

Report On  
**Employees' Job Satisfaction of FinSource Limited**

By

Israt Jerin Dolon  
Student ID: 21164068

An internship report submitted to the MBA department in partial fulfillment of the  
requirements for the degree of

**Master of Business Administration**

MBA  
Brac University  
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## Student Declaration

I am Israt Jerin Dolon, a student of BRAC Business School bearing ID-21164068, Summer-2023, would like to declare with utmost faith and integrity that the internship report on “Employee’s Job Satisfaction of FinSource Limited” submitted as a requirement for degree awarding of Masters’ of Business Administration at BRAC University is prepared by me. This report was prepared by using primary and secondary data, pursued under the intensive supervision and guidance of, **Dr. Md. Mizanur Rahman**, Associate Professor, BRAC Business School, BRAC University I further confirm that the report is prepared for academic purpose only and is not submitted for any other course, degree, and fellowship.

**Student’s Full Name & Signature:**

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**Israt Jerin Dolon**  
Student ID: 21164068

**Supervisor’s Full Name & Signature:**

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**Dr. Md. Mizanur Rahman**  
BRAC University

**Co-Supervisor’s Full Name & Signature:**

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**Dr. Md Kausar Alam**  
BRAC University



Source: <https://www.finsource.net/about-us>

## **Employee’s Job Satisfaction of FinSource Limited”**

## Acknowledgement

I would like to begin by sincerely thanking everyone who contributed to my internship report. Your support motivated me, improved my ability to think critically, and increased my eagerness to complete the report. To begin with, let me thank Allah for providing me with the strength to finish the report.

For allowing me to compile this report, I would like to express my appreciation to my respected supervisor, **Dr. Md. Mizanur Rahman**, Associate Professor, BRAC Business School, BRAC University. Additionally, I want to sincerely thank him for his encouragement and support. His insightful advice, appropriate direction, and hours of collaboration inspired me to improve the report. I also would like to give thanks to my co-supervisor **Dr. Md Kausar Alam** Assistant Professor, BRAC Business School, BRAC University for the support to complete my internship successfully.

I would want to express my gratitude to the staff members of this branch, particularly Deputy General Manager at **FinSource** Limited, **Mr. Samir Majumder**. I am feeling very thankful to **Suhel Rana.**, Senior Team Leader, Assisted Payroll, who oversaw my field work at the FinSource Limited. Without his helping hand, it's not possible for me to come here. Not to be overlooked is the fantastic work atmosphere and support I had throughout my internship and report preparation. Many thanks to every respondent who helped us get the essential data by answering the questions each and every time.

## LETTER OF TRANSMITTAL

06 September, 2024

**Dr. Md. Mizanur Rahman**

Associate Professor,  
BRAC Business School,  
BRAC University.

**Subject: A request for accepting my Internship Report for the fulfillment of MBA program**

Dear Sir,

With due respect and honor, I would like to inform you that I have completed my internship report on “**Employee’s Job Satisfaction Level of FinSource Limited**”. This report has been prepared to fulfill the requirement of the internship program in FinSource Limited.

I have tried my level best to reflect my three months long work experience in this report and also tried to make this report a successful one. I would like to express my sincere gratitude to you for your kind guidance and suggestions in preparing the report.

Moreover, my heartfelt thanks for your support and motivation. It is my pleasure to get the opportunity to work under your supervision and get necessary guidance. It would be great pleasure for me if you find my report informative and useful to have an idea of recent state of FinSource Limited.

Sincerely Yours,

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Israt Jerin Dolon

ID: 21164068

Major in Human Resource Management,  
BRAC Business School,  
BRAC University.

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## **Chapter 1: Overview of Internship**



## 1.1 Student Information

**Name:** Israt Jerin Dolon

**Id:** 21164068

**Program:** Masters of Business Administration (MBA)

**Major:** Human Resource Management (HRM)

## 1.2 Internship/Work Information

### 1.2.1 Period, Company Name, Department/Division, Address

FinSource Limited is an offshore division of a well-known retirement plan provider with headquarters in the US, Their in-house software team develops, upgrades, and integrates fintech solutions and other third-party CRM systems for various worldwide clients.

In August of 2019, FinSource Limited was established. FinSource works by combining unmatched experience, broad skills across all industries and business operations.

- **Joining Period:** August 1, 2022 to till date (Joined as Associate Executive. (currently working as an Executive officer)
- **Company Name:** FinSource Limited
- **Department:** Assisted Payroll
- **Address:** Paragon House, 3rd Floor 5 Mohakhali Commercial Area, Mohakhali, Dhaka - 1212

## 1.2.2 Internship Company Supervisor’s Information: Name and Position

I am very grateful that I have had an opportunity to get the guidance of my internship company supervisor. It is an immense honor for me to collaborate with someone who is very hardworking, supportive, and has always given me guidance.

My supervisors’ information is given below:

**Name:** Suhel Rana

**Designation:** Senior Team Leader

**E-mail:** [suhel.rana@finsource.net](mailto:suhel.rana@finsource.net)

## 1.2.3 Job Scope – Job Description/Duties/Responsibilities

1.	In charge of overseeing the daily operations and record-keeping of several retirement programs on a group basis.
2.	Enter payroll contribution files into the recordkeeping system with accuracy. Work along with Operations and the relationship management team to troubleshoot situations when the contribution file and the deposit received do not match.
3.	Conduct a quality control inspection.
4.	Collaborate with team members to plan, direct, and manage tasks necessary to guarantee the timely and proper completion of government filings and plan valuation reports.
5.	Assist the team members to understand the work responsibilities properly by giving work training.

*Table 1: Job Responsibilities*

## **1.3 Internship Outcomes**

### **1.3.1 Student's contribution to the company**

Below is given my contribution to this company:

- Learned and contribute about entering payroll contribution files into the recordkeeping system with accuracy.
- Perform the quality control check
- Work with team members to get a accurate work result
- Learned about different types of systems and software (Salesforce, sponsor website, Relius etc.) and applied the skills in the workforce.

### **1.3.2 Benefits to the student**

My journey at FinSource Limited helps me in a positive way. This journey helping me to get practical knowledge about workforce operation. It enables me to get familiar with various kinds of websites and software. Most importantly working here increases my team building ability, communication skills, problem solving ability, critical thinking, leadership, training. This organization always helps me grow and learn in a positive way.

### **1.3.3 Problems/Difficulties (if any faced during the internship period)**

My team leader and the teammates are very helpful and supports me to minimize the difficulties.

- Communication difficulties
- Conflict management
- New system in the work process

### **1.3.4 Recommendations**

This organization will help the employees to get a good career growth and it will allow all employees to increase their knowledge, skills and abilities.

## **Chapter 2 : Organization Part**

## **2.1. Introduction**

FinSource Limited is a well-known FinTech businesses in Bangladesh. This is an offshore division of a well-known retirement plan provider with headquarters in the US,. Their in-house software team develops, upgrades, and integrates fintech solutions and other third-party CRM systems for various worldwide clients.

As a subsidiary of EdgeCo Holdings, it is presently employed by the United States of America Retirement Plan TPA. FinSource Ltd. is a leading business that offers complete technical solutions, utilizing state-of-the-art technologies for everything. This is made possible by a number of innovative goods and services. FinSource employs a strategy to offer solutions that can significantly improve EdgeCo's companies.

## **2.2 Overview of the Company**

### **2.2.1 History**

Both opportunities and problems come with a fresh start. Under the direction of Mr. Morsheduzzaman Sumon, FinSource Limited, a recognized private limited company in Bangladesh, began operations back in August 2019. There were just eight workers in the Compliance and Software departments when the company embarked on its heroic adventure. The Plan Document and Operations departments were added to its fleet at the end of 2019. At present, the organization has eight distinct and autonomous departments that carry out their tasks and obligations through mutual cooperation and coordination. Recordkeeping Operations, Plan Document, Conversion and Deconversion, Client Service, Assisted Payroll, Wealth Management, and Software Development are these departments. Compliance & Plan Administration Service is one of them. Each department, which employs more than 100 people. FinSource has grown significantly since the start of 2022 and recently reached a new milestone of 100 employees. We rejoiced in the victory, and this strengthened our dedication to our work and business. In order to build on this achievement, FinSource's Wealth Management division began operations in the middle of 2022. FinSource began offering sponsors advisory support through this division.

### **2019 - The Journey Starts**

There are challenges and opportunities that come with a fresh start. Overcoming these challenges, the Compliance and Software Development Teams at FinSource began operations in July 2019 with just 8 employees. The Plan Document and Operations departments were added to its fleet at the end of 2019. As a result, we never stop turning obstacles into greater chances.

### **2021 - EdgeCo Era Begins**

COVID-19's effects persisted in 2021 as well. However, that did not prevent FinSource from growing. The organization proceeded on a novel expedition under the guidance of EdgeCo Holdings. We were eager to learn about and implement new regulations and guidelines. As a result, opportunities never stop coming our way and guiding us toward progress.

### **2020 - FinSource Growth During COVID-19**

Beginning in 2020, COVID-19 began to have an effect on workplaces throughout the world. FinSource switched to Remote Work. At first, it was difficult to keep going, but eventually we saw the value of teamwork. Every department collaborated and contributed assiduously to the company's success. Conversion, Client Service, and Assisted Payroll were the additional divisions we had to add as a result of 2020.

### **The EdgeCo Era Begins in 2021**

COVID-19's effects persisted in 2021 as well. However, that did not prevent FinSource from growing. The organization proceeded on a novel expedition under the guidance of EdgeCo Holdings. We were eager to learn about and implement new regulations and guidelines. As a result, opportunities never stop coming our way and guiding us toward progress.

### **2022: A New Record Reached**

FinSource has grown significantly since the start of 2022 and recently reached a new milestone of 100 employees. We rejoiced in the victory, and this strengthened our dedication to our work and business. In keeping with the success story, FinSource's Wealth Management division began operations in the middle of 2022. FinSource began offering sponsors advisory support through this division.

### **2.2.2 Mission**

Their mission is to release our clients from excessive expenses and trade-off conflicts so they may take charge of their business.

### **2.2.3 Vision**

To become the most creative and capable BPO solutions provider in Bangladesh while treating our clients and communities with the utmost respect for the dynamics of the industry.

### **2.2.4 Services**

- 401k TPA Services
- Trustee and custodian
- Managing Wealth
- Development of Software

### **2.2.5 Management of FinSource Company Limited:**

Below are some characteristics of FinSource Limited's management style.:



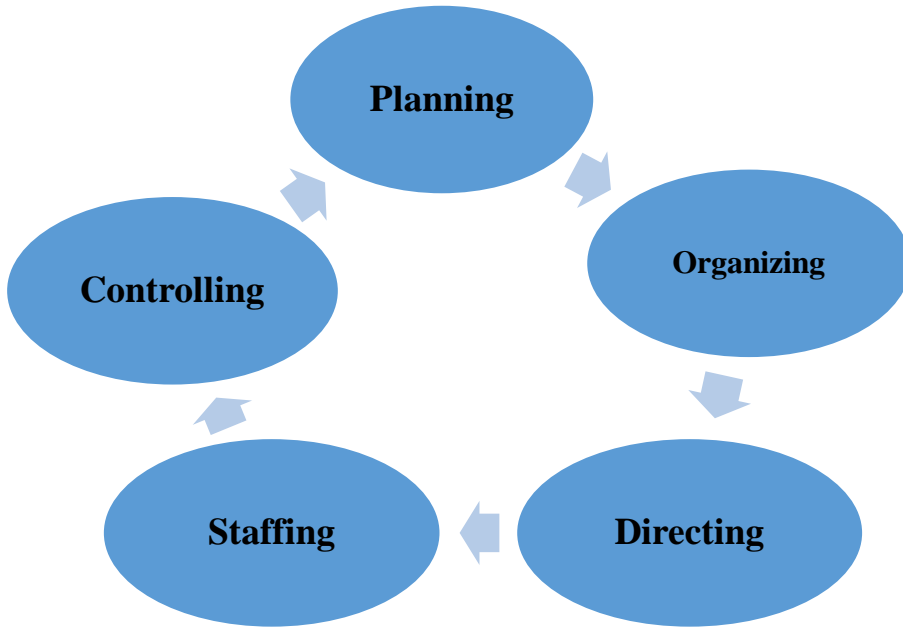


Figure 1: Management of FinSource

## 2.3 Management/ HR Practices of FinSource Company Limited

### 2.3.1 The connection between an organization's HR policies and its employees' job happiness:

Staff members served as core level administrators in HRM. The degree of job satisfaction among employees and human resource management are positively correlated. Employee satisfaction rises steadily when suitable HRM practices are implemented, such as hiring and selection, training, benefits and pay, performance reviews, and career development. The achievement of employee happiness and optimal performance is contingent upon the fulfillment of these requirements.

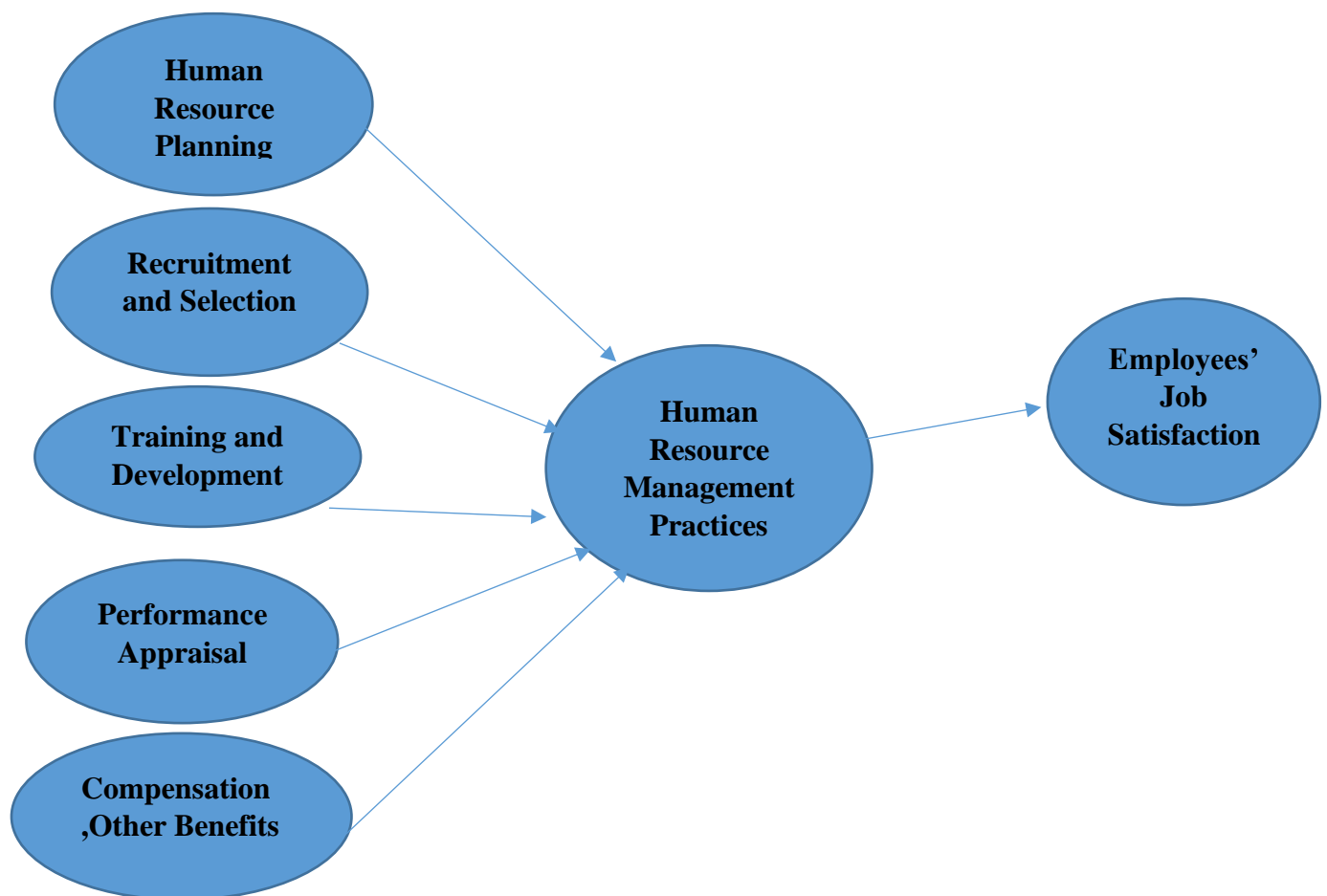


Figure 3: Relationship between HR Practices and Job Satisfaction

### **2.3.2 Human Resource Department of FinSource Company Limited**

Though there is no separate Human Resource Department well established at present in FinSource company. But there are some employees who are responsible for doing this particular duties. They work on a variety of projects and responsibilities. Staffing, appropriate use of workers, network ties, employee happiness, benefits, rewards, required trainings, paying the workers, and other things are under their purview. The authority puts a lot of effort into ensuring the happiness and well-being of the staff. Even so, there are still gaps in the benefits for employees. However, they make every effort to change for the better. The administrative staff is incredibly cooperative and helpful. They listen to the issues raised by the staff members and offer solutions. For instance, when staff members voice concerns regarding technology, tools, or resources, they attempt to resolve the issue. This department is in charge of providing orientation to recently hired staff. Also, they promptly pay bonuses and salaries to the concerned employees. Recently FinSource company make circular for hiring the HR Manager for their company. And it is really a very good news for the employees of this organization.

### **2.3.3 Recruitment Policy of FinSource Company Limited**

Finsource company Limited follows some policies and practices to hire the new employees. They primarily take into account the following processes:

- An advertisement or circular posted in several newspapers and online employment portals
- Written and computer Test
  - Written Test: English, Math, General Knowledge, Analytical Ability
  - Computer Test: Typing Speed, Accuracy, Excel Knowledge
- Examining the script for testing
- Make an interview appointment
- On-the-job instruction
- Non-training

The entire process take mainly 2 to 3 weeks.

### **2.3.4 Training Programs of FinSource Company Limited**

FinSource Company Limited mainly provide on the job training to their employees. When employees join in this organization, the concerns give them detail idea about company culture, work process, policies and procedures. Day by day employees get training about his or her roles and responsibilities. There are reading materials for the employees to know more clearly about his or her roles and responsibilities. Beside that every employees attend on different online training on his or her working periods. For example-knowbe4 training. Employees gain motivation from training sessions and are able to better comprehend their duties and responsibilities .Goals for the organization and consumer satisfaction are thus met.

### **2.3.5 Performance Appraisal of FinSource Company Limited:**

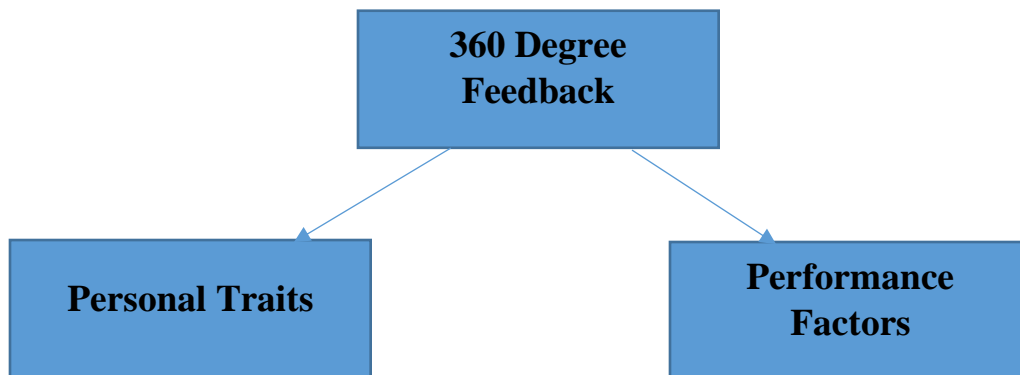


Figure 4: Performance Appraisal of FinSource Company Limited

The employees of FinSource Company Limited are greatly motivated by this performance review.

Personal qualities and performance criteria are the two factors that FinSource Company analyzes.

**A few things come into play while evaluating personal traits:**

- **Reliability and Order**
- **Spirit of the Team**
- **Sincerity, honesty, and integrity**

- **Interpersonal Relationship Skill**
- **Creativity and Innovations**
- **Adaptability**

Additionally, there are a few components in the performance factor:

Professional Knowledge; Enhancing Company Culture; Decision-Making Skill; Visualization and Planning Capability; Acting on Emergent Situations; Decision-Making Capability; Guiding and Fostering Teamwork; Communication Skills and Customer Relationships etc.

### **2.3.6 Compensation and other benefits of FinSource Company Limited**

The Competent Authority periodically prescribes the salary scale and other benefits for bank executives and staff. When an individual is appointed or promoted to a higher position, their starting salary is often set at the beginning of the post's pay scale.

Regular and full-time bank employees are eligible for the following types of benefits.

#### **Performance Bonus:**

Employees get this bonus on the basis of their performance. This is given as a quarterly basis.

#### **Yearly Bonus:**

Employees get 100% of their Gross salary after completion of each year of service.

#### **Provident Fund:**

After joining employees are subscribed to provident fund. 6% of Gross salary will be deducted from each payroll of the employees and ER match of 6% of Gross salary.

#### **Gratuity:**

2.5 times of gross salary for each 5 years of service.

#### **Medical Benefit:**

Employees get hospitalization bill reimburse

#### **Tax at Source:**

Paid on basic.

**Leave Benefits:**

Employees are granted the ability to take time off, which made them happy and improved the quality of their job. Employees are often granted three different kinds of leaves. These consist of:

- Sick leave: 14 days
- Casual leave: 10 days

**Prayer Room:**

FinSource Company respects the beliefs and values of its employees. There are separate prayer rooms for staff members who are male and female.

**Dining Room Facility:**

There's a dining area designated for staff members. Where's lunch available for them? The staff dining area has an oven and refrigerator.

**Safety:**

They also make sure that things like fire extinguishers, fire exits, CCTV camera systems, and medical facilities are safe. The company constantly strives to ensure worker safety at work.

Thus, FinSource Company Limited engages in certain HR practices. This approach aids with staff motivation. Employee satisfaction was attained when these procedures were implemented correctly.

## **Chapter 3 Project Part**

### **3.1 Introduction (Background/Literature Review)**

Executives should understand that strategic HRM and HRM are fundamentally connected concerns. The key element in elevating the association's level of seriousness in a rapidly evolving competitive environment is the human resource on the board. Promoting a firm-explicit procedure is a major source of the upper hand. Key Human Resources are brought about by the board, the system, and the human resources connected together.

The report's subject is job satisfaction among employees. The most crucial aspect of every firm nowadays is employee job satisfaction. The level of employee happiness has a significant impact on an organization's success rate. In this study, I attempt to identify how satisfied Finsource Company's employees are with their jobs. I do my best to work on this subject because it is the most crucial to HRM and the modern workforce. Both those who work in organizations and those who research them are very interested in the study of employee job satisfaction. Job happiness is largely determined by motivation, performance, leadership, attitude, conflict, and morals, among other things. According to (Alam Sageer, 2012) . Basically, it is that how happy the employees are and how satisfied they are. (Saba Salem, 2013). A positive attitude is a result of job satisfaction. It speaks to the positive or negative sentiments and emotions that people have about their work. An employee's level of job satisfaction or unhappiness increases as they learn more and more about their company. (Newstrom, 2012-2013). Kona (2017) stated that Employee happiness has emerged as one of the most crucial success factors for all firms. Numerous economic and social issues are significantly impacted by it. For instance, better economic growth and a higher level of living. In order to maintain profitability, a company must maintain employee satisfaction. (Kona, 2017) It's commonly accepted that employee participation may have an impact on workers' job happiness. Additionally, productivity and staff dedication provide firms a competitive edge. An individual is more likely to miss work or quit and look for alternative employment options if they are not satisfied with their current position. (Bhatti & Qureshi, 2007). According to (Negbedion, et al., 2020)



## **Objective(s)**

### **General Objectives:**

- To identify the job satisfaction level of FinSource Companys' employees

### **Specific Objectives:**

- To evaluate the steps are taken by FinSource management to increase employees satisfaction level
- To calculate employees satisfaction level on various HR parameters.

## **3.2 Methodology**

Primary and secondary data are both included in this report. The following list of sources has been utilized to compile and acquire data:

### **Types of research:**

Quantitative method

### **Primary Sources:**

- Survey by Questionnaire
- By Observing
- Verbal communication with employees

### **Secondary Sources:**

- FinSource Company limited website
- Journals and papers
- Different websites

**Sample Size:** 30

**Type:** Random Sampling Method

### 3.3 Finding and Analysis

#### Research Plan:

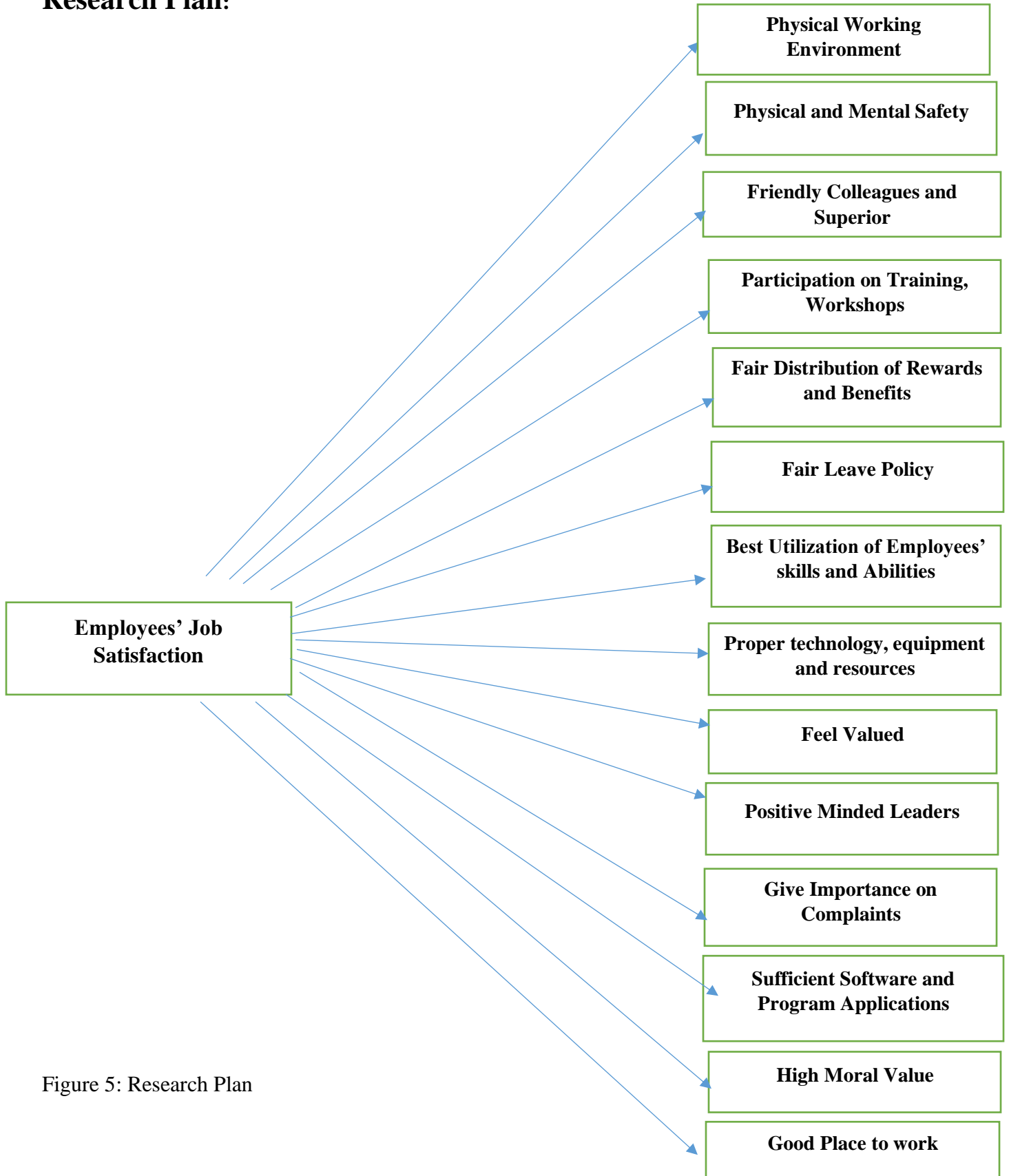


Figure 5: Research Plan

I have collected data from 30 employees of FinSource Company Limited.

**Gender**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	18	60.0	60.0	60.0
	Female	12	40.0	40.0	100.0
	Total	30	100.0	100.0	

Out of the 30 employees 60% (18) are male participants and 40% (12) are female participants.

**Age**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-30	30	100.0	100.0	100.0

All the participants are around 20-30 years age.

**Education**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Undergraduate	12	40.0	40.0	40.0
	Post Graduate	17	56.7	56.7	96.7
	Professional	1	3.3	3.3	100.0
	Total	30	100.0	100.0	

The educational qualification of my survey participants have 3 groups. Where 40% (12) have completed their undergraduate degree. 56.7% (17) have post-graduation and only 3.3% (1) have professional degree.

**Experience**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0-3	29	96.7	96.7	96.7
	4-6	1	3.3	3.3	100.0
Total		30	100.0	100.0	

About 96.7% (29) respondents have at least 0-3 years of working experience and 3.3% (1) have 4-6 years of working experience.

**Physical working condition**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	2	6.7	6.7	6.7
	Agree	17	56.7	56.7	63.3
	Strongly Agree	11	36.7	36.7	100.0
Total		30	100.0	100.0	

My first question was about the “**The physical working conditions in this organization are good**” in this office. Here 36.7% (11) employees are strongly agreed with the statement. While 56.7% (17) are agreed and 6.7% (2) have neutral in their opinion.

**Maintain reasonable balance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid					
	Neutral	6	20.0	20.0	23.3
	Agree	17	56.7	56.7	80.0
	Strongly Agree	6	20.0	20.0	100.0
Total		30	100.0	100.0	

Here the statement was **“The organization give efforts to balance employees work and personal life”**.. 20% (6) people have neutral in their opinion. About 56.7% (17) employees are agreed and 20% (6) employees are strongly agreed with the statement.

Employees feel safe				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Neutral	5	16.7	16.7	20.0
Agree	15	50.0	50.0	70.0
Strongly Agree	9	30.0	30.0	100.0
Total	30	100.0	100.0	

The above table is the data of the statement **“The employees feel safe in the workplace in both physically and mentally”**. For this statement 50% (15) employees are agreed and 30% (9) employees are strongly agreed. There are 16.7% (5) employees have neutral opinions.

Friendly colleague & superiors				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Neutral	5	16.7	16.7	23.3
Agree	12	40.0	40.0	63.3
Strongly Agree	11	36.7	36.7	100.0
Total	30	100.0		100.0

Regarding the statement **“Colleagues and superiors are friendly with each other and build a positive work culture”**- 40% (12) respondents are agreed and 36.7% (11) respondents are strongly agreed. Around 16.7% (5) employees are neutral in their opinion.

**Encouraged training, seminars**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Disagree	7	23.3	23.3	33.3
Neutral	11	36.7	36.7	70.0
Agree	7	23.3	23.3	93.3
Strongly Agree	2	6.7	6.7	100.0
Total	30	100.0	100.0	

**“Organization encouraged their employees to participate in various trainings, seminars and workshop etc.”**-With this statement 23.3% (7) people are agreed while only 6.7% (2) employees are strongly agreed. But there are 36.7% (11) of the employees who have neutral in their opinion. About 23.3% (7) employees are disagreed.

**Rewards & benefits fairly distributed**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Neutral	10	33.3	33.3	70.0
Agree	8	26.7	26.7	96.7
Strongly Agree	1	3.3	3.3	100.0
Total	30	100.0	100.0	

Here the statement was **“Rewards and benefits are fairly distributed in this organization”**. Only 1% (3.3) employee is strongly agreed with the statement. There are 26.7% (8) employees who agreed with statement. About 33.3% employees are neutral in their opinion.

**Leave policy is fair**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	3.3	3.3	3.3
	Disagree	2	6.7	6.7	10.0
	Neutral	11	36.7	36.7	46.7
	Agree	10	33.3	33.3	80.0
	Strongly Agree	6	20.0	20.0	100.0
	Total	30	100.0	100.0	

Regarding the statement **”Leave policy is fair enough for the employees”**- 36.7% (11) people give neutral response. Only 3.3% (1) employee is strongly disagreed and 6.7% (2) employees are disagreed. But there are 33.3% (10) employees who are agreed and 20% (6) employees who are strongly agreed with the statement.

**Best utilization of skills & abilities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	2	6.7	6.7	6.7
	Disagree	1	3.3	3.3	10.0
	Neutral	19	63.3	63.3	73.3
	Agree	6	20.0	20.0	93.3
	Strongly Agree	2	6.7	6.7	100.0
	Total	30	100.0	100.0	

**“This job ensures the best utilization of employees skills and abilities by taking necessary steps”**- with this statement 63.3% (19) employees give the neutral response. 6.7% (2) employees are strongly disagreed and 3.3% (1) employees are disagreed with the statement. While 20% (6) of the employees are agreed ad 6.7% (2) employees are strongly disagreed.



**Provides technology, equipment & resources: Best utilization of skills & abilities**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Disagree	2	6.7	6.7	6.7
Neutral	5	16.7	16.7	23.3
Agree	14	46.7	46.7	70.0
Strongly Agree	9	30.0	30.0	100.0
Total	30	100.0	100.0	

There are around 46.7% (14) respondents who are agreed with the statement **“This organization provides the technology, equipment and resources and continuously work on it so that employees need to do their job well”**. 30% (9) employees are strongly agreed. And other 16.7% (5) employees are neutral and 6.7% (2) employees are disagreed.

**Employees feel valued**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	1	3.3	3.3	3.3
Disagree	2	6.7	6.7	10.0
Neutral	16	53.3	53.3	63.3
Agree	10	33.3	33.3	96.7
Strongly Agree	1	3.3	3.3	100.0
Total	30	100.0	100.0	

**“Employees feel valued in this organization”**-with this important statement 33.3% (10) employees are agreed and 3.3% (1) employee is strongly agreed. But there are 53.3% (16) employees who gives neutral response. And 6.7% (2) employees are disagreed and 3.3% (1) employee is strongly disagreed with the statement.

**Leaders are cooperative**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	2	6.7	6.7	6.7
Disagree	2	6.7	6.7	13.3

Neutral	8	26.7	26.7	40.0
Agree	12	40.0	40.0	80.0
Strongly Agree	6	20.0	20.0	100.0
Total	30	100.0	100.0	

**“The leaders of the organization are positive minded/ cooperative”**- with this statement 40% (12) employees are agreed and 20% (6) employees are strongly agreed. There are 26.7% (8) employees who have neutral opinion. And 6.7% (2) are disagreed and other 6.7% (2) employees are strongly disagreed with the statement.

**Organization doesn't ignore complain**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	2	6.7	6.7	6.7
Disagree	3	10.0	10.0	16.7
Neutral	7	23.3	23.3	40.0
Agree	13	43.3	43.3	83.3
Strongly Agree	5	16.7	16.7	100.0
Total	30	100.0	100.0	

Regarding the statement **“Organization does not ignore complaints from its employees”** – 43.3% (13) employees are agreed and 16.7% (5) employees are strongly agreed. There are 23.3% (7) employees who have neutral opinion. And 10% (3) are disagreed and 6.7% (2) are strongly disagreed.

**Software & other applications are sufficient**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Disagree	1	3.3	3.3	3.3
Neutral	5	16.7	16.7	20.0
Agree	17	56.7	56.7	76.7

Strongly Agree	7	23.3	23.3	100.0
Total	30	100.0	100.0	

Here my question was “**The software and program applications use to do job are sufficient to utilize**”. With this statement 56.7% (17) employees are agreed and 23.3% (7) employees are strongly agreed. 16.7% (5) employees are neutral in their opinion. And rest 3.3% (1) employee is disagreed with the statement.

**Moral value is high**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	3.3	3.3	3.3
	Disagree	1	3.3	3.3	6.7
	Neutral	7	23.3	23.3	30.0
	Agree	15	50.0	50.0	80.0
	Strongly Agree	6	20.0	20.0	100.0
	Total	30	100.0	100.0	

Regarding the moral value of the organization, the statement was “**The moral values of this department is high enough**”. And for this statement 50% (15) employees are agreed and 20% (6) employees of the organization are strongly agreed. But there are 23.3%(7) employees who have neutral response. And 3.3% (1) employee is disagreed and 3.3% (1) employee is strongly disagreed with the statement.

**Overall satisfied & recommend others**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	2	6.7	6.7	6.7
	Neutral	7	23.3	23.3	30.0
	Agree	15	50.0	50.0	80.0
	Strongly Agree	6	20.0	20.0	100.0
	Total	30	100.0	100.0	

My last question or statement was “**Overall, you are satisfied with this organization’s benefits and you would recommend this company as a good place to work**”. Here 50% (15) employees are agreed and 20% (6) employees are strongly agreed. And 23.3% (7) employees have neutral opinion and rest 6.7% (2) employees are disagreed.

So by the analysis I have found that:

- This company provides enough safety for the employees. For example- CCTV facilities fire safety protocol etc..
- This company has friendly work environment. The employees of this have positive and cooperative attitude towards each other. Survey participants felt that the co-workers are very supportive.
- There are some lacking of enough opportunities for training on this Company. But they try very hard to achieve it. There are many inside job training available for the employees.
- The leaders have positive mindset in this company. They always pay attention to employees matters and give best possible solution. Leaders are very supportive to their employees.

### **3.4 Summary and Conclusions**

For an organization, employee satisfaction is crucial. While it can be beneficial to the company to inspire the team, a variety of factors affect how satisfied employees are with their jobs. Not all institutions and organizations use the same set of variables. The FinSource Company Limited is well aware of the significance of employee job satisfaction. Even yet, they make a great effort to close all of the gaps and provide their staff with an excellent work environment.

### **3.5 Recommendations/Implications**

- Facilities for workshops and training ought to be expanded. Because trainings will boost motivation, boost self-confidence, and help staff grasp their roles more clearly.
- The benefits for the employees need to increase. For example- day care facilities for female employees, canteen etc..
- There should be scope for employee satisfaction measurement system that used as globally. By which authority can measure employee satisfaction and keep more attention to this matter.

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## Appendix

### Employee's Job Satisfaction Survey

Dear Respondent,

The main objective of this survey is to find out the overall employee's job satisfaction within the organization. The survey fixed with some questions about your satisfaction with various aspects of work and other questions about how do you think about the organization.

**1. Name of Organization:**

**2. Department (optional):**

**3. Gender:** (Please tick)

- Male
- Female

**4. Age:** (Please tick)

- 20-30 years
- 31-40 years
- 41-50 years
- 51 years-above

**5. Education:** (Please tick)

- School certificate
- Undergraduate Degree
- Post-graduate degree
- Professional and other qualifications

**6. Experience:**

- 0-less than 5 years
- 1-5years
- 6-9years
- 10years-above

Put (√) your opinion about following statements, Opinions are divided into five level (Strongly disagree, Disagree, Neutral Opinion, Agree, Strongly Agree)

SL	Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	The physical working conditions in this organization are good					



2.	The organization give efforts to maintain a reasonable balance between work and personal life					
3.	The employees feel safe in the workplace in both physically and mentally					
4.	Colleagues and superiors are friendly with each other					
5.	Organization encouraged their employees to participate in various trainings, seminars and workshop etc.					
6.	Rewards and benefits are fairly distributed in this organization					
7.	Leave policy is fair enough for the employees					
8.	This job ensures the best utilization of employees skills and abilities					
9.	This organization provides the technology, equipment and resources that employees need to do their job well					
10.	Employees feel valued in this organization					
11.	The leaders of the organization are positive minded/ cooperative					
12.	Organization does not ignore complaints from its employees.					
13.	The software and program applications use to do job are sufficient to utilize					
14.	The moral values of this department is high enough					
15.	Overall, you are satisfied with this organization's benefits and you would recommend this company as a good place to work					

**Open- ended questions:**

1. Please specify if there is any service gap -----

2. Suggestions you need to include -----

**Thank you for Sharing Your Opinion**

## Supervisor Approval Certificate for Internship

April 26, 2024

Ms. Israt Jerin Dolon,

Congratulations on completing your internship with FinSource Limited for your academic purpose. Your dedication and hard work have been commendable. Throughout your journey with us so far, you consistently demonstrated exceptional skills, professionalism, and a strong work ethic. Your contributions to our organization in such a short time have been invaluable. Within a 1 year and 8 months journey you have been promoted as 'Executive Officer' in the Assisted payroll Department.

During this short time, you have worked on a project titled "**Employee Job Satisfaction at FinSource Limited**". This project was aimed at the job satisfaction level of employees which was conducted through hands on survey among the employees.

We appreciate your efforts in successfully completing assigned projects and tasks. Your attention to detail, ability to meet deadlines, and high-quality work have been impressive. Thank you for your positive attitude and collaboration with the team. Your ability to work well with others and contribute to our success has been greatly appreciated.

We are confident that you have a bright future ahead. On behalf of FinSource Limited, we wish you every success in your future endeavors. Please feel free to reach out if you need any further assistance.

Best Regards,

.....

Suhel Rana

Senior Team Leader,

Assisted Payroll

FinSource Limited