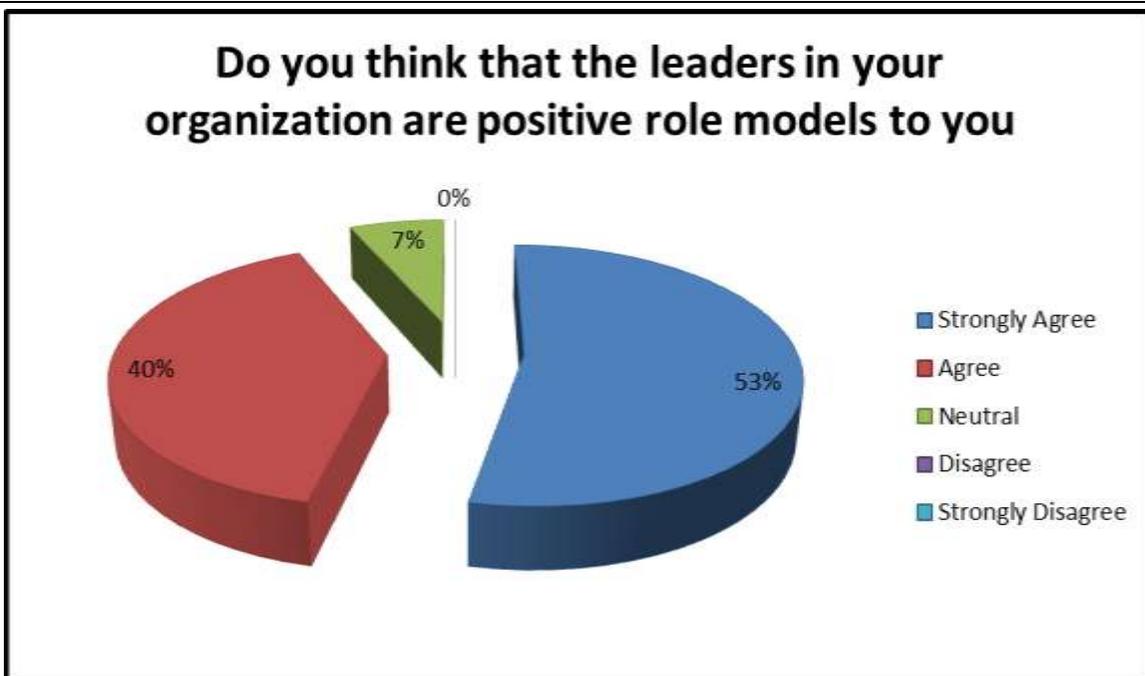


Question No: 2

“Do you think that the leaders in your organization are positive role models to you”?

Analysis & Findings:

Here among 15 employee, 40% employee of NCC Bank Ltd, Shyamoli branch, Dhaka agreed with this opinion about their leaders are acting as a positive role model to them. 6.6% of employee remain neutral about it and about 53.3% of employee strongly agreed with it. Most of the employees of NCC Bank Ltd which is about 53.3% strongly agreed because the leaders that they had from the beginning of their job were so active, professional and helpful. 6.6% of employee are neutral because they are fresher and don't get that chance to learn from the leaders.

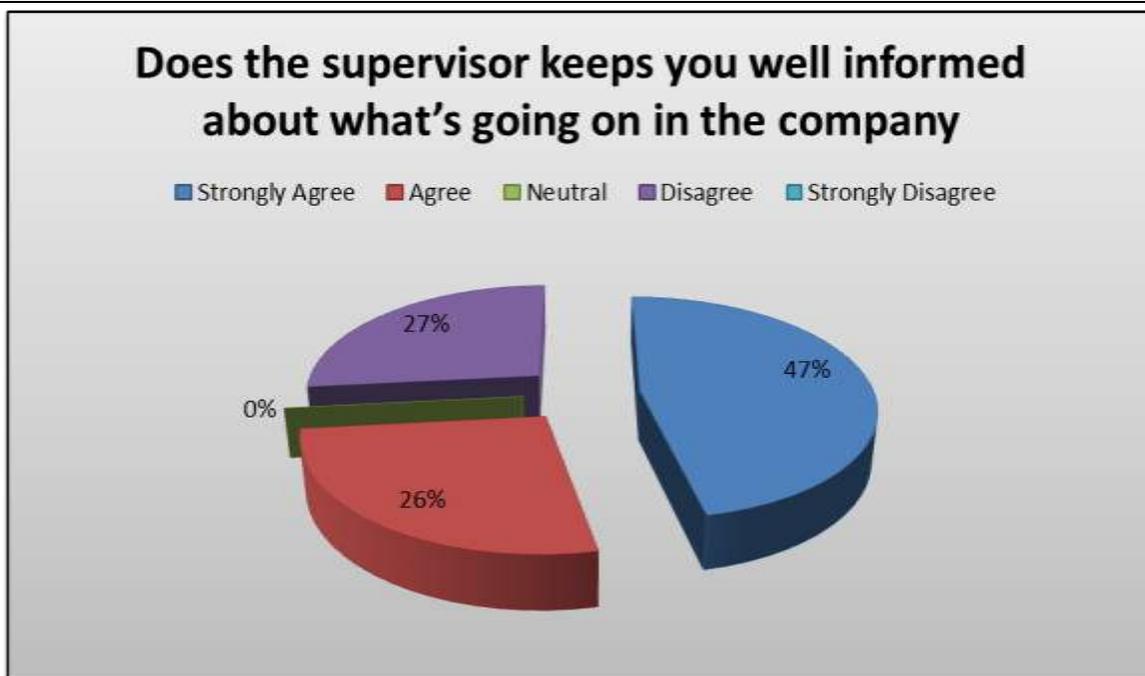


Question No: 3

Does the supervisor keeps you well informed about what's going on in the company?

Analysis & Findings :

Almost 46.6% employees of NCC Bank Ltd, Shyamoli Branch, Dhaka are strongly agreed with this opinion But 26.6% employees of NCC Bank Ltd, both are agreed and disagreed about this fact. In case the supervisors always try to provide updated information to each and every level of employees within the branch. So that about 46.6% employee strongly agreed and 26.6% agreed which means that they are well informed by the supervisors, whereas other 26.6% employee of NCC Bank Ltd, Shyamoli Branch, Dhaka are disagreed. 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.

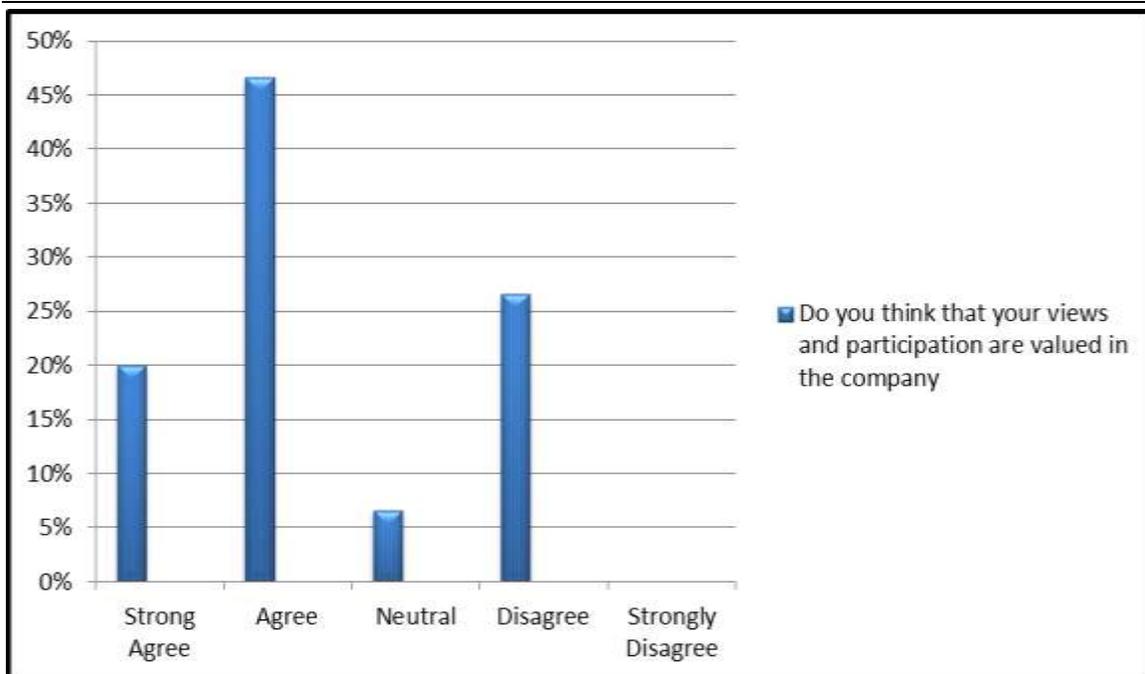


Question No: 4

Do you think that your views and participation are valued in the company?

Analysis & Findings:

According to this question employees of NCC Bank Ltd respond with various types of answer. Among 15 of employees 20% were strongly agreed, 46.6% agreed, 26.6% disagreed and 6.6% were neutral. Here 26.6% employee disagreed and 6.6% neutral because they think that senior level staffs ignore to take their views in real life situation and their active participation in any project is not recognized as well in NCC Bank Ltd, Shyamoli Branch, Dhaka.

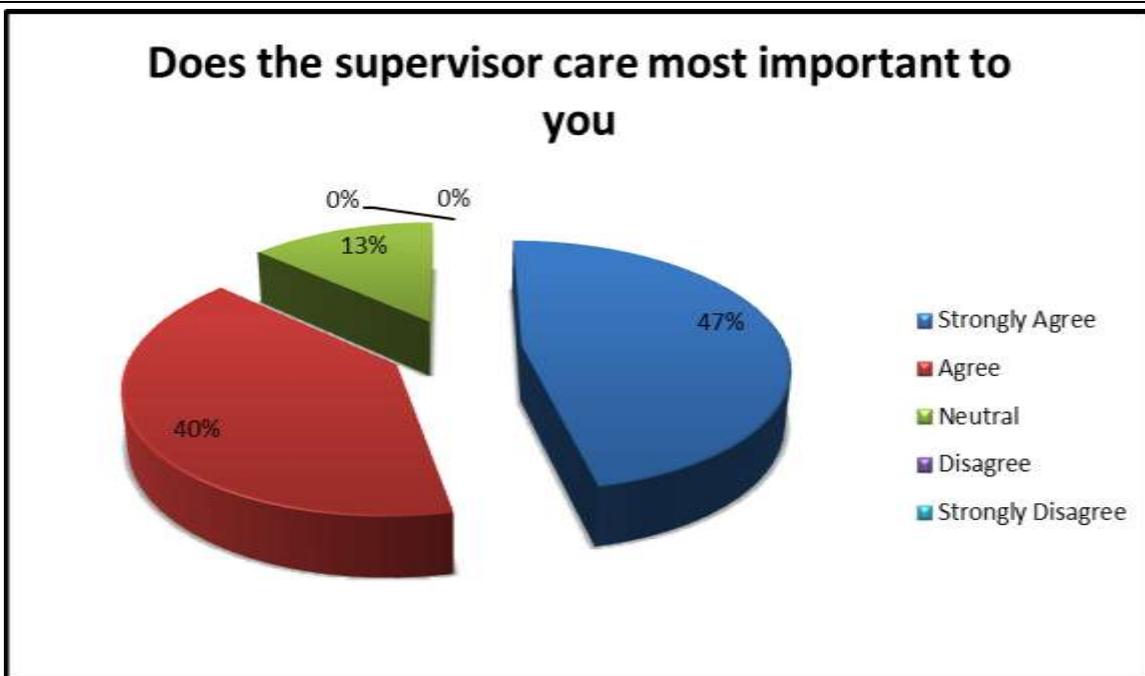


Question No: 5

Does the supervisor care most important to you?

Analysis & Findings:

46.6% employees were strongly agreed whereas 40% agreed and 13.3% employees were neutral of NCC Bank Ltd, Shyamoli Branch. 13.3% employees were neutral because his opinion says that the supervisors are cared for selective staffs. They think that biasness is one of the reason behind it.

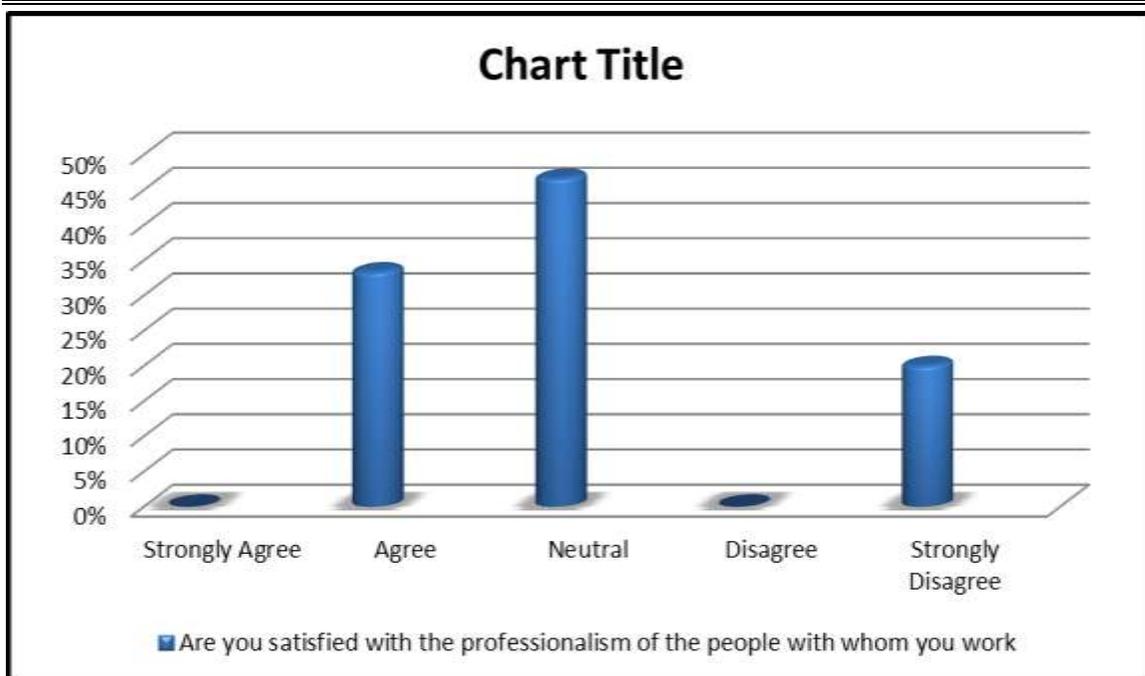


Question No: 6

Are you satisfied with the professionalism of the people with whom you work?

Analysis & Findings:

Incase of this question most of the employees which is about 46.6% were neutral and 33.3% were agreed that they are satisfied with the professionalism of the staffs with whom he or she works. But 20% employees of NCC Bank Ltd, Shyamoli Branch were strongly disagreed because the behaviors and attitudes of few employees never show that they are professional in this branch.



Question No: 7

Do you feel flexible with the team spirit in your work environment?

Analysis & Findings:

Here about 6.6% of staffs strongly agreed, 86.6% of the staffs were agreed because they feel flexible with the team spirit in their work. But 6.6% of the staffs 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.

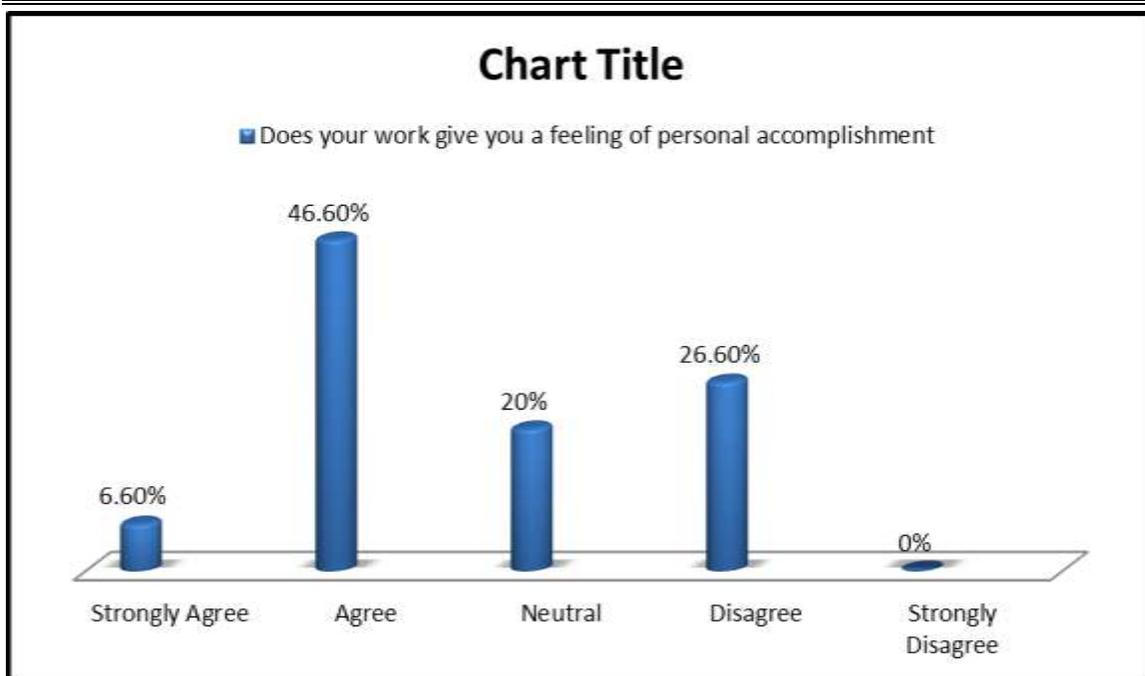


Question No: 8

Does your work give you a feeling of personal accomplishment?

Analysis & Findings:

6.6% of employee were strongly agreed whereas most of employee of NCC Bank Ltd, Shyamoli Branch were agreed which is about 46.6% because they think that their job gives them a feeling of personal accomplishment. But 26.6% employee was disagreed with this fact because their work does not give them a feeling of personal accomplishment due to less interest in doing job. 20% employee was neutral about that fact because of common and mere jobs.

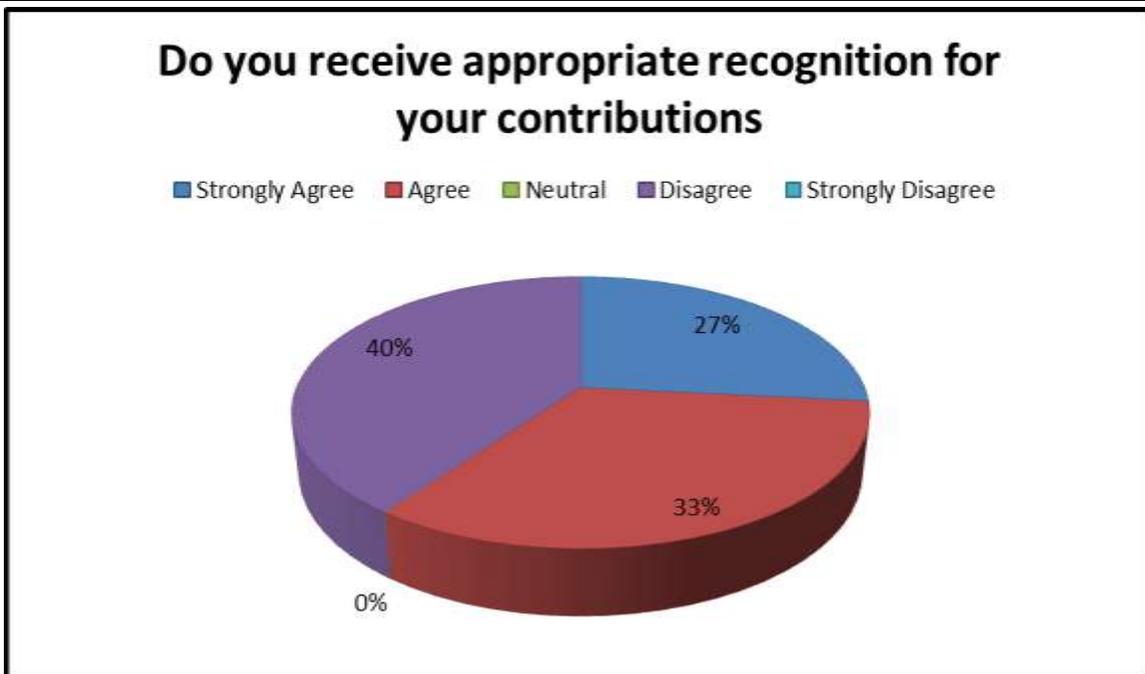


Question No: 9

Do you receive appropriate recognition for your contributions?

Analysis & Findings:

Among 15 employee of NCC Bank Ltd,Shyamoli Branch ,Dhaka only 26.6% were strongly agreed for receiving appropriate recognition for their contributions whereas about 33.3% were agreed with this fact. But about 40% employees were disagreed and think that they are receiving recognition for their contribution for lacking of proper management of the branch.

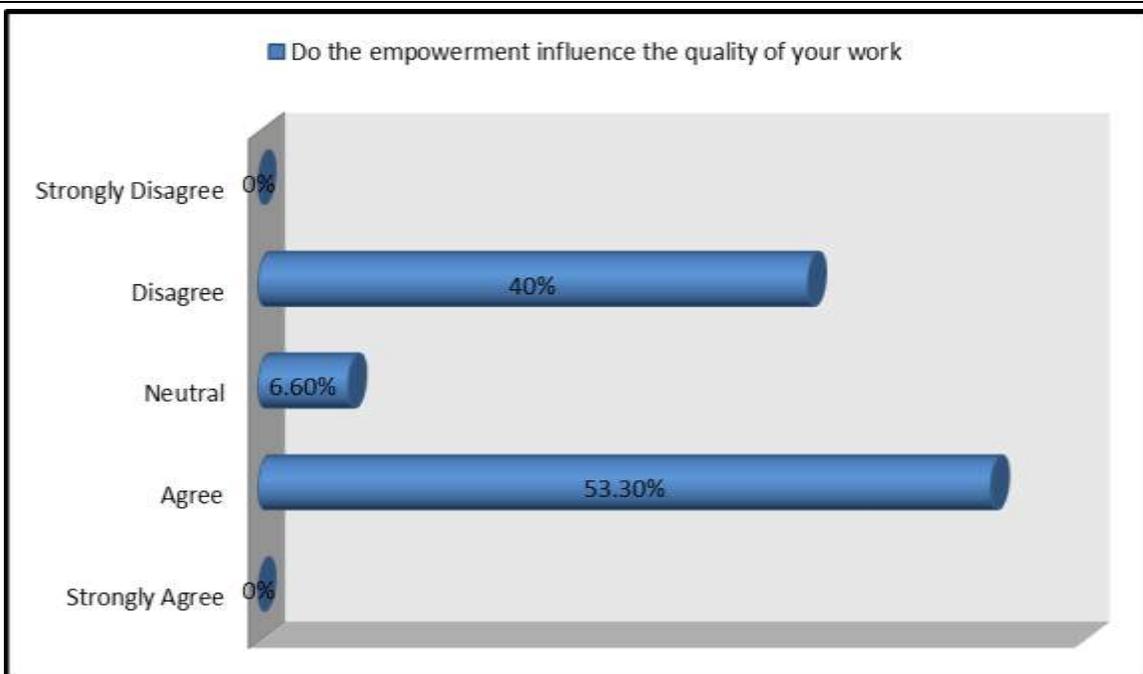


Question No: 10

Does the empowerment influence the quality of your work?

Analysis & Findings:

Incase of it, only 6.6% employee were neutral and 40% were disagreed because they think that the empowerment within the branch does not influence the quality of their work due to lack of understanding among senior and junior level of employees. But 53.3% were agreed with the empowerment to influence the quality of their work .



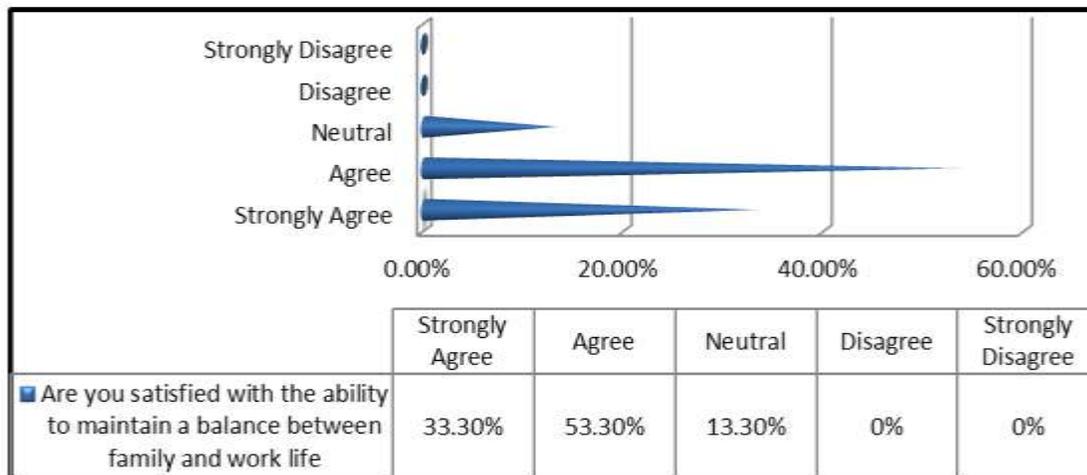
Question No: 11

Are you satisfied with the ability to maintain a balance between family and work life?

Analysis & Findings:

Most of the employees which is about 53.3% were agreed with the ability to maintain a balance between family and work life. Because of their flexibility at work place which helps them to realize the relaxation in between family and work life. But 33.3% were strongly agreed with this fact due to maintain proper balance at both sides without any tension. Among them only 13.3% were neutral because they think that they have less work flexibility which hampers to maintain a balance between family and work life.

Are you satisfied with the ability to maintain a balance between family and work life



Question No: 12

Do you think that your compensation matches to your responsibilities?

Analysis & Findings:

About 20% of employee of NCC Bank Ltd, Shyamoli Branch, Dhaka were disagreed about this fact. From their point of view, they were supposed to do more than necessary but they don't get as much as they do. Managers are less concerned about this fact from the beginning. But 40% of employees were strongly agreed and 40% were neutral because they were given proper compensation as they do.

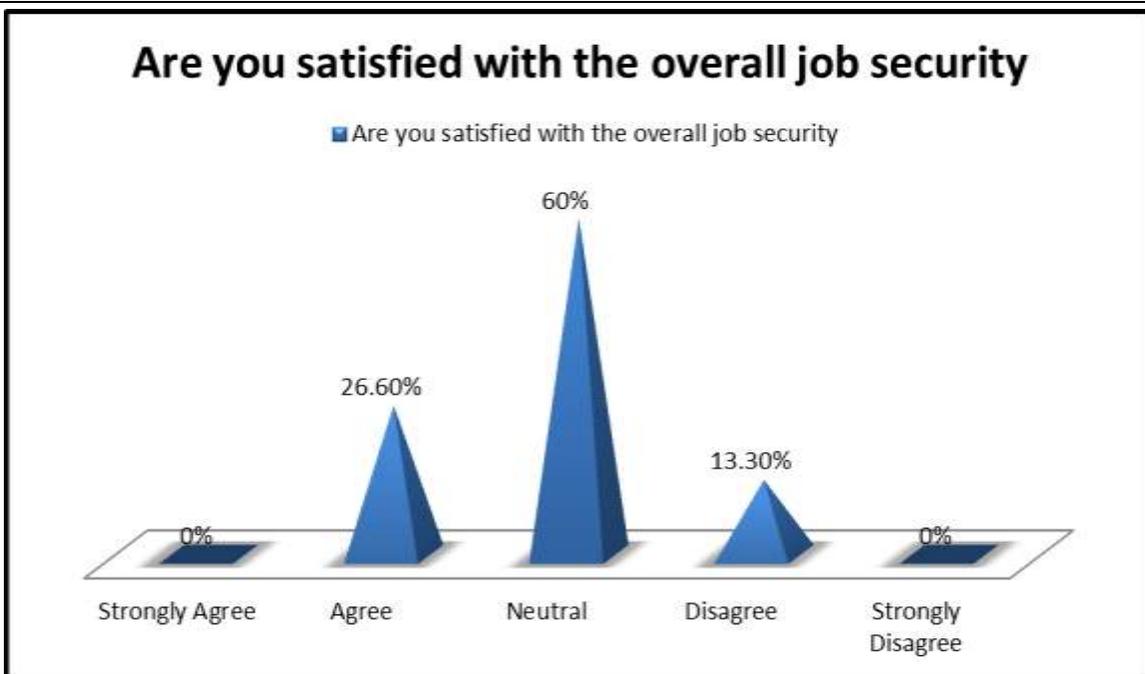


Question No: 13

Are you satisfied with the overall job security?

Analysis & Findings:

About 60% employee of NCC Bank Ltd, Shyamoli Branch ,Dhaka were neutral about the overall job security according to their job rules whereas 13.3% were disagreed with the overall job security because of the new comers. They had a fear to loose their job at anytime from the order of the higher level officers.26.6% were agreed because they have the satisfaction of not to loose their job in any condition.

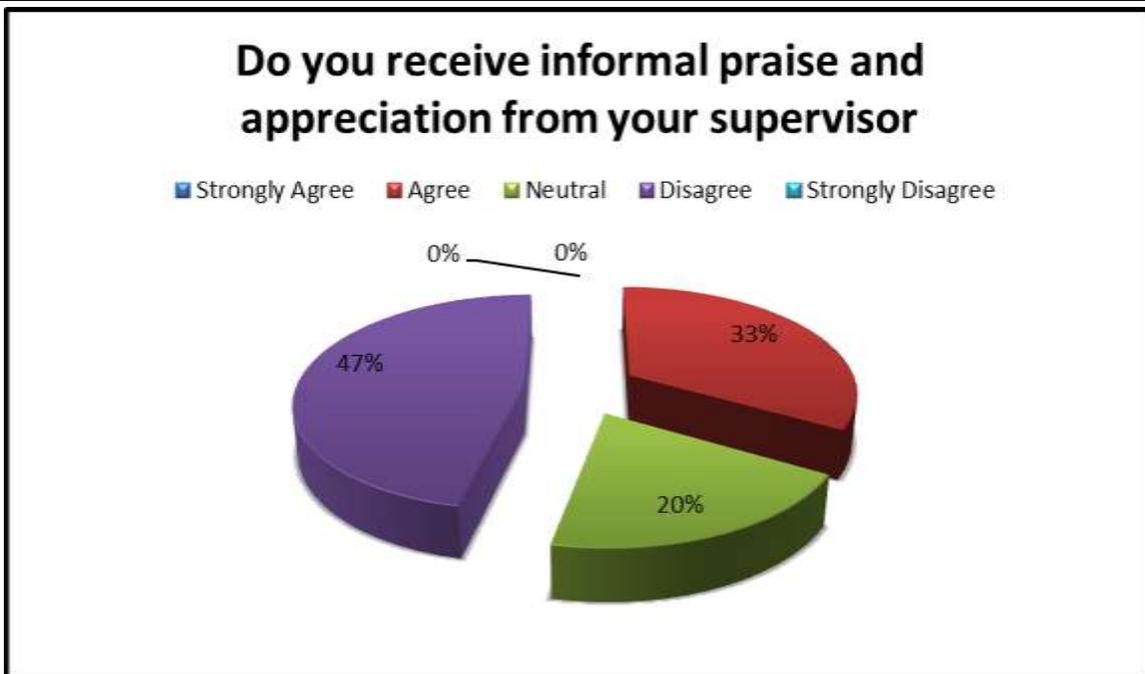


Question No: 14

Do you receive informal praise and appreciation from your supervisor?

Analysis & Findings:

33.3% employee of NCC Bank Ltd, Shyamoli Branch, Dhaka were agreed for receiving the amount and frequency of informal praise and appreciation from their supervisor. Their work and performance were appreciated by the supervisors every time. But 20% were neutral about this fact and 46.6% employee was disagreed because they don't receive any praise from their supervisor for their performance due to the biasness and negligence for few staffs.



Question No: 15

Are you satisfied with the company as a place to work?

Analysis & Findings:

About 6.6% employees were strongly agreed with the satisfaction to find the company as a suitable place to work because of the perfect office environment. 73.3% employee of NCC Bank Ltd, Shyamoli branch, Dhaka was agreed with this fact because they found the office place as standard office to work. They think that the entire branch has good office environment and employees to work with. 20% employee of this branch were neutral because they think that their work place is good but it could be better with broad floors, facilities, and decoration which will help them to reduce the monotonous work life and bring enjoyment to their jobs.



Summary of Findings:

- Most of the employees had working with less experience.
- Most of the employees were satisfied towards the work assigned to them by the management.
- None of the employee was highly dissatisfied with the facility provided to them.
- Most of the employee was satisfied with their salary and others.

5.1. RECOMMENDATIONS:

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 the practical exposure in NCC Bank Ltd for just twelve weeks, 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:

- The compensation should increase so that they can matches their compensation with their responsibility .
- NCCBL should ensure the overall job security to the employee by a contract sign.
- NCC Bank should give more attention to personal accomplishment and recognition of the employee to increase the level of job satisfaction.
- NCC Bank should give more attention to personal accomplishment and recognition of the employee to increase the level of job satisfaction.
- NCCBL can give attention to the office decoration so that employee can stay with comfort and relax to work there as a place.
- Managers should concern about the facility and demand of junior level of employee rather than selective officers by removing biasness.

5.2. CONCLUSION:

Job satisfaction is always important in the present day business world. It cuts very good figure in our every day 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.

This report was based on the findings that the researcher found and gained through her association with the NCC Bank Ltd. Shyamoli branch, Dhaka. It is found in this study that job is inevitable part of the staffs. Despite differences in their works and support, they are satisfied in their job. It is, perhaps, believed to have pointed out that the lack of employment leaves very little room for them to place their domination over the job.

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- ➡ Organizational Behavior(Eleventh edition); Stephen p. robbins(Page 85 to 86).
- ➡ Annual report (2010), *National Credit and Commerce Bank Limited*

Websites:

- ➡ www.NCCbank-bd.com
- ➡ www.wikipedia.com

Questionnaire on

Employee Job Satisfaction of NCCBL(Shyamoli Branch,Dhaka)

(Only for Internship Report Purpose)

Name :

Age : 18 to 24 25 to 30 31 to 40 41 to 50 50 to 60

Designation : Senior Officer Junior Officer Officer Assistant Officer

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

Sl. No	Statements	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	Are you satisfied with your regular assigned activities?					
2	Do you think that the leaders in your organization are positive role models to you?					
3	Does the supervisor keeps you well informed about what's going on in the company?					
4	Do you think that your views and participation are valued in the company?					
5	Does the supervisor care most important to you?					
6	Are you satisfied with the professionalism of the people with					

	whom you work?					
7	Do you feel flexible with the team spirit in your work environment?					
8	Does your work give you a feeling of personal accomplishment?					

9	Do you receive appropriate recognition for your contributions?					
10	Does the empowerment influence the quality of your work?					
11	Are you satisfied with the ability to maintain a balance between family and work life?					
12	Do you think that your compensation matches to your responsibilities?					

13	Are you satisfied with the overall job security?					
14	Do you receive informal praise and appreciation from your supervisor?					

15	Are you satisfied with the company as a place to work?					

————— **Thank You** —————

National Credit and Commerce Bank Limited

Balance Sheet as at December 31, 2009

PROPERTY AND ASSETS	Note	2009 Taka	2008 Taka
Cash:			
In hand (including foreign currencies)	4	447,864,005	432,819,168
Balances with Bangladesh Bank and its agent bank (s) (including foreign currencies)	5	3,201,391,106	2,405,273,950
Balances with other Banks and Financial Institutions		623,888,736	314,112,991
In Bangladesh	6.1	445,728,863	192,540,818
Outside Bangladesh	6.2	178,159,873	121,572,173
Money at call and short notice	7	-	-
Investments	8	9,671,530,054	6,526,818,661
Government		9,188,182,140	6,196,727,844
Others		483,347,914	330,090,817
Loans and advances		50,387,683,203	46,332,688,464
Loans, cash credits, overdrafts, etc.	9.1	48,530,225,335	44,394,497,310
Bills purchased & discounted	9.2	1,857,457,868	1,938,191,154
Fixed assets including premises, furniture and fixtures	10	849,103,581	775,305,494
Other assets	11	756,030,778	578,504,998
Non-banking assets		-	-
TOTAL ASSETS		<u>65,937,491,463</u>	<u>57,365,523,726</u>
LIABILITIES AND CAPITAL			
Liabilities:			
Borrowings from Other Banks, Financial Institutions and agents	12	1,822,696,932	2,606,034,046
Deposits and other accounts:	13	53,900,150,635	46,904,663,162
Current deposits and other accounts		5,352,710,730	4,864,150,294
Bills payable	13.1	685,406,946	692,280,856
Savings Bank Deposits		6,134,648,381	3,920,781,742
Fixed Deposits		32,267,274,574	30,880,912,000
Term deposits		9,422,521,004	6,508,949,270
Bearer Certificates of Deposits		37,589,000	37,589,000
Other liabilities	14	4,180,194,989	3,799,528,274
TOTAL LIABILITIES		<u>59,903,042,556</u>	<u>53,310,225,482</u>
Shareholders' Equity			
Share Capital			
Paid up capital	15.2	2,284,900,200	1,757,615,600
Statutory reserve	16	1,893,817,316	1,356,518,531
General reserve	17	67,162,348	-
Other reserve	18	668,191,610	408,543,243
Surplus in profit and loss account	19	1,120,377,433	532,620,870
TOTAL SHAREHOLDERS' EQUITY		<u>6,034,448,907</u>	<u>4,055,298,244</u>
TOTAL LIABILITIES AND SHAREHOLDERS' EQUITY		<u>65,937,491,463</u>	<u>57,365,523,726</u>

	<u>Note</u>	<u>2009</u> <u>Taka</u>	<u>2008</u> <u>Taka</u>
CONTRA ENTRIES			
Off balance sheet items:			
Contingent liabilities			
Acceptances and endorsements	20.1	3,596,232,028	4,308,043,100
Letters of guarantee	20.2	4,132,262,543	3,749,731,928
Letters of credit issued	20.3	3,460,600,081	2,874,521,911
Bills for collection	20.4	3,708,113	2,646,708
Other contingent liabilities :			
Claims against the bank not acknowledged as debt			-
Capital Commitments			-
Export Development Fund (EDF)	20.5	-	5,984,000
Total Off Balance Sheet Items		<u><u>11,192,802,765</u></u>	<u><u>10,940,927,647</u></u>

National Credit and Commerce Bank Limited

Profit and Loss Account

For the year ended December 31, 2009

	Note	2009 Taka	2008 Taka
Interest income	21	6,487,768,688	5,449,728,058
Less: Interest paid on deposits and borrowings	22	4,960,743,231	4,099,984,694
Net interest income		1,527,025,457	1,349,743,364
Income from investments	23	1,071,197,525	638,069,608
Commission, exchange and brokerage	24	981,257,153	1,026,013,925
Other operating income	25	792,809,413	303,832,945
Total operating income		4,372,289,548	3,317,659,842
Salary and allowances	26	696,384,342	582,245,991
Rent, taxes, insurance, electricity etc.	27	108,919,957	84,802,209
Legal expenses	28	3,236,507	3,408,235
Postage, stamp, telecommunication etc.	29	26,084,321	23,309,958
Stationery, printing, advertisement etc.	30	37,381,054	30,871,059
Managing Director's salary and allowances	31	5,169,750	5,388,360
Director's fees	32	1,840,000	1,260,000
Audit fees	33	200,000	120,000
Depreciation and Repairs of Bank's assets	34	162,702,315	107,682,965
Other expenses	35	192,675,784	115,081,100
Total operating expense		1,234,594,030	954,169,877
Profit before provisions		3,137,695,518	2,363,489,965
Provision for loans and advances			
Specific Provision	14.4(a)	58,382,025	371,638,596
General Provision	14.4(b)	53,607,000	67,284,800
		111,989,025	438,923,396
Provision for Off-balance sheet exposures	14.5	2,518,724	57,720,309
Provision for Gratuity	14.9	225,000,000	40,000,000
Provision for Investment Fluctuation in Shares	8.1	(32,981,953)	26,794,390
Provision for incentive Bonus		100,000,000	-
Provision for Benevolent Fund		2,500,000	-
Provision for Other Assets	14.2	14,975,798	1,092,049
Total provisions		424,001,594	564,530,144
Profit after provision for Loans and Advances & other provisions		2,713,693,924	1,798,959,821

Contribution to NCC Bank Foundation	14.8	27,200,000	10,000,000
Profit before tax		2,686,493,924	1,788,959,821
Provision for tax	14.3	966,991,628	906,681,988
Current year		754,282,799	809,755,652
Prior years		25,848,744	76,926,336
Deferred Tax		186,860,085	20,000,000
Profit after tax for the year		1,719,502,296	882,277,833
Add: Retained earnings	19.1	5,336,270	8,135,001
Total profit available for distribution		1,724,838,566	890,412,834
Appropriations			
Statutory Reserve 20% of net profit before tax	16	537,298,785	357,791,964
General Reserve 2.5% of net profit before tax	17	67,162,348	-
		604,461,133	357,791,964
Surplus in Profit & Loss Account	19	1,120,377,433	532,620,870
Earning per share	41	75.26	38.61

National Credit and Commerce Bank Limited
Cash Flow Statement
For the year ended December 31, 2009

	<u>Note</u>	<u>2009</u> <u>Taka</u>	<u>2008</u> <u>Taka</u>
A) Cash flows from operating activities			
Interest received in cash		7,463,206,073	5,871,637,558
Interest paid by cash		(5,105,749,035)	(3,756,069,498)
Dividend received		4,462,269	7,931,603
Fees & Commission received in cash		739,421,371	674,874,897
Recoveries of loans previously written off		9,545,272	13,574,744
Cash paid to employees		(701,554,092)	(587,634,351)
Cash paid to suppliers		(122,900,065)	(90,838,833)
Income taxes paid		(870,989,660)	(655,930,619)
Received from other operating activities	36	1,031,915,301	658,917,323
Paid for other operating activities	37	(347,478,278)	(228,095,191)
<i>Operating profit before changes in operating assets and liabilities:</i>		2,099,879,156	1,908,367,633
<i>Increase/(Decrease) in Operating Assets & Liabilities</i>			
Purchase-sale of trading securities		(3,051,246,313)	(1,106,921,961)
Loans and advances to other banks		-	-
Loans and advances to customers (Other than Banks)		(4,054,994,739)	(13,644,935,299)
Other assets	38	677,723,835	488,219,903
Deposits from other Banks		(1,450,000,000)	1,280,000,000
Deposits from customers (Other than Banks)		8,445,487,473	10,722,888,959
Other liabilities account of customers		(933,267,503)	(650,087,041)
Trading liabilities		-	-
Other liabilities	39	250,152,778	47,956,917
<i>Net Cash received from operating activities</i>		1,983,734,687	(954,510,889)

B) Cash flows from investing activities		
Proceeds from sale of securities	632,869,813	151,375,621
Payment for purchase of Securities	(579,833,561)	(287,409,511)
Purchase of property , plant and equipment	(136,780,081)	(201,378,676)
Sales proceeds of Fixed assets	2,599,644	202,500
Purchase-sale of subsidiary	-	-
<i>Net cash used in investing activities</i>	(81,144,185)	(337,210,066)
C) Cash flows from financing activities		
Received from issue of loan capital and debt securities	-	688,517,406
Payment for redemption of loan capital & debt security	(783,337,114)	-
Receipts from issue of Right share	-	-
Dividend paid	-	-
<i>Net cash received from financing activities</i>	(783,337,114)	688,517,406
D) Net (decrease) / increase in cash (A+B+C)	1,119,253,388	(603,203,549)
Effects of exchange rate changes on cash and cash-equivalents		
E) Opening cash and cash-equivalents	3,140,143,258	3,743,346,807
F) Closing cash and cash-equivalents (D+E)	40 4,259,396,646	3,140,143,258