



“Analysis of the Factors that Affect Job Satisfaction in AB Bank Limited: Scenario of Garib-E-Newaz Branch”



Internship Report

On

“Analysis of the Factors that Affect Job Satisfaction in AB Bank Limited: Scenario of Garib -E - Newaz Branch”

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Date of Submission:

6th March, 2019

Letter of Transmittal

6th March, 2019

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Mohakhali, Dhaka-1212.

Subject: Submission of Internship Report on “Analysis of the Factors that Affect Job Satisfaction in AB Bank Limited: Scenario of Garib-E-Newaz Branch”.

Dear Miss,

This is my heartiest fulfillment of submitting the report entitled: **“Analysis of the Factors that Affect Job Satisfaction in AB Bank Limited: Scenario of Garib-E-Newaz Branch”**.

Through the process of making this report I was able to learn about real life work experience in the banking sector. This report is going to make use of latest data from the annual reports of AB Bank Limited and anyone can do further research on it. This research is going to help the manager to enhance satisfaction level of the employees to increase productivity and thus increase organisational commitment behaviour. This report is going to be based on employees' behaviour and the level of job satisfaction. Later on, the report will measure the level of the motivational factors.

This is only possible because of your supervision. I expect this internship final report will meet all your wishes.

Sincerely,

Fariya Akther Shemin

ID: 14104115

BRAC Business School, BRAC University

Letter of Endorsement:

This is to certify that Fariya Akther Shemin, ID: 14104115, BRAC Business School, BRAC University has fulfilled the report of internship program. This report is entitled “**Analysis of the Factors that Affect Job Satisfaction in AB Bank Limited: Scenario of Garib-E-Newaz Branch**”. This final report will be regarded as final internship report.

Subhat Ehsan

Lecturer, BRAC Business School

BRAC University

Acknowledgement

First of all I would like to thank Allah for making me capable of this position. Through this report I am going to complete my internship report. This Internship Report is on “**Analysis of the Factors that Affect Job Satisfaction in AB Bank Limited: Scenario of Garib-E-Newaz Branch**”.

The process of making this report enabled me to learn about real life work experiences in the banking sector. Later on, this report is going to be made using latest data from the annual reports and anyone might go and do further research on it. This research is going to help the manager to identify the factors and thus, going to help to enhance satisfaction level of the employees. Proper job satisfaction will increase productivity and thus increase organizational commitment behaviour. This report is going to be based on employees' behaviour and the level of job satisfaction.

I would like to thank **Subhat Ehsan** Miss, Lecturer of BRAC Business School. Miss helped me a lot to complete my internship report successfully. Without the help, I would not be able to complete my report.

I would like to thank AB Bank Limited, Garib-E- Newaz branch, **Mr. Shamim Ahmed (Manager)** and Mr. **AL-Amin** Sir (Operation Manager) for the informations and giving suggestions regarding this report. Then, my supervisor **Mr. Hasan Mahmud** (Account Opening Officer) helped me a lot during my internship and **Ms. Salma Akter** (Senior officer) of AB Bank ,Garib-E-Newaz branch helped me a lot in my banking experience and activities.

I would like to thank each and everyone who made little contributions to my report by providing valuable information and suggestions by analyzing the report thoroughly and finally last but not the least, I would like to thank my parents for giving me this chance because without them it would not have been possible.

Executive Summary

AB Bank is regarded the first private bank of Bangladesh. It was established in 1982. From the beginning it is providing services to their customers by their excellent and skilled employees. This bank obtained market share and revenues by their efficiency. Job satisfaction is very important for achieving organizational goals. This bank is giving lots of training and using motivational factors on the employees to achieve organizational goals. Motivational factors plays vital role in job satisfaction. Numeric data analysis will be done on the topic and the topic is "Analysis of the factors that Affect Job Satisfaction in the AB Bank: Scenario of Garib-E-Newaz Branch". This report is going to be based on employees' behaviour and the level of job satisfaction. Later on, through this report, I am going to measure the extent of motivational factors enhancing job satisfaction. There will be 20 sample respondents for the analysis of the mindset of employee job satisfaction and then it will be used to show the co-relation between the independent variable and the dependent variable.

Job satisfaction is all about an employee's positive behaviour in the workplace. This positive behaviour enables to enhance productivity, organizational commitment behaviour, to feel self autonomy, feelings and emotions. Nowadays to achieve organisational goals top managers have to work on employee's job satisfaction level to reduce turnover rate. The report is based on the analysis of what is the extent of satisfaction level of employees of AB bank limited and which factors influence them more. Through this report, we will understand the mindset that affects the satisfaction related to jobs.

This report is going to be made using latest data from the annual reports and anyone might go and do further research on it. This research is going to help the manager to enhance satisfaction level of the employees and hence increase productivity and thus increase organisational commitment behaviour.

Table of Contents:

Chapter	Topic	Page Number
Chapter 1	Organizational Overview	1
1.1	Organization Overview	2
1.2	AB Bank Limited,Bangladesh	3
1.3	Brief Overview of the Garib-E-Newaz Branch, AB Bank Limited	3
1.4	Mission	4
1.5	Objectives of the Organization	4
1.6	Services and Products of AB Bank Limited	6
1.7	Responsibilities during the Internship	10
Chapter 2	Research Part	11
2.1	Introduction of the Report	12
2.2	Rationale	12
2.3	Statement of the Problem	12
2.4	The Purpose of the Study	13
2.5	Limitations of the Study	13
2.6	Objective of the Study	13
2.7	Research Questions	14
Chapter 3	Review of Related Literature	15
3.1	Literature review	16
3.2	Theories	16
3.2.1	Herzberg Two factor Theory	16
3.2.2	Maslow's hierarchy of needs	17
3.3	Factors Affecting Job satisfaction	18
3.4	Methodology	21
Chapter 4	Data Interpretation and Analysis	22

4.1	Data analysis and interpretation	23
4.2	In-depth Interview	33
4.3	Hypothesis and Regression Result	34
4.3.1	Relation between Salary and job satisfaction	34
4.3.2	Relation between Promotion and job satisfaction	35
4.3.3	Relation between working conditions and job satisfaction	36
Chapter	Topic	Page Number
4.3.4	Relation between relationship between co-workers and job satisfaction	37
4.4	Findings	38
Chapter 5	Recommendations and Conclusion	39
5.1	Recommendation	40
5.2	Conclusion	41
5.3	References	42
Chapter 6	Appendix	43
6.1	Appendix	44

Table of Figures

Figure Number	Topic	Page Number
1	Organogram of AB Bank Limited	5
2	Maslow's hierarchy of needs	17
3	Independent variables and dependent variable	20

Chapter 1:

Organizational

Overview

1.1 Organization Overview:

Overview of AB Bank Limited

AB Bank is regarded the first private bank of Bangladesh. It started its journey in 1982. It was first incorporated on 31st December, 1982. The mission of the bank is to be the best in performing banking activities throughout the nation. It formally started its operation on 12th April, 1982.

The core value of this bank is creating value to the customers, shareholders and each and every employee who made little contribution to AB Bank Limited. This bank upgraded their services with modern technology, 24/7 online services and many other services.

In the last three decades this bank widened their services not only in Bangladesh but also all over the world. This bank started their first branch in Karwan Bazar on 12th April, 1982. Nowadays AB Bank is successfully running 105 branches in Bangladesh and also has 270 ATM booth facilities. The bank also owns a branch overseas in Mumbai, India. This bank owns five subsidiary companies.

One representative office is also opened in Yangon, Myanmar by AB Bank Limited to give more services in foreign exchange sector and towards customers.

This bank rebranded their logo in 2007 and started their own journey from Arab Bangladesh Bank to AB bank limited. Arab Bangladesh bank carried their journey for 25 years and the new logo resembles “Sheetal Pati” regarded as the blend of bonding. The new journey started on 14th November, 2007 after renaming. The new logo describes fulfilling every need of the customers.

Products

AB Bank Limited diversified their products to meet every need of the customers. There are great services for loan disbursement and depositing money. They have made different target customers and different segments to reach the meets. Their online services are available 24/7. They started their journey from student accounts, savings accounts, Progoti accounts, Monthly deposit Scheme, Monthly Income deposit scheme, Double deposit Scheme, SME loans disbursements, loans for small entrepreneurs to industrial loans, booth services, SMS banking services etc.

1.2 AB Bank Limited, Bangladesh:

Legal form: Public limited company

Head office: BCIC Bhaban, 30-31, Dilkuhsa, C/A Dhaka-1000,

GPO: 3522

Telephone: (+8802) 9560312

Tele Fax: (+8802) 9564122-23

Swift: ABBLBDDH

Email: info@abbl.com.

Source: www.abbl.com

1.3 Brief Overview of the Garib-E-Newaz Branch, AB Bank Limited:

This branch is offering different services to the customers to their needs. Excellent and skilled workforce is working for meeting the needs and making contributions to the economic development for the nation. Different types of accounts can be opened to save money such as:

1. Savings accounts
2. Monthly savings and deposit scheme
3. Student Account
4. Monthly Income deposit scheme
5. Double deposit savings Scheme
6. FDR
7. Sanchapotra
8. Current accounts

Remittance department: This branch is recognised as authorised dealer for foreign exchange. The services are:

1. Western union
2. Ria
3. Money gram
4. Instant cash
5. Emirates
6. Brac Sajan
7. Majan Exchanges
8. Xpress Money

Different types of facilities are there to meet customers' needs.

1.4 Mission

“Giving the best services to the customers with the best performing banking activities throughout the nation”

Vision

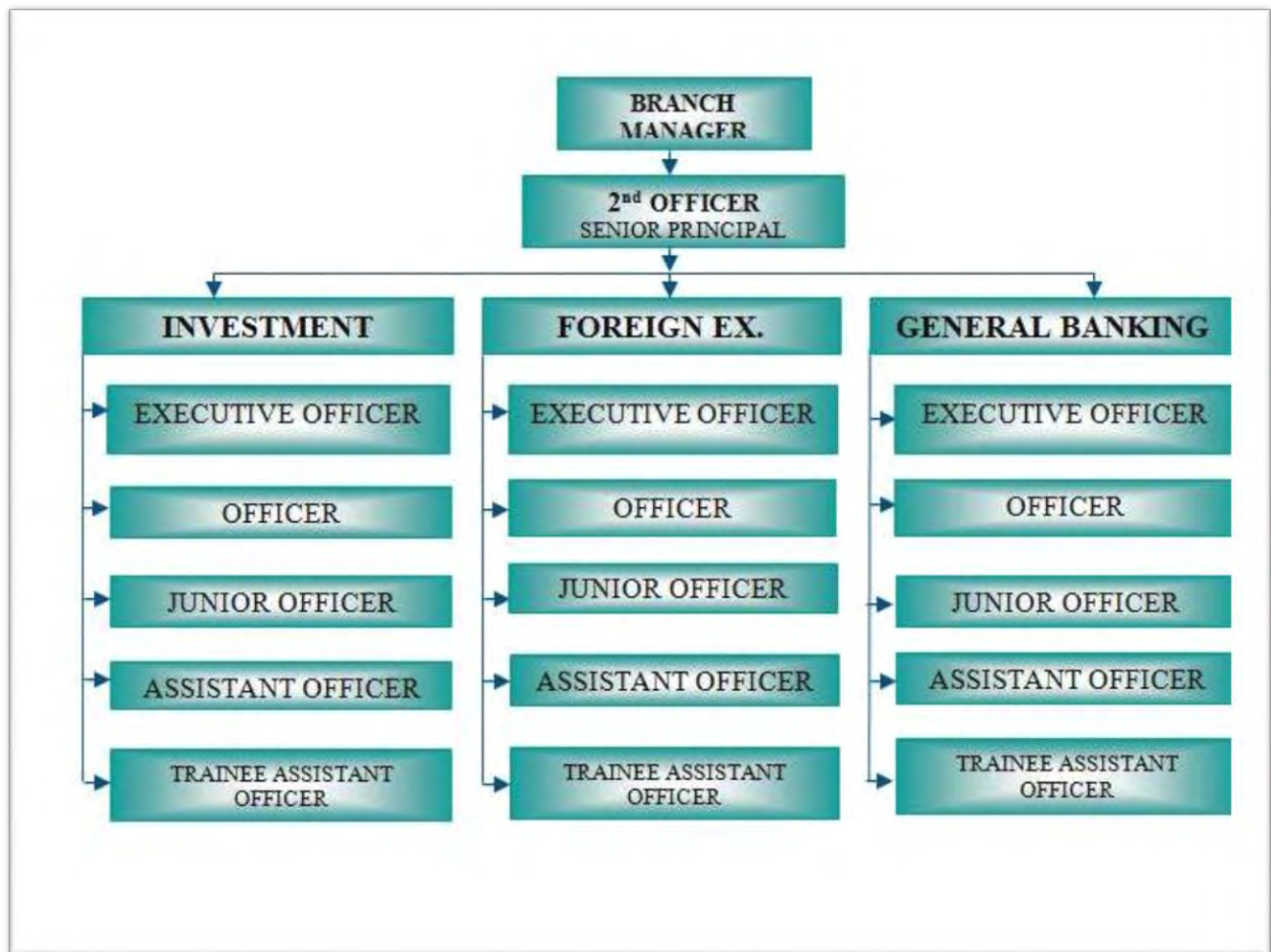
“To be the best and outstanding innovative bank with achieving perfection through the skilled and excellent workforce by following the trends”.

1.5 Objectives of the Organization

- To uphold the growth of the nation.
- To make contribution for the economic development.
- To progress the standard of living and quality of life.
- To make opportunities for employment.
- To emphasis on new entrepreneurs to promote new business sector.
- To give best innovative services 24/7 to the customers and to give best financial services and supports.
- To provide job satisfaction by satisfying each employee whose little contributions makes changes.
- To enhances socio-economic development.

- To provide best return to the customers.

Figure 1: Organogram of AB Bank Limited:



1.6 Services and Products of AB Bank Limited

AB bank online services are available worldwide. It is available anytime and it can be found anywhere. Services are innovative with excellence and the new internet banking system is there to meet customers' need and it is only possible because of their skilled employees. The services are:

1. Debit card
2. Credit card
3. Branch POS
4. Internet Banking
5. Mobile Apps
6. SMS Banking

Accounts opening services: Different accounts may be opened with different terms and conditions. They are making different offers to meet customer needs.

Savings accounts: Savings Account is mainly opened for saving purposes. To open this account the terms and conditions are:

1. Must have an introducer that means existing account holder.
2. Account mainly opens by 500 Taka.
3. Account holder must have to submit some necessary documents
4. The necessary documents are: NID photocopy/birth certificate photocopy or Passport photocopy, 2 passport size photo, income source document and electricity bill photocopy.
6. In case of nominee, have to submit NID photocopy, Passport size photo.

Student account: Student Account is mainly for saving money by reserving pocket money for rainy days. This account is very important for the students. The terms and conditions are:

1. Must have an introducer that means existing account holder.
2. Account mainly opens by 500 Taka.
3. Account holder must have to submit student ID.
4. Fatca form.
5. The necessary documents are: NID photocopy/birth certificate photocopy or Passport photocopy, 2 passport size photo, income source document and electricity bill photocopy.

6. In case of nominee, have to submit NID photocopy, Passport size photo.

Current account: Current Account is mainly opened for business transactions. It helps business accounts to make transactions easily. The terms and conditions are:

1. Must have an introducer that means existing account holder.
2. Account mainly opens by 2000 Taka.
3. Account holder must have to submit some necessary documents
4. TIN certificate.
5. Letter of Memorandum.
6. Letter of Association.
7. Seal.
8. Fatca Form.
9. The necessary documents are: NID photocopy/birth certificate photocopy or Passport photocopy, 2 passport size photo, income source document and electricity bill photocopy.
10. In case of nominee, have to submit NID photocopy, Passport size photo.

Progoti Account

1. Must have an introducer, which means existing account holder.
2. Account mainly opens by 5000 Taka.
3. Account holder must have to submit some necessary documents
4. TIN certificate
5. Letter of Memorandum
6. Letter of Association
7. Seal
8. Fatca Form
9. The necessary documents are: NID photocopy/birth certificate photocopy or Passport photocopy, 2 passport size photo, income source document and electricity bill photocopy.
10. In case of nominee, have to submit NID photocopy, Passport size photo.

FDR (Fixed Deposit)

The terms and conditions for fixed deposit:

1. Principal amount is 50,000 Taka.
2. Tenor for: 3 months, 6 months , 1year, 3 years and 5 years.
3. For premature encashment, there will be no interest allowed.
4. If unable to make deposit within time limit, then 5% charge will be fined.
5. The necessary documents are: NID photocopy/birth certificate photocopy or Passport photocopy, 2 passport size photo, income source document and electricity bill photocopy.
6. Nominee has to submit NID photocopy, Passport size photo.

FDR rate:

Time duration	FDR Rate
3 Months	6%
6 Months	8.5%
1 Year	9%

Different accounts can be opened in the branch and the services are available for different kinds of customer so that customer can save their money on a monthly basis. To open different accounts, customer has to submit some important documents and it is also commanded by the Bangladesh Bank. Monthly basis savings accounts are:

Monthly Savings Deposit Scheme: The terms and conditions for monthly savings deposits scheme are:

1. The account can be opened by a customer with 500 taka.
2. Tenors are for 3 years, 5 years and 7 years and 10 years.
3. The penalty for not depositing money beyond 7 days is 5% charge will be fined.
4. For premature encashment, there will be no interest given.
5. MSDS relationship will be ceased if the account holder fails to make payment.
6. Necessary documents are:
 - Account holder's NID copy, 2 copies passport size photo.

- For the nominee they have to submit NID copy or birth certificate or Passport photocopy and 1 passport size photo.
- Account holder's source of income.
- Electricity bill.

Monthly Income Deposit Scheme:

For monthly income deposit scheme customer needs to deposit principal amount of around 1 lac. Mainly the terms and conditions are:

1. Principal amount of around 1 lac must be deposited.
2. Tenor for: 3 years, 5 Years, 7 years and 10 years.
3. For premature encashment, there will be no interest allowed.
4. If unable to make deposit within time limit then 5% charge will be fined.
5. The necessary documents are: NID photocopy/birth certificate photocopy or Passport photocopy, 2 passport size photo, income source document and electricity bill photocopy.
6. Nominee has to submit NID photocopy, Passport size photo.

Double deposit scheme

The terms and conditions for double deposit scheme are:

1. Principal amount will be 1 lac.
2. Tenor for: 3 years, 5 Years, 7 years and 10 years.
3. For premature encashment, there will be no interest allowed.
4. If unable to make deposit within time limit then 5% charge will be fined.
5. The necessary documents are: NID photocopy/birth certificate photocopy or Passport photocopy, 2 passport size photo, income source document and electricity bill photocopy.
6. In case of nominee, have to submit NID photocopy, Passport size photo.

Number of accounts opened during my Internship (December to February):

Accounts Type	Number of Accounts
Savings	130
MSDS	60
MIDS	20
F.D.R	25
Current	15
Progoti	10

1.7 Responsibilities during the Internship:

Account opening department: My journey of internship started with account opening department on 2nd of December, 2018. The responsibilities I had are:

- Fill up forms
- Issuing cheques
- Issuing Debit card
- Cheque book reconciliation
- Send letters to Account holder to verify address
- Providing information to the customers

FCD department

- I used to help customers by providing information regarding FDR rate and filling the forms.
- I used to help customers with issuing pay order and information issues.

Data cleansing: I also did data cleansing in excel and spreadsheet software and did data entry to system software to update personal information of customers.

Cheque clearance: I also did cheque clearance with the help of Nahid Alam(Senior officer) of AB Bank Limited ,Garib-E-Newaz Branch.

Chapter 2:

Research part

Research part

2.1 Introduction of the Report: As I'm a student of Brac Business School, I always had keen interest on banking sector. This keen interest enabled me to do internship in AB Bank Limited. I have gathered experience for three months and it was the best opportunity for getting real life work experience. The environment was very good. The work environment was so positive that it helped me to enhance productivity. Each and every employee was so friendly that I felt very satisfied and comfortable. To complete my BBA degree, I have to submit an internship report. I had a discussion with my supervisor and also faculty advisor and they helped me to choose an Internship report topic and the topic name is "Analysis of the Factors that Affect Job Satisfaction in the AB Bank: Scenario of Garib-E-Newaz Branch. This report is going to be based on employees' behaviour and the level of job satisfaction. Later on I am going to measure the levels of motivational factors that enhance job satisfaction.

2.2 Rationale

Nowadays to achieve organisational goals top managers have to work on employees ' job satisfaction level to reduce turnover rate. The report is based on the analysis of the satisfaction level of employees of AB Bank Limited and which factors influence them more. Through this report, we will understand the mindset that affects the satisfaction related to jobs. Employees are assets for the organisation. Through this report we are going to find out the intrinsic and extrinsic satisfaction that is demanded by the employee. This report shows to what level employees are satisfied. Job satisfaction is related with affection, emotions, value, self-autonomy and personal growth. This report is going to analyse which factors top level manager may work on to increase job satisfaction level. As according to Maslow hierarchy, every employee's needs are not the same. We have to find the actual motivational factor of individual.

2.3 Statement of the Problem

Job satisfaction is all about employee's positive behaviour in the workplace. This positive behaviour enables to enhance productivity, organisational commitment behaviour, to feel self autonomy, feelings and emotions. Nowadays to achieve organisational goals top managers have to work on employee's job satisfaction level to reduce turnover rate. The report is based on the analysis of the satisfaction level of employees of AB bank limited and which factors influence them more. Through this report, we will understand the mindset that affects the satisfaction related to jobs. Employees are assets for the organisation. This report is going made using latest data from the annual reports and anyone might do further research for it. This research is going to help the manager to enhance satisfaction level of the employees to increase productivity and thus increase organisational commitment behaviour.

2.4 The Purpose of the Study

The purpose of the study is to find out through this report the mindset that affects the satisfaction related to jobs. This research is going to help the manager to enhance satisfaction level of the employees to increase productivity and thus increase organizational commitment behaviours. Through analysis of the factors, we are going to find out the satisfaction level of the employees of AB bank Limited.

2.5 Limitations of the study

A limitation of study is the main constraint in making an analytical report. The limitations are:

Time constraint: It is the main problem in getting in-depth information about the work life. Our internship stands for three months. Within three months, we don't get in-depth information for making analytical report.

Sample size: The sample size is of the report only 20 respondents. The number of sample size of employee is not enough to find out the proper result.

Not studying other branches: As I was intern of AB Bank (Garib-E-Newaz Branch),I did not study the other branches to get in-depth information.

Lack of resources: Lack of resources is another problem in preparing the report.

2.6 Objective of the Report

Broad objective

1. To achieve outstanding knowledge and information about banking sector.
2. To complete the report with observation and providing solutions to enhance job satisfaction and productivity. This research is going to help the manager to enhance satisfaction level of the employees to increase productivity and thus increase organisational commitment behaviour.

Specific objective

1. To find out the satisfaction level of employees.
2. To measure to what level the employees are satisfied in AB Bank Limited.
3. To understand the main reason behind the mindset that affects the satisfaction related to job.
4. To use the findings as a tool to enhance productivity by identifying the factors behind job satisfaction.

2.7 Research Questions: The research questions which are made on the factors that affect job satisfaction in AB Bank Garib-E-Newaz branch. The analysis will be made on the answers of these questions. The research questions are:

1. To what extent level employees of AB Bank Limited are satisfied with their job?
2. Which factor influences employees more towards job satisfaction?
3. To what extent level employees are happy with their working conditions?
4. To what extent level employees are satisfied due to relationships with co-workers?
5. What are the improvements employees wants for increasing organisational commitment behaviour?
6. To what extent level the current working conditions influence employees to enhance productivity?
7. What kind of factors should be there to increase job satisfaction?
8. How is relationship from top level to lower level in the AB Bank Limited?
9. To what extent level employees are satisfied with their current salary?
10. Is every employee looking for promotion in the AB bank for their performance?
11. What kind intrinsic satisfaction and extrinsic satisfaction should provide to employees to increase job satisfaction?

Chapter 3:

Review of Related

Literature

3.1 Literature review

Job satisfaction is defined by, Weiss (2002, p.174) that emotions and feelings where employee feel positive work environment, self-fulfilment, self-autonomy. Job satisfaction is related to enhance productivity and output and enhance organisational commitment behaviour.

Defined by (Happock, 1935), about job satisfaction that it depends mostly on salary, working environment, promotion, job security and other incentives. Job satisfaction creates positive feeling about the organisation on employee mindset.

To achieve higher productivity, job satisfaction is very important. Because it creates loyalty, self-fulfilment, supports the goals of organisation, positive behaviour. This also helps to reduce turnover rate. (Happock, 1935)

If employees are happy with their job they are surely going to give extra dedication to their job which will be more beneficial for the organisation and for the prospects (Azlrl, 2008)

The term job satisfaction is positive or negative attitude towards the workplace. (Armstrong, 2006)

Job satisfaction is regarded as to enhance efficiency and effectiveness of higher productivity. In every organisation human must be treated fairly and have to provide them positive work environment and rewards as intrinsic motivation (Statt, 2004)

3.2 Theories: Each and individual employee has their own needs. Through this report, the analysis will be made to what extent employee is satisfied and find out the factors affecting job satisfaction. Due to this, to identify individual needs and demand at first I have to start with some theories. The report is based on the analysis of the satisfaction level of employees of AB bank limited and which factors influence them more. Through this report, we will understand the mindset that affects the satisfaction related to jobs. Employees are assets for the organization. This report is going made on using latest data from the annual reports and anyone might go for further research on it.

3.2.1 Herzberg Two Factor Theory: According to Herzberg theory, motivational factors are divided into two dimensions. The dimensions are “motivators” and “hygiene” .The motivator dimension is regarded as intrinsic satisfaction and the examples are: personal growth, positive feelings elf-autonomy, and achievement.

The “hygiene” dimension regards as extrinsic satisfaction. The examples are: promotion, salary and inter-personal growth. From analysing the report, we are going to find out whether employees want intrinsic satisfaction or extrinsic satisfaction.

3.2.2 Maslow's Hierarchy of Needs: This hierarchy indicates the five dimensional levels, where every employee's needs are different. The steps are: psychological needs, safety, love, self-esteem and self-actualisation level. From this report we are going to identify the needs of every employee and to what level we need to motivate them.

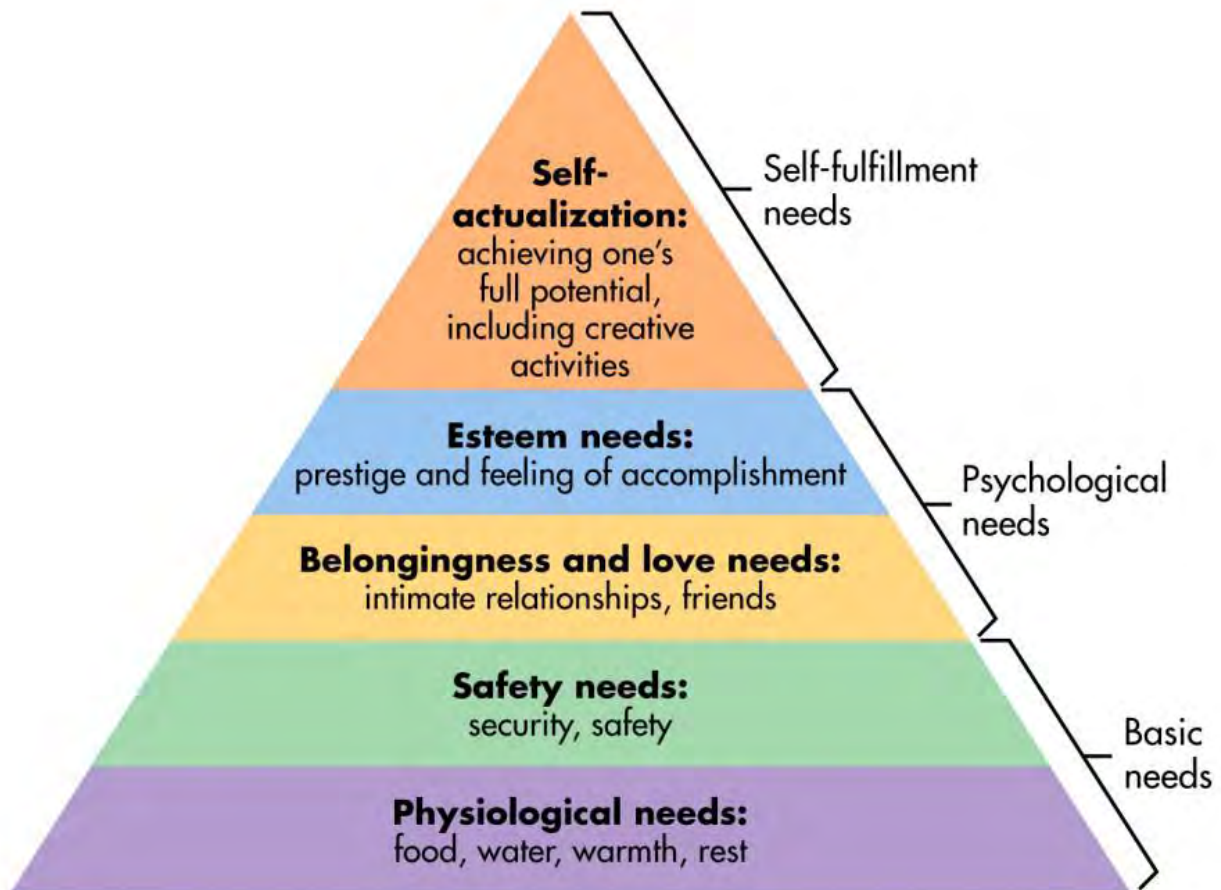


Figure 2: Maslow's Hierarchy of Needs

3.3 Factors Affecting Job Satisfaction:

AB is the first private bank of Bangladesh. It was established in 1982. From the beginning it is giving services to their customers by their excellent and skilled employee. This bank obtained market share and revenues by their efficient employees. Job satisfaction is very important for achieving organisational goals. This bank is giving lots of training and using motivational factors for employees to achieve organisational goals. Motivational factors play vital role in job satisfaction.

Job satisfaction depends on different motivational factors. The research is going to happen on the factors that affect job satisfaction in AB bank limited (Garib-E-Newaz) branch. The factors are:

1. Salary
2. Working Environment
3. Promotion
4. Relationships with co-workers

The descriptions of independent variables are:

1. Salary: Salary is very essential for employees as it enable employees to achieve organizational goals. Salary is regarded as survival need. It enhances job satisfaction and it is positively related with job satisfaction. If one employee gets proper Salary, he/she works hard for the organization. Due to positive relationships with job satisfaction and salary, it enhances productivity and stronger performance.

2. Promotion: Promotion is very important to increase productivity and to decrease turnover rate. Due to promotion it boosts productivity and organizational commitment behaviour. It is help to motivate employees. Due to promotion of employees, it adds more responsibilities and work pressures. It is highly positively related with job satisfaction.

3. Working conditions: working conditions enhances job satisfaction and due to this employee feels self motivated and thus increase productivity. In the workplace, safety is not only important for employees but also for the welfare for the organization. The workplace atmosphere enables employees to enhance positive outcome to achieve organizational goals.

4. Relationship with co-workers: Relationship is co-workers is very important. This enhances positive feelings around the workplace and helps to motivate employees to achieve goals. Due to this, organisational commitment behaviour also get increased. This also enhances team work and thus makes employees to improve their mood and enhances job engagement. These increase positive relationships among the workplace.

Here, the independent variables are salary, working conditions, promotions and relationships with co-workers. The dependent variable is job satisfaction. The relationship will be between independent variable and dependent variables are:

H1: Salary is positively related to job satisfaction.

H2: Working conditions is positively related to job satisfaction.

H3: Promotion is positively related to job satisfaction.

H4: Relationships with co-workers is positively related job satisfaction.

Methodology: This analysis will be on Quantitative data basis. To find out the factors affecting job satisfaction, they will be divided in different groups such as:

1. Gender
2. Department
3. Work experiences
4. Salary
5. Promotions
6. Other motivational factors
7. Research questions

Questionnaire will contain questions made based on different groups such as gender, department, work experiences, salary, promotions, and relationships with co-workers and other motivational factors to analyse the factors affecting job satisfaction. The questionnaire will be given to 20 employees of AB bank (Garib-E-Newaz) branch. The questionnaire was made on Google and the form will be filled up online. Through this survey we are going to show the $Y=X$, find the correlation, where Y variable is dependent on the X independent variable.



Figure: Independent Variables and Dependent Variable

3.4 Methodology

To analyse the factors that affect job satisfaction in AB Bank Limited, the resources going to be used are:

Primary Data: To collect primary data, there will be 20 questions based on the factors to analyse the research. There will be in-depth interview of the Manager and operation manager of AB Bank Limited, Garib-E-Newaz Branch.

Secondary Data: The secondary data collection will be collected through local website services and annual report of AB Bank Limited.

Sample Size: The number of sample size is around 20 respondents.

Sample Population: The sample population of this report are the employees of AB Bank Limited, Garib-E-Newaz Branch.

Data collection method: The data collection method will be collecting survey results through the questionnaire and co-relationship between independent variable and dependent variables, trend line, graphs, mean will be showed from the survey results. This report will be made on Quantitative data analysis method.

Chapter 4:

Data Interpretation

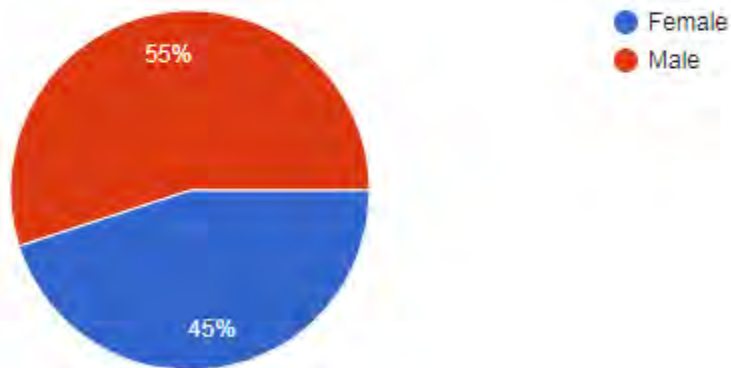
and Analysis

4.1 Data analysis and interpretation:

- ❖ **Percentage of female and male employees:** In AB bank, Garib-E-Newaz there is 55% employees are female and 45% are male.

1.What is your gender?

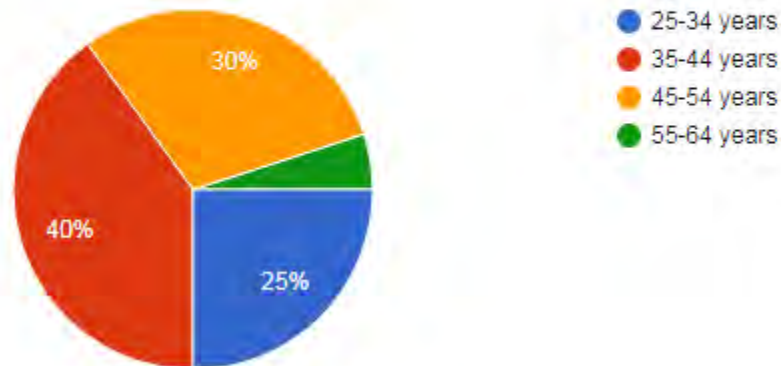
20 responses



- ❖ **Age:** In this branch, there 30% employees are in the age group of 45 to 54 years and largest group of employees are 35 to 44 years and this impacts a lot in the job satisfaction level.

2.What is your age?

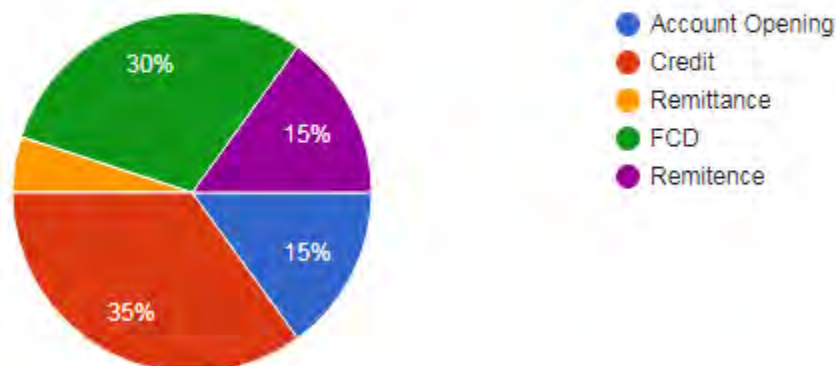
20 responses



- ❖ **Department:** According to the survey, large numbers of employees are in the credit department for providing SME loan and many industrial loan and home loans. Rest of the groups are in account department, remittance and FCD.

3.What is your department?

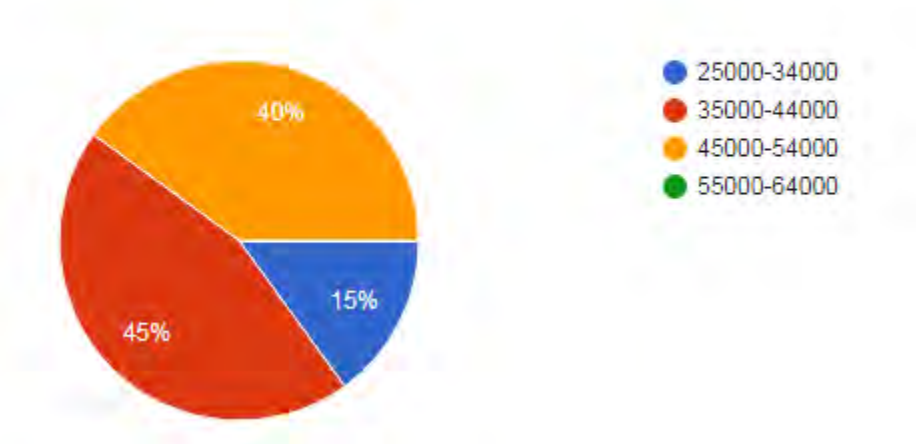
20 responses



- ❖ **Salary:** A large group of employees is in the salary range of 35000 to 440000. Salary impacts a lot in job satisfaction level. According to Maslow's hierarchy, not everyone needs is different because of the experience and position of the job.

4.What is your salary range(in BDT)?

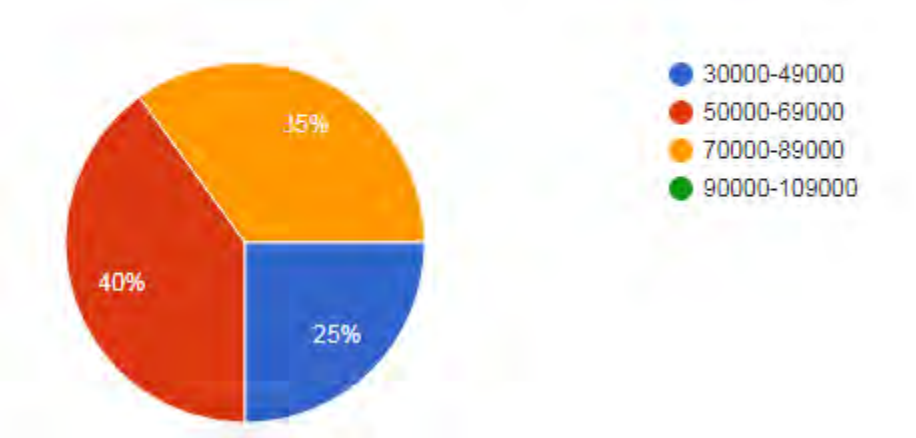
20 responses



- ❖ **Expectations of salary:** Large number of employees wants to increase their salary and their expectations are getting higher due to the competitive job market.

5.What is the range of salary you expect(BDT)?

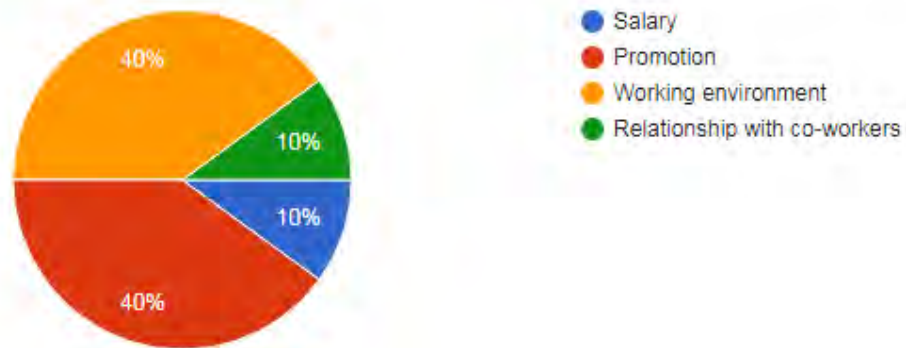
20 responses



- ❖ **Influencing motivational factor:** The most influential factor is promotion and working conditions. Employees are very much satisfied and the improvement factors are salary and relationships with co-workers.

7.Which motivational factor influences you more towards job satisfaction?

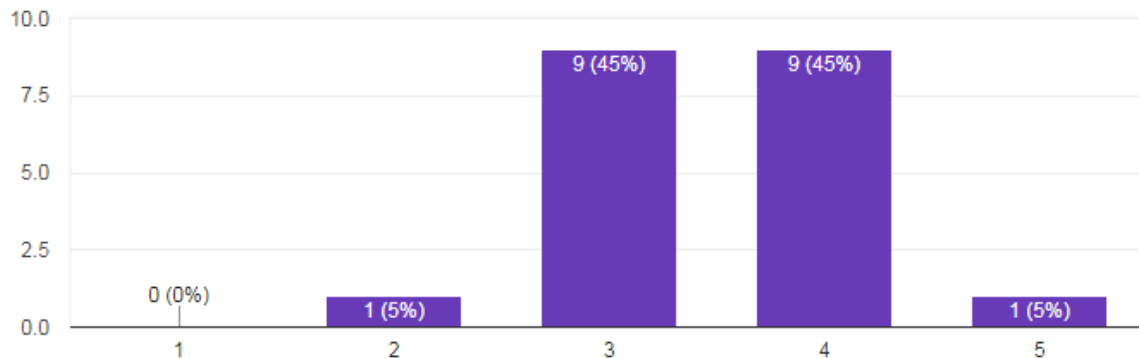
20 responses



- ❖ **Satisfaction level with salary:** Only 45% people are happy with their salary. Salary scale should be increased to enhance satisfaction level.

10.How pleased are you with with your current salary? Please indicate your level of answer.

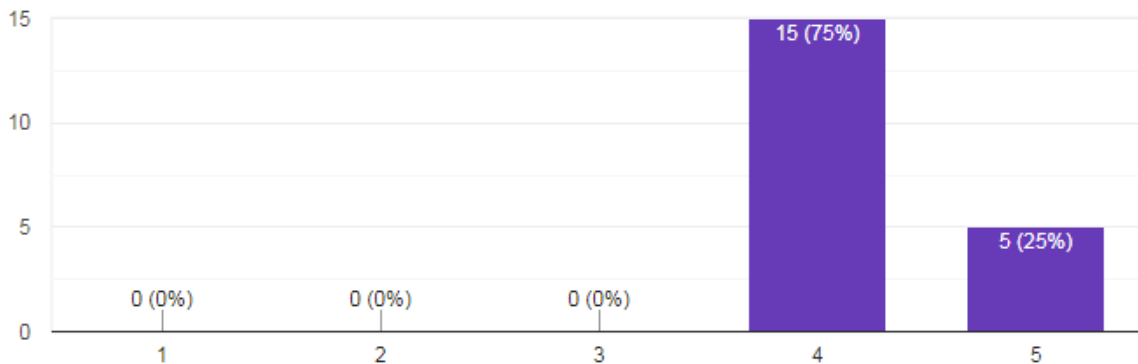
20 responses



- ❖ **Expectations of promotion:** Employees are very much expectant of getting promotion as they are giving extra effort and contribution towards this bank.

12.The longer you are employed for, the more you can expect a promotion?

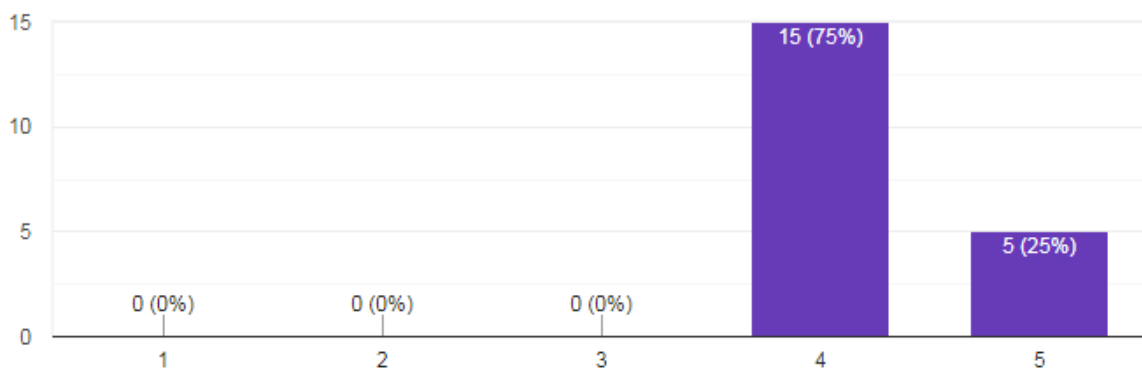
20 responses



- ❖
- ❖ **Salary is meant for survival:** Salary is essential for employees. Salary is meant for survival for 75% employees according to this survey.

13.It is said that ,"Salary is meant for survival" please indicate your level of answer.

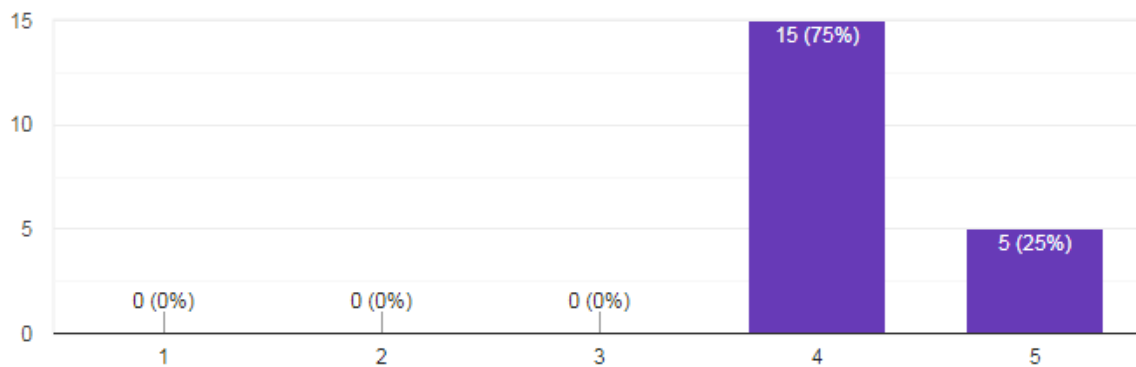
20 responses



- ❖ **Deserving promotion:** According to this survey, 75% employees deserve promotion from their point of view. The organisation may take into this into consideration.

15. According to your performance, do you think you deserve promotion?
please indicate your level of answer.

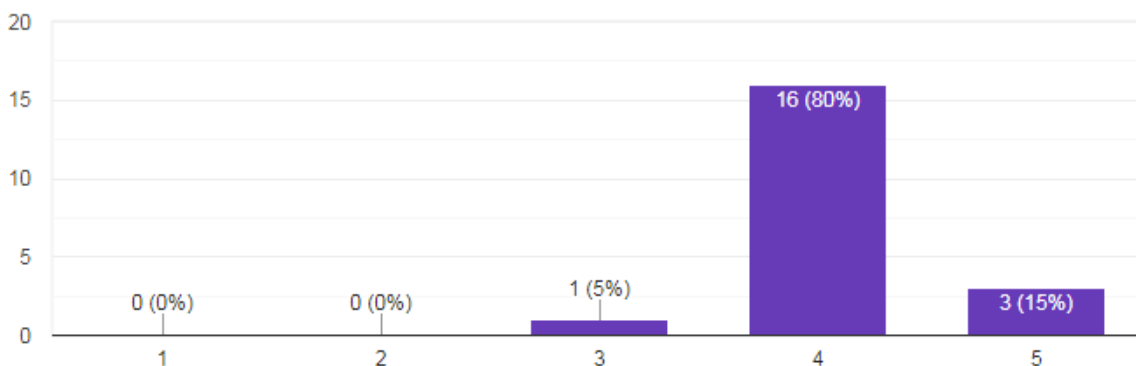
20 responses



- ❖ **Ideal workplace:** According to this survey, 80% employees think that their workplace environment is the best in terms of safety issues and benefits.

16. The workplace environment of this bank is ideal workplace? Please
indicate your level of answer.

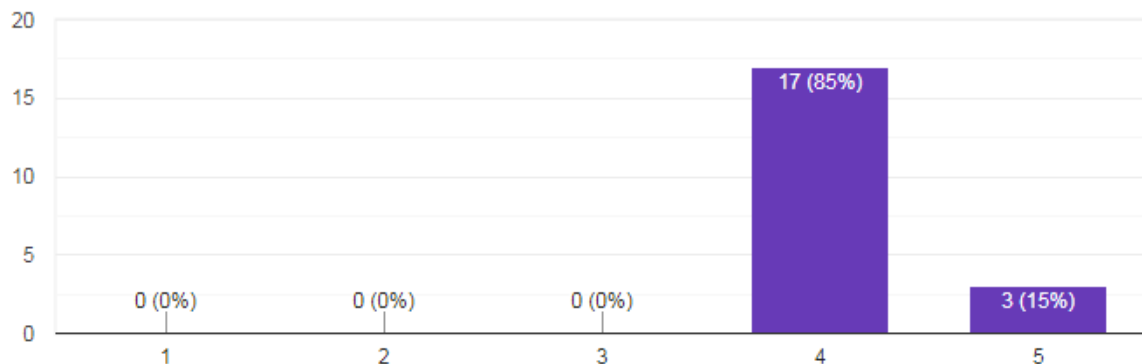
20 responses



- ❖ **Enhancing positive output:** According to this survey, 85% employees think that this positive work environment is making them work their hardest and increasing productivity, which is really good for any organization.

17.The workplace environment of this bank is enhancing positive output from you. Please indicate your level of answer. 

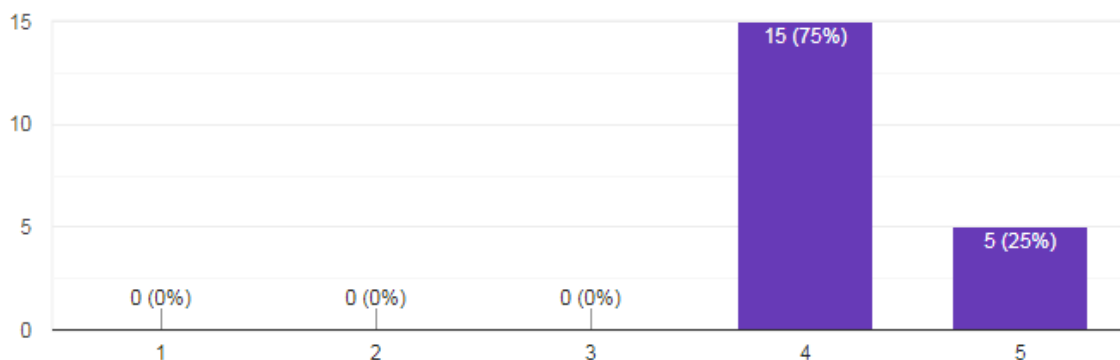
20 responses



- ❖ **Co-relationship between job satisfaction and promotion:** According to this report 75% agreed that there is high relationship between job satisfaction and promotion and the views of employees should be taken into consideration.

18.It is said that, " There is high co-relation between job satisfaction and promotion." Please indicate your level of answer.

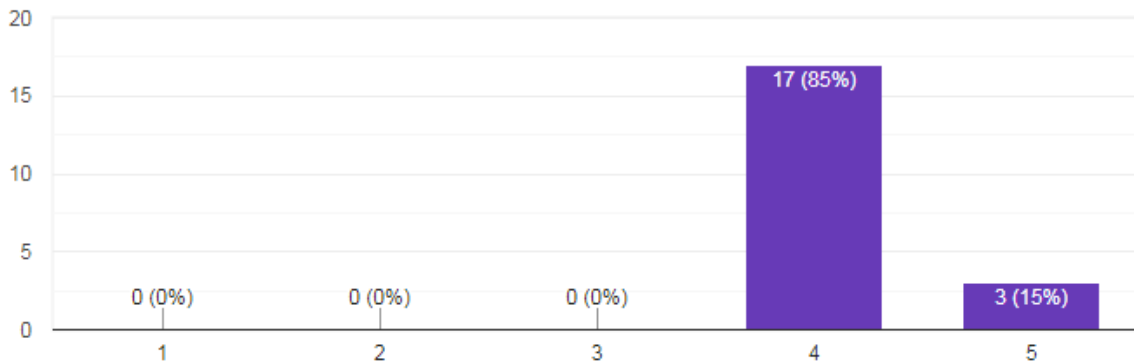
20 responses



- ❖ **Relationship from top to lower level Employees:** There is good relationship between the top to lower level employees and 75% employees agree to this statement.

19. There is good relationship between top to lower level employees in this bank. Please indicate your level of answer.

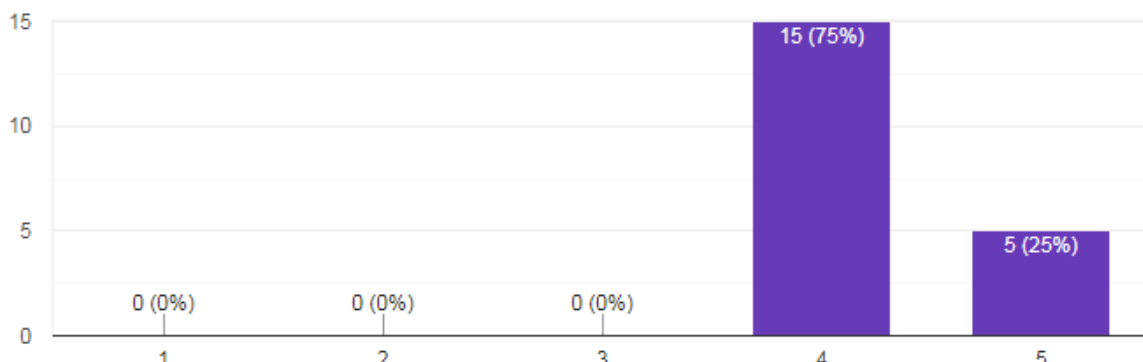
20 responses



- ❖ **Personal growth and contribution:** According to this survey, 75% employees are thinking that the working conditions are the best and employees are satisfied with it.

21. The working condition of this branch pleasing to the eye to you to contribute more to job and personal growth. Please indicate your level of answer.

20 responses



- ❖ **Open ended assessments:** From open ended question we have found out different answers from employees home loan facilities, transportation facilities for females, canteen facilities and day care centre for the female employees, health benefits, retirement plans, more holidays, incentive during Pahela baishakh and many more festivals may increase the job satisfaction level.

22.What are the improvements that may increase your satisfaction level?

20 responses

Home loan facilities
Canteen facilities
Job security
Transportation facilities
more holidays
more incentives during events
Health benefits
Increase salary
Gender Diversity

4.2 In-depth Interview: According to the In-depth interview of Manager (Mohammad Shamim) and Operation Manager (MD.Al-Amin Miah), the findings are that, proper incentives and rewards may increase the satisfaction level. Home loan facilities, canteen facilities and transportation facilities may raise the satisfaction level of employees. Later on, risk involvements should decrease to enhance satisfaction level in banking sector. According to Manager Sir, the needs and demands of every employee are different and this is related with the job position and much close to Maslow' hierarchy. The satisfaction levels should be introduced according to the position of the job.

4.3 Hypothesis and Regression Results

Job satisfaction depends on different motivational factors. The research is going to happen on the factors that affect job satisfaction in AB bank limited (Garib-E-Newaz) branch. The independent variables are salary, working conditions and promotions and relationships with co-workers. The dependent variable is job satisfaction. The relationship will be between independent variable and dependent variables are:

H1: Salary is positively related to job satisfaction.

H2: Working conditions is positively related to job satisfaction.

H3: Promotion is positively related to job satisfaction.

H4: Relationships with co-workers is positively related job satisfaction.

❖ **4.3.1 Relation between Salary and Job Satisfaction:** The relationship between salary and job satisfaction is positive. According to the regression result salary is positively related. According to the regression result, the relationship is very strong.

A	B	C	D	E	F	G	H	I	J	K	L	M
Independent		Dependent										
4.What is your salary range(in BDT)?		5.What is the range of salary you expect(BDT)?										
	1		1									
	2		2									
	2		2									
	3		3									
	3		3									
	3		3									
	2		2									
	3		3									
	1		1									
	2		1									
	2		2									
	3		3									
	1		1									
	2		2									
	2		2									
	3		3									
	1		1									
	2		2									
	2		2									
	3		3									
	3		3									
	2		2									
	3		3									
	2		1									

SUMMARY OUTPUT

Regression Statistics

Multiple R 0.885687

R Square 0.784441

Adjusted R Square 0.772466

Standard Error 0.375912

Observations 20

ANOVA

	df	SS	MS	F	Significance F
Regression	1	9.256410	9.256410	65.50403	0.000000
Residual	18	2.543589	0.141310		
Total	19	11.8			

	Coefficient	Standard Error	t Stat	P-value	Lower 95%	Upper 95%
Intercept	-0.092307	0.283616	-0.325466	0.748580	-0.688163	0.503548
X Variable 1	0.974358	0.120388	8.093456	0.000000	0.721432	1.227285

Here the R square value is 0.78 and thus representing that their relationship is strongly related and we may represent with, $X=X_0+X_1$, the formula is if X (Independent variable change then the Y (Dependent variable also change).

</

Here the R square value is 1 and thus representing that their relationship is strongly related and we may represent with, $X=X_0+X_1$, the formula is if X (Independent variable changes then the Y (Dependent variable also change).

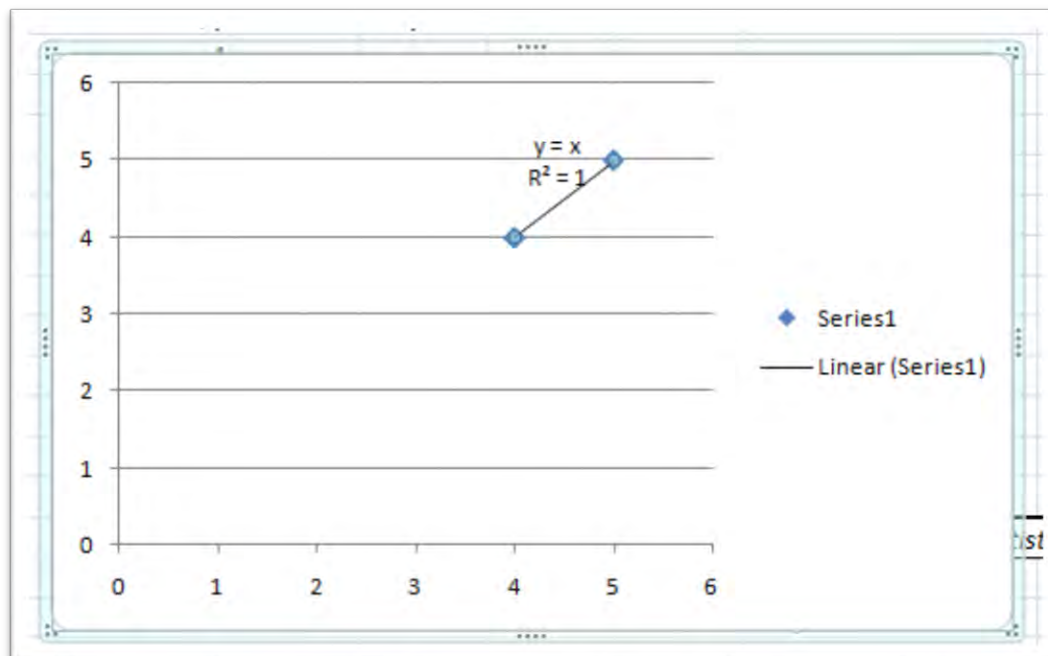


Figure: R value of promotion

❖ 4.3.3 Relation between Working Conditions and Job

Satisfaction: The relationship between working conditions and job satisfaction is positive. According to the regression result, working conditions is positively related. According to the regression result, the relationship is very strong and employees are highly satisfied with it.

[illegible]

SUMMARY OUTPUT								
Regression Statistics								
Multiple R	0.8673649							
R Square	0.7523219							
Adjusted R Square	0.7385620							
Standard Error	0.1873172							
Observations	20							
ANOVA								
	df	SS	MS	F	Significance F			
Regression	1	1.9184210	1.9184210	54.675	0.0000000			
Residual	18	0.6315789	0.0350877					
Total	19	2.55						
	Coefficient	Standard Error	t Stat	P-value	Lower 95%	Upper 95%	Lower 95.0%	Upper 95.0%
Intercept	1.2368421	0.3961961	3.1217924	0.0058911	0.4044649	2.0692193	0.4044649	2.0692193
X Variable 1	0.7105263	0.0960910	7.3942541	0.0000000	0.5086451	0.9124074	0.5086451	0.9124074

Here the R square value is 0.75 and thus representing that their relationship is strongly related and we may represent with, $X=X_0+X_1$, the formula is if X (Independent variable changes then the Y (Dependent variable also get changed).

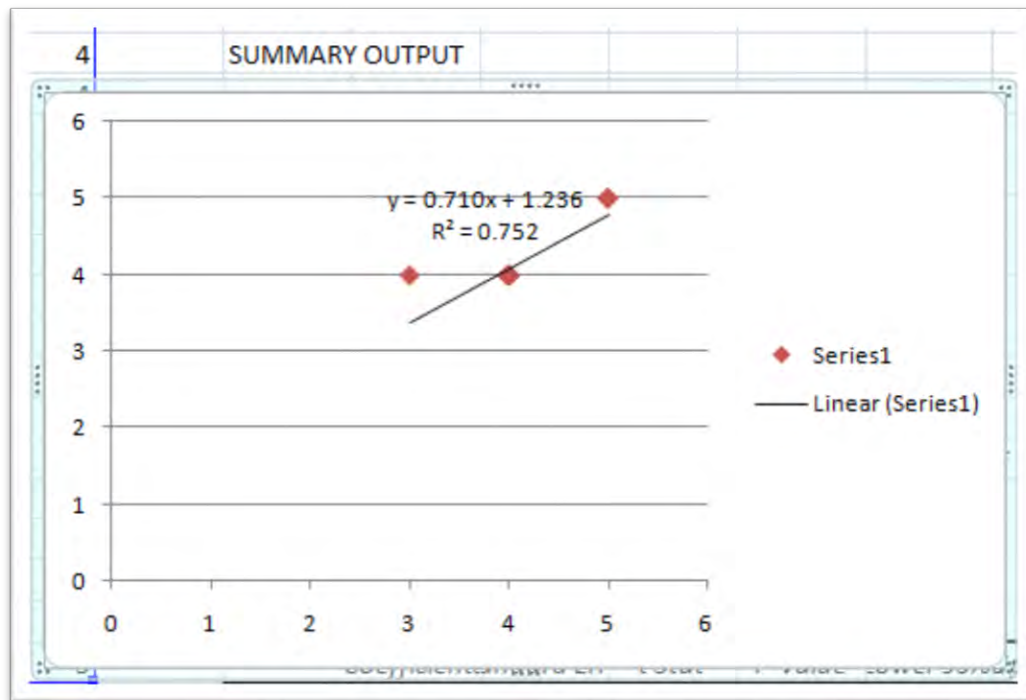


Figure: R value of working conditions

❖ 4.3.4 Relation between Relationship between Co-workers and

Job Satisfaction: The relationship between relations between co-workers and job satisfaction is positive. According to the regression result, working conditions is positively related. According to the regression result, the relationship is weak and need to improve further.

Independent	Dependent
9. There is good relationship between top to lower level employees in this bank. Please indicate your level of answer.	21. The working condition of this branch pleasing to the eye to you to contribute more to job and personal growth. Please indicate your level of answer.
4	4
4	4
4	4
4	4
4	4
4	4
5	4
4	4
4	5
4	4
4	4
4	4
5	5
4	4
4	4
4	4
4	5
4	5

ANOVA					
	df	SS	MS	F	Significance F
Regression	1	0.612745	0.612745	3.515625	0.077112
Residual	18	3.137254	0.174291		
Total	19	3.75			

4.4 Findings: According the survey, the findings for the AB Bank Limited, Garib-E-Newaz Branch is:

1. Salary is very essential for employees and it is meant as survival need from top to lower level of employees. As 50% employees are not satisfied with the salary, this should be taken into consideration.
2. According to the open ended question, different facilities should be made up to the mark to cope up with the latest banking activities and some facilities should be improved to enhance productivity of employees.
3. Transportation facilities, canteen facilities and home loan services should be improved as it is very essential for female workers. Thousands of people are killed during the road accidents and this situation should take into consideration to make facilities of transportation for female employees.
4. Day care centre services may increase to enhance the satisfaction level of the employees. Female workers will feel more committed towards job and thus will increase organizational commitment behaviour, as employees are the asset of the organization.
5. To enhance job satisfaction, employee should get proper incentives and services. Transportation facilities may increase the satisfaction level to job and thus will increase productivity and job engagement and organisational commitment behaviour.
6. In national bank, employee get home loan easily but in private bank the procedures are very lengthy and thus increase job dissatisfaction.
7. Here, the most risky factor is if any bad loan happens, then employee may go under the threat. Organization may do strong analysis to eradicate bad loan so that only the employee would not be liable.
8. Due to work pressure, employees love to go to holidays for relaxation. If employees get chance for relaxation, it will increase their level of satisfaction and productivity.

Chapter 5:

Recommendations

and Conclusion

5.1 Recommendations:

This branch is offering different services to the customers to meet customer needs but some improvements should be made for employees as well, as excellent and skilled workforce is working for meeting the customers' needs and making contributions to the economic development of nation. The recommendations for AB Bank Limited are:

Transportation services: Employees are the assets of every organisation. To enhance job satisfaction, employee should get proper incentives and services. Transportation facilities may increase the satisfaction level to job and thus will increase productivity and job engagement and organisational commitment behaviour. Transportation services may be arranged for female employees. According to survey results, we have found out that transportation services may increase the satisfaction level of employees.

Home loan facilities: Home loan facilities should be increased to enhance job satisfaction level. According to the survey results, we have found out that home loan facilities process should be easier. In national bank, employee get home loan easily but in private bank the procedures are very lengthy and thus increase job dissatisfaction.

Canteen facilities: Canteen services are not up to the mark according to the survey. To enhance canteen facilities, make different varieties of food available and the canteen should be neat and clean and the space should be made wider.

Eradicate risk involvement: The most risky factor is if any bad loan happens, then employee may go under the threat. Organisation may do strong analysis to eradicate bad loan so that only the employee should not be liable.

Increase incentives: To raise job satisfaction level, more incentives and rewards may be arranged for the employees during events. According to the survey results, Employees of AB Bank Limited, (Garib-E-Newaz) branch suggested about increasing incentives.

Salary Increment: Salary increment is another recommendation for enhancing job satisfaction level. From the result we have found out that employees have suggested increasing their salary because other banks are giving more facilities to their employees.

More holidays: Due to work pressure, employees love to go for more holidays for relaxation. If employees get chance for relaxation, it will increase their level of satisfaction.

Retirement plans: Like government service jobs, private organization employees should get the satisfaction to enhance job satisfaction and after the retirement, there should be lucrative offers for as honour them.

5.2 Conclusion: Employees are the heart of every organisation. Employees are regarded as assets of an organisation. Through this report, the analysis is done on to what extent employees are satisfied and find out the factors of affecting job satisfaction. Due to this, to identify individual needs and demand at first I have to start with some theories. Services are innovative with excellence and there is new internet banking system to meet customers need and it is only possible because of their skilled employees. Job satisfaction is very important for achieving organisational goals. This bank is giving lots of training and using motivational factors for employees to achieve organisational goals. This positive behaviour enables to enhance productivity, organisational commitment behaviour, to feel self autonomy, feelings and emotions. Nowadays to achieve organisational goals top managers have to work on employees' job satisfaction level to reduce turnover rate. The report is based on the analysis on the satisfaction level of employees of AB bank limited and which factors influence them more.

5.3 References:

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2. (2019, February 03). Retrieved February 03, 2019, from https://www.google.com/search?q=maslow+_hierarchy&rlz=1C1CHBD_enBD786BD786&source=lnms&tbm=isch&sa=X&ved=0ahUKEwjpnSqu5zgAhURTY8KHdrTCCEQ_AUIDigB&biw=1016&bih=640#imgcr=laf3fDL0LJp9tM:
3. (2019, February 03). Retrieved February 03, 2019, from https://www.google.com/search?q=maslow+_hierarchy&rlz=1C1CHBD_enBD786BD786&source=lnms&tbm=isch&sa=X&ved=0ahUKEwjpnSqu5zgAhURTY8KHdrTCCEQ_AUIDigB&biw=1016&bih=640#imgcr=laf3fDL0LJp9tM:
4. Armstrong, M. (2006). A Handbook of Human resource Management practice, Tenth Edition, Kogan page publishing, London, , P.264
5. Aziri, B. (2008). Menaxhimi i burimeve njerezore nga pona dhe motivimi i punetoreve, Tringa Design, Gostivar, , P.46
6. Happock, R. (1935).Job Satisfaction, Harper and brothers, New York, P. 47

Chapter 6:

Appendix

6.1 Appendix:

“Analysis of the Factors that Affect Employee Job Satisfaction in AB Bank: Scenario on Garib-E-Newaz Branch”

All the information you are going to provide will be used for academic purposes only. Please think and provide your valuable opinion on the following: **Analysis of the Factors that Affect Employee Job Satisfaction in AB Bank: Scenario on Garib-E-Newaz Branch.**

Question-1: What is your Gender?

- i. Male
- ii. Female

Question -2: What is your age?

- i. 25 -34 years
- ii. 35-44years
- iii. 45-54 years
- iv. 55-64 years

Question-3: What is your department?

- ☐ Account opening
- ☐ Credit
- ☐ Remittance
- ☐ FCD

Question -4: What is your salary range?

- v. 25000-34000
- vi. 35000-44000
- vii. 45000-54000
- viii. 55000-64000

Question-5: What is the range of salary you expect?

- ☐ 30000-49000
- ☐ 50000-69000
- ☐ 70000-89000
- ☐ 90000-109000

Question-6: Are you content with your current salary?

- i. Yes
- ii. No

Question-7: “How pleased are you with your current salary”? Please indicate your level of answer.

Strongly dissatisfied	Dissatisfied	No Comments	Satisfied	Strongly Satisfied
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Question-8: “For how long have you been employed in this bank?

- iii. 1-5 years
- iv. 5-10 years
- v. 10-15 years
- vi. 15-20 year

Question-9: “The longer you are employed for, the more you can expect for a promotion”? Please indicate your level of answer.

Strongly Disagree	Disagree	No Comments	Agree	Strongly Agree
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Question-10: It is said that, “Salary is meant for survival need” please indicate your level of answer.

Strongly Disagree	Disagree	No Comments	Agree	Strongly Agree
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Question-11: “Promotion enhances job satisfaction”? Please indicate your level of answer.

Strongly Disagree	Disagree	No Comments	Agree	Strongly Agree
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Question-12: “According to your performance do you think you deserve a promotion”? Please indicate your level of answer.

Strongly disagree	disagree	No Comments	Agree	Strongly disagree
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Question-13: “Safe working environment of this branch encourages“goingbeyond the call of duty”? Please indicate your level of answer.

Strongly Disagree	Disagree	No Comments	Agree	Strongly Agree
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Question-14: “The workplace environment of this bank is ideal workplace for you”? Please indicate your level of answer.

Strongly Disagree	Disagree	No Comments	Agree	Strongly Agree
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Question-15:” The workplace environment of this bank is enhancing positive output from you”? Please indicate your level of answer.

Strongly Disagree	Disagree	No Comments	Agree	Strongly Agree
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Question-16: It is said that “There is highly co-relation between job satisfaction and promotion”? Please indicate your level of answer.

Strongly Disagree	Disagree	No Comments	Agree	Strongly Agree
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Question-17:”There is good relation between top-level to lower level employees in this bank”? Please indicate your level of answer.

Strongly Disagree	Disagree	No Comments	Agree	Strongly Agree
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Question-18: It is said that “Career of one employee is only promotion that influences different epoch of experience of employment”? Please indicate your level of answer.

Strongly Disagree	Disagree	No Comments	Agree	Strongly Agree
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Question-19: “The working conditions of this bank pleasing to the eye to you to contribute more to job and personal growth”? Please indicate your level of answer.

Strongly Disagree	Disagree	No Comments	Agree	Strongly Agree
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Question -20: “How satisfied are you with your career progression at this bank”?

Strongly Dissatisfied	Dissatisfied	No Comments	satisfied	Strongly satisfied
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Question 21: what are the improvements are needed to enhance your job satisfaction level?
(Open ended question)

Answer:

**Thank you for your
valuable time and
support!**

