

Report On
**The measurement of Job Satisfaction level influenced by
Human Resource Policies**

By

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ID: 14204073

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
April, 2020

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Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing 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 full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I have acknowledged all main sources of help.

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Letter of Transmittal

Ummul Wara Adrita

Lecturer,

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66 Mohakhali, Dhaka-1212

Subject: Submission of internship report on ‘The measurement of job satisfaction level influenced by Human resource policies.’

Dear Madam,

With due respect, I am representing my internship report on the topic **‘The measurement of job satisfaction level influenced by Human Resource policies.’** While I was assembling this report, I have followed every instruction and guidelines that were provided by you as well as by my company supervisor. This report is very vital in completing my internship course so that I have given my best effort and worked diligently in order to make it more informative, presentable, useful and accordingly.

I would like to express my utmost gratitude toward you as you have helped me to complete this project out successfully. Thank you for your kind consideration. With that being said, I would also be very thankful if you could provide your judicious advice on effort.

Sincerely yours,

Sheikh Tahia

ID: 14204073

BRAC Business School

BRAC University

Date: April.2020

Acknowledgement

Firstly I would like to start by expressing my deepest gratitude to almighty Allah for giving me the strength and soundness to complete my report under the scheduled time. It would have been very difficult to complete this report without the help of necessary books and manuals, my supervisors guideline, help from my organization and most importantly without Almighty's will. I would like to thank my supervisor miss Ummul Wara Adrita for providing me her valuable guidelines and remaining available for helping me throughout the internship program. I would also like to express my deepest gratitude toward the authority of Augmedix Bangladesh for assisting me and co-operating with me and most importantly providing me with the opportunity to apply my leanings accordingly. Bringing together all these important factors it has been possible for me to complete my report successfully. I convey my special gratitude toward the respected officers and executives for providing me their assistance during my internship period. I would also like to acknowledge all other sources from which I gathered necessary help or anything that was helpful to me in creating this report. I reviewed many relevant literature and reference texts from the department library. I was enriched by the knowledge that I gathered through the reference materials in the library, which in turn enhance the quality of my internship report. Finally I thank my parents for always being the source of my motivation and always encouraging me while I was preparing this internship report.

Executive Summary

This report is mandatory requirement for the completion of my BBA program. I completed my internship from Augmedix Bangladesh. The time length was of three months. During this time period I had to come up with the topic that I wanted to work in relating to my Major. I completed my major on Human Resource management. The topic that I chose is 'The measurement of job satisfaction influenced by HR policies'. Ensuring job satisfaction has been a very important factor for the organizations nowadays. It is Very important have clear understanding about the employee job satisfaction as the employees lead an organization toward success. For my report I collected data based on a structured list of self-made questionnaire which was prepared based on the knowledge that I gathered from various sources, journals, books and literature. In this report I wanted measure the overall satisfaction level of the employee and how HR policies can play a very important role in order to ensure that. These factors should be taken into consideration. I tried to highlight all the aspects in this report regarding job satisfaction, how it can be measured and how HR policies play a vital role. I tried to come up with some suggestions and recommendation which will be helpful for the organization in order to sustain loyal employees.

Keywords: Job satisfaction, Human Resource Management, HR policies, Motivation, Employee satisfaction, Augmedix Bangladesh.

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Chapter 1

[Overview of internship]

1.1 Introduction

This report is exclusively based on my knowledge and work experience that I accumulated during my internship program. I was obliged to complete this internship program it was essential and mandatory to complete my bachelors. I am finished with all my courses and also done with my internship from 'Augmedix Bangladesh' which is a health care service organization in Bangladesh.

Company Address: 17/c Panthapath, Dhaka- 1215.

Internship time period: 19th December 2019 to 19th March 2020.

Internship Supervisor: Sabrina Ahmed (Lead Recruiter and Manager, People Team Augmedix Bangladesh.)

My report is related to Human resource topic as I completed my major in Human resource management which in my opinion is very substantial to have knowledge in. The most common concept among people is that HRM is all about hiring employees. Some are a bit generous to add that they also grant holidays or monitor lateness and absenteeism but that's it. Hence, most employees are not very fond of the HR department. It is often heard that an HR employee doesn't have much work and its work pattern is not complicated which means employees have to put least amount of effort in completing their task. They are not directly involved in the profit-making process for which they are often underestimated and their efforts get shadowed. But HRM significance of HRM is much more than it is presumed and this fact needs to be realized. Human Resource Management (HRM) is a modern approach which maintains people at workplace which focuses on acquisition, development, proper

utilization and maintenance of human personnel. HRM is development oriented and concerned with providing space for employee involvement, performance and growth. Health care service institutions have accumulated professional associations which maintain standards of performance and behavior consisting in a code of ethics. It provides competent service with integrity and works for the welfare of the human beings whom it serves. Human resource management has been recognized as a profession by academicians and industrialists because it has achieved all the qualifications of a profession and has proved its worth. It is the process of acquiring, training.

1.2 Significance of the study

Being able to practically implement good Human Resource policies can ensure job satisfaction. Job satisfaction is considered to be a very crucial factor nowadays. It is very important for employees to feel satisfied with their jobs as their job satisfaction leads to the achievement of organizational success. This study provides a thorough knowledge regarding the HR activities that is being practiced in the organization and the practices which ensures the job satisfaction among the employees. This study also provides an in depth knowledge regarding the motivation factors and the variables which correlates with job satisfaction.

1.3 Objective of the study

Here are the core objectives of mentioned which is considered to be the sole purpose of preparing the report.

- Determining whether the employees are satisfied with their working conditions or not.
- To explain the importance of job satisfaction in the organization.
- To identify which HR influences the job satisfaction level of the employees.

- To recognize how Human resource practices can play a very important role in ensuring employee satisfaction.
- Being able to capture the pattern in employee behavior and meeting discrepancies to sustain loyal employees.
- In order to provide guideline and suggestions to maximize employee satisfaction.
- To gain practical knowledge and applying the leanings.

1.4 My contribution to the organization:

Being an intern my duties and responsibilities was to help my team members to accomplish their task successfully. I was an intern for the human resource department, 'People Team'. My duties were assigned by the team members. The work HR department does are designing policies, planning human resource, training and development, recruitment, keeping day to day records, updating data sheets and more. The whole process conducted by HR people is very important for the organization. By helping my team mates in successfully carrying out their work I as well was able contribute for the organization. I also took part in organizing events in Augmedix Bangladesh, such as women's day celebrated in the organization.

1.5 Benefits I achieved:

During the time of my internship I learned a lot of things that will surely benefit me in future. Here are a list of some benefits I am mentioning down below which I attained though my internship.

- A development has been made in my interpersonal and communication skill, for example I am able work more professionally now.
- My knowledge regarding networking has been enhanced.

- I successfully acquired hands on experience in relation to my major and my studies over all.
- I have learned how to effectively work in a corporate environment.
- My team working ability has enhanced along with the managerial skill.
- I learned how to handle various types of customers.

1.6 Limitation

The motive was to measure the variables which surely require time. My duration of the internship was not sufficient enough to gather information. Here are some more constraints I faced while I was preparing the report.

- Due to time constraint it wasn't possible for me to measure the change in employee attitude or organizational policies.
- In this short period of time a lot of data couldn't be generated
- Some respondents were hesitant providing their authentic opinion.
- People from top management were occupied with their busy schedule so it wasn't possible to generate useful insight from them.
- Lack of in depth, detailed research as it requires time.

Chapter 2

[Organizational Overview]

2.1 Introduction

Augmedix is a healthcare service organization which providing health care service to U.S doctors. Augmedix provide doctors' tech based service which helps doctors to focus in their patient and to accomplish their work efficiently. Augmedix is a Silicon Valley foundation which is founded by Ian Shakil and Pelu Tran in the year 2012. It is a multinational organization. Its main headquarter is situated in USA. It is currently processing in other country like, Bangladesh, India and Sri Lanka.

They are providing tech based service to the doctors who reside in USA. In USA every doctor has to note down all the information regarding a patient in the electronic healthcare software. This is something they have to do while they are communicating with patients. For this reason they are not able to focus on the patients completely. It is a pain point for both the doctor and the patients. Here is where Augmedix comes in. Augmedix assigns every doctor with a scribe. A scribe is a professional assistant to USA based doctors who would help the doctors. Each doctor patient interaction is live-streamed back to the Scribes who reside in Bangladesh. Scibes would facilitate doctor's work by documenting and updating patient's electronic health record.

2.2: Company Mission and Vision

Company's concrete mission and vision statement have been mentioned down below.

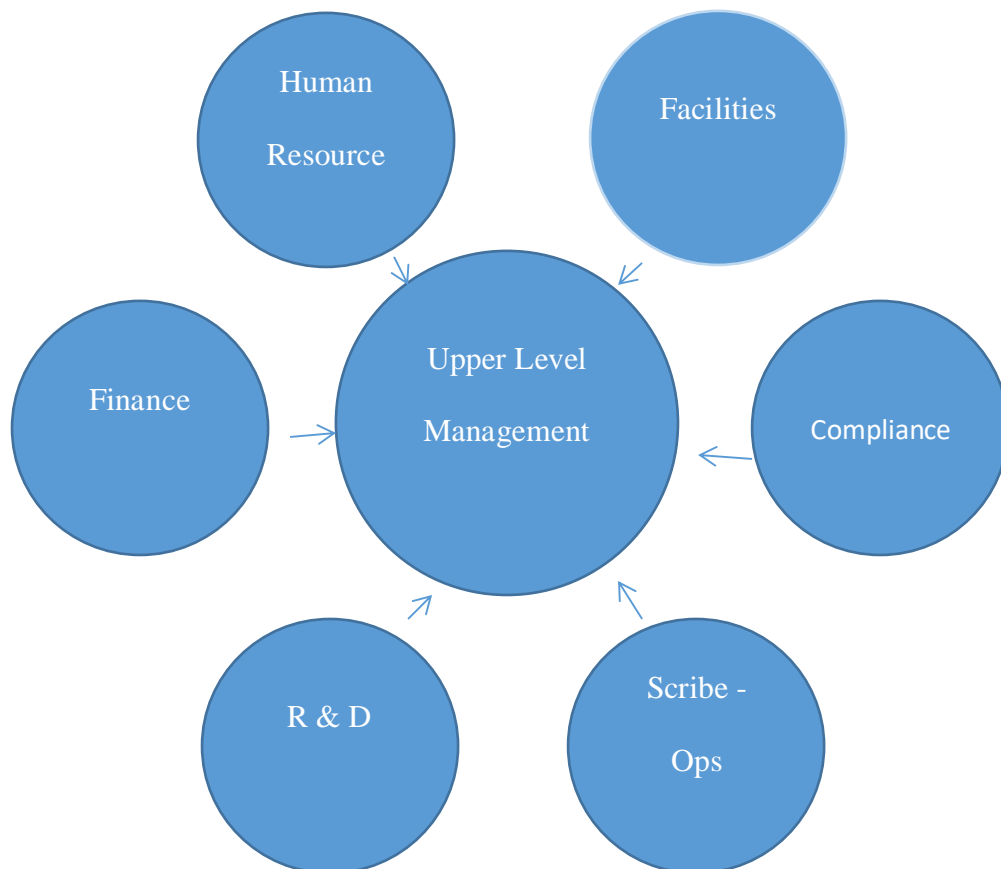
Mission: Augmedix is on a mission to re-humanize the doctor patient- relationship and

address many of the largest pain points in US healthcare system. The Augmedix saves doctors more than 10 hours per week, enabling them to focus more time on care with more patients.

Vision: The Vision of Augmedix Bangladesh is to create the largest BPO Company in Bangladesh

2.3 Management Practices:

Augmedix have six significant departments which has been working relentlessly for the organization's wellbeing. All of these departments have their own unique features and functionalities which has been mentioned down below.

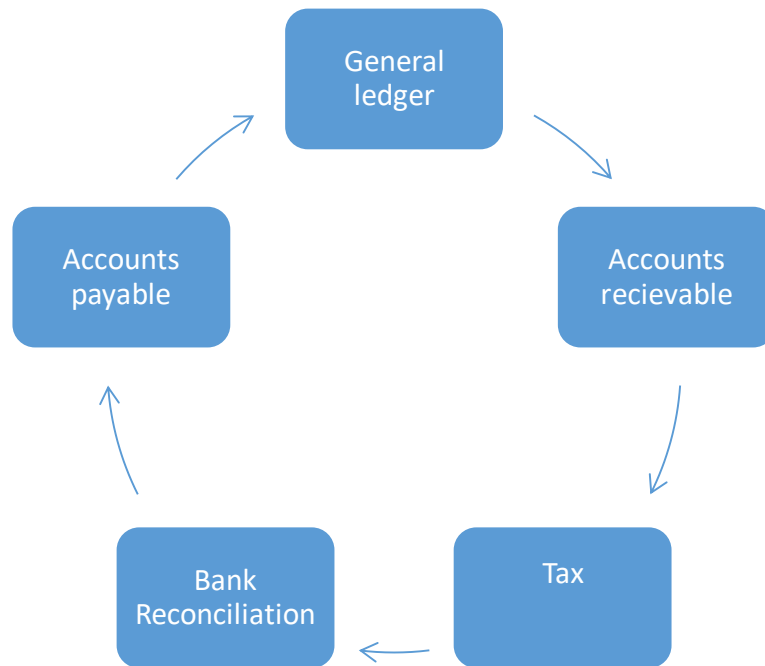


2.3.1 Human Resource Department

Some of the most crucial works are handled by this department starting from to scribe recruitment to their training, development and other processes. HR functions that are carried out by this department have been mentioned down below:

- They prepare the job description and do the necessary analysis regarding that.
- Conducts and monitoring the recruitment process.
- Hiring suitable employees for all the departments.
- Introducing the training process to the newly hired employees
- Scheduling as well as conducting interviews.
- Doing the orientation and induction program for the newly hired employees.
- Planning the compensation and benefit accordingly.
- Handling termination.
- Keeping the entire employee related records and updating the database on regular basis.
- Developing the policies.
- Dealing with the insurance.
- Effectively implementing al the policies.
- Complying all policies with all other working factors.
- Determines the factor of motivation and motivating employees according to that.

2.3.2 Finance and accounting Department and their Functionalities



- Finance department looks after all the transactions of the organization
- They generate all the invoices and bills of the organization.
- Sends reminder regarding the dues the needs to be paid.
- Takes care of the vendor party within the organization.
- They deposit the government dues.
- Prepares the budget and works toward controlling that.
- Regularly updates the account record.
- Supervise all the event related purchase decisions.
- Allocates money for the special events.
- They do the financial analysis and assess the forecasting needs.

2.3.3 Scribe Operation Department

As mentioned earlier scribes are one the most crucial part of the organization as they provide service to the US doctors. Though their support and diligence it is v the organization is able to move forward towards achieve its mission. Being that said very important for do develop them properly. Scribes have to go through a six month of training process before they can actually work with the doctors. This training phase is taken care of by this department as well when the scribes are finally ready to work with the doctors; manager from this department monitors their work and evaluates them.

- Some of the important functions are:
 - Provides language training to the scribes
- Provides medical language training to the scribes.
- Evaluating the performance and making decision regarding the promotion to the next training phase.
- Aligning their work with organizing's work once they are doctor ready.

2.3.4 Research and development

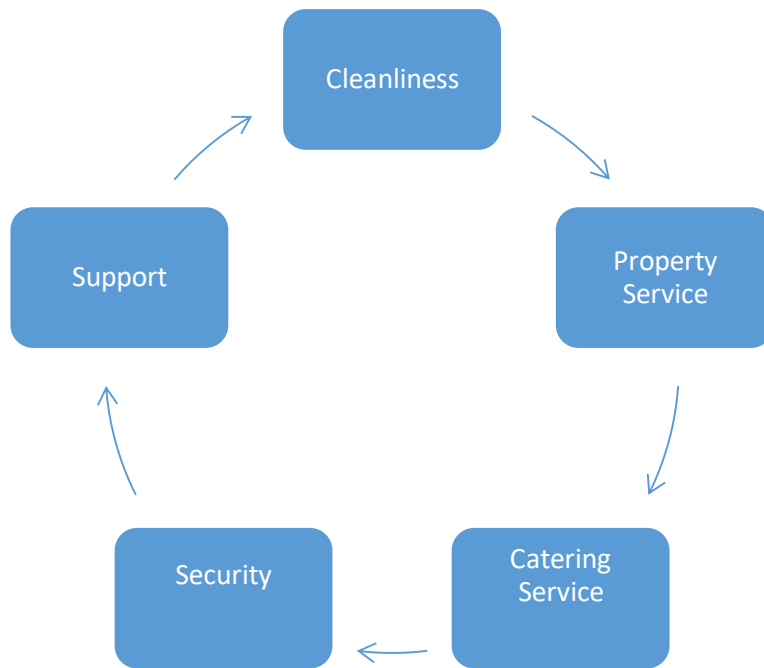
Research and development is the department of Augmedix that is working in order to develop new technologies and sustaining the existing so that the scribes can accomplish their task an give proper service to the doctors residing in US. Some of the more functionalities carried out by this department have been mention down below.

- They develop software and protects the confidentiality of the software

- Dealing with new and existing technologies.
- Fixing technical errors.
- Working with the Google glass technology
- Designing necessary software.
- Making improvement in order to maximize efficiency.

2.3.5 Facilities

Main Functions of this department has been represented using the diagram :



Chapter 3

[Job Satisfaction and Human Resource Management]

3.1 Introduction

Job satisfaction employee satisfaction is a degree of workers' fulfillment with their job, whether or not they like the job or individual aspects or facets of jobs, such as nature of work or supervision. Job satisfaction can be measured in cognitive, effective, and behavioral components. Researchers have also noted that job satisfaction measures vary in the extent to which they measure feelings about the job or cognition about the job.

One of the most widely used definitions in organizational research is that of Locke (1976), who defines job satisfaction as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences" (p. 1304).[5] Others have defined it as simply how content an individual is with his or her job; whether he or she likes the job or not it is assessed at both the global level (whether or not the individual is satisfied with the job overall), or at the facet level (whether or not the individual is satisfied with different aspects of the job). Spector (1997) lists 14 common facets: Appreciation, Communication, Coworkers, Fringe benefits, Job conditions, Nature of the work, Organization, Personal growth, Policies and procedures, Promotion opportunities, Recognition, Security, and Supervision order to meet the commitment of the employees' job satisfaction the organization supposes to apply HRM theory into practices. According to the theoretical evidence on the relationship of HR practice with organizational effective indicates that HR practice influence employee commitment and other HR performance measure, which then lead to organization effectiveness. Several elaborations of HRM practices have been studied in the previously research such as Bradley, Petrescu and Simmons (2004) give the term of HRM practices as define the following set of variables: work organization, supervision, employee

involvement/voice, recruitment and selection, training and learning, and pay practices. Along the same line, Pfeffer (1994) identify the HRM practice such as employment security, selectivity in recruiting, high wages, incentive pay, employee ownership, participation and empowerment, promotion from within, training, and skill development. In addition, Delery and Doty (1996) utilize the seven variables of HRM practices which are internal career opportunities, formal training system, appraisal measures, profit sharing, employment security, employee voice mechanisms, and job design. The term job satisfaction is commonly referred in the context of employee's behavior at work. Job satisfaction can be understood more clearly in the context of employee's extent of satisfaction in general in his total work/professional life situations. Job satisfaction has been defined as a pleasing emotional state consequential from the appraisal of one's job, an affective reaction to one's job; and an attitude towards one's job. Weiss (2002) has argued that job satisfaction is an attitudinal concept but points out that researchers should clearly separate the objects of cognitive evaluation which are affect (emotion), beliefs and behaviors. This definition suggests that we form attitudes towards our jobs by taking into account our feelings, our beliefs, and our behaviors. Scherhorn et al define job satisfaction as the degree to which individuals feel positive or negative about their jobs. It is an attitude or emotional response to one's tasks as well as to the physical and social conditions of the work place. Job satisfaction is motivational and leads to positive employment relationships and high levels of individual job performance. Greenberg and Baron defined work satisfaction as employees' cognitive, affective and evaluative reactions directed towards their work. Work satisfaction is an affective orientation towards anticipated outcome. Job satisfaction has been defined as affective state describing feelings about one's work. According to Abu-Bader individuals expect from their work and what they actually derive. Defined in such way job satisfaction enters into interaction with goal setting theories of motivation. Job satisfaction can be

considered as a global feeling about the job or as a related constellation of attitudes about various aspects or facts of the job. The global approach and the facet approach can be used to get a complete picture of employees' job satisfaction. Facets are specific elements of a job, such as challenge a job provides, the physical environment in which work is constructed, and the salary received. People may have different evaluative responses toward each facet of the job. Research tends to divide the characteristics of work into two broad categories: extrinsic variables and intrinsic variables. Herzberg made the distinction between the intrinsic rewards from the job and the extrinsic rewards from the job. The intrinsic factors refer to a job's inherent features; people are external to the job itself, such as pay. The distinction between intrinsic and extrinsic work factors, rewards, motives, needs, etc. remains to be useful tool in studies of many researchers.

3.2 Literature Review

According to Gerhart, (2007) HRM is a combination of multiple factors and these factors are practices, policies, and system which influence the behavior, attitude, and performance of the employee towards an organization in a positive way. HRM Practices are linked with the management of human resources, activities necessary for staffing the organization and sustaining high employee performance (Mahmood, 2004). According to Yeganeh and Su, (2008) the most common HRM Practices are recruitment, selection, training and development, compensation, rewards and recognition. Delaney and Huselid (1996) agreed that, HRM best practices are aimed to improve the overall performance of employees within the organization, ultimately resulting in increased organizational performance through job satisfaction.

Delaney and Huselid (1995) studied eleven practices that are personnel selection, performance appraisal, incentive compensation, job design, empower of decision,

information sharing, attitude assessment, labor management participation, recruitment efforts, employee training and promotion and all have significant effect on job satisfaction

Sample size may not enough to figure out the overall job satisfaction of the organization.

When an employee finds his or her job interesting, rewarding and reliable- this state of the employee is that he or she is satisfied in his or her job. Thus, job satisfaction comprises many factors such as Respect, Trust, Security, Healthy environment, Career path, Pay and benefits etc. Employee satisfaction is an important success factor for all organizations. Employee satisfactions have been recognized to have a major impact on many economic and social phenomena, e.g. economic growth and higher standard of living. Companies must continuously employee satisfaction in order to stay profitable.

Sybil F. Stershic in his book named- Taking Care of the People Who Matter Most: A Guide to Employee-Customer Care has said that, “The way your employees feel is the way your customers will feel. And if your employees don’t feel valued, neither will your customers”. Herzberg’s theory effectively delineates the reasons job satisfaction. According to his two-factor theory, there are motivational and hygiene factors present in one's job. Rewards and benefits are hygiene factors, so if they are not present, they will bring dissatisfaction, but their presence will not necessarily bring job satisfaction. Hackman and Oldham’s Job Characteristic Model (JCM) has been used to determine the level of job satisfaction. The model focuses on five cores job dimensions, skill variety, task identity, task significance, autonomy, and feedback, which in turn influence three key psychological states: experienced meaningfulness of the work, experienced responsibility for the work, and knowledge of results. These psychological states then influence job satisfaction. Job satisfaction has been studied both as a consequence of many individual and work environment characteristics and as an antecedent to many outcomes. Satisfaction level increased as the person grew old where in the variables like gender, time in hospital, position help were controlled. Organization

should always focus on satisfying the basic needs of an employee which will in return helps in resolving the conflicts and confusion.

3.3 Significance of Job Satisfaction in Organization

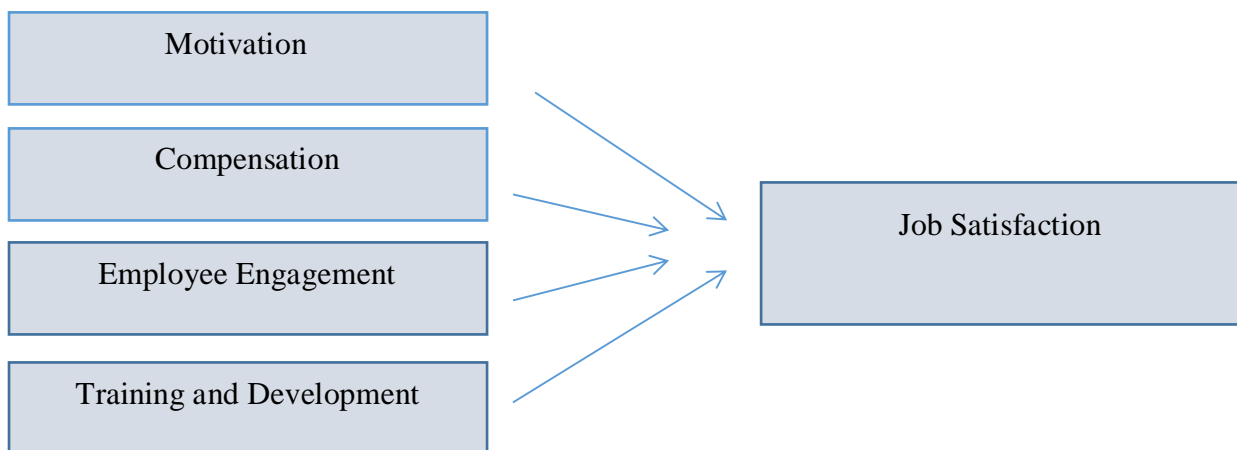
Employee satisfaction is of utmost importance for employees to remain happy and also deliver their level best. Satisfied employees are the ones who are extremely loyal towards their organization and stick to it even in the worst scenario. They do not work out of any compulsion but because they dream of taking their organization to a new level. Employees need to be passionate towards their work and passion comes only when employees are satisfied with their job and organization on the whole. Employee satisfaction leads to a positive ambience at the workplace. Keeping workers happy helps strengthen a company in many ways, including:

- **Lower Turnover** – Turnover can be one of the highest costs attributed to the HR department. Retaining workers helps create a better environment, and makes it easier to recruit quality talent and save money. The bottom line: satisfied employees are typically much less likely to leave.
- **Higher Productivity** – Irrespective of job title and pay grade, employees who report high job satisfaction tend to achieve higher productivity.
- **Increased Profits** – Keeping employees safe and satisfied can lead to higher sales, lower costs and a stronger bottom line.
- **Loyalty** – When employees feel the company has their best interests at heart, they often support its mission and work hard to help achieve its objectives. And, they may be more likely to tell their friends, which helps spread goodwill.

It is the responsibility of the management to design the environment in such a manner that it reduces the dissatisfaction where in the work tasks, working patterns are properly mentioned. The employees satisfaction level and career satisfaction level was much more in enthusiastic workaholics.

3.4 HR Activities that influences Job Satisfaction

There are HR activities that influence Job satisfaction among the employees. By reviewing various literatures I have presented some variables which are very important in order to ensure job satisfaction among the employees. In this part those variables will be discussed alongside how Augmedix Bangladesh is upholding those to ensure job utmost job satisfaction among their employees.



These four Human Resource activities ensure job satisfaction among the employees. I will be presenting an overall scenario of how ensuring these HR activities promotes job satisfaction among the employees

3.4.1 Motivation:

Motivation is a decision making process through which individual chooses the desired outcome and sets in motion the behavior according to them. The word ‘ motivation’ comes from the Latin word ‘ mover’ which means ‘to move’.

In other words motivation is the willingness to exert high level of effort toward organizational goals, conditioned by efforts and ability to satisfy some individual need.

Motivation is basically an internal stimulus that arouses, directs, and maintains behavior.

There are several reasons why it is important to have motivated employees at workplace. One of these is to achieve company’s goals. Unmotivated employees can become risk factor for the organization. On the other hand motivated employees can allow the organization to attain greater level of output and surely can lead to increased productivity which eventually leads to employee commitment and satisfaction.

HR team of Augmedix designs their policies in such a way which always promotes motivation in the organization among the employees. For example they are always valuing individual contribution no matter how small it might be. It is very important that employees feel encouraged regarding their contributions as it can keep them motivated in the long run. Apart from that Augmedix Bangladesh ensures a positive workplace environment to their employees by communicating the rules and regulations, policies, day to day event communicating etc. properly. HR department does all these task an makes sure the employees always feel encouraged and involved.

3.4.2 Compensation and benefits

Compensation and benefits refers to both monetary and non-monetary benefits that are provided by the organization to their employees based on their job and performance.

Company hires people in order to accomplish their goals and provide the employees with the opportunity to build and develop their career. One of the vital reasons why employees join an organization is the compensation package which includes the benefits, base pay and other incentives that are provided to them in return to their skill, knowledge and hard work. A good compensation pay package attracts and retains employees by providing them the satisfaction and meeting their expectations. It also promotes high attention and productivity.

Augmedix has a very attractive compensation package. This includes;

Festival bonus: The organization provides festival bonus to its employees twice a year which is equivalent to base pay.

Insurance Policy: They provide special insurance service to the employees along with the parents of scribes who are aged above 55.

Leave policy: They are providing different types of leave facilities to the employees.

Employees enjoy 10 day of annual leave, 7 days of sick leave, 7 days of casual leave and other special leaves such as paid parental leave.

Food and transportation: The organization also provides all their employees with food and refreshments whether they are working in the day shift or night shift. They provide drop-off transportation facilities to their employees.

All in all these facilities provided to employees to fulfill their basic needs which helps to create a satisfactory environment for the employees.

3.4.3 Employee Engagement

Employee's engagement is the extent to which employees feel passionate and encouraged in their work life and give an effort to achieve organizational goals. It's an emotional commitment toward organization which brings organizational success. It's a two way communication process between the organization and its members.

There are many reasons why engaged employees considered very valuable for the organization. They boost productivity as they naturally feel about contribution that they make toward the organization. Furthermore, engaged employees can bring about customer satisfaction as they communicate with customers with passion and interest. Engaged employees can help bringing success by enhancing company culture.

In Augmedix the management is constantly working on building strong communication among the employees which improves employee engagement. More over the policies made by HR help employees to reduce stress thus they can give their best in organization.

3.4.4 Training and Development:

Training and development is the attempt to improve an employee's current and future performance. It helps enhancing the existing knowledge and capabilities of the employees.

Training and developmental program improves employee performance give them the opportunity to work on their weaknesses and turn it into their strengths. By investing in training company makes sure that employees working with them feel valued. Training creates supportive workplace. Employees who feel appreciated and challenged in work place are more satisfied with their work.

In Augmedix they have special training system for their employees. They provide their employees on the job training. For scribe they have special training design. They have take part in a six month training process where they provided training on language proficiency along with the medical language training to make sure they can communicate property with Doctors and fulfill their duties and responsibilities accordingly.

Chapter 4:

[Measurement of Job Satisfaction and analysis of the results]

4.1 Introduction

Employee satisfaction or job satisfaction is, quite simply, how content or satisfied employees are with their jobs. Employee satisfaction is typically measured using an employee satisfaction survey. These surveys address topics such as compensation, workload, perceptions of management, flexibility, teamwork, resources, etc. These things are all important to companies who want to keep their employees happy and reduce turnover, but employee satisfaction is only a part of the overall solution. In fact, for some organizations, satisfied employees are people the organization might be better off without. One of the most widely used definitions in organizational research is that of Locke (1976), who defines job satisfaction as "A pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences". A happy and satisfied employee always feels motivated to give his/her best performance. Hence, it is necessary to measure the satisfaction level among the employee in every organization.

4.2 Methodology

Methodology is considered to be the specific set of rules and techniques that is used to process and make the analysis regarding a research to process and assess the report all in all. Principle of methodologies varies in consideration with type of the research. There are different types of research methods that is used in order to generate authentic information and process data. For my research paper I prepared a set of based on the literature and studies relevant to the topic. Purposive sampling method was adopted by me in order to collect data. The questionnaires made have close association Human resource

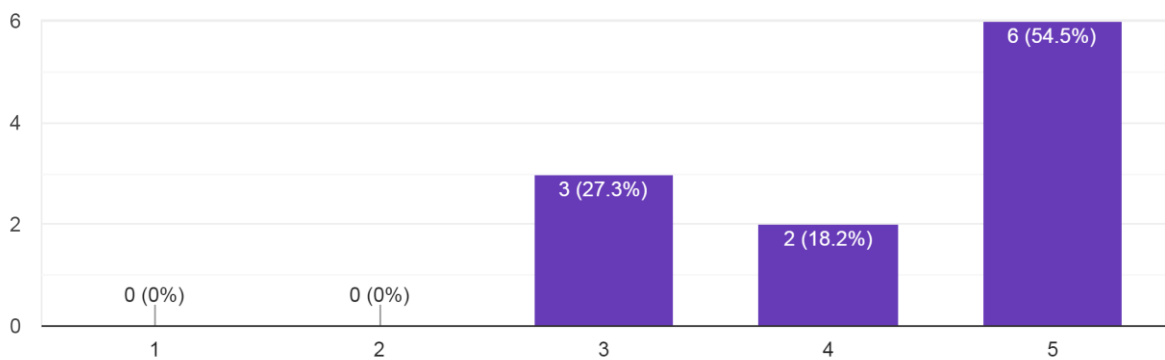
management as well as motivating factors that ensures job satisfaction. I selcted 15 people as my sample accordingly and due to their valuable responses and diligent cooperation I am finally able to carry out and present the information that I generated from the data gathered through the questionnaires.

4.3 Findings and analysis

Question 1: To find out satisfaction regarding the company culture and overall environment.

Do you appreciate the company culture?

11 responses



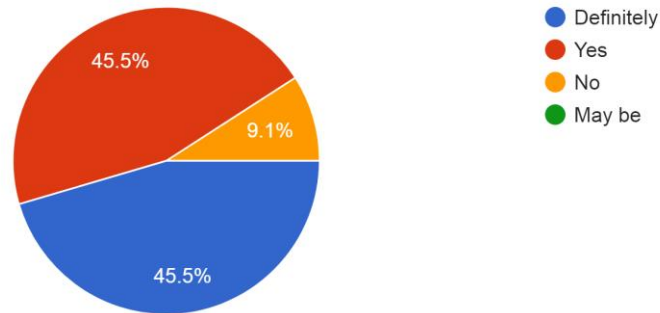
Interpretation

This question was asked to see whether the employees are satisfied with their company culture or not. If they agreed then to what extent, finding this was the main purpose. By their answers we can see that 54% were very satisfied and 18% where moderately satisfied. This indicates they were satisfied with their organization culture.

Question 2: To find out whether the employees find their work to be meaningful or not.

Do you find your work meaningful?

11 responses



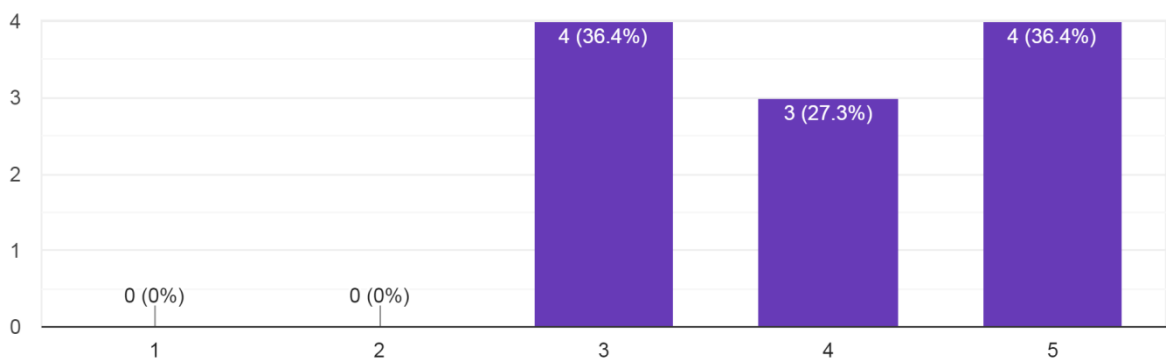
Interpretation

We can see that 45% marked definitely and 45% of them said yes which means almost 90% of the sample found their work to be meaningful.

Question 3: To measure the connectedness among the workers.

Do you feel connected with your co-workers?

11 responses



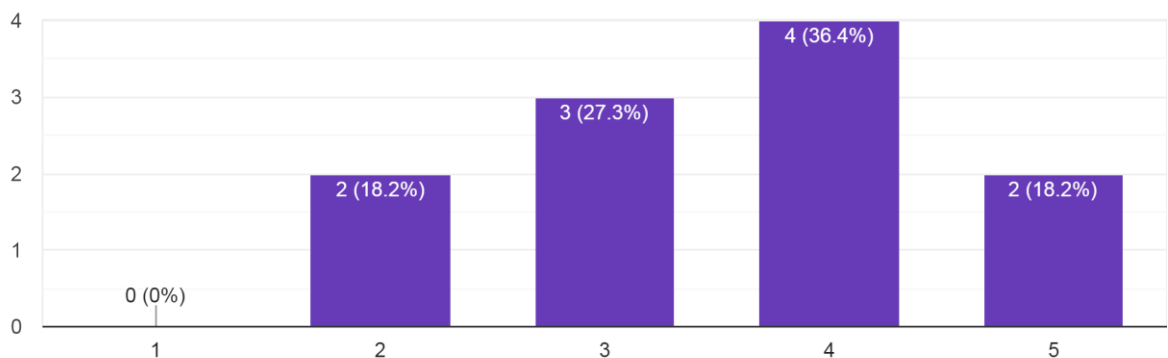
Interpretation

To have a balanced environment in the organization it is very important that the employees feel connected to each other and be empathetic toward each other. This question indicates the sense of connectedness they have. By analyzing the results we can tell that most some of them are highly agreeable about the fact and they connected to each other. However some of them are neutral about this.

Question 4: This question is to measure whether sufficient developmental opportunities have been provided to the employees or not.

Do the policies designed by HR provide adequate opportunity for promotion and career development?

11 responses

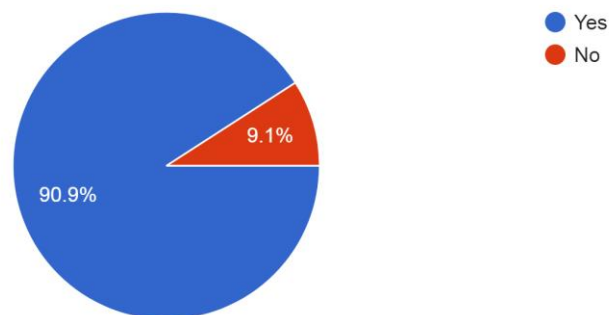


Interpretation

By analyzing this answer we see that majority of them are agreeing with the fact that they are satisfied with the policies that are designed for promotion and career development. However, there are people who have neutral feelings about the policies, some don't agree on the other hand some are very satisfied.

Question 5: To check whether the personal values of the employees align with their company values or not.

Does your values align with the company as well as the HR policies?
11 responses



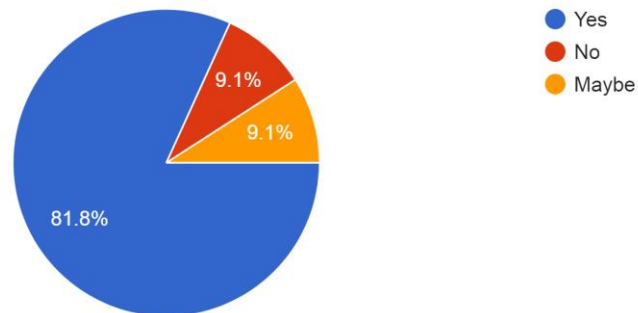
Interpretation

According to the result it is seen that 90.9% of the respondents provides a positive answer which means their personal values align with their company policies.

Question 6: This question was to assess the employee engagement.

Do you feel completely involved in your work?

11 responses



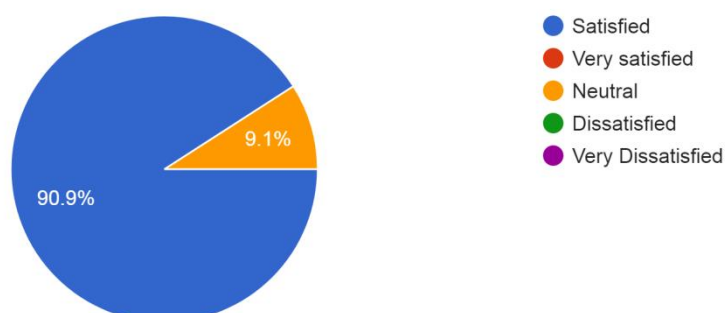
Interpretation

It is observed that the employees seem to be highly positive regarding their involvement in the work. It has been found in the survey that both satisfactory and dissatisfactory responses were observed during the survey, while a majority of the respondents have disclosed their positive opinion by marking yes.

Question 7: This question prepared to measure the dedication of the employees toward their work.

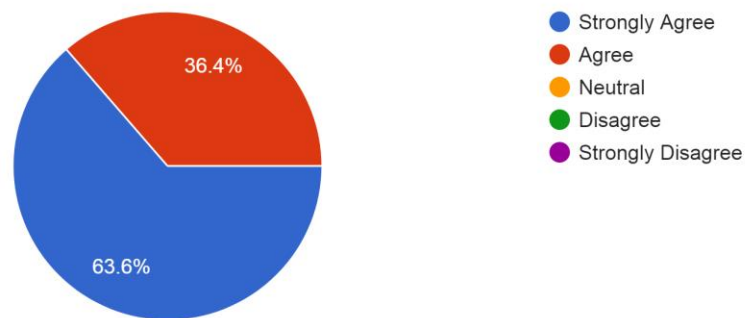
Are you satisfied with the benefits provided by the company?

11 responses



You are determined to give best effort at your work each day?

11 responses



Interpretation: By analysing the survey result we can see that employees have provided positive responses. No disagreement or neutral answer is seen here. So it can be said that employees feel motivated and they are dedicated towards their work and willing give their utmost effort in order to achieve organizational goals.

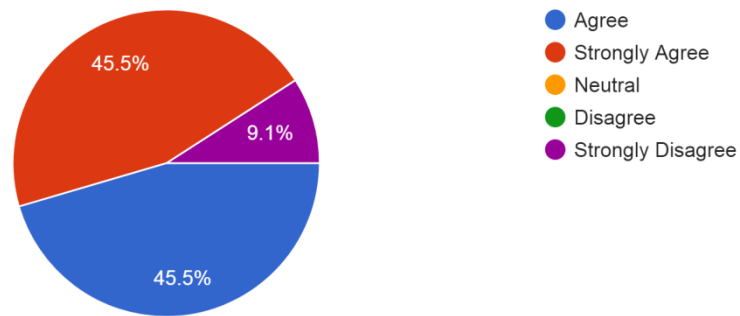
Question 8: To assess whether the employees are satisfied with the benefits provided by the organization or not.

Interpretation:

According to the result of the survey it can be said that the employees are satisfied with the benefits provided by the company as we can 90.9% of respondents have given a positive response.

Question 9: To check whether the managers are able to distribute duties and responsibilities among the employees in a proper manner with fairness and whether the instructions given by the is clear or not.

Do your superiors communicate company news effectively and in a timely manner?
11 responses

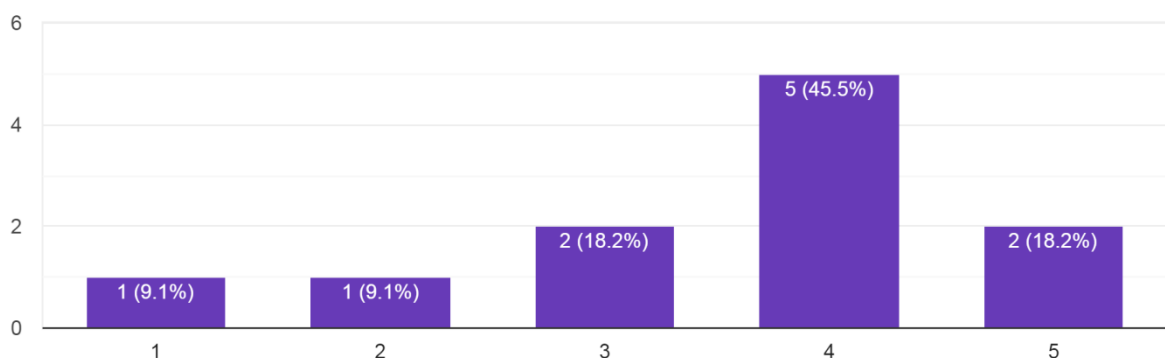


Interpretation:

Response of this question provides with a positive scenario where it can be seen that 45.5% of the respondents strongly agreed and 45.5% agreed where on 9.1% disagreed. This shows that managers are able to communicate effectively with the employee which is considered to be very important to sustain growth.

Question 10: This question to check the whether fairness is practiced in the workplace and

Do you think that work is distributed evenly across your team?
11 responses



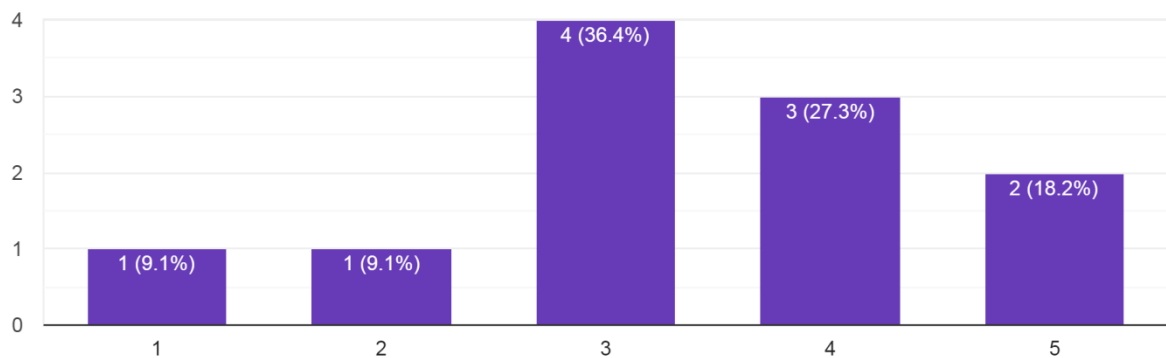
by the managers or not.

Interpretation: By observing the survey results we can see that most of the employees agrees with the fact that their work is accordingly and evenly distributed which meant managers are being fair toward all the employees.

Question 11: This question is to measure the degree of employee engagement at work and whether their opinions are truly being valued or not.

How much individual opinion is accepted in your organization?

11 responses



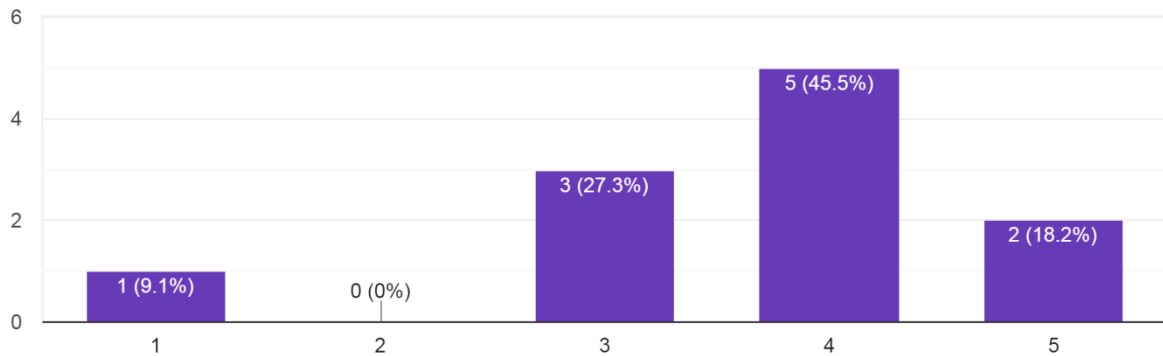
Interpretation: The result from this questionnaire gives an indication that employee opinion is moderately accepted in the organization. The result shows 36.4% of the respondents are neutral 27.3% agrees and 18.2% of the respondents strongly agrees with the fact that employee opinion is encouraged and accepted in the organization.

Question 12: This question is to measure the overall happiness and satisfaction of employees at work.

Interpretation: By analyzing the survey result it can clearly be seen that the most response

How happy are you at work?

11 responses



is on the 4th scale which indicates that employees are mostly satisfied and happy at work. However a small amount remains dissatisfied,

4.4 Overall interpretation of the findings:

By analyzing the results from a generalized perspective it can be assured the employees working in Augmedix Bangladesh were satisfied with the policies promoted by their HR department. It has been shown in the chapter 3 of this report that the variables which are interrelated with the esurient of job satisfaction among the employees is effectively practiced by the management of this organization. And the questionnaires of the reports as well prepared keeping the variables in mind which were gathered by reviewing various journals and literatures. Following the questionnaires and guidelines from the employee satisfaction variables, satisfaction

level among the employees in any organization can be measure successfully. It is very important to measure the job satisfaction level because, it helps to retain good employees which leads to organizational success by achieving the mission and long-term vision.

Conclusion:

Key findings of this study states the measurement of job satisfaction in organizations and the variables through which it can be measure effectively. Moreover how HR activities can be a vital influence n employee job satisfaction. I short this report will provide necessary insight regarding how employee job satisfaction can be ensured in the organization by practicing HR activities efficiently. As it is indicated in this report that HR activities have positive correlation with employee job satisfaction, Augmedix Bangladesh is a healthcare service organization which is creating job opportunities for unemployed people in Bangladesh thus contributing in the development of the economy of our country through job creation. From the three months of working experience with this organization I can say that I have gained valuable insights which definitely have broaden my scope of knowledge and provided me with a fresh perspective. Through this internship program, I have been able to attain necessary knowledge and experience which surely will benefit me in the future.

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Appendix:

(Research questionnaires)

1. Do you appreciate the company culture?
2. Do you find your work meaningful?
3. Do you feel connected with your co-workers?
4. Do HR policies provide adequate promotion and career development opportunities?
5. Do your values align with company values?
6. Are you determined to give your best effort at work every day?
7. Are you satisfied with the benefits provided?
8. Are your duties and responsibilities distributed in a proper manner?
9. Do you think your work is evenly distributed?
10. How much individual opinion is accepted in your organization??
11. Do your superiors communicate in a proper manner?
12. Are you happy are work?

