



EMPLOYEE JOB
SATISFACTION LEVEL AT
STAR PARADISE LIMITED



Internship Report
On
Employee Job Satisfaction Level at Star Paradise Limited

Submitted to
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Date of Submission
March 15, 2017

Declaration

I soberly declare that the work in this internship report title "Employee Job Satisfaction Level at Star Paradise Limited " is an original work done by me under the supervision of Md. Tamzidul Islam, Assistant Professor & Internship Coordinator, BRAC Business School, BRAC University.

This work does not have any existing copyright and nothing has been copied from any source to make the report.

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Acknowledgement

At the beginning of preparing this report, I would like to convey gratitude to the Almighty Allah for his blessing in completing this report. This internship report is an accrual of many people's effort. For this, I am obliged to a number of people who helped me to organize this report and for their kind opinions, suggestions, instructions and support and appropriate guidelines for this report.

I have received endless support and guidance in preparation of this report from numerous sources. I would like to take this opportunity to thank them all.

First of all, I would like to thank my Internship Supervisor Md. Tamzidul Islam, Assistant Professor for his continuous guidance and assistance in preparation of this report. Her invaluable advice has helped me a lot in writing this paper. I am immensely thankful to him for the support he has provided during my Internship period.

Next, I would like to express my heartfelt gratitude to my organizational Supervisor, Team Mates and colleague of Star Paradise Limited. They directed me towards the right information and support me to prepare this report. Their valuable contribution has facilitated the successful completion of this report to a great extent.

Letter of Transmittal

March 15, 2017

Md. Tamzidul Islam

Assistant Professor & Internship Coordinator

MBA Program

BRAC Business School

BRAC University

Subject: Submission of report on “Employee Job Satisfaction Level at Star Paradise Limited.”

Dear Sir

It indeed is a great pleasure to present before you the overall findings of the internship report on Employee Job Satisfaction Level at Star Paradise Limited”. I have tried as far as it was possible to meet all the specifications and instructions you have provided for the report and necessary to prepare a report. I appreciate having a chance to prepare this report. I have tried my best to prepare this project in a proper way in spite of various constraints like time and complications in understanding.

I earnestly hope that this report will meet your specifications and would be delighted to furnish you with any clarification if required.

Thanks and regards

Yours truly

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Executive Summary

Star Paradise Limited has been established with a vision to increase the product line in to domestics' electronic white products. As it is a production based company and the people involvement is very high. So, employee satisfaction plays a very vital role here.

Job satisfaction can be considered as one of the main factors when it comes to efficiency and effectiveness of business organizations. In fact, the new managerial paradigm which insists that employees should be treated and considered primarily as human beings that have their own wants, needs, personal desires are a very good indicator for the importance of job satisfaction in contemporary companies. When analyzing job satisfaction, the logic that a satisfied employee is a happy employee and a happy employee is a successful employee.

This report is done by knowledge and practical experience. It has surveyed questionnaire among 15 employees at Star Paradise Limited to prepare this report. This report is based on information and data supplied by the business and personal observation regarding the topic. Various sources have used like internet, field data and questionnaire.

Star Paradise Limited never evaluates the satisfaction level of the employees. To retain the employees and to increase productivity it is very necessary to find out whether the employees are satisfied or not and the possible ways to reduce any dissatisfactions. So this survey is designed to provide employee with the opportunity to tell how they feel about their work. By this evaluation employees get the opportunity to evaluate both their job and the company as a place to work in a range of areas and they can share their reasons of dissatisfactions.

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1. Scope, Limitation & Methodology of the Project

1.1 Scope:

This project looks to find out the satisfaction level of the employees of Star Paradise Limited and the factors on which the job dissatisfaction level depends. The scope is that, this project may give ideas to the management, so that they can take decisions regarding modifying the strategies to reduce the current job dissatisfaction level.

1.2 Limitations:

- Time shortage is a big constraint because it is very difficult to prepare report and concentrate on official work by doing regular 9.00 am to 6pm office.
- Due to conservatism in sharing data due to high information Security of the organization, any statistical data or other relevant data cannot be included since survey is quite restricted.
- Authenticity of some processes could not be verified due to the strict working hours of the Managers.
- Lack of enough cooperation due to high workload.

1.3 Methodology:

As a research methodology, I have used mainly judgment sampling technique to gather various data and information. I have selected only 15 employees from Star Paradise head office for my survey. I have used a questionnaire to collect the relevant information from the selected samples.

In order to prepare this project more meaningful and authentic, I have to collect as much data as possible in the fieldwork. The data used to furnish this paper has been collected from both primary and secondary sources.

The primary sources of information:

- Informal interviews from employee of Star Paradise Ltd.
- Survey
- Personal observation.

The secondary sources of information:

- Various books, articles, catalogs; leaflet etc. regarding present status facilities.
- Relevant journals and articles.

2. Star Paradise Limited- Overview of the Company

Star Paradise Ltd. manufactures all sorts of home electric and electronic items. The growth of electrical equipment, and home electronics have significantly increased in the past decade due to country's drastic growth and increased population with increased buying capacity. The future of these two market segments are promising because population is going to increase, and people will have more purchase power in the future as the country continues to grow.

The main focus of the business is to manufacture, process and market electric Switch and Socket, ceiling and table fans, electric meter, Main switch, Circuit breakers, LED lights in phase 1. In phase 2 we plan to process and market Air conditioner, Refrigerator, Micro-oven, Television, Air-cooler, and cookware items and also additional items that are directly or indirectly related to these market segments. Our aim is to be the market leader in this segment in the next 5 years. With this target in mind we thrive to achieve our organizational goals in the upcoming future through proper business practices and ethics, and achieving utmost employee and customer satisfaction.

2.1 Vision:

Our vision is to become the best in this industry as per international standard to face domestic and global challenges.

2.2 Mission:

Our mission is to render full customer satisfaction, achieve utmost employee satisfaction, and also to uphold our position as a market leader as a premier brand in the field of home electrical and electronic items.

2.3 Sustainability:

Star Paradise Ltd. believes in quality products, having International standard for utmost customer satisfaction with a long-term business plan designed to achieve organizational objectives. Our strategy also consists of the results of choices made to maximize long-term value.

2.4 Adaptability:

Star Paradise Ltd. follows the system of adaptability as a necessary feature of a manufacturing system. As we consider adaptability in the context of factory planning, where it is an objective to develop modular adaptable system. For us, being a manufacturing organization is an important consideration.

2.5 Diversification:

Continuous improvement of a business requires diversification. As such, we follow the system to grow bigger by increasing profitability through increased sale volumes obtained from launching new products, and penetrating new markets.

2.6 Basic Core Values:

Visionary:

Possessing a clear picture or idea of desired future, communicating that vision and leading others to its achievement

Integrity:

Acting an alignment with personal and professional standard and values, keeping agreements, interacting consistently at all times with everyone and everywhere.

Diversity:

Leveraging our stakeholders' backgrounds and prospective (gender, age and experiences) to enhance results.

Passion:

Focusing intensely and energetically on current issues, with strong will and momentum to succeed.

Challenges:

Undertaking new things with strong intension and pioneering the future with creativity and integrity, no matter the degree of difficulty.

2.7 At a glance of Company Profile

Foundation:

Star Paradise Ltd. was formed in November, 2015

Headquarter:

34 Kemal Ataturk Avenue, Awal Center (13th floor), Banani, Dhaka-1213

Factory:

- Electrical Accessories Factory, Mawna, Gazipur.
- Fan Factory, Mawna, Gazipur.
- LED Assembling Factory, Mawna, Gazipur.

Market Segment:

Electrical and Electronic Products

Slogan:

“Switch to Smart”

Product Range:

- ❖ Gang Switch Series- Small Button
- ❖ Gang Switch Series- Big Button
- ❖ Piano Switch Series
- ❖ Accessories items
- ❖ LED bulb & tube
- ❖ Ceiling fan 56 inch and 48 inch
- ❖ Circuit breaker- miniature circuit breakers
- ❖ PVC tape




Upcoming Product List:

Products that we would like to introduce in the market within 1-3 years-


- ✓ Gang Switch Series- more variations-big and small button
- ✓ LED- higher watt LED bulbs
- ✓ LED- commercial lighting products-panel, spot, street and office lights
- ✓ Ceiling Fan- introduce 2 new designs and variations in different market segments

- ✓ Extension Sockets
- ✓ Extension Fans- both housing & industrial
- ✓ Circuit breakers- introduce industrial circuit breakers
- ✓ Electric Meter
- ✓ Cables
- ✓ Distribution box
- ✓ Wire Channel
- ✓ Conduit pipe & fittings
- ✓ Corrugated pipe
- ✓ Transformer
- ✓ Main Switch

Employees:

 Domestic: Above 700.

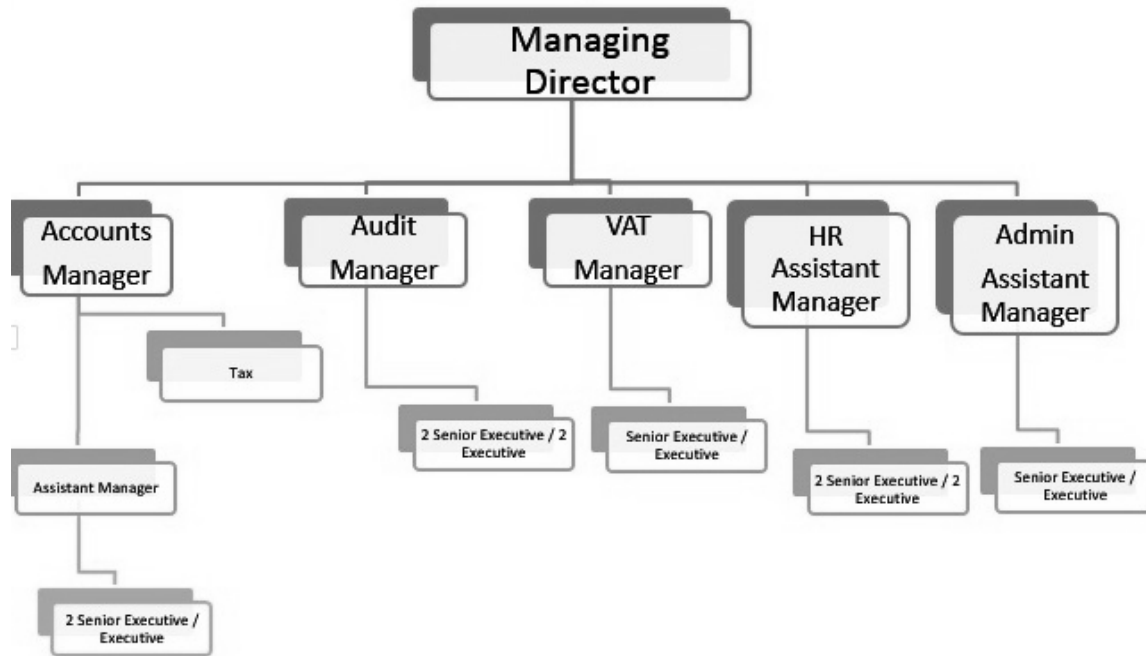
Financials:

 Sales target (domestic): 140 crore of \$18 million

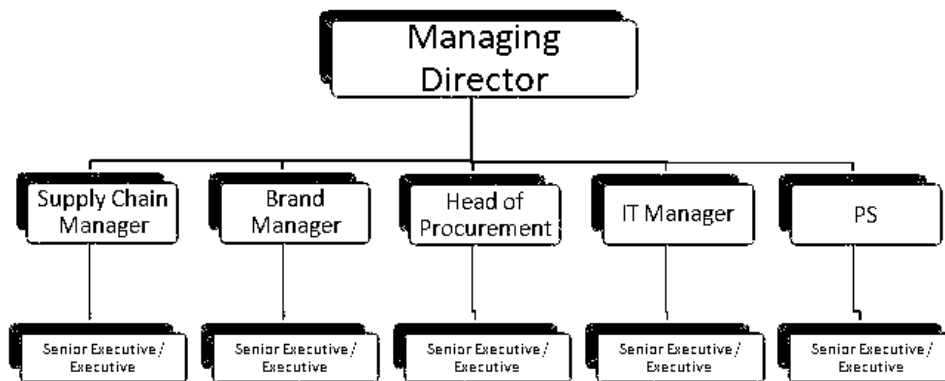
2.9 Structure of the Organization

A company needs to focus on all parts of the organization to survive in today’s competitive environment.

Here is the proposed organization of the Company



Organogram



3. Summary of Job as Executive-HR (Recruitment and Selection)

As an executive in HR department I have to work in recruitment and selection wing. I have to report to Assistant Manager, HR. I started working there from September 1, 2016 to till now. But most interesting thing about my job is I am not responsible for only recruitment and selection wing, I also responsible for part of HR operational tasks, training and development and support compensation team. In this period I have learn so much things and mostly in hand experience.

3.1 Responsibilities of my Job:

- ✓ Providing manpower requisition form to the concern department head, collect and preserve the signed copy of requisition form and process for further processing.
- ✓ Cross checking all the information they provided in the manpower requisition form and matched with the Job description, additional job requirements, number of vacancy, explanation, scope of work etc. And taking approval from the Managing Director.
- ✓ Posting Job ad in job sites, security services companies and other social network and shortlisted CV for the written interview.
- ✓ Liaison with the career department of different universities, security services companies etc.
- ✓ Arranging written test, IT test and taking initial interview with the department head.
- ✓ Follow up with shortlisted candidates for the final interview.
- ✓ Follow up with the selected candidate for their pending documents, which are needed for preparing offer letter and offer them job.
- ✓ Prepare top sheet for selected candidates and take sign from the interviewer. And prepare offer letter for the selected candidate and take sign from Managing Director.
- ✓ After getting sign from Managing Director, follow up selected employee about their joining date and inform him/her about required documents needed in joining purpose.
- ✓ Mailed offer letter scan copy to the new joiner.
- ✓ Maintain a database for all new joiner.
- ✓ Join new employees and assist them to fill up joining report with required documents that mentioned in their offer letter.
- ✓ Take necessary action to create all employees bank account and collect all the account number and maintain a database for that. And send it to the Assistant Manager, HR.
- ✓ Create personal file for the new joiner.
- ✓ Handover all the new joiner's joining file to the Executive-HR operation for further processing.
- ✓ After every date of joining, identify not joined employees and follow up with them for the reason behind it. And maintain a database for that and mail it to the particular head of the department.

- ✓ Mail new joined sales employees' database to the head of department and all new joined employees' database to the Assistant Manager, HR.
- ✓ Follow up with the Assistant Divisional Sales Managers of all the divisions for the post joining updates.
- ✓ Take necessary approval to hire temporary employee (intern/part time/ contractual) Conduct test, interview and provide temporary employment appointment letter.
- ✓ Collect & maintain KPI for all the department.
- ✓ Generating new ideas for employee engagement programs.
- ✓ Support compensation team when necessary.
- ✓ Prepare Training materials.
- ✓ Prepare regret mail.
- ✓ Prepare Transfer letter/ Transfer proposal letter

3.2 Learning and Experiences from my Job:

As it is a startup organization team of HR department is small with huge responsibilities. Two executives worked under Manager, HR. In my job I learned detail in recruitment and selection process, partly work in compensation, organization development issues and some part of operational work in HR. Recently our organization introduced ERP software and I am responsible for part of work in this software such as new employee joining entry, employee agreement updates, actual salary sheet data input, employee separation, employee increment, promotion etc.

4. Human Resources Practices in Star Paradise Limited:

4.1 Leave Practice:

Leave cannot be claimed as a matter of right rather it is viewed as a privilege. The Star Paradise Ltd. authority have the right to refuse or revoke any type of leave other than Medical or Maternity leave. All Leave shall be applied by using a prescribed leave Application Form. Such form will be part of employees leave record retained by HR.

- *Annual Leave:*

All permanent employees will be entitled to enjoy Annual Leave of 10 calendar days in a Calendar year upon completion of 1 (one) year service with the Star Paradise Ltd.

- *Casual Leave:*

Every employee shall be entitled to 10 days casual leave with full pay in a calendar year and such leave shall not be accumulated and carried forward to the succeeding year. Casual leave can be taken to meet emergencies or in case of unforeseen events but not more than three (3) consecutive days at a time.

- *Sick Leave:*

All permanent employees shall be entitled to avail 10 (Ten) days sick leave in a calendar year with full pay and benefits.

- *Maternity Leave:*

A permanent female employee shall be entitled to Two (2) months maternity leave covering pre and post delivery period with pay. One-month leave without pay can be taken if needed, which must be backed by proper medical documentation from a hospital or doctor.

- *Paternity Leave:*

A male employee shall be entitled for 03 working days paternity leave with pay. Employee shall use this leave period to look after his family and home during the time of his child's birth.

- *Hajj Leave:*

Employee(s) will be entitled with a leave of 25 calendar days with pay for Hajj purpose provided that the employee has completed minimum three years of service with Star Paradise Ltd.

- *Leave without Pay:*

The Company may grant an employee, at its discretion, leave without pay for important personal grounds where no other leaves are admissible no matter whether there remains any leave balance or not in the credit of the employee. Leave without Pay period will not exceed three (03) months.

- *Leave during Probation Period:*

Employee(s) shall not normally entitle for any leave during probation period. Leave may be granted to probationary employees only on medical grounds or at the sole discretion of the management on case-to-case basis.

4.2 Recruitment & Selection

Recruitment:

We know that we are only as good as our employees, so we search as widely as possible for talented and motivated individuals to fill vacant positions in our Company. We use some methods of recruiting which have served us well in the past, we know that the marketplace is ever changing and that finding high quality people is an evolving process. We encourage our employees to share with us their ideas as to what more we can do to find and Recruit talented and motivated individuals. We conduct all recruiting in a fair and nondiscriminatory manner. Star Paradise Ltd. recruitment divided into two- Internal Recruitment and External Recruitment. The following procedures are following as the general guideline for recruitment.

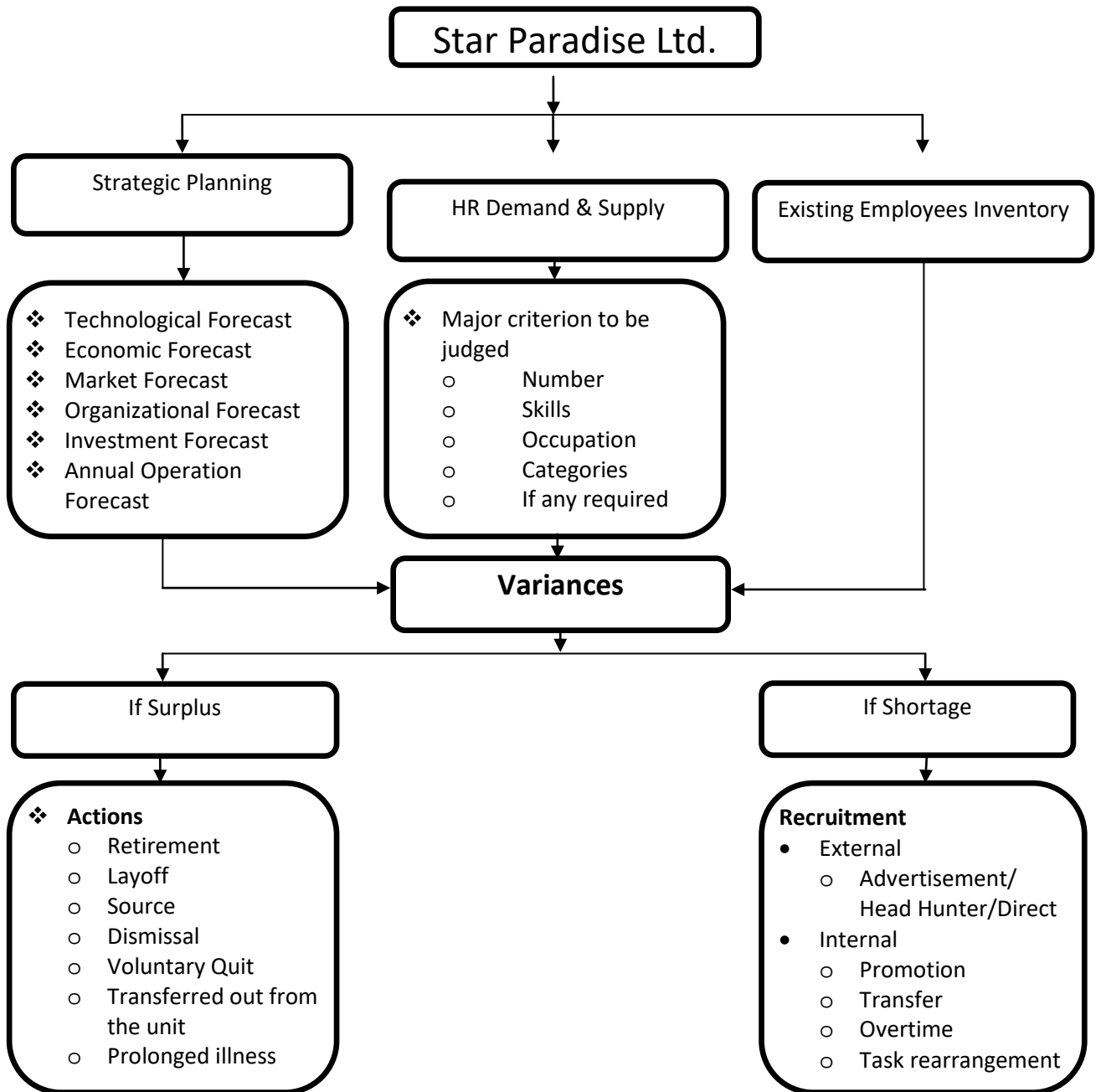
Internal Recruitment:

Sometimes, the best person for a job is right under our Company's nose. Company's strategy would be to retain skilled person by giving them opportunity to apply for the vacant post As a result, we encourage current employees to apply internally for vacant position that interest them. To apply for a position, give a cover letter, current resume and copy of current appointment letter of the company.

External Recruitment:

External recruitment is the process of finding potential external candidates and encouraging them to apply for and be willing to accept the jobs. Star Paradise Ltd. external recruitment procedure are following as: Advertising in local newspaper, Manpower consultants, Website posting, Employee reference/ Recommendation, Walk in applicants etc. By advertising or other sources Star Paradise Ltd. tried to recruit those who are best among them for further selection process.

Star Paradise Ltd. HRP Model:



Recruitment Procedure:

The success of a commercial Bank depends largely on the quality of services rendered to the clients. Quality depends on the competence and the quality of the officers and executives. Star Paradise Ltd.

believes in paying competitive salary and emoluments to its employees and to get their maximum satisfaction. Therefore, the authority of the Star Paradise Ltd. is careful in recruiting the right persons for the right jobs. Star Paradise Ltd. following recruitment procedures are given below.

Manpower Approval:

HOD will provide the copy of Manpower requisition approval with the support of HR him/herself. If the organogram/manpower planning is approved by the Managing Director or his designated then the recruitments below Assistant Manager should not need approval other than the recruitment board members. It is the responsibilities of the HOD to make their own organogram and manpower planning in the beginning of the fiscal year and make it approved from Managing Director or his designated in consultation with HR.

Job scope & JD finalize:

After approval the concerned department will finalize the Job Description/Job scope. HR will support that if it will be needed.

Job advertisement:

- To collect the resume as per requirement, HR department will go for job advertisement, External consultants, online job portal, Employee recommendation etc. The resumes are to be collected by the HR and ceased upon deadlines.
- An interview panel will be formed for interview. The panel should ideally comprise at least three personnel which one will be from the HR Department.

CV Sorting & Interview:

- HR department shall shortlist the resumes according to JD, scope and handover the last resumes to concerned department.
- After CV sorting HR will arrange an interview session and tests (written/case study/ IT) if required along with concerned department.
- After completion of interview session HR & concerned department jointly selected the candidate primarily.
- The 2nd/final interview session (if required) will be conducted with consultation of departmental head and Management.
- After that HR & concerned department will call the finally selected candidate regarding designation, salary, job location and date of joining

Reference Check:

After preliminary selection decision is made, HR will verify certain information as provided in the Job application such as educational degree, work experience, last employment status, and salary status. The purpose of reference check is to obtain factual information confidentially about a prospective employee and seeking opinions from professional. Referees and previous employers about his/her suitability for a job.

Management Approval:

HR will take the management approval with proper explanation of the position required and other relevant supporting documents, signatures. HR will prepare the appointment letter and handover it to selected candidates.

Appointment:

Human Resource Department will issue appointment letter to the selected candidates and joining set has to be filled up by the finally selected candidate. Here is the detail information about the new hire and the information will be part of HR database.

Orientation & Placement:

HR will conduct an orientation program for the new recruits. The orientation program contains basic information on policies, products, factory and corporate culture etc. HR will ensure the logistic support (Sim card, Hand set, Laptop, Modem etc.) through coordination with Admin and IT department.

Handover JD & KPI:

Concern Department Head/ Line manager will responsible for handing over employees JD and Six months KPI.

Documentation for Employee Personnel File:

HR department will open a personnel file on each individual employee, starting from the date of his/ her appointment. Star Paradise Ltd. must maintain an up-to-date Personnel Information File. A personal information file will contain the following documents:

- a. Filled-in employment application form
- b. Passport size photograph (2 copies)
- c. Photocopy of all relevant academic and experience certificates
- d. Photocopy of passport (first 4 pages) (if applicable)

- e. Photocopy of National ID card
- f. Photocopy of recent income tax papers (if applicable)
- g. Joining letter
- h. Security deposit statement (if applicable)
- j. Vacancy notice (if applicable)
- k. New employee requisition form
- l. Job descriptions
- m. Interview report (first interview and all other subsequent interviews)
- n. Reference checks obtained from previous employers and referees indicated in the employee application form, if required
- o. Appointment letter duly signed and dated
- p. Annual performance appraisal duly signed by the employee and competent authority
- q. Annual goal setting
- r. Increment / promotion letter
- s. Copies of letters on disciplinary action
- t. Termination letter / release letter from immediate previous employer
- u. List of beneficiaries on death, with ratios, as nominated by the respective staff member.
- v. Any other document as deemed appropriate by the management

4.3 Compensation and Benefits

Compensation is what an employee receives in exchange for his/her physical and mental works, and contribution to the company. Compensation does not represent only salary but a wide range of benefits and service are part of the total compensation package. Star Paradise Ltd. wishes to pay rewarding and competitive salaries to attract, retain and motivate competent and skilled employees at all levels of the Company.

Salary

Basic Salary- Basic salary is an important part of employee's salary. It is paid monthly with other admissible allowances such as house rent, medical allowance, and transportation allowances in applicable cases. Basic Salary will be 60% of the gross salary

In a number of situations, Star Paradise Ltd. can deduct employees' one day salary. They are:

- Deduction due to absence without proper authorization
- Deductions for damage to or loss of property/goods expressly entrusted to the employee for custody; or loss of money for which he/she is required to account, where such damage or loss of money is directly attributable to his/her neglect or default.
- Deductions for adjustment of advances or overpayment, if any
- Deduction of income tax payable by the employee and
- Employee's provident fund.
- Unauthorized leave adjustment
- Late attendance

House Rent -House rent is another component of pay structure. The amount of housing allowance is expected to allow employees to rent a reasonable but standard house. House rent will be 30% of the gross salary.

Medical Allowance- Medical allowance is paid to the employee at a fixed amount and the monthly payment is made at the rate of 4.5% of the gross salary.

Transportation allowance- Transport allowances is given to the employees to meet up their transport cost to come and go from home to office and office to home. It is 5.5% of the gross pay. In addition to other official functions if any employees need to travel from one place to another then company will pay transport allowances as per designation and TA/DA policy.

Fixation of Salary-Star Paradise Ltd. wants a salary system which rewards qualification, good practice and performance. During fixation of employee's salary, Star Paradise Ltd. looks at the following criteria:

- Company's affordability to proposed salary level
- Competitive pay in the market for similar job
- Growth of the Company
- Individual's economic welfare
- Fairness and equity

There are number of ways Star Paradise Ltd. fixes employee's salary. They are:

- i) During appointment through salary negotiation. The salary for the new hires will be fixed based on the position level the applicant's qualification, skills, experiences and the budgetary provision,
- ii) Yearend inflation adjustment with the basic salary,
- iii) Salary adjustment during confirmation, based on performance,
- iv) Due to revision of salary structure, an employee's salary will be adjusted in such a way that the new salary shall not be less than his/her current salary.
- v) For a promotion to higher Grade, employee will occupy the step of the upper grade in such a way that he/she receives an increased salary not less than his/her one step increment at the current grade.

Festival Bonus-All employees are eligible for two bonus in a calendar year which is an amount equivalent to their two months' salary after successfully completion of 1 year service with Star Paradise Ltd. All permanent employees of Star Paradise Ltd. who have completed 1 year will be eligible for 2 Festival Bonus at the rate 100% of the monthly salary per festival. For example, if anyone gets 10,000 Taka as monthly salary, then he/she will get 10,000 Taka.

For factory employees who have completed at least 1 year will get 60% of gross salary as a festival bonus twice in a year

1. Regular staff on probationary status: Employees (Corporate Office) who didn't completed 1 year with Star Paradise Ltd. will get an amount according to their completion of days in Star Paradise Ltd.

1 to 2 months	7% of Gross
More than 2 to 3 months	12.5% of Gross
More than 3 to 6 months	25% of Gross
More than 6 to 9 months	50% of Gross
More than 9 to below 1 Year	70% of Gross
1 Year and above	100% of Gross

2. The bonus is paid to the regular staff 10 calendar days prior to the both of the Eid Festivals. The regular staffs other than Muslim Communities will also be given the bonus during these times.
Festival Bonus for Factory:All staff and workers of factories are eligible for two bonus in a calendar year which will be calculated as per Management decision.

Provident Fund

The permanent employees of the Company are eligible to become members of the Provident Fund. Employee contributes 5% of their basic to the provident fund and the Company makes equal contribution to the fund. The Company's contribution starts once the employee has become permanent employee of the Company.

A Provident Fund Trustee, with separate rules, is formed for managing the provident fund. The PF maturity period is three years. Employee has to serve minimum three years for being eligible for both employee and company contribution.

Probation:

An employee shall be called a probationer if he is provisionally employed in an organization to fill a permanent vacancy in a post and has not completed the period of his probation in the organization.

Confirmation:

An employee shall be called a permanent employee if he is employed in an organization on a permanent basis or if he has satisfactorily completed the period of his probation in the organization. The period of probation for an employee will be of six months.

All employees shall be informed in advance of the expiration of the probationary period if their employment will not be continued. In addition, the supervisor should discuss the situation with the Head of HR at least seven day in advance of the date of termination. Employment may be terminated prior to the end of the probationary period. All due shall be paid as per company policy.

Confirmation of an employee:

An employee shall become eligible for confirmation in the specified post subject to his successful completion of the period of probation.

- The concerned department head will be provided a probationary evaluation sheet from Human Resources department during joining of an employee.
- The concerned department head will provide the probationary evaluation sheet to Human Resources department at least seven day in advance of the date of confirmation in Scene for salary and other benefits purpose, if any.
- If the concerned department fails to send with the stipulated time, staff's status will not be changed. This will be effective from first of the next month.

- During confirmation, an employee shall be eligible for an increment on total consolidated monthly salary base on supervisor recommendation & approval of management through the Head of HR. The amount of this increment can be 5% to 10% of the gross salary. However, in special case, the Managing Director or his designated can give more than 10% at their sole discretion.
- The HR department accordingly provides a confirmation letter to be prepared and signed by the head of HR to the employee.
- Every confirmation, the employee will be entitled to the contributory provident fund. It is optional to the employee.
- Employee whose total rating number in confirmation evaluation sheet will be below 70, will be on probation period. Also whose number will be below 50, will terminate from the organization automatically.

Notwithstanding anything contained elsewhere in this policy, the management can consider the notice period, payment, due or punishment at their sole discretion.

4.4 Increment & Promotion Policy

The policy will base on the appreciation that in the duties and functions of an employee may change in complexity and responsibility. Increment will base on the performance of employee and Promotions therefore, are based on status changes that involve increasing responsibility levels.

Time of Increment:

Increment will effect from July 1st for corporate staff as well as Sales force staff and at from January 1st for all factory staff each fiscal year subject to approval of management. Nevertheless, any special increment can be effective as management preferences.

Type of Increment:

Annual Increment:

- Annual Salary increments will be awarded based on satisfactory performance, which will be measure by Annual Performance Appraisal.
- Performance appraisal will be measured in two segments, i.e. monthly & yearly basis. Monthly performances will be measured on some basic criteria and yearly performance appraisal will be held on the basis of yearly performance & on detail criteria.
- When the Annual Performance Appraisal process has been completed, HR. Department will analyze overall performance; provide management with a summary of recommendations.
- Salary "Bands" with entry level salaries are specified. All employees will get a percentage of yearly increment on gross salary based on satisfactory performance.

- However, the receipt of a Warning Letter during the period Jan 1 to June 30 may result in the loss of an increment (**BLL-23-3-d**).
- An exception can be made if the head of the Department give satisfactory justification. Also, employees must have at least three months in their up-gradation as of July 1 to be eligible for an increment
- Eligibility of the increment/promotion any employee joined in Star Paradise Ltd. at 1st January of the year also eligible for the increment (in case of Corporate Staff) and 1st July of the year also eligible for the increment (in case of Factory Staff) if, head of department does not recommended for any extension of probation.
- Only management can create the exception upon the recommendation of HOD for any Probationary employee who worked for Star Paradise Ltd. at least four Months.
- The relationship between employee performance and salary increase is shown in the following table:

Level Of Performance	Grade 1-3	Grade 4-7	Grade Above 7
Outstanding	15%	13%	12%
Very Good	13%	10%	10%
Good	10%	9%	8%
Average	8%	7%	5%
Poor	0 %	0 %	0 %

- Probationary employee will not be eligible for Annual Increment.

Opportunity increment

- If any employee wish to switch the job because of less job satisfaction or of getting any better opportunity, however management demand to engage him/her with the organization. In that case, the employee shall be offered an increment as opportunity increment.
- Head of Department can also recommend for an opportunity increment based of job satisfaction of an employee as per company need.
- The increment ration will consider on the situation as well as the level of performance.

Record of increment:

- Every record of appraisal will keep by HR. department with highly confidential and secure.
- Every appraisal form will acknowledge by appraise.
- Appraise will provided a letter with his achievements and performance review.

Withholding of increments:

The conditions under which incremental salary progression may or may not be affected include, but are not limited to, the following:

- Increments and promotions are not automatically granted and/or awarded but shall be at the discretion of the management of Star Paradise Ltd. in case of gross misconduct of the employee.
- The management can consider anything contained elsewhere in this policy, but not less favorable to any employee than the provisions of this policy.

Promotion:

- Promotion is the advancement of an employee to the next higher grade in the same category or from one category to another category. An employee may be considered eligible for promotion to next higher position depending on his / her quality of performance and subject to availability of the position at the higher grade/category.
- This Policy applies to all permanent employees of Star Paradise Ltd. other than employees appointed on contract except to this extent these are expressly made applicable to any of them by the terms of their employment.
- The promotion of an individual will be considered on the following criteria.
- The paramount criterion to be observed in considering recommendations for promotion is comparative merit and reflections in the performance evaluation form. In assessing merit, demonstrated performance is the principal consideration. Performance is understood as the manner in which an employee fulfills job duties and responsibilities over the period since the last appraisal and/or promotion. In addition, overall performance should be evaluated. The Key elements in performance are those reflected in the performance appraisal review. To consider a promotion the following basic criteria must be ensured:
 - A budgeted post / position is available at the higher grade/category;
 - Employee's ability to handle increased responsibility has been judged, including the cases for promotions from one category to another category;
 - Justifiable recommendation from concerned department head;

- Other criterions that should also be taken in to consideration are:
 - Integrity and commitment to the goals of Star Paradise Ltd.
 - Willingness and ability to accept a higher level of responsibility;
 - Where applicable, performance as supervisor; and
 - For promotion to the post of departmental head / key position, proven managerial capability.

Procedure:

- Each consecutive year Management will review each position & determine/evaluate the job size & dimensions on the basis of the recommendation provided by the Department Heads.
- Concerned Department Head/Supervisor will recommend and prepare a Promotion Proposal Form and that form shall be duly submitted to HR for proceeding promotional process.
- Employees who get selected for promotion will require facing an interview in front of promotion committee for final decision.
- After obtaining final decision of promotion committee & approval from MD. HR will issue promotion letter to the concerned employee with approved promotion proposal form to incorporate in payroll for Salary purpose and to the personal file and HRIS for future records as well.
- Promotions will normally not exceed one grade at a time. However, in exceptional cases more than one grade promotion may be considered, if approved by the Management.
- For judging prospective candidates potentiality management may set interim KPI's for prospective candidate by giving 3 months' time. After successfully completion of KPI's, Management may consider the promotion

5. Introduction of the project:

This survey is designed to provide employee with the opportunity to tell how they feel about their work. By this evaluation the Organization will have the opportunity to evaluate employee job satisfaction and the factors affecting the job satisfaction.

5.1 Problem Statement:

Since the most important factor for any company is to retain the trained and experienced employees and hence increase productivity. If majority of the employee are dissatisfied then they will eventually quit the company in future and this is a big threat for a company as they are the people who provide the services and earns profit for the company.

Star Paradise Limited is a new company is passing two years but they never evaluate the satisfaction level of the employees. Some employees are not always satisfied with the company. So this is very necessary to find out how the employees feel for the employee.

5.2 Purposes of the Project:

The purpose of this report is to contemplate the knowledge and experience accumulated from the internship program. According to the guidelines of supervisor, this report comprises of the extensive research on the employee job satisfaction. Two type of purpose is given below:

Broad purpose-

“To find out the reasons behind the job satisfaction and dissatisfaction level among the employees at Star Paradise Limited.”

The general purpose of this study is to determine the influential factors making the Star Paradise employees dissatisfied with their job and linking these factors with the possible problems that Star Paradise can face in future. This broad purpose is to find out the reason why Star Paradise employees are not much satisfied.

Purposes:

- To present an overview and brief introduction of Star Paradise Limited.
- Whether employee satisfaction is important or not.
- Reasons behind the job dissatisfaction of employees.
- Identify key elements to measure satisfaction level.
- Evaluating the employee satisfaction level of Star Paradise Limited.
- The possible ways to reduce their dissatisfaction level.

5.3 The Literature Review:

Job Satisfaction

Job satisfaction represents a combination of positive or negative feelings that workers have towards their work. Meanwhile, when a worker employed in a business organization, brings with it the needs, desires and experiences which determinates expectations that he has dismissed. Job satisfaction represents the extent to which expectations are and match the real awards. Job satisfaction is closely linked to that individual's behavior in the work place (Davis et al., 1985).

Job satisfaction is a worker's sense of achievement and success on the job. It is generally perceived to be directly linked to productivity as well as to personal well-being. Job satisfaction implies doing a job one enjoys, doing it well and being rewarded for one's efforts. Job satisfaction further implies enthusiasm and happiness with one's work. Job satisfaction is the key ingredient that leads to recognition, income, promotion, and the achievement of other goals that lead to a feeling of fulfillment (Kaliski, 2007).

Job satisfaction can be considered as one of the main factors when it comes to efficiency and effectiveness of business organizations. In fact the new managerial paradigm which insists that employees should be treated and considered primarily as human beans that have their own wants, needs, personal desires is a very good indicator for the importance of job satisfaction in contemporary companies. When analyzing job satisfaction the logic that a satisfied employee is a happy employee and a happy employee is a successful employee.

Generally Job satisfaction and life satisfaction are closely related. The effect is of spillover of one over the other. Another kind of effect, which is also prevalent, is the compensatory effect where people compensate for low Job satisfaction by trying to achieve higher satisfaction in various pursuits in society and in union activities Job satisfaction is further aided in its understanding by finding relative importance to the employees, of the various factors contributing to it. For instance when asked, the employees may say that they are dissatisfied with the company promotion policy. It win appear at this point, that the factors are equal importance to employees. But it asked further, the employees may say that company promotion policy is far more important to them than the other factor. Only when the management knows such relative importance of various factors then proper action can be taken.

Factors relating to Job Satisfaction and Dissatisfaction:

According to the theory, satisfiers, which contributed to feeling of satisfaction has little, to contribute to dissatisfied feeling. Similarly, dissatisfies contributed more to dissatisfaction than they did to satisfaction.

There are many factors, which interact, in a complex pattern to contribute to Job satisfaction, which are considered as more important.

Personal Factors,

- Age
- Sex
- Attitude
- Personality, Exclusive of Intelligence

Age: Usually young workers have higher level of job satisfaction but by and by it shows a declining trend. However, certain studies on the subject have revealed positive results between advancing age and job satisfaction.

Sex: Other things remaining the same, women are more satisfied with their work than men because relatively women have limited needs and are less ambitious.

Attitude: person having positive attitude have more job satisfaction.

Personality, Exclusive of Intelligence:

Personality is a major cause of job satisfaction and dissatisfaction such studies. However, not been conclusive as true measures of personality characteristics have not yet been fully possible.

However fairly clearer trends have been found regarding relationship between anxiety neurotic personality characteristics and job dissatisfaction in studies in Indian and abroad. From the review of the relevant studies, Harrel has pointed out that neurotic tendency leads to Job dissatisfaction only when the job itself is one of "greater" strain.

Factors Inherent in job,

- Type of work
- Skill required
- Occupational status
- Size of the plant

Type of work:

Industrial psychologists have long considered "type of work" as the most important factor inherent in a job. Studies have shown that "variety in the job" cause greater job satisfaction" than "routine work". Because routine work makes people bored and they can't learn new things.

Skill required:

In one of the earlier studies it has been recognized that where skill exists to a considerable degree it tends to become the first source of satisfaction to the workman. So the skilled workers have significantly higher job satisfaction than unskilled workers.

Occupational status:

Occupational are usually found to arrange themselves in hierarchy according to their relative status, prestige or value, in the particular society. Occupational status and job satisfaction are related but not identical with each other. At any given time, the occupational status, which is established among people in a society, may be determined through an investigation. Such hierarchy of occupation according to prestige, or social status may be found to be fairly consistent among people in society in generally on in a specific group of people in society, over a period of time. The hierarchy may give point of time.

Size of the plant:

Usually in small plants, people get more job satisfaction because of attention they receive from the management and also due to respect they get for their ability.

Factors controllable by Management,

- Adequate Salary
- Fringe Benefits
- Co-workers
- Downward Communication
- Working Conditions
- Responsibility
- Supervision
- Wages
- Opportunities for Advancement

Adequate salary:

Adequate salary emerges as the most predominant preference of all the job factors among workers. The security of job, security of for retirement benefits, security for life and security of finance provided by the management, the greater will be the job satisfaction to the employees.

Fringe benefits:

Though the provision for fringe benefits affects the job satisfaction but these benefits occupy low position of importance.

Co-workers:

The job satisfactions are likely to be more if the workers are good. Hence management and worker all should try to create and maintain good human relations in the industry in order to create friendly environment.

Downward communication:

In case downward communication flows adequately and smoothly, workers are likely to have more job satisfaction.

Working condition:

Where working conditions are better workers get more job satisfaction because good working conditions leave an impact on the mind of the worker.

Responsibility:

Those jobs in which a lot of responsibility is involved give more job satisfaction especially to the educated and highly educated people.

Supervision:

Job supervised by good tempered and human relations oriented - supervisors are source of more job satisfaction whereas ill-tempered supervisors become the source of dissatisfaction to the workers.

Wages:

Jobs carrying attraction wages and pay scales give more job satisfaction. Wages are more significant as long as physiological needs are not fulfilled.

Opportunities for advancement:

Employees especially the ambitious and potential ones get more, job satisfaction in job offering opportunities for advancement.

Relationships and practical implications

Job Satisfaction can be an important indicator of how employees feel about their jobs and a predictor of work behaviors such as organizational citizenship, absenteeism, and turnover. Further, job satisfaction can partially mediate the relationship of personality variables and deviant work behaviors.

Job satisfaction is correlated with life satisfaction. This correlation is reciprocal, meaning people who are satisfied with life tend to be satisfied with their job and people who are satisfied with their job tend to be satisfied with life. However, some research has found that job satisfaction is not significantly related to life satisfaction when other variables such as nonworking satisfaction and core self-evaluations are taken into account. An important finding for organizations to note is that job satisfaction has a rather tenuous correlation to productivity on the job. This is a vital piece of information to researchers and businesses, as the idea that satisfaction and job performance are directly related to one another is often cited in the media and in some non-academic management literature. The relationship of satisfaction to productivity is not necessarily straightforward and can be influenced by a number of other work-related constructs, and the notion that "a happy worker is a productive worker" should not be the foundation of organizational decision-making.

With regard to job performance, employee personality may be more important than job satisfaction. The link between job satisfaction and performance is thought to be a spurious relationship; instead, both satisfaction and performance are the result of personality.

Importance of Employee Satisfaction:

- Importance of employee satisfaction for organization
 - Increase productivity.
 - Increase customer satisfaction
 - Reduce turnover, recruiting, and training costs.
 - Enhance customer satisfaction and loyalty.
 - Improve teamwork.
 - Higher quality products and/or services.

- Importance of employee satisfaction for employee:
 - Employee will care about the quality of their work.
 - They will create and deliver superior value to the customer.
 - They will be more committed to the organization.
 - Their works will be more productive

6. Analysis & Findings:

Table -1 : Satisfaction level in Salary

Salary	No:
Highly satisfied	0
Satisfied	6
Neutral	6
Dissatisfied	3
Highly Dissatisfied	0

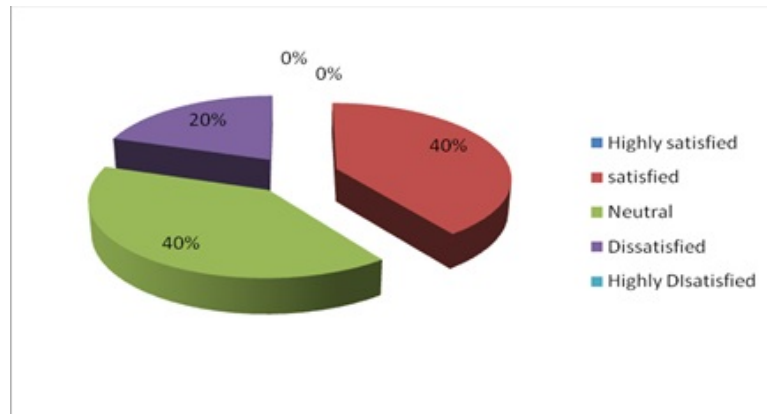


Figure 1: Satisfaction level in Salary

From the above illustration we can clearly see that 40% of employees are satisfied, another 40% are neutral and 20% are dissatisfied. So the employees are not highly satisfied and not even highly dissatisfied with their salary.

Table – 2: Satisfaction level in employees’ benefits

Benefits	No:
Highly satisfied	3
Satisfied	5
Neutral	4
Dissatisfied	3
Highly Dissatisfied	0

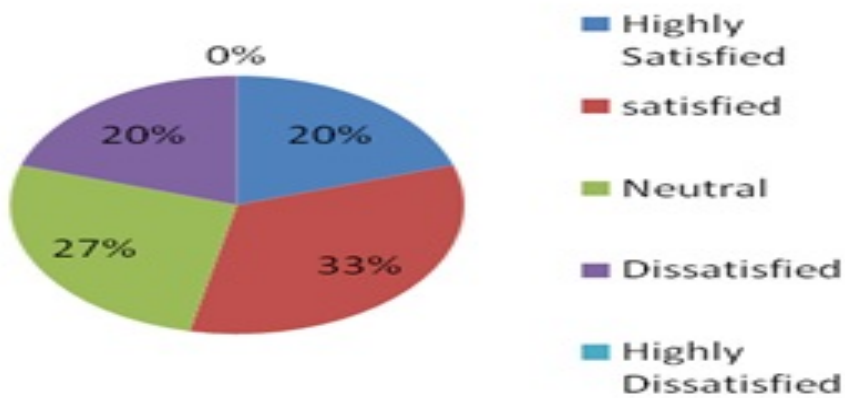


Figure-2: Satisfaction level in employees’ benefits

From the above chart & graph we can see 33% of employees are satisfied, 27% are neutral, 20% Of employees are highly satisfied and another 20% are dissatisfied.

Table -3 :Satisfaction level for workload

Workload	No:
Highly satisfied	0
Satisfied	4
Neutral	3
Dissatisfied	8
Highly Dissatisfied	0

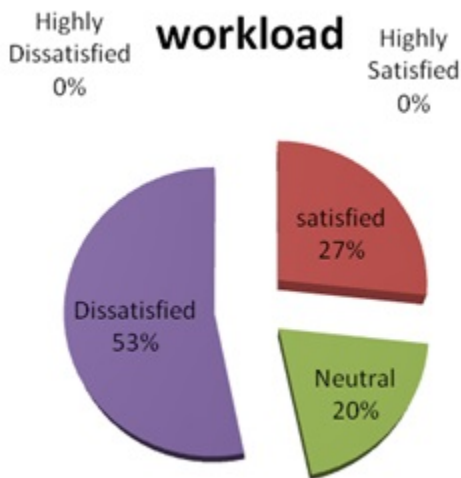


Figure-3

Satisfaction level for workload

Here, maximum employees (53%) are dissatisfied with the workload, 20% & 27% are neutral & satisfied.

Table-4

Employees' satisfaction level in working environment

Working Environment	No:
Highly satisfied	6
Satisfied	7
Neutral	2
Dissatisfied	0
Highly Dissatisfied	0

working environment

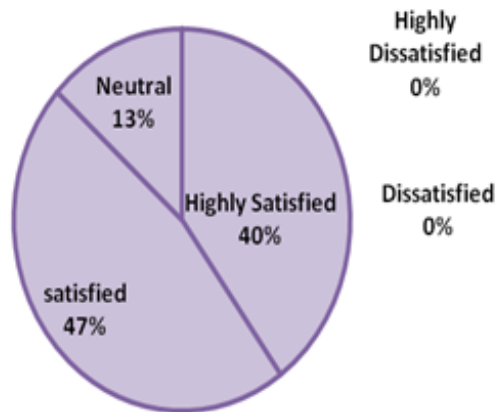


Figure – 4: Employees' satisfaction level in working environment

Answering the question of working environment a mass number of the respondents replied to be positive about the statement and there is no dissatisfaction about the environment among employees.

Table – 5: Satisfaction level at job security

Job security	No:
Highly satisfied	4
Satisfied	10
Neutral	1
Dissatisfied	0
Highly Dissatisfied	0

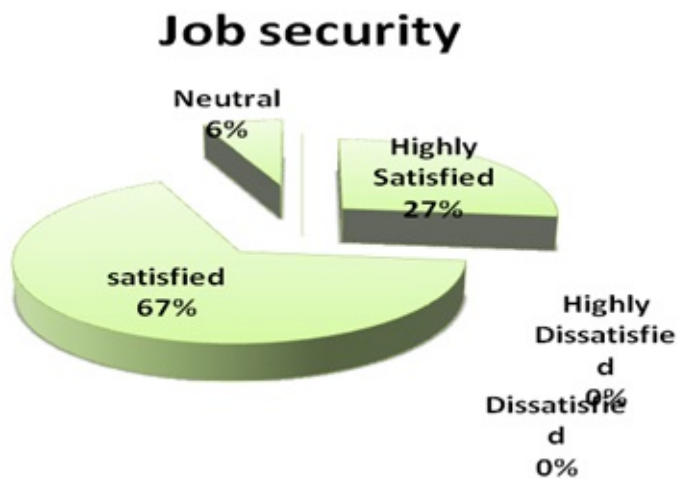


Figure – 5 : Satisfaction level at job security

Maximum employees are satisfied with the job security. 27% are highly satisfied, 67% are satisfied and 6% are neutral. There is no dissatisfaction among the employees for job security.

Table -6: Overall Satisfaction with Job

Overall satisfaction with job	No
Highly satisfied	0
Satisfied	11
Neutral	4
Dissatisfied	0
Highly Dissatisfied	0

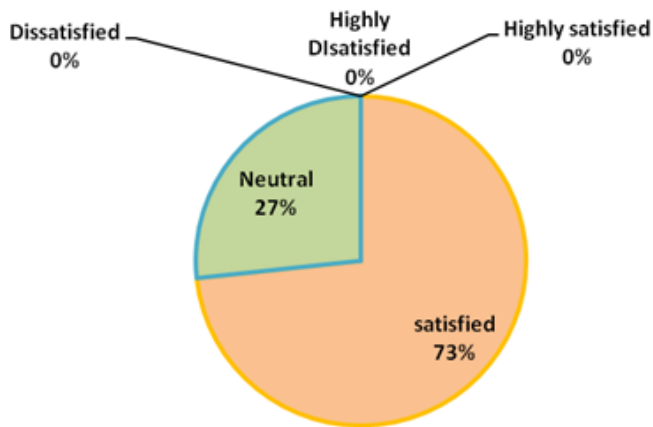


Figure -6: Overall satisfaction with job

73% of employees are satisfied with the overall job and 27% are neutral. So employees are quiet happy with their job.

Table -7: Overall Satisfaction with company

Overall satisfaction with company	no
Highly satisfied	0
Satisfied	11
Neutral	4
Dissatisfied	0
Highly Dissatisfied	0

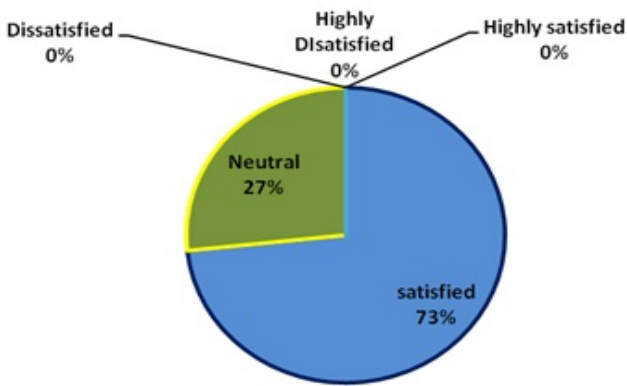


Figure -7: Overall satisfaction with the company

From the above chart & graph we can see that maximum employees are satisfied with the company. There is 0% dissatisfaction among employees.

Figure -8: Information flow of organization

Information flow of organization	No:
Highly satisfied	0
Satisfied	5
Dissatisfied	10
Highly Dissatisfied	0

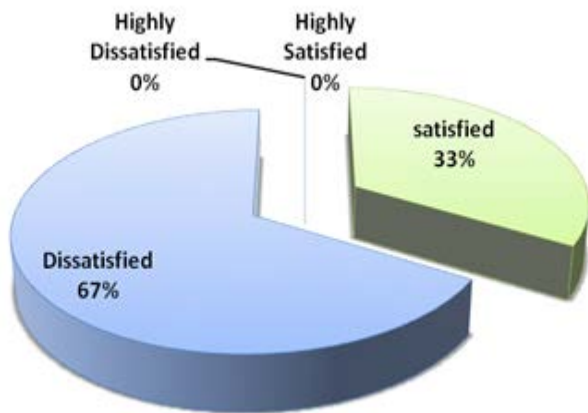


Figure -8: Information flow of organization

The above mentioned graph clearly suggests that 67% of employees are dissatisfied and 33% are satisfied with the information flow of organization.

Table -9: Technology and other office supplies

Are you satisfied with the use of technology and other office supplies?	No:
Yes	3
No	4
Somewhat ok	8

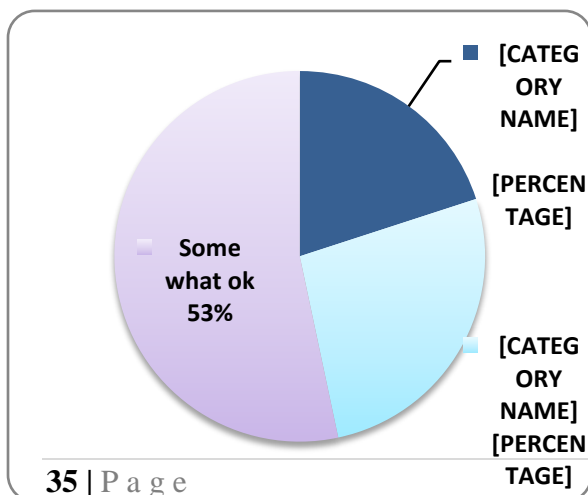


Figure -9

Technology and other office supplies

In this chart only 20% employees are fully satisfied with the use of technology and other supplies.

Table -10: BEST thing about Star Paradise

BEST thing about Star Paradise	No:
Pay/benefits	0
People/co-workers/staff	0
Enjoyable/challenging/interesting/variety of work	9
Schedule flexibility	0
Good boss/ management/supervision	4
Working environment	2
Job security	0
Travel/getting into field/out of office	0
Location	0
None/don't know	0
Other	0

- Enjoyable/challenging/interesting/variety of work
- Good boss/ management/supervision
- Working environment

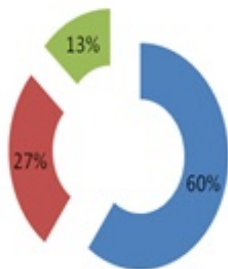


Figure -10: BEST thing about Star Paradise Ltd.

From this graph, maximum employee think the best thing about Star Paradise is enjoyable/ challenging/ interesting/ variety of work.

Table -11: WORST thing about Star Paradise Ltd.

WORST thing about Star Paradise	NO:
Pay/benefits	2
People/bad attitudes	0
Workload too much/not enough staff	5
Hours/schedule	7
Upper management/leadership	0
Working environment	0
Business structure	1
Location	0
Travel/getting into field/out of office	0
Politics	0
Communication-lack	0
Lack of recognition for job well done/respect	0
Not having correct tools/ technology for job	0
None/don't know	0
Other	0

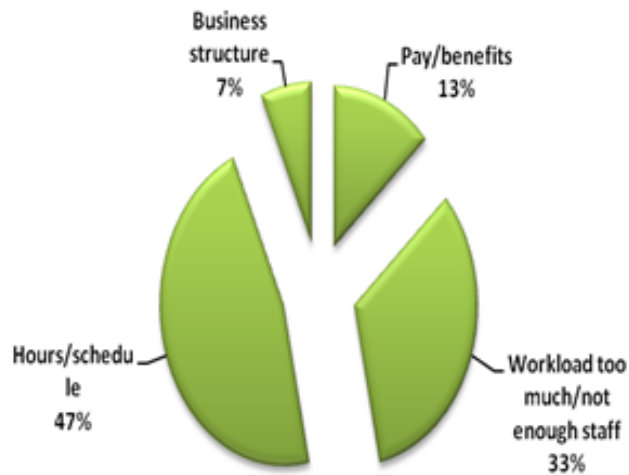


Figure -11: WORST thing about Star Paradise Ltd.

From the above illustration we can clearly see that maximum employees are dissatisfied with the hours/schedule of work.



Figure -12: If you could do one thing to make Star Paradise more effective overall, what would it be?

Maximum employees suggest for more training. Education/professional development/ monitoring.

After the study I have found that employees of Star Paradise Ltd. are not highly dissatisfied. But there are some problems which can increase dissatisfaction level among employee.

- Not enough employees

Star Paradise don't have enough employees. So the pressure gets intense for the employees, especially at the time of budgeting and forecasting. In many cases the employees has to work till 9.00PM at night.

- Work load

Because of not having enough employees, there is very much workload to the each individuals.

- Low work-life Balance

Most of the time some employees have to work till 7.00pm or more at night. After reaching home they don't get any energy to engage in personal interest. So there is low work life balance.

- Lack of necessary materials and equipment

Sometime employees face trouble with finding all the necessary resources to do their work properly and there materials are not organized. So it takes more time to finish their work.

7. Recommendation & Conclusion:

Star Paradise can take the following measures to improve the condition of employees' satisfaction level.

Work-life Balance

Star Paradise should hire more employees and reduce the burden from the shoulder of these employees so that they can leave their office early and can reach their home soon and this is how they will have the work-life balance. If there is work-life balance then employees will be satisfied and will work even better.

Necessary materials and equipment should be available

Necessary materials and equipment's should be available. Majority of the employees face trouble with finding all the necessary resources to do their work properly what is no ways good for any organizations as if you don't put fuel in the machine then no way that machine can provide you with any useful output the same way if you don't equip your employees with right sort and amount of equipments then they will not be of any use too.

Increase the number of Employees

It is apparent that the Star Paradise is understaffed and as a result each individual has to do work more than ones share of work. This creates dissatisfaction among the employees. So they should increase the number of employees.

Keep the employees motivated

Some employees at Star Paradise are de-motivated. They are actively or passively think of leaving the job and the lack of incentive leaves them desperate.

A pay rise

Some of the Star Paradise employees are not satisfied with their salary. As living cost is increasing it is necessary to increase their salary. It is seen that every year we are having at least 6% inflation. It means same money but the value of their money is less. They need to spend more money but they are not earning more. It makes them dissatisfied.

Training and workshops

For Star Paradise employees more training programs and workshops should be arranged. By this kind of training programs employees will learn new things and that's how they will be updated, thus this will reduce their dissatisfaction level.

After doing the research I have found that of the employees of Star Paradise are disappointed because of Low work-life Balance, Workload, Not enough employees, Communication-lack, Lack of necessary materials and equipment, enough training and workshops facilities for employees etc. A significant portion of the Star Paradise employees are young people and we know that Young people often have a fall back option that is mostly their parents on which they can depend on to some extent and that plays a role in making them think it is safe to try for another job. Since they are opportunists in nature, they tend to find the earliest chance to grab a promotion and move vertically upward through the hierarchy. It will be a major disadvantage for Star Paradise as these employees are trained and experienced. If they start quitting then Star Paradise will face significant loss in future. Now it's time for Star Paradise to buckle up and increase satisfaction level so that they can remain competitive.

8. Appendix

Employee job satisfaction at Star Paradise Limited

Survey Questions

Please indicate your satisfaction level:

		Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
1.	Salary					
2.	Benefits					
3.	Workload					
4.	Working environment					
5.	Job security					
6.	Your overall relationship with your supervisor					
7.	Overall satisfaction with your job					
8.	Your overall satisfaction with your company					

9. Your level of satisfaction with the communication and information flow of your organization?

- a) Highly satisfied
- b) Satisfied
- c) Dissatisfied
- d) Highly dissatisfied

10. Are you satisfied with the use of technology and other office supplies?

- a) Yes
- b) No
- c) Somewhat ok

11. What is the BEST thing about working at Star Paradise Limited?

- | | |
|--|--|
| <input type="checkbox"/> People/co-workers/staff | <input type="checkbox"/> Location |
| <input type="checkbox"/> Pay/benefits | <input type="checkbox"/> Working environment |
| <input type="checkbox"/> Enjoyable/challenging/interesting/variety of work | <input type="checkbox"/> Job security |
| <input type="checkbox"/> Schedule flexibility | <input type="checkbox"/> Travel/getting into field/out of office |
| <input type="checkbox"/> Good boss/management/supervisor | <input type="checkbox"/> None/don't know |
| | <input type="checkbox"/> Other_____ |

12. What is the WORST thing about working at Star Paradise Limited?

- | | |
|--|--|
| <input type="checkbox"/> Pay | <input type="checkbox"/> Working environment |
| <input type="checkbox"/> Business Structure | <input type="checkbox"/> Hours/ Schedule |
| <input type="checkbox"/> Upper management/leadership | <input type="checkbox"/> Workload too much/not enough staff |
| <input type="checkbox"/> Location | <input type="checkbox"/> Not having correct tools/technology for job |
| <input type="checkbox"/> Politics | <input type="checkbox"/> Travel/getting into field/out of office |
| <input type="checkbox"/> People/bad attitudes | <input type="checkbox"/> Nothing/don't know |
| <input type="checkbox"/> Communication-lack | <input type="checkbox"/> Other_____ |
| <input type="checkbox"/> Lack of recognition for job well done/respect | |

13. If you could do one thing to make Star Paradise Ltd. more effective overall, what would it be?

- | | |
|--|---|
| <input type="checkbox"/> Better pay, compensation package | <input type="checkbox"/> Provide the right tools of the job (technology, equipment) |
| <input type="checkbox"/> Improve communication | <input type="checkbox"/> Reward/ appreciate good employees for good work |
| <input type="checkbox"/> Hire more qualified people/eliminate unqualified | <input type="checkbox"/> Better team work |
| <input type="checkbox"/> Better management/leadership | <input type="checkbox"/> Others:_____ |
| <input type="checkbox"/> More training/education/professional development/monitoring | |
| <input type="checkbox"/> Decrease bureaucracy | |

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