

Report On
Employee Job Satisfaction at Social Islami Bank Limited,
Dhanmondi Branch

By

Israt Jahan
19104101

An internship report submitted to the Brac Business School in partial fulfillment of the
requirements for the degree of
Bachelor of Business Administration (BBA)

BRAC Business School
BRAC University
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Declaration

It is at this moment declared that

1. The internship report submitted is my/our original work while completing the degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through complete and accurate referencing.
3. The report contains material yet to be accepted or submitted for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all primary sources of help.

Student's Full Name & Signature:

Israt Jahan
Student ID: 19104101

Supervisor's Full Name & Signature:

Md Arif Hossain Mazumder
Assistant Professor, BRAC Business School

BRAC University

Letter of Transmittal

Md Arif Hossain Mazumder
Assistant Professor,
BRAC Business School
BRAC University
66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report on Employee Job Satisfaction at Social Islami Bank Limited, Dhanmondi Branch

Dear Sir,

I am pleased to display my entry-level position and provide details regarding 'Employee Job Satisfaction of Social Islami Bank Ltd,' for which your direction appointed me.

I have attempted to finish the report with the essential data and recommended proposition as compactly and comprehensively as possible.

I trust that the report will meet the desires.

Sincerely yours,

Israt Jahan
19104101
BRAC Business School
BRAC University
Date: June 01, 2023

Non-Disclosure Agreement

This agreement is made and entered into by and between Social Islami Bank Limited and the undersigned student at BRAC University Israt Jahan, ID: 19104101

Acknowledgment

After finishing this internship report, I realized how much I appreciated the assistance of many people. First, I thank my supervisor, Md Arif Hossain Mazumder, for all his help writing this report. He gave me everything I needed to finish this report without any trouble. I want to thank Ismat Pasa, who oversaw my internship program at the organization. He currently serves as Social Islami Bank Limited's Operation Manager. Throughout my internship, he was an excellent resource for me regarding information and direction. On my behalf, I'd also like to thank Bipasha Alam, the Senior Executive Officer of SIBL, for his assistance and the vital information she provided. Finally, I'd like to express my gratitude to everyone in my life, regardless of whether they support me. For better or worse, you shaped my identity.

Executive Summary

The study's primary objective was to find the factors that affect job satisfaction at the Social Islami Bank Limited branch in Dhanmondi. A survey was given to bank employees to learn how happy they are with their jobs and understand their thoughts on the elements that make them happy at work. The Dhanmondi Branch of Social Islami Bank Limited polled its workers using a questionnaire to increase satisfaction. A thorough literature review was created after investigating the topic of employee work satisfaction and the elements that affect it. Several distinct factors can influence how happy you are at work. You can advance in your job, have a safe workplace, have pleasant interactions with your coworkers, have a supportive management team, have competitive pay and benefits, can develop in your position, and be compensated for your efforts, among other things. The Dhanmondi Branch of Social Islami Bank Limited questioned twenty (20) employees representing a variety of departments using a questionnaire for this study. The information used to generate this company profile was gathered from the Social Islami Bank Limited website. For the data analysis using percentages, Microsoft Excel was employed. The Dhanmondi Branch employees of Social Islami Bank Limited express a high degree of job satisfaction. Few employees, however, are dissatisfied with their chances to make decisions, their present pay and benefits, or their chances for growth. Job satisfaction at Social Islami Bank Limited, Dhanmondi Branch would grow if more employees were permitted to participate in decision-making, the current salaries of different levels of employees could be reorganized, allowances and leave options could be expanded, etc. If the bank implements the policies above, employee satisfaction at work will likely increase significantly.

Keywords: Job satisfaction; pay and benefits; allowances; decision making; salary.

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List of Acronyms

BBA	Bachelor of Business Administration
BBS	BRAC Business School
CSR	Corporate Social Responsibility
EPS	Earnings Per Share
GB	General Banking
LDR	Loan-to-Loan Deposit Ratio
NIDs	National Identification Documents
NPM	Net Profit Margin
ROA	Return on Asset
ROE	Return on Equity
SIBL	Social Islami Bank Limited

Chapter 1: Overview of Internship

1.1 Student Information:

Name: Israt Jahan

ID: 19104101

Program: Bachelor of Business Administration

Primary/Specialization: HRM

1.2 Internship Information

This part will show basic information about me and my company:

1.2.1 Period: The internship period was for 03 months

Company Name: Social Islami Bank Limited (SIBL)

Department/Division: General Banking (GB)

Address: House No. 84, Road 7/A, Satmasjid Road, Dhanmondi R/A, Dhaka

1.2.2 Internship Company Supervisor's Information: Ismat Pasa, Operations Manager, Social Islami Bank Limited, Dhanmondi Branch.

1.2.3 Job Scope – Job Description/Duties/Responsibilities:

I began working at the branch of Dhanmondi Bank in Dhaka. On the first day of my job, I immediately got to know my new coworkers and the various tasks that a front desk officer has. On the second day, I had to behave like a professional.

In addition to assisting my coworkers, I also handled various tasks. One of my main responsibilities was to process checks and deposit them into customers' accounts. Before giving out ATM cards, I

had to ensure that clients' NIDs and passports were authentic. I was responsible for sending letters to clients with addresses that needed confirmation.

To conclude, during the SIBL internship, Ismat Pasa was the Operations Manager of the bank's Dhanmondi branch. In this role, I managed the various tasks performed by the branch's employees, such as handling deposits, issuing ATM cards, and verifying the documents of customers.

1.3 Internship Outcomes:

The following paragraphs will discuss my participation, the advantages I received, the challenges I encountered, and some suggestions for incoming interns in the years to come:

1.3.1 **The Role of the Student in the Company:** During my internship at SIBL, I assisted clients by answering their questions about account opening, check to collect, and other banking procedures. Also, helping clients to complete other paperwork such as deposit slips, checks, pay orders, etc., and assisted clients with account opening and paperwork. In addition, I assisted by filing and updating the register with information on checkbooks, debit cards, and PINs. In addition, we offer the many application forms our customers require for various purposes. Last but not least, phoning customers to revive dormant accounts.

1.3.2 **Advantages to the Intern:** It is widely agreed that the greatest way to prepare a recent graduate for a business background is to participate in an internship. During my internship, I gained valuable insight into the norms of conduct expected of a corporate employee, including how to interact with junior and senior colleagues. My internship experience also taught me how to properly include our clients in our work. The importance of keeping one's personal and professional lives distinct was another theme that ran through these guides.

This experience also showed me the importance of professionalism when performing my duties. Working here has taught me the importance of efficient planning, scheduling and efficient tasks and avoiding unnecessary stress in pursuing a stress-free work week. Personal and professional goal-setting have both benefited from my internship experience. Because of this, I can say confidently that an internship is crucial for a student entering the workforce or ready to graduate.

1.3.3 Challenges Encountered (While Interning): The limited duration of the internship program, which lasted only three months, emerged as a significant constraint in the survey and data collection process. In order to enhance the provision of information and facilitate the collection of data, it is imperative to allocate more time and secure support from the resources that were utilized within this limited timeframe. Despite the diligent attempt to include all relevant information in this study, many constraints hindered its completion. The challenges encountered are enumerated as follows:

- Initially, I was faced with a limited timeframe of three months to collect pertinent data and finalize the survey, which proved to be insufficient.
- Secondly, the employees of the bank seldom had the opportunity to convene due to the demanding nature of their work schedules during regular banking hours.
- Moreover, due to the brevity of a three-month employment contract, a considerable number of workers exhibited hesitancy in expressing their genuine viewpoints, driven by the apprehension of potential job termination.
- Furthermore, while my internship at SIBL, I encountered a situation where I was denied authorization to utilize the institution's proprietary software. The denial of access to the

program constituted a notable setback as it would have afforded me the opportunity to acquire knowledge regarding any technical challenges experienced by the crew.

- In addition, it should be noted that there was a lack of organized seating arrangements for interns. This phenomenon results in frequent interruptions during my work.

1.3.4 **Suggestions (for a possible future internship with the company):** It is recommended that the bank offer remuneration to prospective interns who will be participating in internships in the future. Furthermore, it is imperative that measures be taken to establish an improved and secure working environment for female interns. Furthermore, it is strongly advised that a dedicated prayer area be provided for female interns.

In summary, I provided assistance to consumers in the processes of account creation, check depositing, and completion of necessary documentation. Simultaneously, I engaged in an internship at SIBL, an experience that bolstered my capacity to establish objectives for both personal and professional development. Nevertheless, the limited duration of the internship and the lack of availability of authorized software were notable disadvantages.

Chapter 2: Organizational Part

2.1 Introduction

This part will present an overview of the study's historical background, the process of topic selection, the research purpose, the research target, the research dimension, and any identified limitations.

2.1.1 Framework of the research

In order to obtain a Bachelor of Business Administration (BBA) degree, students are required to demonstrate their ability to effectively apply the knowledge acquired within the classroom to

practical, real-world scenarios. The implementation of taught principles in practical settings facilitates the attainment of functional excellence by leveraging the theoretical knowledge acquired in a Bachelor of Business Administration (BBA) program. As a mandatory requirement for the completion of the Bachelor of Business Administration (BBA) degree at BRAC Business School (BBS), BRAC University, graduating students are obligated to engage in a three-month internship program. After careful consideration, I arrived at the decision to undertake an internship at Social Islami Bank Limited. During the initial three-month period of my internship, Ismat Pasa, the Operations Manager at Social Islami Bank's Dhanmondi Branch, would have the task of evaluating all of my assigned tasks and responsibilities.

2.1.2 Topic Selection

The topic at hand pertains to a three-month internship that was successfully undertaken inside the general banking division of SIBL. Following extensive deliberation, Mr. Arif Hossain Mazumder, my supervisor during my internship, has assigned me the responsibility of addressing the aforementioned matter.

2.1.3 Statement of the research topic/ Purpose of the Study and Problem Statement

The management of Social Islami Bank Limited consistently endeavors to explore novel approaches in order to astonish and gratify personnel, generate innovative concepts, and foster employee motivation with regards to workplace well-being. The word "job contentment" pertains to an individual who exhibits intrinsic motivation, has a sense of contentment, and is fulfilled in their professional endeavors. Employees that experience job satisfaction are more inclined to exert maximum effort and commitment towards their organization. There is a higher likelihood of employees expressing a willingness to contribute to the overall success of the organization when they experience job satisfaction and a positive organizational environment. Nevertheless, instances

arise where both newly hired employees and experienced worker's express dissatisfaction with the resources, work environment, or working conditions provided by bank management. These issues directly contribute to employee dissatisfaction and a subsequent decline in productivity. The objective of this study is to examine employee job satisfaction at the SIBL Dhanmondi Branch with the aim of providing potential solutions.

2.1.4 Research Objective

Broad Objective: This research aims to identify the factors contributing to workers' satisfaction at Social Islami Bank Limited.

Specific Objective: This study aims to identify the elements influencing job satisfaction at Social Islami Bank Limited. Another objective is to provide recommendations to enhance the happiness of bank workers in their jobs which fall under specific objective

2.1.5 Research Scope

The growth and prosperity of the banking sector is contingent upon the contentment of its employees. Regular inspections are necessary to ensure its proper functioning. The present study centers its attention on the elements that exert an influence on the level of job satisfaction experienced by employees. The factors encompassed in this category consist of managerial support, compensation and benefits, opportunities for professional advancement, employment stability, the physical work environment, interpersonal relationships with colleagues, and acknowledgment of job performance. Suppose there is a desire to ascertain the level of job satisfaction among employees at the Dhanmondi Branch of Social Islami Bank Limited. In light of this circumstance, it is imperative that our focus be redirected towards the methodological shortcomings inherent in the survey.

2.1.6 Research Limitation

The aim of this study was to establish the credibility and widespread acceptance of the final report. However, numerous challenges were encountered throughout the course of the investigation. Several limitations can be identified in the study.

- A notable constraint experienced was the limited duration of my internship, which hindered the attainment of a thorough understanding of Social Islami Bank Limited.
- Additionally, the researchers encountered a substantial hurdle in upholding data confidentiality. Furthermore, it should be noted that not all pertinent bank personnel were interviewed as part of this research investigation.
- A significant obstacle impeding the process of data collection is the scarcity of time. Several subjects beyond the scope of this paper's discussion must be omitted.

In summary, the analysis examines many variables that may impact employee job satisfaction at Social Islami Bank Limited. These variables include managerial support, compensation, opportunities for professional growth, employment stability, work atmosphere, interpersonal relationships, and performance-based incentives. The constraints encompass a limited duration of internship, challenges pertaining to data confidentiality, and a restricted timeframe for data collection.

2.2 Overview of the Company

The following part outlines the background of the business, including its mission, vision, and principles, as well as the CSR, products, and offerings of SIBL.

2.2.1 SIBL Profile

- **Profile**

The leading Shariah-based financial institution in the country, Social Islami Bank Ltd. (SIBL), has been operating since 1995. SIBL Investment Ltd, SIBL Foundation Hospital, and SIBL Securities Ltd make up SIBL. The formal, informal, and voluntary three-tier banking method is a first for Bangladesh. The slogan "Working Together for a Caring Society" provides welfare banking a new lease on life to eradicate poverty nationwide. We must work closely with our esteemed clients and stakeholders to give them access to the latest products and one-stop services. We are the best because we offer the most excellent customer service in the industry. We create lasting business ties with our clients to increase their financial success.

We have 4000 employees spread throughout 179 branches and 195 sub-branch locations nationwide, and we are always ready to assist you. To provide financial services in even the most remote areas of the Land, it also operates 356 Agent financial Outlets.

The foundation of SIBL's actions is its steadfast belief in the value of a compassionate society. They are deeply affected by how other people are feeling. SIBL doesn't believe that banking activities by themselves can lead to a just and equitable society. As a result, they engage in a lot of CSR activity for humanitarian causes. SIBL's work includes eradicating poverty and empowering families. In contrast to other banks, the Bank aspires to be the nation's most supportive and all-encompassing financial institution.

2.2.2 Mission, Vision, and Values

Vision: Working together to make a world that cares.

“দরদী সমাজ গঠনে সমবেত অংশগ্রহণ”

Mission:

- The development of a three-part banking model
- Make the switch to a profitable, service-oriented, technologically-driven bank.
- Quick, appropriate, and adequate assistance for customers.
- A Strategy for Sustainable and Moderate Growth
- highest possible dividends for stockholders
- New Islamic Banking Products Announced
- Finding and keeping reliable workers is crucial.
- Increasing the agency of actual disadvantaged people and developing community-based sources of income
- Facilitating the distribution of funds and aid to social service organizations

Values:

- ✓ Honesty: Since being truthful is mandated by the Bible, we adhere to this principle in all of our service delivery.
- ✓ Transparency: Being honest in everything you do is a good thing that builds trust, so we stick to it.

- ✓ Efficiency: To be efficient means to do a job perfectly, and we try to do that with everything we do.
- ✓ Liability: Responsibility and lack of suspicion are hallmarks of accountability. We've travelled all this way because it's the moral thing to do.
- ✓ Religiousness: The joy of religious ethics contributes to economic growth and prosperity due to SIBL.
- ✓ Innovation: Our thoughts and eyes are open to changes in the quality of life so we can develop new ways to help people who use our services.
- ✓ Flexibility: Being flexible helps people understand things better and be happier. We strive for quality.
- ✓ Security: Our goods and services must make customers feel safe, and we keep ensuring they do.
- ✓ Technology: We use a customer-centered, cutting-edge method of Islamic banking that emphasizes getting deposits and making suitable investments. This helps us keep our position as Bangladesh's top Islamic financial institution.

2.2.3 SIBL Products and Services

Investment Products:

- **SIBL ISLAMIC AUTO FINANCE**: Purchase a new or reconditioned car, Jeep, station wagon, four-wheeler, or microbus for personal use alone.
- **SIBL ISLAMIC HOME FINANCE**: This sector is open to salaried executives, government officials, self-employed professionals, instructors, well-known business people, and non-resident Bangladeshis (NRB) having resident accounts.
- **ISLAMIC CONSUMER FINANCE**: Purchase of furniture/various domestic equipment, electronic goods/items, ornaments, jewelry, house restoration, and other valid objectives Islamic Shariah allows.
- **SIBL RETAIL INVESTMENT FOR STUDENTS**: SIBL provides a risk-free investment option for students to purchase necessary digital devices, with guardians earning Tk.50,000-Tk.2,000,000 for purchases.
- **BAI-MUAZZAL**: A contract known as a "bai-Muajjal" is one in which a buyer and a seller exchange certain things for a set amount that can be paid in one lump sum or over time.
- **HPSM- IJARA**: The term HPSM (Ijara) pertains to the practice of leasing out a bank-owned asset as a result of its establishment, purchase, or development. This alternative entails the client remunerating the Bank a predetermined rental fee in exchange for the utilization of assets/properties, which are subsequently relinquished to the Bank upon the contract's conclusion.
- **MURABAHA**: A murabaha is an agreement between a buyer and a seller in which the seller provides goods that are permissible by Islamic law and Shariah for a price plus a predetermined profit. Profit can be established either as a fixed amount or as a proportion

of the cost price. Financial institutions engage in the process of procuring commodities, subsequently retaining them in storage, and ultimately distributing them either in fragments or as a whole.

- **MUSHARAKA**: Musharaka is a partnership business in which partners supply equity funds, and the bank and investment client share management rights. The bank may let the investment client run the firm, with earnings distributed at a predetermined ratio. Losses are borne by the bank and the investment customer based on the capital percentage.
- **BILL PURCHASE**: The utilization of a bill purchase in the realm of trade finance enables the seller to obtain expeditious financing in the absence of a letter of credit. This is facilitated by the bank, which furnishes the necessary papers to the buyer's bank.
- **BAI-SALAM (PC)**: "Bai-Salam" refers to a contractual arrangement wherein the purchaser provides an upfront payment while the actual delivery of the goods or services is deferred to a future date. Generally, the party assuming the selling role is commonly an individual or a commercial entity, whereas the buyer is typically a financial institution such as a bank.

Deposit Products:

- **AL-WASIYAH BIL WAQF (CASH) ACCOUNT**: Like cash waqf, this is an eternal endowment. This deposit product has the potential to be a lovely tool for both human and divine goals.
- **MUDARABA SCHEME DEPOSITS**: SIBL driver deposit scheme, SIBL Probashi deposit scheme, SIBL education savings scheme, etc.

- **AL WADIAH CURRENT ACCOUNT:** Adults can open accounts in their names or collaboration with others. The minimum opening balance is TK. 2,000. Account holders must furnish passport-sized pictures, IDs, and the signature of an intermediary.
- **MUDARABA SAVINGS DEPOSIT:** Adults may open an account in their name or joint words with others, including proprietorships, limited corporations, educational institutions, clubs, and socioeconomic organizations. A 500 Tk minimum balance is required. Along with documentation for the nominee and evidence of identification, passport-size photos are required.
- **MUDARABA TERM DEPOSIT:** Banks accept Mudaraba Term Deposits from people, businesses, and organizations with a minimum deposit of Tk. 5000. They may be opened in conjunction with legal guardians of minors. Deposits may be made for maturities of 12, 24, or 36 months; rates are more significant for longer maturities.
- **MUDARABA NOTICE DEPOSIT:** A minimum percentage of distributable investment income, computed daily and applied twice a year in June and December, is paid to depositors under the Mudaraba Notice Deposit (MND) plan. Withdrawals must be notified in advance.
- **CASH WAQF. DEPOSIT:** An individual has the potential to contribute to the betterment of society by engaging in Sadaka-e-Jariah, a concept rooted in Islamic philanthropy, through the establishment of a Cash Waqf Deposit Account.
- **SIBL SUPER SAVINGS ACCOUNT:** The "SIBL Super Savings Account" is a financial service offered by SIBL specifically catering to individuals aged 55 years and above.

Cards:

- **SIBL VISA ISLAMIC CREDIT CARD:** Investing using the Bai-Mudarabha SIBL Visa Islamic Credit Card mode will be possible. A 20% annual markup profit will be added to the cost of the goods and services.
- **SIBL GIFT CARD:** Shari'ah-based Card, Safe and secured, EMV base chip card, etc.
- **SIBL DUAL PREPAID CARD:** This card allows clients to use it for ATM, POS, and e-commerce while covering registration fees for various online platforms, training, and cloud solutions.
- **VISA ISLAMIC CREDIT CARD (DUAL):** Shariah Compliance Card, Free Supplementary Card, Balance Transfer Facility etc.
- **VISA ISLAMIC CREDIT CARD (LOCAL):** Shariah Compliance Card, Free Supplementary Card, Free Supplementary Card etc.
- **SIBL ZAMEEL DEBIT CARD:** A plastic payment method gives the cardholder electronic access to one or more bank accounts held at a financial institution. It is a bank card or check card.
- **SPECIAL OFFERS:** EMI Shopno Sajai Electronics, EMI for US Bangla Airlines, 0% EMI in SIBL Islamic credit card for Regent Airways, etc.
- **SIBL PREPAID CARD:** It is a regular prepaid card system.
- **SIBL HAJJ CARD:** Offers 100% withdrawn money from ATMs and POS in Saudi Arabia, with unlimited transactions.

SIBL International INSTA Remit:

- **SIBL INTERNATIONAL INSTA EDU REMIT:** With SIBL's account relationship, citizens of Bangladesh can pursue undergraduate, graduate, and professional diplomas.
- **SIBL INTERNATIONAL INSTA MEDI REMIT:** With a recommendation from a medical board or specialist, foreign exchange for medical treatment overseas is accessible. Bangladesh Bank will accommodate needs exceeding \$10,000 upon written request.
- **SIBL INTERNATIONAL INSTA FAMILY REMIT:** Foreign nationals who live in Bangladesh and earn a living there must have a SIBL account relationship.

School Banking:

- **SIBL STUDENT ACCOUNT:** SIBL Student Account was created to encourage saving behavior among school-age children from an early age.
- **MUDARABA EDUCATION:** The scheme attempts to pay for children's further education while giving parents money when the kids reach adulthood. It offers savings accounts, free debit and credit cards, and an investment facility of up to 80%. It can be run for 3, 5, or 10 years.
- **SIBL YOUNGSTER ACCOUNT:** Savings habits can develop as early as childhood. This account aims to raise awareness about saving and encourage students to do so.

Other Services:

- **LOCKER SERVICE:** To ensure the security and safety of valuable papers, assets, and commodities and mitigate the risk of unwanted incidents, SIBL provides its clients a range of locker services in different sizes. To mitigate the risk of unwanted incidents, SIBL provides a range of locker services in different sizes to its clients.

- **INSURANCE SERVICE:** To provide group life insurance coverage for the Mudaraba Savings Deposit and DPS programmers, Social Islami Bank collaborates with PILIL.

Digital Banking:

- **Internet Banking:** With its growing feature set, internet banking offers practical money management.
- **SIBL NOW:** A mobile-based online banking service, SIBL NOW, provides clients with cutting-edge IT services that let them conduct activities, including money transfers, utility bill payments, and credit card payments from any location.
- **Call Center:** Via hotline numbers, SIBL Call Center provides services around-the-clock. It ensures genuine care and value for every call by offering convenient information about goods and services.
- **e-payment:** SIBL introduced an e-payment gateway for online banking, enabling seamless transactions across affiliated platforms.
- **e-Account:** It is an app-based e-account.
- **bKash From SIBL AC:** Through this service, owners of SIBL accounts can transfer money to any bKash account using the SIBL NOW mobile app.
- **bKash Cash Out Through SIBL ATMs:** Anyone with a bKash Account may use this feature to withdraw money from SIBL ATMs.
- **NAGAD From SIBL AC:** To improve Internet banking services, SIBL has started offering financial transfers from SIBL accounts to Nagad MFS accounts.
- **Bangladesh Bank App:** It's an app developed by Bangladesh Bank called 'Banking Thothokonika.'

Corporate Banking

- **TRADE FINANCE & RMG:** SIBL provides various products to meet your needs for Export & Import Financing in international trade.
- **WORKING CAPITAL FINANCING:** As the name suggests SIBL provides capital money for financing.
- **PROJECT FINANCING:** For various industries, including RMG, textiles, energy, healthcare, cement, steel, engineering, and paper & packaging, SIBL's Project Finance team provides Shariah-compliant financing.

2.3 Management Practices

The bank's training regulations, training targets, positive aspects of training, the function of the board, managerial framework, management methods, and payroll PTS are all covered in this section.

2.3.1 Training and development initiatives

Bank's Policy on Training: Implementing training programs is widely acknowledged as a highly effective strategy for enhancing human resource development. To effectively navigate the rapid and continuous changes occurring at both local and global levels; engaging in ongoing learning and skill acquisition is imperative bank employees and authorities must acquire. In order to achieve this objective, officers are essential that all bank employees and leaders earn up-to-date and relevant training.

In the realm of compliance-risk management, it is imperative to accord utmost importance to the provision of training pertaining to rules, procedures, and associated controls. The efficacy of training programs in ensuring that all personnel possess and effectively communicate the organization's compliance-related policies, procedures, and controls is assessed by the responsible authority. The authority is responsible for ensuring that all employees, irrespective of their position or level within the business, has a foundational understanding of the firm's compliance culture, general compliance-risk considerations, and overarching compliance regulations and protocols.

The cornerstone of any effective human capital development program at Social Islami Bank Limited is training since educated personnel are more effective and productive. This elucidates the rationale behind a bank's significant emphasis on its training center.

The training objective: Every training or development effort must establish specific, quantifiable, and time-bound goals. At an organization such as SIBL, training is seen indispensable for expanding the perspectives of each employee. Consequently, this purpose holds significant prominence within the program. Prioritizing a trainee's development is of utmost importance, encompassing identifying objectives suitable for their specific circumstances and the subsequent implementation of such purposes. The primary significance of the training goal is in its influence on the content and organization of the programs. Enhancing individuals' self-confidence in their abilities is also crucial.

Educational objectives can be categorized into six distinct areas based on their classification as cognitive (knowledge), affective (emotions), or psychomotor (skills) domains. Knowledge occupies a lower position in the learning hierarchy, but the evaluation is the learning hierarchy; knowledge occupies a lower position, but the evaluation is situated at the uppermost level.

- 1) The process of obtaining knowledge or data.
- 2) Comprehension
- 3) Utilization
- 4) Analysis
- 5) The process of combining several sources of information to create a cohesive and comprehensive understanding of a topic is known as synthesis.
- 6) Evaluation and analysis of information, arguments, or evidence to determine its quality.

Advantages of the training: The advantage of the training program is that it provides individuals with valuable skills and knowledge. Training can serve as a valuable tool in facilitating the advancement of human resources. Essentially, the objective is to support individuals in enhancing their skills and capabilities to effectively adapt to evolving workplace circumstances. The benefits of training can be categorized into two primary areas: personal development and financial gain.

2.3.2 Organizational Structure

The Ten Individuals serving have established a Committee of the Utmost Excellence for Dismissing Significant Strategic Proposals. Nine individuals, who encountered tragic circumstances, played a pivotal role in the establishment of the revered Committee. Furthermore, an executive board is in place to supervise and manage the day-to-day activities. The composition of the Board of Directors at this financial institution comprises a total of fourteen distinct individuals. There are ten individuals who serve as representatives in the firm, with their roles encompassing the interests of the company's customers and the general public. Among these representatives, one holds a senior position within the company's secretariat and is highly regarded.

The remaining representatives fulfill the role of Directors, advocating for the interests of investors. The individual who formerly held the esteemed position of Director of the Board system now assumes the role of Overseeing Director.

2.3.3 Organizational Management Strategies

The ability to organize, implement, and monitor data systems is called management information systems. These systems may resurrect business operations, enhance corporate dynamics through technology advancements, and acquire a competitive edge. The Social Islami Financial Organization has also assembled its board materials. After commencing operations of their manufacturing enterprise in the Asian nation, they have been compelled to rely on information technology (IT). As a mechanism aimed at achieving objectives within the realm of the financial system, it facilitates a cohesive growth trajectory that spans several industries on a global scale. At Social Islami Financial Co., Ltd., the Management Information System (MIS) records daily transactions on departmental personal computers (PCs). These PCs are connected to the central headquarters servers using dedicated lines, where the data is stored and managed for each day's operations.

Summing up, Social Islami Bank Limited places a premium on education within its human capital development program to broaden employees' horizons and enhance their skillsets.

2.4 Marketing Practices

The next part will concentrate on Social Islami Bank Ltd.'s branding initiatives:

The promotional work can be broken down into two categories:

Client retention marketing: Regular monthly updates on the development of the outstanding existing client. If a serious client's account balance drops too low, a bank representative will schedule a visit to discuss the client's urgent financial needs. In a similar vein, dedicated efforts are made to improve output for every client at high risk because of a BMRE or some other justification.

Usage of market data: Using market data, we might conclude that non-current opportunities are equally exceptional and sought after. The purpose of these meetings is to familiarize the corporate executive or troubled individual with SIBL's services and to highlight the advantages of borrowing money from them. SIBL also provides convenient access to the artist's schedule, phone number, recorded data from mobile devices, and slip cushions for those who plan ahead. Public announcements are posted in various specialized journals. In a particularly large meeting every morning, the department's top brass and the administrator (head of department) go over the day's sales and marketing plans. Their focus is on customers, despite the precarious nature of the economy. It was also checked at this gathering to see if anyone was affiliated with the selected groups. Administrators are assigned to groups with specified missions. Television, billboards, posters, pens, diaries, etc., are all examples of promotional mediums.

To summarize, client retention marketing entails monthly updates on outstanding clients as well as enhancing productivity for high-risk clients. Market data analysis aids in the identification of non-current prospects. SIBL seminars introduce corporate leaders to services and emphasize the benefits of borrowing money. Public notices are published in specialist publications. Despite the economy's troubles, departmental top brass and administrators review sales and marketing plans with a focus on consumers. Television, billboards, posters, and diaries are examples of promotional mediums.

The two primary promotional efforts used by Social Islami Bank Ltd. to advertise its services are client retention marketing and market data analysis to spot untapped potential. In addition, SIBL holds seminars, news releases are published in specialized publications, and administrators and department heads examine consumer-focused sales and marketing strategies. Television, billboards, posters, and diaries are examples of promotional mediums.

2.5 Financial Performance and Accounting Practices

This section will focus on the financial performance of SIBL, specifically in terms of its Return on Asset, Return on Equity, Net Profit Margin, Earnings Per Share, Loan-to-Loan Deposit Ratio, and accounting methods.

Financial Performances:

Return on Asset (ROA): The measurement of a company's profitability in relation to its total assets can be determined through the computation of its return on assets (ROA).

Formula :

$$ROA = \frac{\text{Net Income After Tax}}{\text{Total Asset}} * 100$$

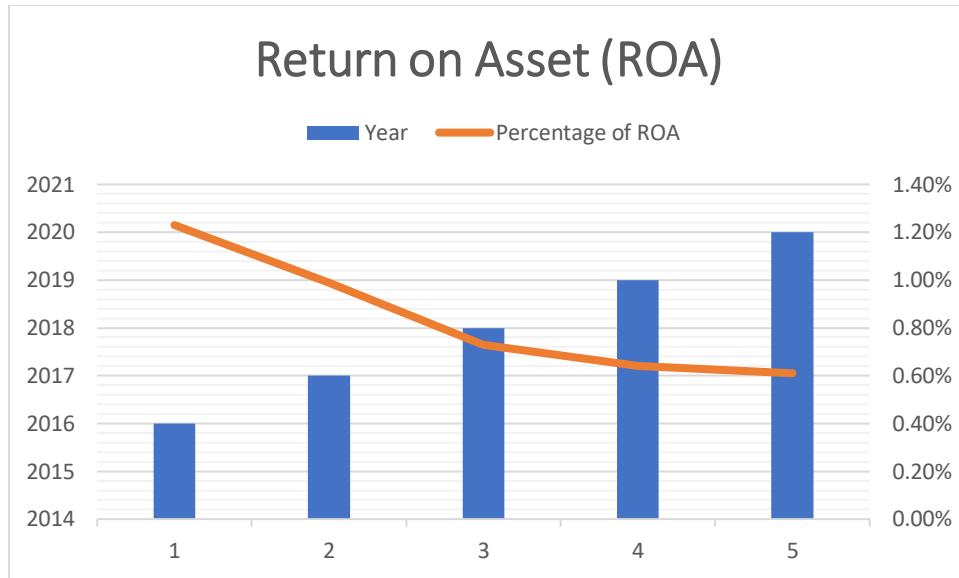


Figure 1: Return on Asset (ROA)

Interpretation: Over the past five years, SIBL's Return on Assets has been depicted in the chart displayed above. The return on assets (ROA) ratio of SIBL had fluctuations between the years 2016 and 2020. Commencing at a rate of 1.23% in the year 2016, the Return on Assets (ROA) exhibited a consistent downward trend throughout the subsequent three years. It reached its nadir at 0.99% in 2017, followed by further declines to 0.73%, 0.64%, and 0.61% in the years 2019 and 2020, respectively. It is widely acknowledged that a greater return on asset (ROA) is indicative of a business that has achieved a better level of success. A reduction or decline in return on assets (ROA) is often regarded as an unfavorable sign of prospective growth. As a result, the return on assets (ROA) has exhibited subpar performance.

To conclude, from 2016 through 2020, SIBL's ROA ratio varied, hitting lows in 2017 and 2019 and 2020, respectively, at 0.73%, 0.64%, and 0.61%. A more successful company is one with a greater ROA; one with a sliding ROA may have problems with expansion.

Return on Equity (ROE): The Return on Equity (ROE) is a financial metric that quantifies the profitability of a business by measuring the amount of net income generated per unit of capital invested. Return on equity (ROE) is widely regarded as a significant advantage and a very effective method for generating profits.

Formula: $ROE = \frac{\text{Net Income After Tax}}{\text{Total Equity}} * 100$

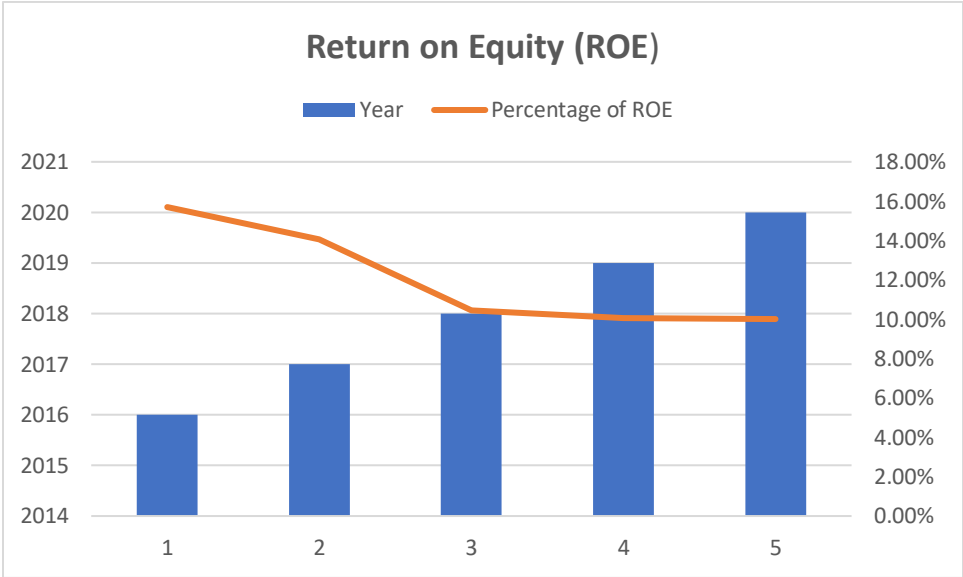


Figure 2: Return on Equity (ROE)

Interpretation: The presented figure illustrates the return on equity of SIBL (Sustainable Investment Bank Ltd.) over a period of five years, expressed as a percentage. The fluctuation of numerical values over consecutive years is observable. The performance has exhibited a decline. The percentage increase in 2016 was 15.70%, however in 2017, it experienced a comparatively lower increase of 14.07%. Subsequently, during the subsequent three-year period, the return on equity (ROE) experienced a significant decline. The percentage was recorded as 10.46% in 2018, followed by a decrease to 10.05% in 2019, and a further decline to 10.01% in 2020. It is well understood that a higher return on equity (ROE) is indicative of favorable performance, as it

signifies greater profitability achieved with a relatively lower amount of capital. Additionally, it demonstrates the efficiency with which a corporation allocates the funds it receives from its stockholders. It can be asserted that SIBL exhibited notable performance in 2016; nevertheless, the subsequent years witnessed a decline in the group's performance.

Overall, it can be observed that the performance of SIBL has declined over time, as evidenced by the respective gains of 15.70% in 2016 and 14.07% in 2017. The company's return on equity (ROE) had a significant decline, with a recorded value of 10.46% in 2018, followed by a reduction to 10.05% in 2019 and further declining to 10.01% in 2020. A corporation's more significant return on equity (ROE) signifies its ability to enhance income while utilizing reduced capital.

Net Profit Margin (NPM): A company's Net Profit Margin (NPM) is a financial metric that assesses the profitability of a firm by examining the ratio between its earnings and its revenue. This provides insight into the level of effectiveness exhibited by a group.

Formula: $\text{Net Profit Margin} = \frac{(\text{Net profit after Tax})}{(\text{Net Investment Income} + \text{Net Non-Investment Income})} * 100$

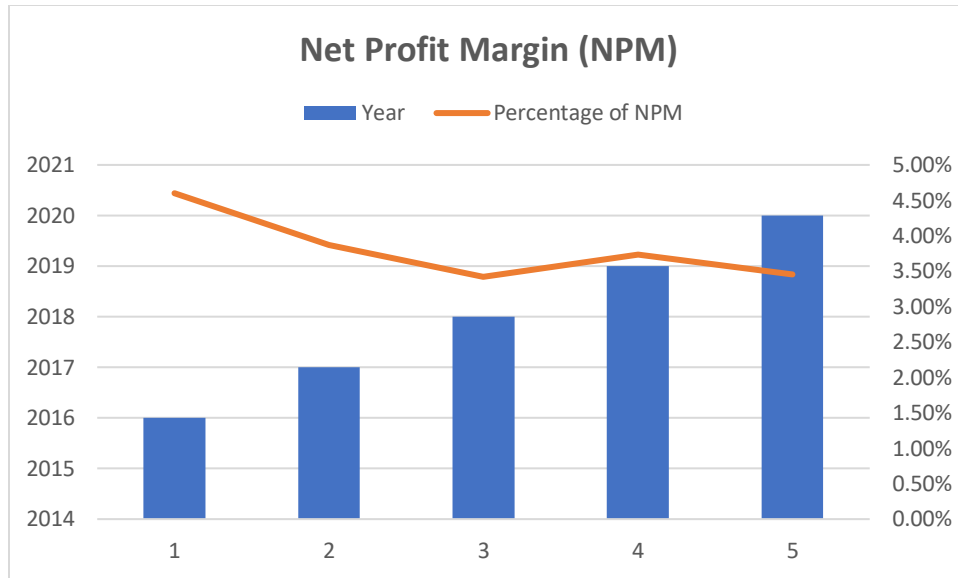


Figure 3: Net Profit Margin (NPM)

Interpretation: The following graph illustrates the net profit margin of SIBL for the period spanning from 2016 to 2020. The visual representation reveals fluctuations in the graph of NPM. The percentage value declined from 4.60% in 2016 to subsequent decreases of 3.87% in 2017, 3.42% in 2018, 3.73% in 2019, and 3.45% in 2020. The current approach employed by NPM needs to be revised. A higher net profit margin (NPM) indicates that the company is proficient in generating profits. However, the graphical representation suggests that the organization's current state is comparatively more unfavorable than its state in 2016, as depicted by the data.

In conclusion, SIBL's net profit margin (NPM) has exhibited variations, transitioning from 4.60% in 2016 to 3.87% in 2017, 3.42% in 2018, 3.73% in 2019, and 3.45% in 2020. The graph suggests that a higher net profit margin (NPM) is indicative of improved financial performance. However, it is evident from the graph that the current position is less favorable compared to five years ago.

Earnings Per Share (EPS): Because it quantifies a firm's profitability on a per-share basis, the Earnings Per Share (EPS) is frequently employed in stock and company valuations.

Formula: Earnings Per share = (net Income-Preferred Dividends)/ (Common equity shares outstanding)

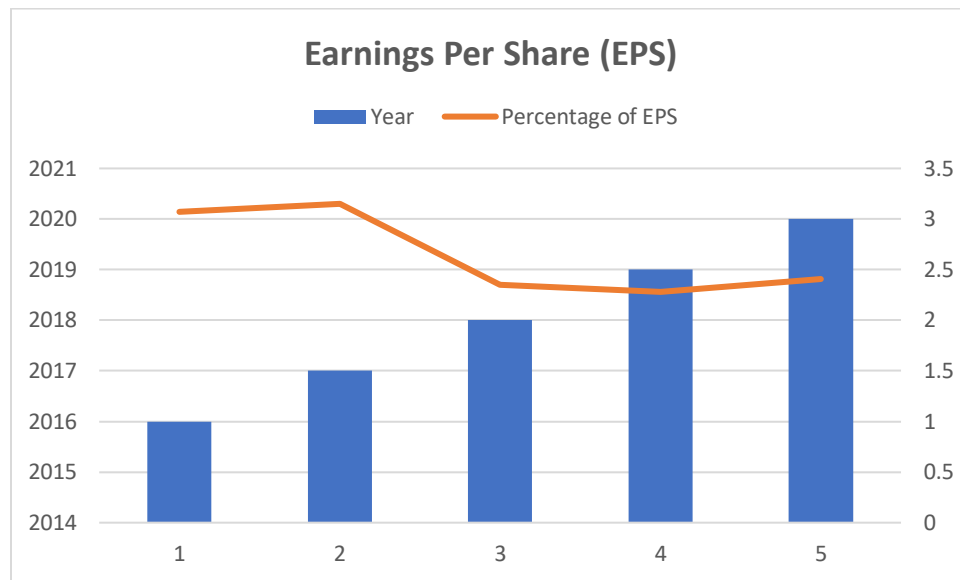


Figure 4: Earnings Per Share (EPS)

Interpretation: The graph displays the evolution of SIBL's EPS over the past five years. Profit per share was 3.07 taka in 2016, but it increased to 3.15 taka the following year. However, EPS fell dramatically in the following two years, from 2.35 in 2018 to 2.28 in 2019. In the end, 2020's EPS was 2.41 taka higher than 2019's. An increase in earnings per share is fantastic news for any business.

Finally, we discover that in 2016, EPS was 3.07 taka, while in 2017, it increased to 3.15 taka. However, EPS fell dramatically in the following two years, from 2.35 in 2018 to 2.28 in 2019. Lastly, 2020's EPS was 2.41 taka higher than 2019's.

Loan-to-Loan Deposit Ratio: The liquidity of a bank can be measured using the Loan-to-Deposit Ratio (LDR), which takes into account both the bank's loans and deposits over a certain time frame.

Formula: LDR = (Total Loans)/ (Total Deposits) *100

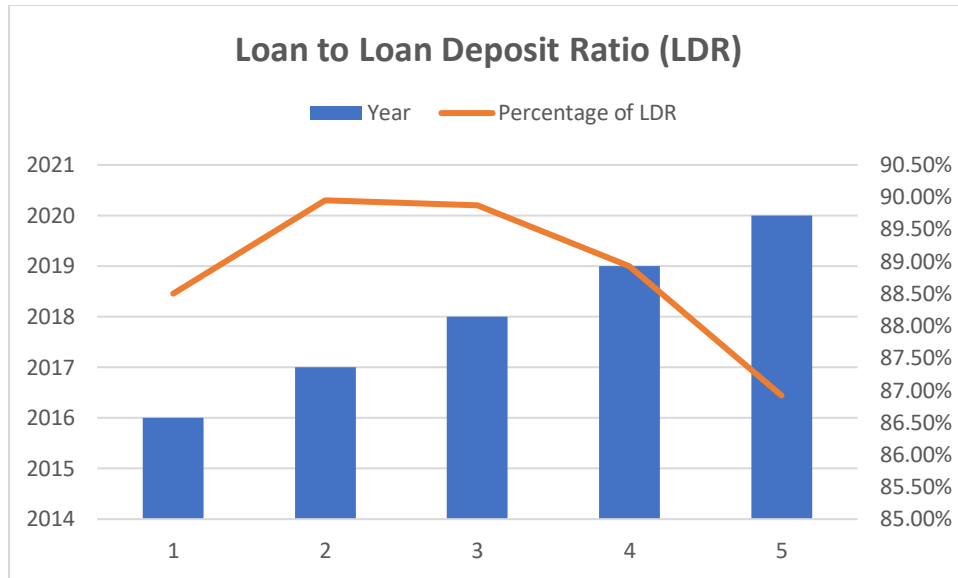


Figure 5: Loan-to-Loan Deposit Ratio (LDR)

Interpretation: Over the past five years, SIBL's share LDR is depicted here. That LDR's worth has stayed essentially constant over the previous five years. This is comparable to years with similar percentages (88.50%) such as 89.95% in 2016 and 89.87% in 2018. The ideal LDR is 90%, while 80-85% is acceptable. There is no cause for concern in the IBL line. They appear to have maintained a healthy savings and lending ratio.

Finally, I will say that LDR has maintained a relatively stable value over the past five years.

Accounting Practices

General Accounting: General accounting involves keeping track of the latest and body expenses, funding operations, and assets that are put in place. Vouchers are registered as part of the accounting section's work.

1. The ticket is put into the ledger.
2. Making the "unadjusted" balance Changes are made (fees and income are recorded)
3. Putting together the adjusted balance

4. Keep track of the money due to Asian banks and a special bank
5. Investment accounting: The company keeps its books of accounts based on the running method of accounting, which is in line with Generally Accepted Accounting Standards and one of the important hints from Asian country banks.
6. A variety of income, such as rent and profit
7. Take care of the selection, or hold the check book.
8. Reporting information about the library, such as a money collection report.
9. Acknowledgement to the Account Holder, i.e.
10. A report of the books
11. Putting together a late statement, i.e.

To sum up I can say that the "unadjusted" balance is calculated after the company's ticket has been entered into the ledger. After combining the adjusted balance, the business keeps track of the money owed to Asian banks and specialty banks. Under the guidance of Asian country's banks and generally accepted accounting principles, investment accounting is maintained. The organization oversees various revenue streams, provides information on library activity, acknowledges invoices, and creates late statements.

2.6 Methods for Managing Information System and Operations

In this section, we'll go through how SIBL manages its information systems and its operations:

SIBL uses Core Banking Software (CBS) to gather, store, and process data for primary data storage, transaction-related information, and updated input. Mothijheel and Mirpur both have their

data storage facilities. CBS is the central hub for all communications between locations, including HQ. CBS is SIBL's central information hub, linking our sites with our headquarters. Data from CBS is used to generate annual and semiannual reports. SIBL-approved banking software is required to install any other program—Mozilla, Mozilla Firefox, and Google Chrome for web browsing; Adobe Reader for PDFs. For routine administrative tasks, Microsoft Office is adequate. In addition, an internal email server is provided for that purpose.

In a nutshell, SIBL's data collection, storage, and processing are all handled by Core Banking Software (CBS). It connects the headquarters and branches to the data centers in Mirpur and Mothijheel. SIBL uses bank-approved software, including Microsoft Office and Adobe Reader, for browsing, document management, and communication.

2.7 Industry and Competitive Analysis

SWOT Analysis: A company's advantages, disadvantages, opportunities, and threats can be analyzed using the SWOT framework. To better comprehend the aspects that go into the making of corporate strategies or decisions is the primary objective of a SWOT analysis. Here, I shall conduct a SWOT analysis of SIBL.

Strength:

- ✓ Islamic Shariah conducts all banking, and profits may be utilized instead of interest without violating the law.
- ✓ Cutting-edge software across all facets of the Forex industry is recommended in order to optimize efficiency and productivity, hence reducing the time and effort expended by personnel.

- ✓ Implementing cutting-edge software across all facets of the Forex industry is recommended for those with expertise and a strong work ethic in the bustling regions of this locality.
- ✓ As of December 31, 2009, 16,775.33 million takas had been deposited into banks, in In the corresponding period of the previous year, 163.66 million takas were deposited. The observed growth rate in this particular region amounts to 44.07%. Savings are a significant asset for Social Islami Bank Limited (SIBL).

Weakness:

- ❖ Social Islami Bank Limited (SIBL) can be seen as a bank that operates in a distinct era compared to other financial institutions. Since establishing these financial institutions, Japan's aggregate quantity of banks has expanded to exceed 50. Japanese commercial banks collaborate with several financial institutions as well. Given the relatively stagnant growth of our financial markets compared to the past, the significance of their industry is steadily increasing.
- ❖ The presence of branch networks is identified as a vulnerability in contemporary times. The proliferation of branch networks is occurring at a rapid pace. However, their prevalence remains relatively limited. However, this inherent limitation has progressively intensified, prompting the government to exhibit an unwavering will in rectifying the situation.
- ❖ The structural integrity of the boards' frames needs to be improved. Currently, we are confronted with a diverse range of dangers, namely credit risk, market risk, and cash risk, which hold significant importance.
- ❖ Banks place significant emphasis on providing technology-driven services to their clientele, hence rendering IT departments less dependable. The information

technology (IT) departments inside banks are actively developing several software applications to enhance the rectifiability and convenience of their services. Internet banking is currently accessible through this particular component at numerous locations, including a few additional branches in the near future.

- ❖ Liquidity risk refers to the probability that a financial institution may encounter difficulties fulfilling its share obligations, including potential share obligations, within the specified timeframe while avoiding undesirable errors. This phenomenon does not occur due to the presence of a particular defect.

Opportunity

- Banks had the most favorable business climate for domestically established enterprises compared to other cohorts.
- The exorbitant costs of facilitating loan acquisition present a lucrative opportunity for financial institutions. Despite the underperformance and significant market share losses experienced by the NCB in Japan, the PCB has reacted to the triumph of financial advertising by providing assets to the shortage source at elevated interest rates. The deposit loan and collection market has a positive impact on the performance of printed circuit boards. Due to the inability of banks to adequately fulfill market demands, PCBs have emerged as alternative financial institutions.
- One noteworthy advantage of PCBs is the presence of elevated levels of customer service. In addition to the suboptimal administration of the NCB, the remaining aspects have a conventional nature. As a result, the initiative has garnered a favorable reception from the general populace, gradually advancing positively.

- The provision of an additional avenue for entry is a crucial aspect of establishing new financial institutions. . However, the acquisition of sufficient capital and the attainment of governmental authorization necessitate substantial effort and diligence. The final removal occurred after a permit was granted to a local bank. Similarly, there is a lack of established guidelines regarding the closure of commercial banks in Japan. Currently, in the present moment, a financial institution known as a bank
- Social Islami Bank offers a wide range of cost-effective business opportunities.

Threat

- ❖ The lack of robustness in their financial markets poses a significant risk to Social Islami Bank Limited (SIBL). Recovering the loaned funds entails a substantial level of risk. Given the interconnected nature of trade inside our nation, we must cultivate a sense of mutual trust amongst ourselves, akin to the practices observed in numerous other countries. If an obstacle hinders the circulation of funds, the entire economic network will see a decline in efficiency. The recovery of Social Islami Bank Limited (SIBL) commercial banks encounters a significant peril that falls within its purview.
- ❖ Banks face with the challenge of managing undisclosed loans, which poses a significant issue. The depicted image does not pertain to the present state of affairs specific to this particular bank; nonetheless, it is commonly observed in the context of several corporate banks across the globe. However, it is evident that the detrimental ideology initially propagated by the NCB has permeated our nation and is currently manifesting within the PCB. However, while examining the performance of banks, it becomes evident that they continue to exercise a more conservative approach than their counterparts. It is imperative that we acknowledge this potential risk to mitigate its occurrence.

- ❖ Ensuring prompt assistance to consumers utilizing the latest tools is of utmost importance. We acknowledge this matter and have tried to provide our clientele with technologically-driven financial services. The issue poses a significant challenge for Social Islami Bank Limited (SIBL).
- ❖ Corporate governance is a mechanism that ensures the accountability and fairness of a company's operations. Additionally, it establishes specific duties to fulfill regulatory obligations. Consideration was given to strategies for enhancing corporate governance. Banks should now adopt the principles of business governance. In conclusion, Social Islami Bank Limited (SIBL) has a significant financial market position, although it encounters difficulties in recouping loans and managing covert advances. Banks should embrace business governance guidelines and corporate governance concepts to boost performance and assure market success.

Porters Five Forces

The strengths and weaknesses of an industry can be assessed with the help of Porter's Five Forces model. This process involves the identification and analysis of the five competing forces that exert influence on the structure and dynamics of each industry. The Five Forces study is frequently employed to assess the structural dynamics of an industry, enabling the formulation of effective corporate strategies (Investopedia, 2023).

Industry Competition: Competition within the banking industry is driven by the strategic objective of expanding market share by providing diverse products and services. Each year, competition among banks intensifies as an increasing number of banks strive to gain the "first-mover advantage." In Bangladesh, there are a total of 56 conventional banks and 8 lakh banks that provide comparable services and products. Significantly, all parties pursued large corporations,

hence intensifying rivalry. In 2014, traditional banks held a dominant market share of 86%, and Islamic banks accounted for a smaller portion of 14%. Siddiquee (2013) observes a competitive landscape between Islamic and conventional banks in Bangladeshis.

The Potential Risks Posed by Substitutes: There is a capacity of 35 non-banking financial institutions that sell a total of 35 non-banking financial institutions that sell a diverse array of commodities at competitive costs. Sri Lanka Bangla Finance Limited and IDLC Finance Limited enjoy more recognition compared to domestic banks in Bangladesh. Therefore, the financial products of Bangladesh are considered to be of same value.

The Influence of Customers: The influence wielded by customers in negotiations is limited due to the dominant role of banks in determining interest rates and establishing regulations. Corporate clients, who possess substantial deposits and loans from financial institutions, are able to engage in discussions with their respective banks over investment limits, albeit with limited influence. This individual assumes the dual role of both a buyer and a seller. One of the reasons why banks are inclined toward business clients is due to the following factor. The practice of haggling between buyers and banking institutions is infrequent.

The Impact of Suppliers: The power of suppliers in the banking industry is derived from their status as customers of banks. Currently, individuals and enterprises allocate funds to financial institutions. Due to the centralized control exerted by the Bangladesh central bank over deposit-taking institutions, and the hierarchical structure wherein banks are overseen by their parent branches, suppliers find themselves with limited leverage during negotiations. In this scenario, it can be observed that individual investors contribute the smallest sum of taka, while banks generate the highest profits due to the prevailing low-interest rate. Within the realm of the banking industry, corporate suppliers possess limited leverage in negotiation endeavors. However, they have

considerable financial influence as the bank's primary funds provide financial financial institutions need more concern about the limited bargaining power wielded by business suppliers in negotiation processes. Business banking suppliers possess little bargaining power in negotiating transactions.

Potential Industry Newcomers: The prospective impact of emerging participants in the industry: Suppliers are individuals or entities that engage in financial transactions with banks. Financial institutions currently acquire funds from individuals and corporations. Due to the regulatory oversight exercised by the Bangladesh central bank over deposit-taking institutions and coupled with the hierarchical structure wherein banks are managed by their respective parent branches, suppliers find themselves in a relatively disadvantaged position during negotiations. Individual consumers contribute the minor currency, while financial institutions generate the highest profits due to the prevailing low interest rates. In the banking industry, corporate suppliers exhibit limited bargaining power. However, they significantly contribute substantial financial resources, serving as a primary funding source for banks. The little negotiation power of business sellers is inconsequential to banks. In business finance, it may be observed that sellers possess limited authority in negotiating and finalizing transactions.

To sum up, Social Islami Bank Limited (SIBL) has a significant financial market position, but faces challenges in recouping loans and managing covert advances. To improve efficiency and productivity, banks should implement cutting-edge software across all facets of the Forex industry. As of December 31, 2009, 16,775.33 million takas were deposited into banks, with a growth rate of 44.07%. However, SIBL operates in a distinct era compared to other financial institutions, with Japan's aggregate number of banks exceeding 50. The presence of branch networks is a vulnerability, and the structural integrity of the boards' frames needs improvement. Banks place a

strong emphasis on providing technology-driven services, making IT departments less dependable. Liquidity risk refers to the probability that a financial institution may encounter difficulties fulfilling its share obligations within the specified timeframe while avoiding undesirable errors. Opportunity for SIBL lies in the favorable business climate for domestically established enterprises, the exorbitant costs of loan acquisition, and the presence of high levels of customer service. However, the lack of robustness in their financial markets poses a significant risk to the bank. Managing undisclosed loans is a significant issue, and banks must adopt a more conservative approach to mitigate its occurrence. Prompt assistance to consumers using the latest tools is crucial, and banks should adopt business governance principles to enhance their performance and ensure market success.

Porter's Five Forces model is used to assess the strengths and weaknesses of an industry, focusing on the five competing forces that influence its structure and dynamics. In the banking industry, competition is driven by expanding market share through diverse products and services. In Bangladesh, there are 56 conventional banks and 8 lakh banks providing similar services and products, with traditional banks holding a dominant market share of 86%. Non-banking financial institutions, such as Sri Lanka Bangla Finance Limited and IDLC Finance Limited, pose potential risks to the industry. Customers' influence in negotiations is limited due to banks' dominant role in determining interest rates and regulations. Suppliers, who are customers of banks, have limited bargaining power due to their status as customers. Emerging industry newcomers, such as corporate suppliers, have limited bargaining power but contribute substantial financial resources, serving as primary funding sources for banks. The limited negotiation power of business sellers is inconsequential to banks, as they possess limited authority in negotiating and finalizing transactions.

2.7 Summary and Conclusion

The Social Islami Bank Limited branch in Dhanmondi was the focus of a study to identify the factors affecting job satisfaction. Twenty workers took part in a survey on topics like helpful management, competitive compensation, opportunities for promotion, a safe workplace, enjoyable interactions, and prizes. The data analysis uses Microsoft Excel. The findings indicated that while most workers were content with their positions, few also expressed discontent with their wages, benefits, or opportunities for advancement. Restructuring pay, expanding leave possibilities, and increasing employee involvement in decision-making are just a few examples of measures that could significantly improve workplace happiness.

The HR department is the most important part of any business. As an intern at SIBL, I was not given many resources to learn from and contribute to. A person's banking information is completely private. I've put in a lot of time and effort to make this study relevant. Social Islami Bank Limited (SIBL) also provides the newest form of account opening. It is extremely important that the bank is managed in conformity with Shariah law. Signing up and going through the selection process is crucial. To boost output even more, the company needs an effective and flexible hiring and selection process. In addition, you need high-caliber orientation and training to help your organization succeed.

2.8 Recommendation/Implications

In this section, I will present several recommendations to enhance the service quality of SIBL, hence fostering satisfaction among both customers and workers.

Social Islami Bank Limited (SIBL) is a prominent financial institution in Bangladesh that is heavily involved in monetary transactions. They are being requested to join Social Islami Bank Limited (SIBL) as an intern poses significant challenges for me. The primary responsibility of the Human Resources (HR) department is to enhance the value of pre-existing partnerships. I have visited several locations where the bank's enrollment and decision-making processes are implemented to facilitate its expansion.

1. One commonly recognized aspect in Bangladesh is the practice of employee referral. This structure is situated within a region predominantly occupied by residents. This will result in the creation frontal cortex that is constructed upon factors such as talents, capacities, and speed.
2. The Social Islami Bank Limited (SIBL) exclusively engages in the annual initiation of financial agreements. When the bank seeks to enroll new members, it is essential to practice such activities periodically.
3. The bank does not employ computer systems to enroll individuals and ensure their security. The implementation of HR programming by the bank is expected to enhance the efficiency and effectiveness of the registration and decision-making process.
4. Adhering to the enrollment and selection process sometimes does not result in selecting appropriate experts. Before employing an individual, it is imperative for the bank to thoroughly investigate the candidate's motivations for departing from their prior

employment positions. There is a lack of variation among HR personnel regarding the factors influencing individuals' decision to enlist in the military. It is recommended that the bank consider employing individuals dedicated solely to human resources (HR) tasks; such a program could be onboarding.

5. Social Islami Bank Limited (SIBL) allocates significant financial resources towards promotional activities to raise awareness among individuals who open accounts through online platforms. The bank should implement strategies to facilitate staff advancement and establish a comprehensive training program to enhance job performance. This measure has the potential to reduce the expenses associated with enlisting in the armed forces abroad.
6. Social Islami Bank Limited (SIBL) does not employ the services of any external enrollment organization. A registration agency can be advantageous for banks as it facilitates identifying and selecting suitable individuals for employment inside the organization.
7. The financial institution can initiate a novel examination to assess individuals' proficiency in various tasks. It is recommended that all applicants convene in a shared space for a designated period, during which a panel of observers will assess their interpersonal interactions. This demonstrates their attitudes towards their colleagues in the workplace.
8. It is recommended that Social Islami Bank Limited (SIBL) consider implementing HR software to enhance the efficiency of the decision-making process. Human Resource Information Systems (HRIS) software facilitates categorizing and organizing resumes or applications received via online platforms.

In summary, only once a year Social Islami Bank Limited (SIBL) handles entry financial arrangements; it should regularly add new members. To make registration and decision-making more efficient, the bank should adopt HR programming. The bank should take into account the specialists' reasons for quitting their prior positions before employing them, and employ HR personnel for hiring and onboarding. To increase employees' skills and lower the cost of entering the military, the bank should implement training programs and promote personnel. To help discover qualified entrants, the bank ought to think about working with a registration agency. The decision-making process could be streamlined by using HR software and a new exam to gauge candidates' work understanding.

Chapter 3: Project Part

3.1 Introduction

Employee Job Satisfaction at Social Islami Bank Limited, Dhanmondi Branch

This section examines employee job satisfaction within SIBL and its significance within the organizational context.

Employment happiness pertains to the level of satisfaction that individual experiences about their occupation. An individual's level of contentment primarily influences the subjective experience of this emotion. An individual's level of happiness significantly impacts this emotion. An individual's proficiency can affect the level of job satisfaction story in doing required activities, the effectiveness of internal communication within an organization, and how employees are treated by their superiors. The measurement of job satisfaction presents challenges, although it can be conceptualized as the favorable emotional experience that individuals encounter while engaging in their occupational tasks or endeavors being present in the workplace.

The subject matter of fulfilling this job-related issue and report pertains to employee satisfaction, focusing on identifying and examining and examining critical areas that significantly influence employee contentment or discontentment. The significance of employee happiness in fostering business growth is widely recognized. Social Islami Bank Limited's management consistently endeavors to fulfill its employees' expectations and requirements.

This subject matter is found this subject matter particularly intriguing due to its pertinence within the realm of organizational behavior and its capacity to provide valuable insights into the efficacy of human resource management methods. By investigating the factors contributing to employees' job satisfaction of employees at Social Islami Bank, I will be able to identify areas where modifications can be implemented.

To conclude, a person's level of job satisfaction is measured by their employment happiness, which is influenced by things like task performance, communication, and management style. It is an emotional reaction that is favorable to work. The management of Social Islami Bank Limited is dedicated to upholding employee standards since it knows that happy employees are essential for company growth. Recognizing factors that affect employee happiness might point to areas where HRM procedures need to be improved.

3.1.1 Background/Literature Review

Background of the Research

In every research, background is one of the most important things. In this part the background of the research has been showcased briefly.

The level of employee satisfaction significantly influences the behavior and actions of a corporation. Employee business sentiment refers to the subjective perception and emotional

response of an individual employee towards their employing organization. Employee loyalty and determination towards their organization can be assessed based on job satisfaction. The concept of job satisfaction has been characterized using many terminologies. The determinants for evaluating employee satisfaction encompass several factors, such as remuneration, level of job involvement, assurance of employment stability, opportunities for job rotation, provisions for job enrichment, and the overall work environment. Conversely, how in which a company is managed and the prevailing organizational culture significantly influences employee job satisfaction. An employee of employee work satisfaction is as an indicator of a company's prospects.

To conclude, I can say that the success of a business depends on how happy its employees are with their jobs. Salary, engagement, security, rotation, enrichment, and work environment are important aspects to consider when evaluating job satisfaction. Job satisfaction is also substantially influenced by management and company culture. The level of job satisfaction among employees affects a company's future

Literature Review

Here, the job satisfaction has been discussed in depth. Also, factors that are behind job satisfaction that influences have been brought up here.

Job Satisfaction Concepts: Job satisfaction pertains to how individuals perceive their work as personally meaningful and valuable. A positive correlation exists between individuals' happiness individuals exhibit in their workplace and their overall satisfaction with their profession. Job satisfaction is distinct from motivation or desire; nonetheless, there exists a discernible connection between the two. Several factors have been associated with job satisfaction, including the type and style of management, employee contribution, empowerment, and self-efficacy.

The study conducted by Taylor in 1911 contributed to the conceptualization of job satisfaction and the development of methodologies for its assessment. According to Taylor, several incentives, such as financial compensation, bonuses, career advancements, acknowledgment, and opportunities for upward mobility, can enhance one's job satisfaction. According to Vroom's (1964) conceptualization, "job satisfaction" refers to a favorable affective state and corresponding behavioral tendencies exhibited by individuals inside their work environment. This construct has significantly enhanced found to significantly enhance employees' propensity to perform their job responsibilities effectively. According to Hoppock and Spielgler (1938), job satisfaction refers to the combination of psychological, physiological, and environmental elements that contribute to the contentment and pleasure experienced by individuals about to their employment. According to Davis and Newstrom (2002), job satisfaction can be defined as the collection of excellent or negative emotions and sentiments that employees experience toward their employment. Affective response refers to an individual's subjective evaluation of their preference or aversion towards something.

The workforce constitutes a crucial component in the capacity of a corporate organization to achieve its objectives and fulfill its mission. Additionally, within the context of a commercial organization, an employee holds significant importance as a human Job satisfaction or dissatisfaction with its goals. According to Paul Spector's statement in 1997, job satisfaction has been extensively examined as a variable in organizational research. Conversely, job dissatisfaction refers to the state in which employees experience discontentment inside their work environment, adversely impacting a corporation's financial performance. Satisfaction or dissatisfaction with a job is influenced not only by the inherent characteristics of the job itself but also by the expectations of employees regarding the job and the organization. According to Paul Spector, job

satisfaction can be defined as the degree to which individuals experience positive feelings (satisfaction) or negative feelings (dissatisfaction) towards their employment (Spector, 1985; Spector, 1997). According to Lawler's assertion in 1973, an individual's overall job happiness is contingent upon the disparity between their perceived expectations of job rewards and the actual rewards they receive.

Job Satisfaction Factors: The subsequent characteristics and elements are of utmost significance in influencing the level of employee happiness within the workplace. These factors can potentially influence the cognitive, behavioral, and affective aspects of workers' pursuit of organizational objectives. The following are the determinants that influence an individual's level of job satisfaction:

- Management Support
- Compensation and Benefits
- Career Progression Opportunities
- Employment Stability
- Organizational Work Environment
- Collaboration with Colleagues
- Recognition of Job Performance

Management Support: The manager significantly influences employees' satisfaction with their employment and how the business is managed. Determining employees' expectations towards their supervisors is a crucial aspect to consider. To achieve success and enhance efficiency, a corporate organization must establish a well-defined vision and purpose while simultaneously prioritizing the welfare of its personnel and optimizing its organizational structure. Additionally, the organization must monitor the competitive landscape within the market and strive to become

a catalyst for enhancing employee satisfaction inside the workplace. When managers cultivate amicable relationships with their employees, there tends to be a correspondingly elevated level of job satisfaction.

Compensation and Benefits: When assessing an employee's job satisfaction, it is crucial to consider two key factors: compensation and benefits.

- **Compensation:** Compensation refers to the remuneration provided by a corporation to an employee in recognition of their dedicated time, exerted effort, and applied talents. This encompasses both fixed remuneration and performance-based compensation. Compensation holds significant importance in the realm of employee recruitment, retention, and motivation, serving as a crucial factor for both employers and workers alike. The level of financial compensation significantly influences an individual's job satisfaction. Compensation constitutes a significant facet of job satisfaction since it exerts a substantial influence on an individual's overall contentment with their occupation. The desires of individuals are expanding, and the expenses associated with sustaining a livelihood are increasing. Consequently, workers are compelled to seek additional means of generating income in order to secure their future well-being and contentment. Moreover, individuals may experience emotional distress when they perceive their compensation to be insufficient. Over the course of time, these emotional disparities will progressively accumulate, leading to a decline in workers' well-being and job satisfaction.
- **Additional Perks:** The perks that come with packages that a firm provides to employees to supplement their monetary remuneration are known as fringe benefits. The organisation offers a range of programmes aimed at providing workers and their families with a sense of security, encompassing several aspects such as healthcare, income protection, savings,

and retirement. Several programmes are available that provide paid time off, employee services, and safety initiatives.

Career Progression Opportunities: The primary factor contributing to employee satisfaction in the workplace is the opportunity for career advancement. The prompt provision of promotions has been found to positively impact employee satisfaction, whereas an unfavorable compensation structure and delayed promotion opportunities have been associated with increased employee attrition. The primary significance of this component is in the remuneration of workers based on their job performance. Upon receiving a promotion, individuals are granted increased levels of power, garner heightened respect from their peers, and are rewarded with improved compensation. The duration of the promotion may vary, contingent upon the specific requirements of the firm. The most effective approach of incentivizing an employee is to offer them a promotion, so elevating their position within the organizational structure and affording them increased responsibilities, enhanced recognition, and improved compensation and benefits.

Employment Stability: According to Akpan (2013), job security refers to the belief or expectation that the conditions of one's employment would remain unchanged. Artz and Kaya (2015) provide an alternative approach to assessing job security, which involves evaluating the probability of imminent job loss. In the prevailing economic climate characterized by high levels of unemployment, it is customary for employees to anticipate a certain degree of steadiness from their employers. Every employee desires financial stability, so they anticipate their employers to provide both financial and employment security. In the event that an organization fails to provide adequate security measures, it is likely to experience a significant attrition of personnel who seek employment with companies perceived to offer more job security.

Organizational Work Environment: Both the people who work there and the favorable conditions they are exposed to are part of the workplace environment.

- **Collaborative Team:** When members of a team share similar personality types, worldviews, and work ethics, they foster an atmosphere where everyone may succeed. Workplace satisfaction drops as group size increases.
- **Individual Preferences:** Employee satisfaction can be increased by providing a work environment that caters to their individual preferences.

Collaboration with Colleagues: Coworkers who have mutually supportive connections with one another are able to lean on one another in times of need and are able to share their thoughts and feelings openly (Tamer & Dereli, 2014). Peers demonstrate empathy and motivate one another to take action by actively listening, providing assistance, and sharing relevant knowledge. According to Bhatti, Nawaz, Ramzan, and Ullah (2017), workers experience reduced stress and anxiety when they have supportive social ties at work. This facilitates better understanding among workers, leading to increased information sharing. The occurrence of fewer conflicts at work has a positive effect on employee morale.

Recognition of Job Performance: A corporation grants a certain status to its employees through the recognition procedure. The motivation of an employee is significantly influenced by this particular aspect. Recognition refers to the evaluation of an employee's performance and the subsequent level of esteem bestowed upon them by their employer. Additionally, it outlines the manner in which a corporation has to provide rewards and acknowledgment to employees for their labor and behaviors.

In the end, job satisfaction refers to how individuals perceive their work as personally meaningful and valuable. It is a positive correlation between happiness in the workplace and overall

satisfaction with their profession. Factors associated with job satisfaction include management style, employee contribution, empowerment, and self-efficacy. Taylor's 1911 study contributed to the conceptualization of job satisfaction, and various incentives, such as financial compensation, bonuses, career advancements, and recognition, can enhance job satisfaction. Job satisfaction is influenced by psychological, physiological, and environmental elements, and can be defined as the collection of positive or negative emotions and sentiments employees experience towards their employment.

Job satisfaction factors include management support, compensation and benefits, career progression opportunities, employment stability, organizational work environment, collaboration with colleagues, and recognition of job performance. Managers play a crucial role in determining employees' expectations and establishing a well-defined vision and purpose. Organizations must also monitor the competitive landscape and strive to become a catalyst for enhancing employee satisfaction.

Job satisfaction is a crucial aspect of a person's work, as it reflects their importance and the satisfaction they feel with their job. It is linked to factors such as management style, employee contributions, and the ability to perform tasks independently.

3.1.2 Objective(s)

Broad Objective: The primary aim of this study is to investigate the factors contributing to job satisfaction among employees at Social Islami Bank Limited.

Specific Objectives: The specific objective of this study is to determine what makes employees happy at Social Islami Bank Limited. Additionally, to generate strategies to enhance job satisfaction among bank personnel.

3.1.3 Significance

In this section, I will explain the importance and relevance of the present investigation.

The objective of this study is to investigate the impact of work satisfaction on the banking industry. When employees experience high levels of job satisfaction, organizations are more likely to retain and engage people in their work effectively and engage people in their work. The presence of hygiene elements, such as enough compensation and employment stability, establishes the foundation of work satisfaction discovering organizations' hygiene features, such as enough equilibrium and employment stability, establish. Additionally, the enhancement of work happiness is facilitated by motivation factors, including the discovery of purpose and acknowledgment within one's profession.

In summary I can say that, with an emphasis on motivating elements like purpose and recognition as well as hygienic issues like income and job security, the study examines the effects of work satisfaction on banking organizations.

3.2 Methodology

In this section, I will elucidate the methodology employed to carry out the research.

Design of Research: The present study employs a descriptive research design.

Target Population: The focus of this study is the individuals employed at the Social Islami Bank Limited.

Method of Sampling: The sampling method refers to the process of selecting a subset of individuals or items from a larger population for the purpose of conducting research or

The sample methodology employed in this study is non-probability sampling. This study employed a research technique known as "purposive sampling."

The size of the sample: A total of Twenty (20) participants were chosen to conduct the employee work satisfaction survey at the Dhanmondi Branch of Social Islami Bank Limited.

The study will be based on the data collected from interviews and surveys. The sampling unit is given below:

Number	Method of Data Collection	Sampling Unit	Method of Sampling
1	Interview	5 participants	Purposive
2	Survey	20 participants	Purposive

Table 1: Sampling Unit

Method of Data Collection: The data gathering methods employed in this study are categorized into two distinct components: primary data and secondary data.

- **Main Data:** The main source of data will be derived from an in-person interview conducted with the senior executives of the bank. Additionally, a comprehensive survey will be conducted to ascertain worker job satisfaction, work-life equilibrium, and prospects for professional advancement.
- **Subordinate Data:** The subordinate data collection will be conducted by accessing the bank's official website and consulting pertinent literature such as books, papers, and journals about human resources. An article about training published in Dhaka Tribune may be a valuable source for gathering secondary data. In addition, many forms of documentation from Social Islami Bank Limited have been made available to the public, including but not limited to the annual report.

3.3 Findings and Analysis

3.3.1 Analysis

Questionnaire Analysis

A cohort of both entry-level and intermediate employees completed surveys in order to gather data. In addition, I have engaged in extensive questioning of several employees in order to acquire further knowledge. The interviews provided valuable insights into both the internal and external dynamics of the organization. The analysis varies depending on the sort of inquiry being asked.

Personal Information:

Table 2: Age Category

Age of Respondents	
26-30	8
31-35	8
36-40	2
41-45	1
46-50	1

Table 2: Age of Respondents

Table 3: Gender of Respondents

Gender of Respondents	
Male	13
Female	7

Table 3: Gender of Respondents

Table 4: Designation of Respondents

Designation of Respondents	
Officer	4
Executive Officer	5
Senior Executive Officer	5
Principal Officer	4
Senior Principal Officer	2

Table 4: Designation of Respondents

The findings pertaining to the job satisfaction survey conducted among employees of Social Islami Bank Ltd. are as follows:

1: Is the supervisor informing you of developments at the bank?

Yes	No	Neutral
11	2	7

Table 5: Question No. 01

Is the supervisor informing you of developments at the bank?

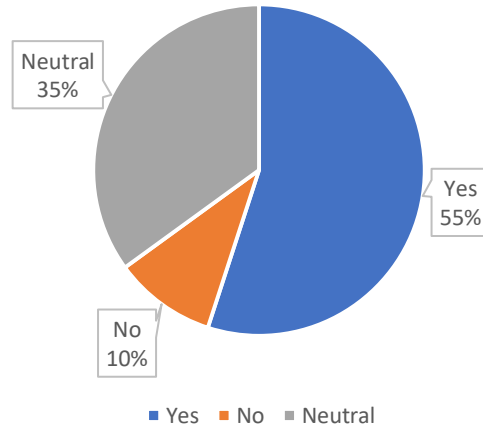


Figure 6: Question 1 Survey

Interpretation: Out of 20 workers, 55% agreed with this question, 10% disagreed, and 35% were neutral. So, this question was agreed upon by most of the workers.

2: Is your manager supportive of your efforts to work harder?

Yes	No	Neutral
15	1	4

Table 6: Question No. 02

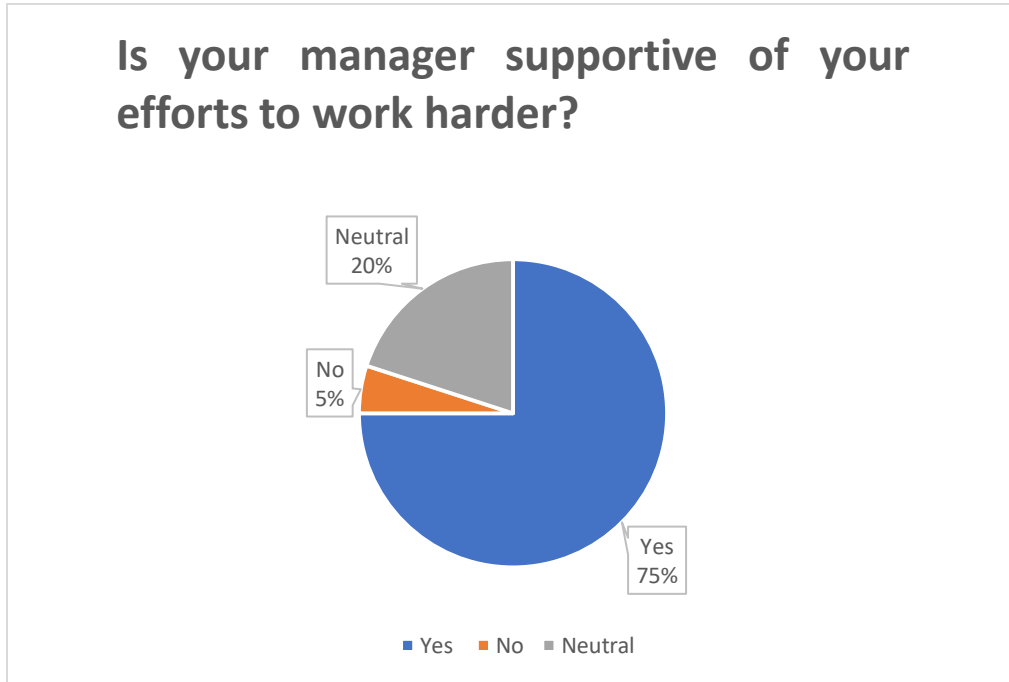


Figure 7: Question 2 Survey

Interpretation: Out of 20 workers, 75% agreed with this question, 5% disagreed, and 20% were neutral. So, this question was agreed upon by most of the workers.

3: Do you feel that the bank values the views and contributions you make?

Yes	No	Neutral
5	9	6

Table 7: Question No. 03

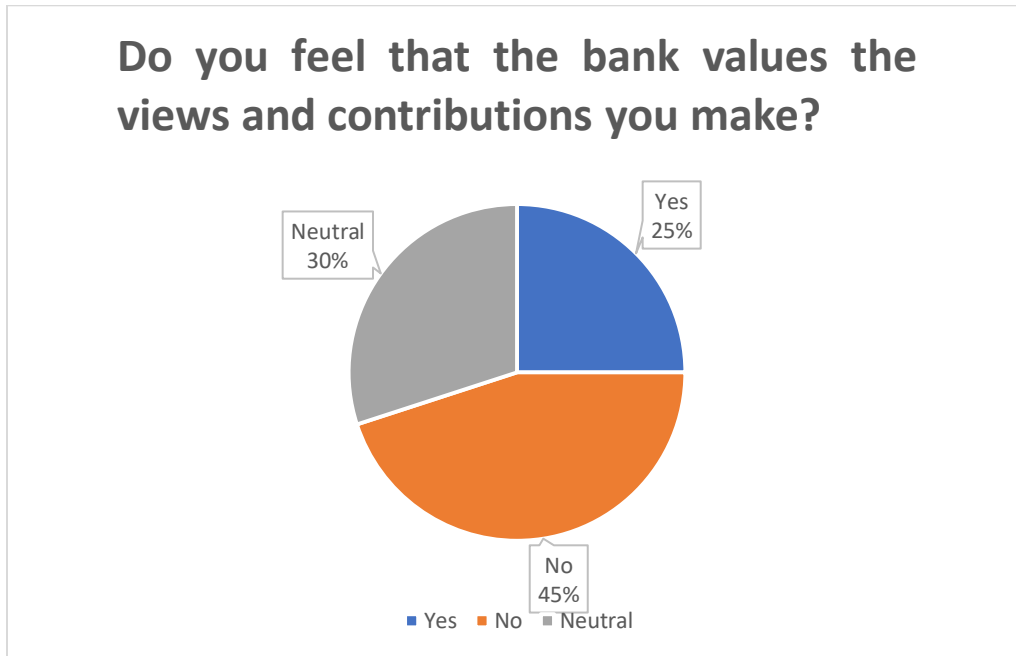


Figure 8: Question 3 Survey

Interpretation: Out of 20 workers, 25% agreed with this question, 45% disagreed, and 30% were neutral. So, most of the workers didn't agree with this question.

4: In light of your position, are you satisfied with your current pay?

Yes	No	Neutral
8	9	3

Table 8: Question No. 04

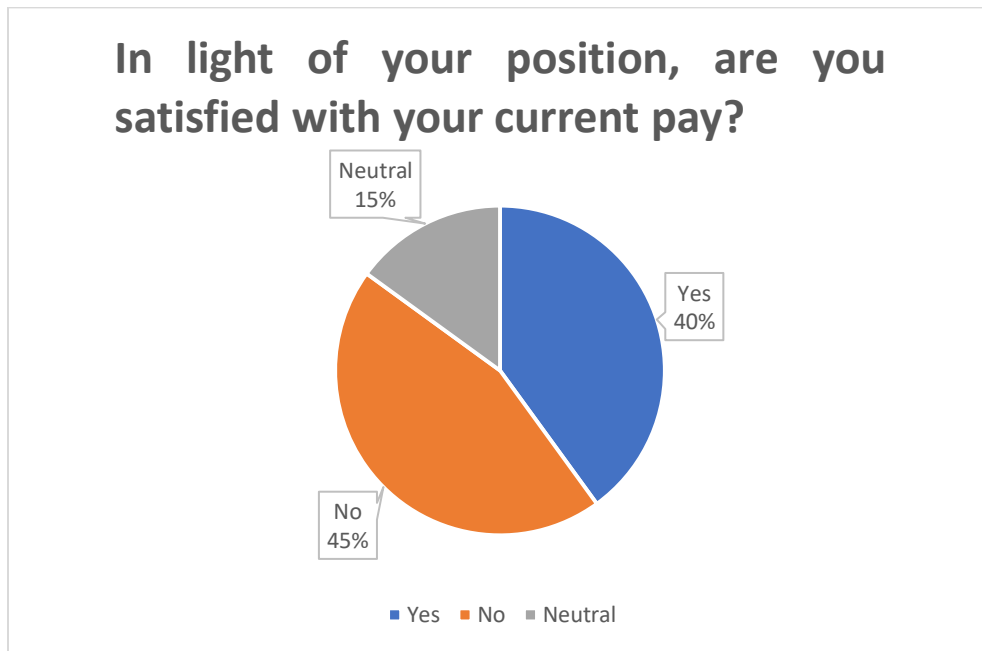


Figure 9: Question 4 Survey

Interpretation: Out of 20 workers, 40% agreed with this question, 45% disagreed, and 15% were neutral. So, most of the workers didn't agree with this question.

5: How do you feel about your raise?

Yes	No	Neutral
18	2	0

Table 9: Question No. 05

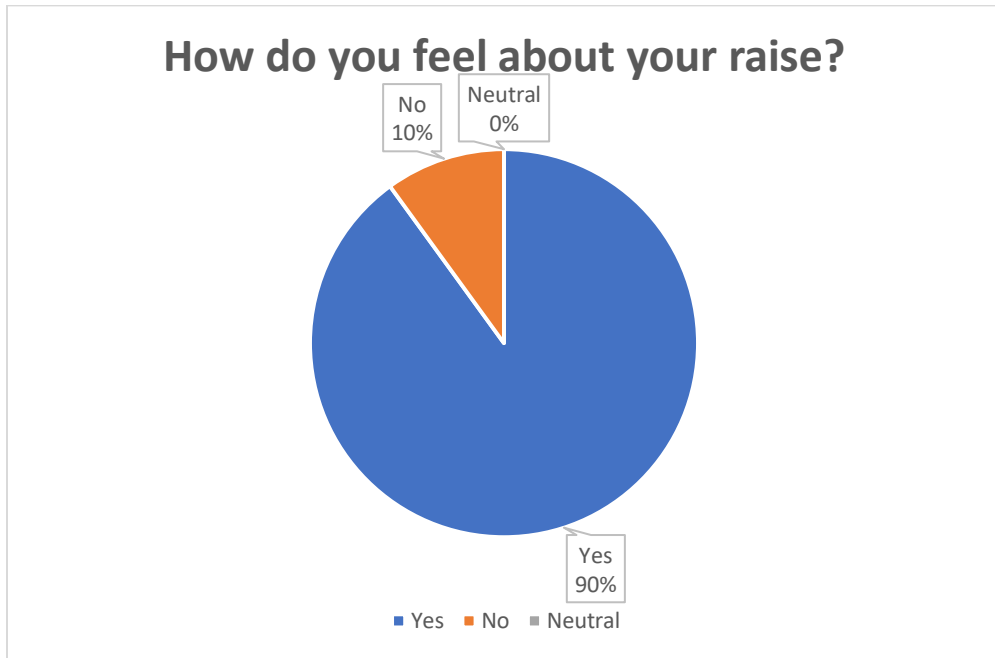


Figure 10: Question 5 Survey

Interpretation: Out of 20 workers, 90% agreed with this question, 10% did not, and 0% were neutral. So, this question was agreed upon by most of the workers.

6: Are you satisfied with the leave alternatives that your bank offers?

Yes	No	Neutral
0	16	4

Table 10: Question No. 06

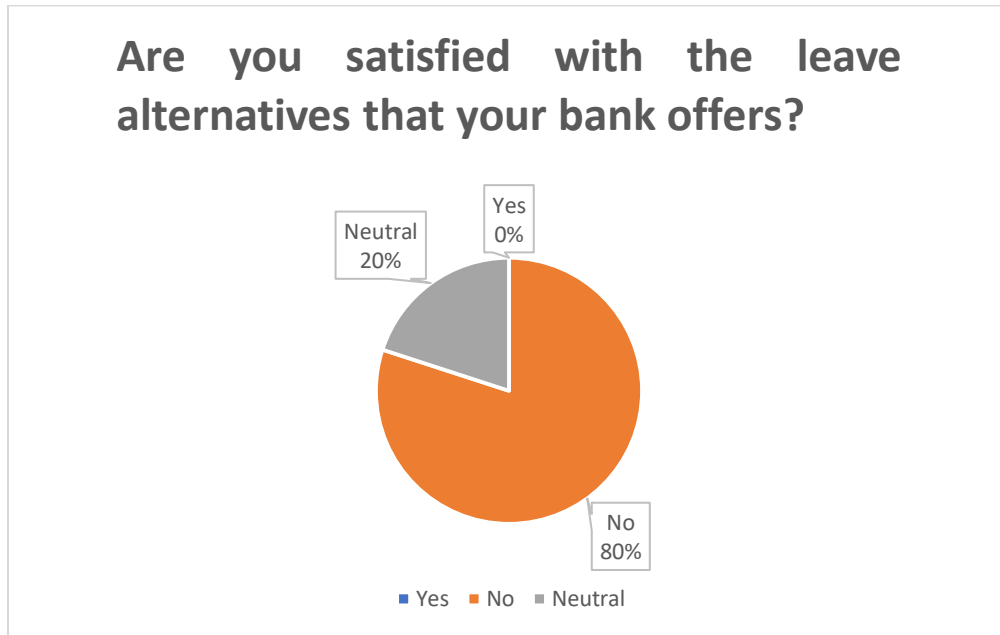


Figure 11: Question 6 Survey

Interpretation: Out of 20 workers, 0% agreed with this question, 80% disagreed, and 20% were neutral. So, most of the workers didn't agree with this question.

7: Do you think there are enough prospects for advancement at the bank?

Yes	No	Neutral
2	16	2

Table 11: Question No. 07

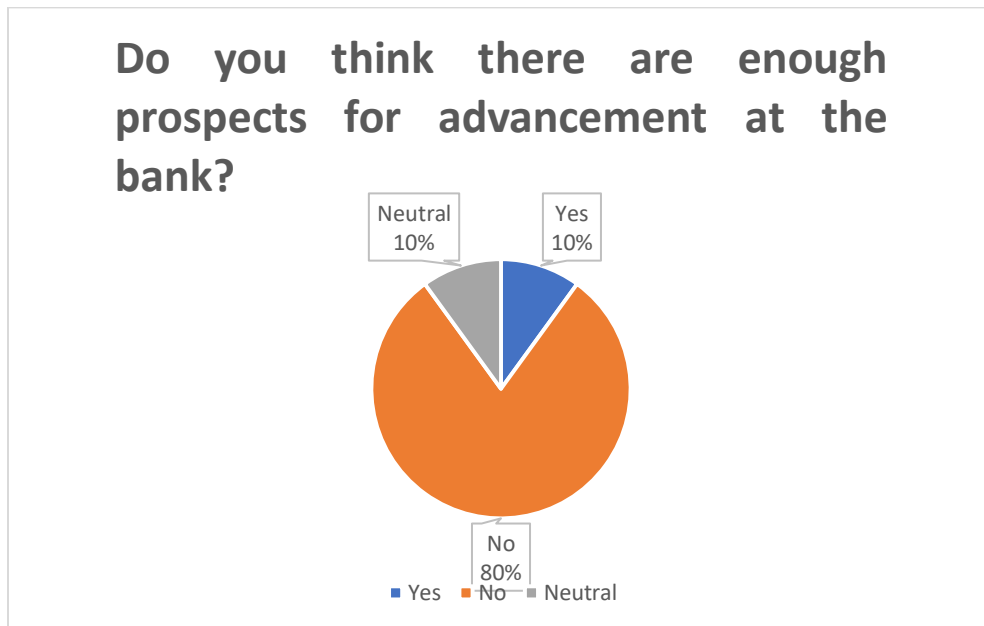


Figure 12: Question 7 Survey

Interpretation: Out of 20 workers, 10% agreed with this question, 80% did not, and 10% were neutral. So, most of the workers didn't agree with this question.

8: Are you satisfied with the direction your career has taken at this bank?

Yes	No	Neutral
6	3	11

Table 12: Question No. 08

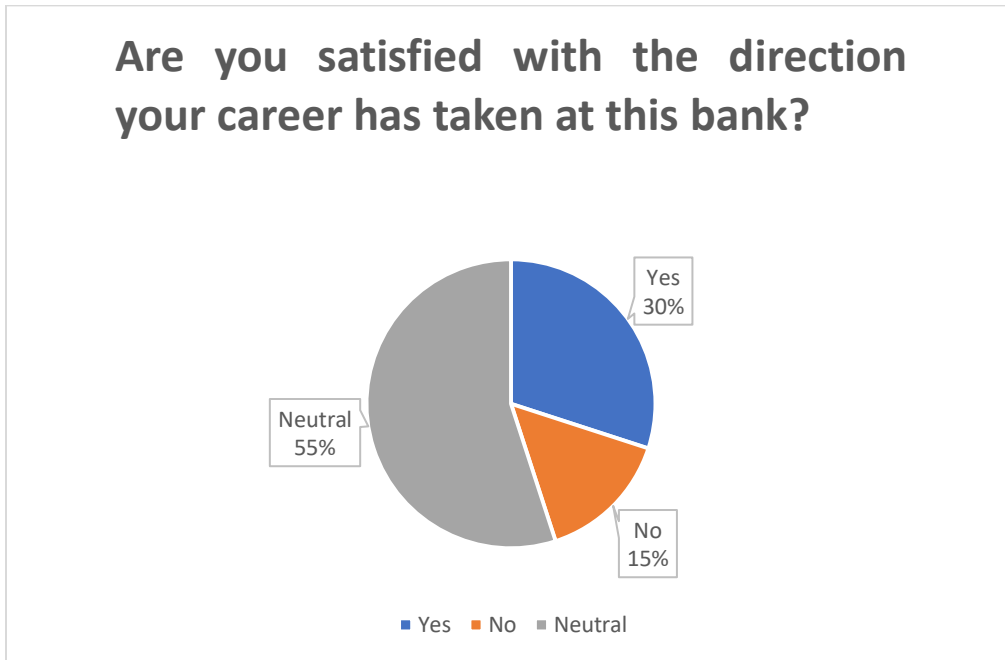


Figure 13: Question 8 Survey

Interpretation: 30% of the 20 employees agreed with this question, 15% disagreed, and 55% were neutral. This means that most of the employees did not have an opinion on this matter.

9: Do you feel that your skills and talents are being utilized to their full potential in your job?

Yes	No	Neutral
18	1	1

Table 13: Question No. 09

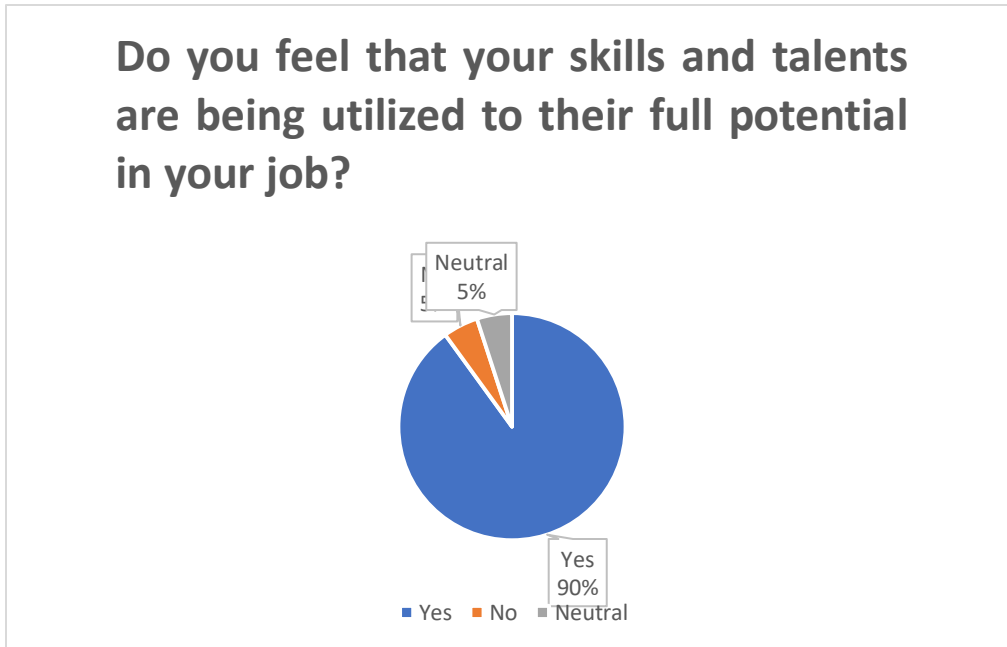


Figure 14: Question 9 Survey

Interpretation: Out of 20 workers, 90% agreed with this question, 5% disagreed, and 5% were neutral. So, this question was agreed upon by most of the workers.

10: Do you feel secure in your position overall?

Yes	No	Neutral
15	1	4

Table 14: Question No. 10

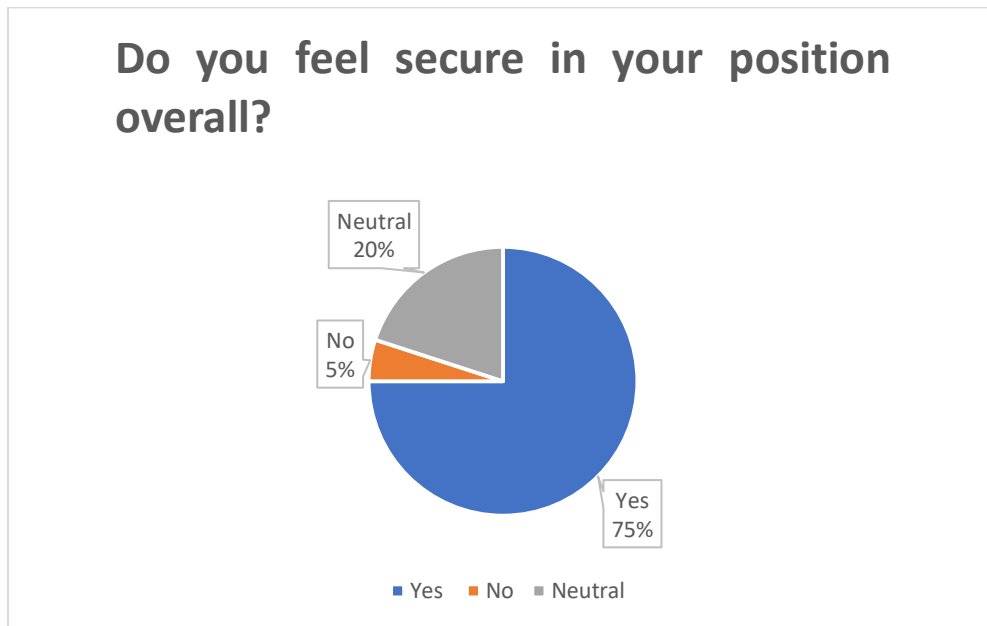


Figure 15: Question 10 Survey

Interpretation: Out of 20 workers, 75% agreed with this question, 5% disagreed, and 20% were neutral. So, this question was agreed upon by most of the workers.

11: Do you like the working environment the bank has provided?

Yes	No	Neutral
19	0	1

Table 15: Question No. 11

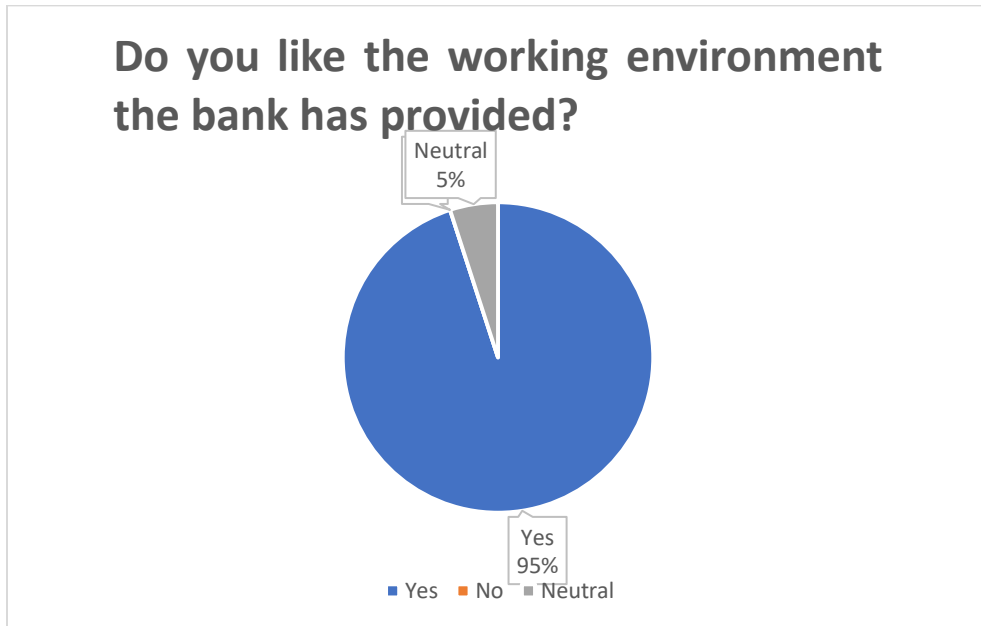


Figure 16: Question 11 Survey

Interpretation: Out of 20 workers, 95% agreed with this question, 0% disagreed, and 5% were neutral. So, this question was agreed upon by most of the workers.

12: Do you think the employees at the bank have a sense of teamwork?

Yes	No	Neutral
5	11	4

Table 16: Question No. 12

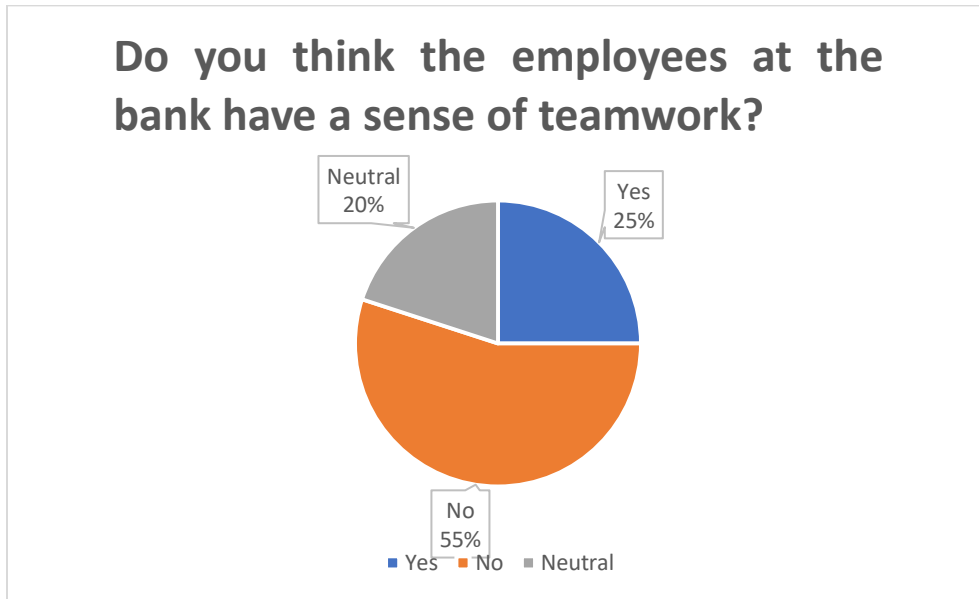


Figure 17: Question 12 Survey

Interpretation: Out of 20 workers, 25% agreed with this question, 55% disagreed with this question, and 20% were neutral. So, most of the workers didn't agree with this question.

13: Do you feel that you can successfully balance your personal and work lives?

Yes	No	Neutral
4	14	2

Table 17: Question No. 13



Figure 18: Question 13 Survey

Interpretation: Out of 20 workers, 20% agreed with this question, 70% disagreed, and 10% were neutral. So, most of the workers didn't agree with this question.

14: How satisfied are you with your teammates' level of professionalism?

Yes	No	Neutral
2	7	11

Table 18: Question No 14.

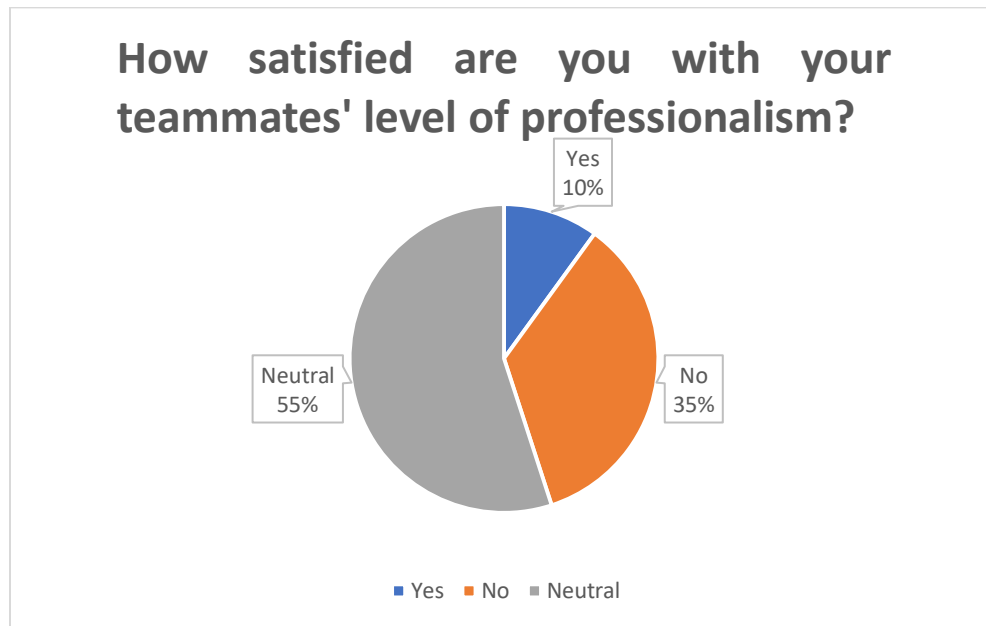


Figure 19: Question 19 Survey

Interpretation: Out of 20 workers, 10% agreed with this question, 35% disagreed, and 55% were neutral. So, most of the workers didn't have strong feelings about this.

15: Do you feel that the bank properly thanks you for your contributions?

Yes	No	Neutral
13	2	5

Table 19: Question No. 15

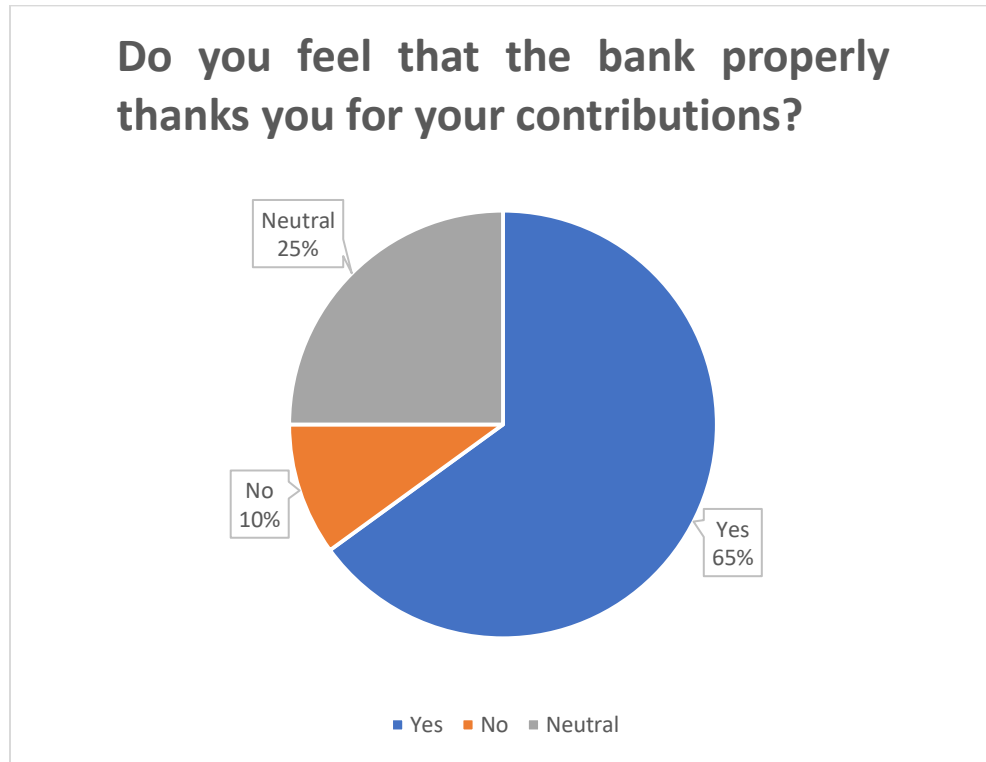


Figure 20: Question 15 Survey

Interpretation: Out of 20 employees, 65% of the employees agreed with this question, 10% of the employees did not agree with this question and 25% of the employees were neutral. So, most of the employees agreed with this question.

16: Does the boss properly reward employees for their hard work?

Yes	No	Neutral
10	1	9

Table 20: Question No. 16

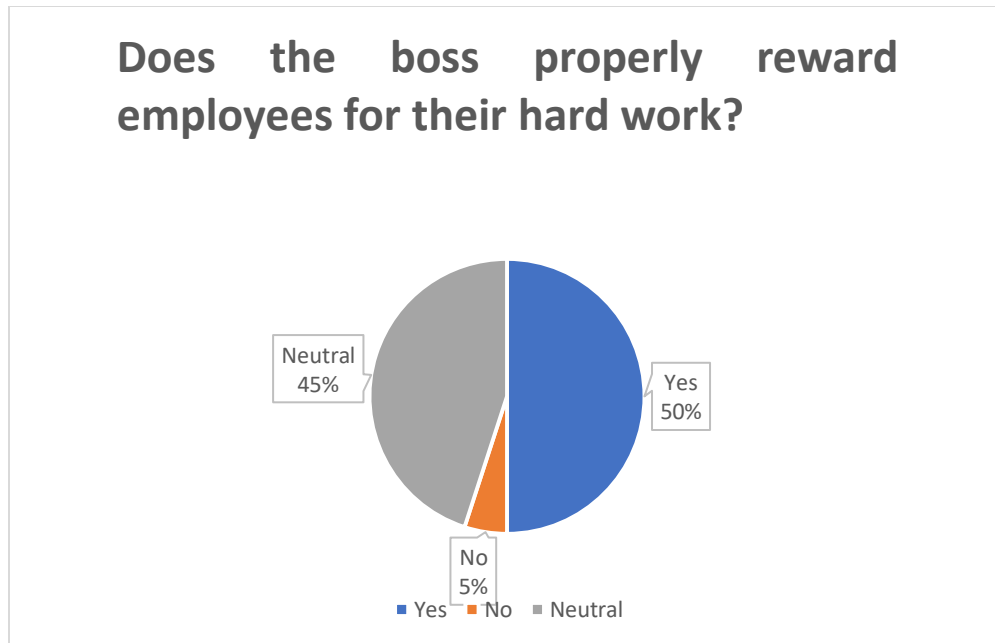


Figure 21: Question 16 Survey

Interpretation: Out of 20 workers, 50% agreed with this question, 5% disagreed, and 45% were neutral. So, this question was agreed upon by most of the workers.

17: When you perform well, does your supervisor give you informal thanks and praise?

Yes	No	Neutral
13	4	3

Table 21: Question No. 17

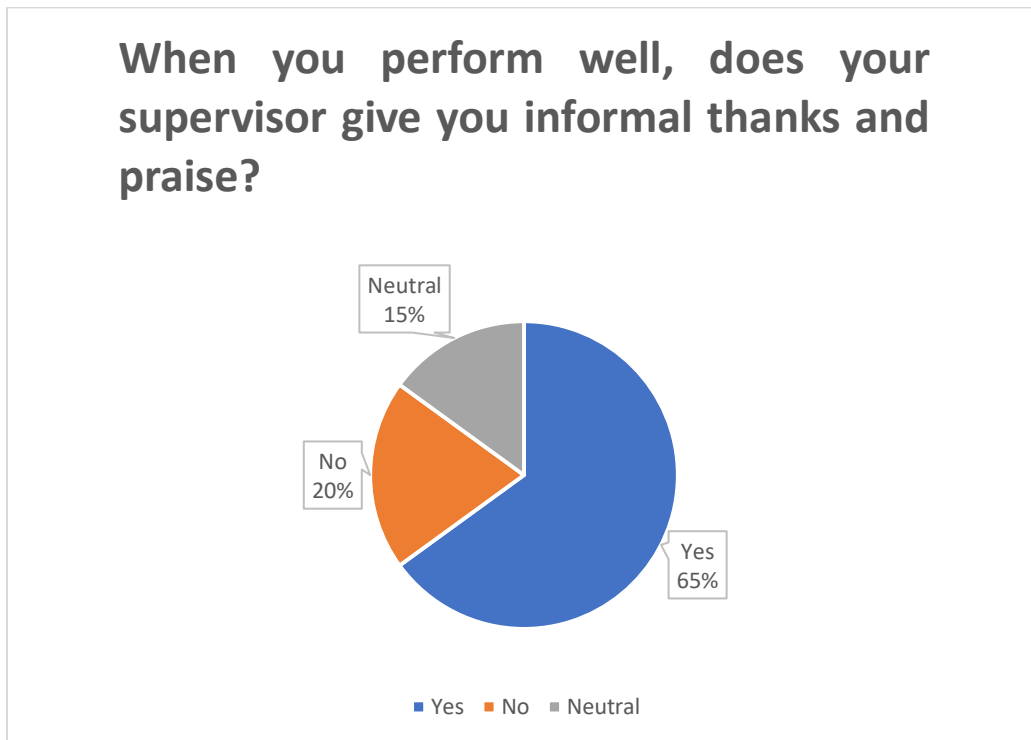


Figure 22: Question 17 Survey

Interpretation: Out of 20 workers, 65% agreed with this question, 20% disagreed, and 15% were neutral. So, this question was agreed upon by most of the workers.

To conclude, This descriptive research study focuses on Social Islami Bank Limited employees' job satisfaction, particularly at the Dhanmondi Branch. 20 people made up the survey's sample size, which was determined through interviews and surveys. The main information gathered to assess employee job satisfaction, work-life balance, and career progression prospects came from face-to-face interactions with top management and interviews. Secondary data was gathered from the bank's website and HR-related books, papers, and journals. The findings showed that 55% of

employees approved of their supervisor informing them about bank advancements, 75% approved of their management encouraging their efforts, and 25% approved of the bank appreciating their opinions and contributions. However, 15% of workers felt indifferent about their salary, and 40% of workers were dissatisfied. The report emphasizes how crucial it is to comprehend and address employee satisfaction in the workplace.

3.3.2 Findings

This section will present the results obtained from the aforementioned survey.

- The Dhanmondi Branch of Social Islami Bank Limited seeks to employ individuals who possess youthfulness, vitality, and substantial professional expertise. The majority of employees at that establishment have accumulated a tenure exceeding five years.
- The senior management of Social Islami Bank Limited consistently motivates employees to enhance their performance and ensures that they are well-informed about the measures required to enhance client connections. However, the level of employee involvement in decision-making processes is insufficient.
- The majority of employees at the bank express dissatisfaction with their compensation and other associated perks provided by the institution.
- The majority of employee's express dissatisfaction over their prospects for promotion due to the bank's deliberate and gradual approach to advancing individuals to higher positions.
- At Social Islami Bank Limited, the opportunities for professional advancement for staff are limited. As a consequence of this situation, employee's express dissatisfaction with the trajectory of their professional advancement while employed at this financial institution.

- The employee's express satisfaction with the assigned work and perceive ample opportunities to apply their expertise in banking-related duties.
- The majority of employee's express overall satisfaction with the level of job security they experience.
- The majority of employees within this organization express contentment with the physical environment in which they operate.
- The bank has a significant level of work-related stress due to the frequent requirement for personnel to assist customers beyond their regular working hours.
- The majority of employee's express dissatisfaction with their colleagues due to insufficient communication and a lack of harmonious relationships.
- The bank encounters challenges in establishing effective business partnerships, so potentially impeding the efficacy of their operations due to a lack of professionalism exhibited by their employees.
- The majority of employers demonstrate equitable treatment towards their employees upon satisfactory performance, while the majority of employees receive commendation for their exemplary work.

In brief, the Dhanmondi Branch of Social Islami Bank Limited recruits a dynamic and proficient workforce including individuals who possess a minimum of five years of professional expertise. The senior leadership within the organization endeavors to enhance both working conditions and customer relations, however the level of staff involvement in the decision-making process remains limited. Workers often experience dissatisfaction due to factors such as compensation, employee perks, opportunities for advancement, and prospects for professional development. The individuals express satisfaction with their current employment, the stability it offers, and the conditions of

their workplace. Nonetheless, the efficacy of their efforts is impeded by the presence of stress, inadequate communication, and a deficiency in interpersonal abilities. The bank ensures fair compensation for its employees and acknowledges their diligent contributions.

3.4 Synopsis and Final Thoughts

Social Islami Bank Limited is considered to be a prominent financial institution in Bangladesh. In order to ensure client retention and financial profitability, it is imperative for the bank to cultivate a high level of job satisfaction among its employees. The achievement of the bank's goals and objectives is contingent upon the satisfaction of its workers with their respective job roles. Employees play a crucial role in the overall growth and development of an organization. The utilization of an employee job satisfaction survey can facilitate the corporation in enhancing the efficacy and productivity of its human resources. This study examines the primary factors influencing employees' job satisfaction and proposes strategies to enhance overall workplace contentment. Increased employee job satisfaction can be observed when workers are provided with opportunities to participate in decision-making processes and when their superiors actively listen to their concerns and issues. The provision of equitable opportunities for advancement and the implementation of career development programmers have the potential to enhance employee loyalty towards the bank, hence contributing to increased job satisfaction. Social Islami Bank Limited should priorities the assessment of employee job satisfaction levels. This study can facilitate the determination of employee job satisfaction levels and provide insights into strategies for enhancing employee happiness.

In summary, it can be stated that Social Islami Bank Limited, a prominent bank in Bangladesh, relies on employee job satisfaction as a means to maintain client loyalty and achieve financial

success. In order to optimize resource allocation, it is recommended that the bank undertake a comprehensive research to investigate the factors that impact employee happiness. Job satisfaction can be enhanced through several means, such as implementing career development initiatives, ensuring equal promotion opportunities, and fostering employee participation in decision-making processes. In order to enhance overall organizational performance and foster employee loyalty, it is imperative for Social Islami Bank Limited to priorities the cultivation of employee well-being.

3.5 Recommendation/Implications

The findings of the poll show that many people working at the Social Islami Bank Limited, Shantinagar Branch enjoy their jobs. According to the results of the poll, very few employees are dissatisfied with their current positions. The Dhanmondi branch of Social Islami Bank Limited might do a number of things to make their workers happier at work, including the following.

- More employees may have a voice in decision-making, and their concerns would be heard by superiors.
- Fairer pay for the bank's current staff is an option. Since the salaries of entry-level officers were so much lower than those of high-ranking officers, the disparity between the two should be narrowed.
- Providing perks like paid vacation and holidays to employees can boost morale and productivity.
- Employees of any position, gender, or age should be afforded the same opportunities for professional growth and advancement.
- Increasing employee satisfaction in this bank requires focusing on three areas: employee engagement, communication, and relationships between employees at different levels.

- The financial institution ought to guarantee its employees sufficient downtime between major projects. They'll be more enthusiastic about their work and like coming to the office more as a result of this.
- The bank's success depends on its employees' satisfaction with their work and their personal lives.

In simple terms, SIBL has to increase employee input into decision making and pay attention to their feedback. There should be less of a pay disparity between senior and junior officers and pay should be equitable. Benefits like paid time off and holidays can make workers happier. All employees, regardless of their current position, gender, or age, should have equal access to opportunities for professional advancement. Communication, connection, and relationship building among employees must be enhanced. The bank needs to provide adequate breaks for workers in order to boost their enthusiasm and morale. The bank would be wise to priorities staff well-being for the sake of both organizational growth and worker satisfaction.

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Appendix A.

Employee Job Satisfaction Questionnaire for Social Islami Bank Limited

This is a survey for internship purposes. This question has been planned to gather information that will be incorporated into a research paper. All of your information will be kept confidential.

Age:

Gender: Male / Female

Designation:

Please respond to the following questions by placing a tick mark (√) in the answer box that represents your opinion.

Questions (1-6)	Yes	No	Neutral
Does the supervisor keep you well informed about what is going on in the bank?			
Does your manager motivate you to perform better?			
Do you think your views and participations are valued in the bank?			

Are you satisfied with the present salary according to your position?			
Are you satisfied with your increment?			
Are you satisfied with the leave facilities the bank provides you?			

Questions (7-17)	Yes	No	Neutral
Do you think the promotion opportunities are sufficient in the bank?			
Are you satisfied with your career advancement by working in this bank?			
Are you satisfied with the scope of utilizing your skills and expertise in the job?			
Are you satisfied with the overall job security?			

<p>Are you satisfied with the work environment the bank provides you?</p>			
<p>Do you feel team spirit exists among the employees in the bank?</p>			
<p>Are you satisfied with the ability to maintain a balance between family and work life?</p>			
<p>Are you satisfied with the professionalism of the people whom you work with?</p>			
<p>Do you receive appropriate recognition for your contributions from the bank?</p>			
<p>Does the supervisor treat the employees fairly whenever they perform good job?</p>			
<p>Do you receive informal praise and appreciation when you perform better from your supervisor?</p>			