
Report On
“Job Satisfaction of Employees of Bangladesh Japan IT
(BJIT) Limited”

By

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ID: 17104137

**An internship report submitted to the BRAC Business School in partial
fulfillment of the requirements for the degree of
Bachelor of Business Administration**

BRAC Business School

BRAC University

April 2022

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Declaration

It is hereby declared that

1. The internship report submitted is my own original work while completing degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I have acknowledged all main sources of help.

Student's Full Name & Signature:

Samea Ahmed
ID: 17104137

Supervisor's Full Name & Signature:

Mahmudul Haq
Associate Professor
BRAC Business School

Letter of Transmittal

Date: 18/06/2022

Mahmudul Haq

Associate Professor

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submission of the Internship Report on “**Job Satisfaction of Employees of Bangladesh Japan IT (BJIT) Limited.**”

Dear Sir,

It gives me immense joy to accomplish the internship report and submit the internship report on Job Satisfaction of The Employees of Bangladesh Japan IT (BJIT) Limited.

It was written as part of the BUS 400 course, and I followed your guidelines. Despite the fact that I am still learning, this report has given me insight into the essential facts of employee happiness and engagement in BJIT Limited. I have worked hard to make this report presentable and as detailed and precise as feasible. Thank you for giving me this yester opportunity.

Sincerely yours,

Sanea Ahmed

ID: 17104137

BRAC Business School

BRAC University

Date: June 18, 2022

Non-Disclosure Agreement

This agreement is created and enter into by and between BJIT Limited and Samea Ahmed, ID: 17104137, a student at BRAC University.



Acknowledgement

First and foremost, I want to express my profound gratitude and absolute devotion to Almighty Allah for giving me the capacity, strength, endurance, and inspiration to complete my internship report a successful project.

This journey allowed the opportunity to gain experience in the corporate world, which I felt was necessary after four years of studying. From selecting one of the top firms to complete my internship towards becoming a part of multiple amazing projects, including working for Google, this journey enhanced the ability to grow professionally in the corporate world, which I felt was necessary after four years of studying. The journey would not have been nearly as successful if it hadn't been for some of the really excellent mentors who supported and encouraged me along the road. I really would like to thank them for their contributions to my development and for their generosity in sharing their expertise, while also admitting that the Almighty has continued to assist in self-improvement, for which I am grateful.

First and foremost, I'd want to thank Mahmudul Haq, Associate Professor at BRAC Business School, for assisting me in expressing valuable decisions and offering important guidance and support by providing the required facilities to simplify the task.

In addition, I'd like to express my gratitude to my organization's supervisor, Mr. Md. Kamrul Hasan Tareq, Senior Manager, Human Resource Department of BJIT Limited, who has supported me across the program and helped me prepare my internship report with suggestions which has helped me achieve a positive project.

This opportunity is a significant advancement in my professional development for me. I will work hard to bring these newly acquired information and abilities to the greatest possible use, and I will continue to improve them in order to reach my professional goals.

Executive Summary

Due to a significant ambition among enterprises to deliver truly unique solutions to the market, the IT industry in Bangladesh, as well as the rest of the world, is prospering, with a speed of growth that is increasing by the day. BJIT Limited is a well-known Bangladeshi IT company with a global exposure.

BJIT Limited has gained recognition for itself in the industry by consistently delivering software and services to small to large organizations, and innovative solutions. It has acknowledged, managed, and prepared its clients with the most outrageous achievements thanks to an exceptional organizational assemblage and largest human resource office. I intend to learn more about the elements that determine agent engagement and how BJIT Limited's HR policies are coordinated as a result of this study. I got a few observations from my research, and I can advocate or recommend the ideas by which BJIT Limited can retain existing clients while also promoting itself as a desirable career prospect for new delegates. However, the primary data was obtained from BJIT Limited's HR, Sales, Finance Officials, and Engineers who are wholly or in part connected with the organization, while the secondary data was obtained from other reliable web sources. Data and operations from BJIT Limited's other divisions are also included in the report.

To ensure the quality of this report, I took all necessary steps and used the proper procedures. In the goal of giving all the critical information, I've put this report in a well-mannered format for readability and comprehension. Regardless of the fact, the company's employees have varying opinions on the survey's results, these findings show that they are content in their respective jobs.

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Chapter 1

Overview of Internship

1.1 Student Information

Name: Samea Ahmed

ID: 17104137

Program: Bachelor of Business Administration

Major: Human Resource Management

1.2 Internship Information

1.2.1 Period, Company Name, Department/ Division, Address

Period: 4 Months (From 1-4-2022 to 29-8-2022)

Company Name: Bangladesh Japan IT (BJIT) Limited, BJIT Group

Department: Human Resource Department

Address: H-2275, 2279 Pachkhula, Satarkul, Badda, Dhaka-1212, Bangladesh

1.2.2 Information of the Internship Company Supervisor: Name and Position

Supervisor's Name: Md. Kamrul Hasan (Tareq)

Position: Senior Manager, Human Resource

1.2.3 Job Scope – Job Description/Duties/Responsibilities

Job Description/Responsibilities/Duties: In addition to handling other activities and responsibilities, as an Intern in BJIT Limited's HR Department, I had to assist my supervisors. In addition to assisting my supervisor, I collaborated with other employees on several HR initiatives. These duties cover a wide range of actions in the operational process like:

1. Record Keeping: One of my duties was to ensure that each of the applicant's documentation was collected and also that they maintained all of the instructions while submitting the documents. I required to maintain record of missing documentation for employee's personnel file and interview scheduling.

2. Documentation: I needed to create "External Hiring Forms" for the candidates who were hired and "Evaluation Forms" for those who might be interviewed as part of the documentations. Furthermore, as part of my job roles, I was responsible for gathering files, producing interview summaries, preparing appointment letters, and scanning new hire papers. However, I did had to prepare and alter some essential documentation. (e.g., Letter of Intent, Letter of Acknowledgement, Letter of Experience Certification).

3. Monitoring Interview sessions: I also attended and saw the supervisor's interview. Based on my observations, I gathered significant points.

4. Employee Male female ratio analysis: As part of my management responsibilities, I had to look into the employee gender ratio for the years 2021 and 2022. I had to make graphical representations that compared the male-female ratio from one year to the next.

5. Listing: I had monitored and maintained an employee Master Data Sheet to retain track of the number of new hires each month. During the Recruitment and Selection process, I also documented and monitored Enterprise Resource Planning (ERP) to update candidate/employee profiles, keep records, and make modifications.

6. Communication: I needed to keep in touch with many internal employees via skype and email for various reasons.

1.3 Internship Outcomes

This internship yielded numerous benefits. I could learn new talents and improve on the ones I already have.

- **Organizational skills:** Multitasking, working under pressure, professional communication, and spontaneity are all organizational talents.
- **Soft skills:** self-assurance, resiliency, timekeeping, compassion, trustworthiness, equity, and ability to function in a unique environment.
- **Technical skills:** Bengali typing, Outlook, scanning, and MS Excel and MS Word's various features.

1.3.1 My Contribution to the Company (BJIT Limited)

BJIT Limited as well as my supervisors have assigned me tasks that directly contribute to the BJIT Group's overall expansion. BJIT Limited now employs roughly 900 people, with the intention of increasing that number to 1000 by 2023, including more than 700 outstanding engineers. BJIT Limited has provided me with practical, relevant experience and knowledge that has helped me advance in my work. As a student, I have participated in various little and

significant HR Department projects as part of my internship tasks even outside my responsibilities. These contributions are:

- As a student, I helped with the documenting of key files in the correct sequence, scanning documents, and keeping track of missing documents.
- I've created a set of questions for the written test that will be used to evaluate possible candidates.
- If necessary, I had to contact with the individuals to validate any information they provided.
- As a student, I frequently assisted other employees with their tasks. Calendar design, policymaking, case resolution, manpower planning, and entry of compensation progression method into excel are only a few examples.
- I have participated by assisting other employees with various HR Department chores such as filing and arranging records in an orderly manner.

1.3.2 Benefit to the Student

BJIT Limited has provided me with actual, practical experience and knowledge that has helped me advance in my work. As a student, I was able to closely examine how each member of the department performs their duties, generating a cordial and courteous work environment with cooperation. Furthermore, I was and still are interested in working in a corporate atmosphere for a multinational corporation, hence working in the Human resources department of BJIT Ltd has substantially broadened my perspectives. In the academic sector, I studied the essential functions of HR. The real-world work environment differs significantly from theoretical understanding, and this has significantly influenced my philosophy.

These 12 weeks of experience also taught me how to use a scanning machine and how to utilize Microsoft Outlook, Microsoft Word, Microsoft PowerPoint, and Microsoft Teams

more efficiently. Furthermore, I learned about this department's adaptability, which supports the concept that the HR Department is strongly associated to all other departments. I learned about the "Exit Interview." It's a type of interview designed for individuals who are planning to retire to gain input on areas where they may improve. In addition, I learned about different types of their employee documentation. Like: appointment letter, compensation plan, offer letter, personal data formant, external hiring form and many more during the process of preparing the forms and recording the employee data.

In addition, I've conducted technical tests for 211 new graduates at once, which has enhanced my endurance, time management, and multitasking abilities. Developing calmness while working under stress has not only improved my capacity to deal with change, but it has also encouraged me to complete assignments and meet deadlines on time. Because the internship opportunity provided by BJIT Limited, I have become a punctual person, which is one of my most valued achievements. Furthermore, the corporate culture at BJIT Limited has encouraged me to develop empathy and humility in a workplace where everyone respects one another. I appreciate being a part of an organization that places a high value on learning and considers making errors to be a necessary part of the process. In addition, my supervisor, Mr. Kamrul Hasan Tareq, has given me numerous opportunities and publicly recognized my accomplishments. I have acquired devotion towards my business as a result of being trusted by my superiors and coworkers, and I am excited to begin my career here at BJIT Limited after my internship.

1.3.3 Problems/ Difficulties (Faced During the Internship Period)

BJIT Limited, unlike any other company, offers a diversified workforce with equal possibilities for men and women, along with resources from across the world. Due to its global status, BJIT Limited also employs traditional human activities and performance to some extent. The most significant roadblock I've encountered is that, while searching the BDjobs CV Bank for a possible candidate throughout an urgent recruitment need, I've shortlisted people who have previously been interviewed in our firm. Looking for experienced programmers becomes tough due to a lack of a comprehensive 11 dataset to preserve records, and the recruitment team eventually end up pursuing outdated candidates. Since engineers have a higher turnover rate, constant recruitment to fill vacant positions impedes other tasks including performance review, payroll processing, and training and development programs.

Furthermore, the decision-making system is incredibly time-consuming because it is primarily reliant on BJIT Limited's CEO. When the CEO is on a business trip or otherwise occupied, this significantly lowers productivity. Furthermore, the Human Resource department's lack of skilled staff causes every process to take longer than it should, even when it might be completed in a matter of minutes utilizing software or a tool.

1.3.4 Recommendation (Future Internships to the Company)

I would suggest BJIT Limited to create a competitive remuneration package to its employees in order to keep them for a long time and reduce turnover. Furthermore, in order to keep up with this competitive and technologically evolved business, the company must offer development programs for senior personnel. It should also start offering the interns with a seating area, nicer laptop and

Wi-Fi connection. These factors will provide the interns with a significant work environment, which will increase their engagement. These are my suggestions for BJIT Limited.

Chapter 2

Organization Part

2.1 Introduction

Human resource management has developed enormously in Bangladesh throughout the last two decades. Bangladesh has experienced noteworthy economic progress since transitioning from socialism to a free market economy in the early 1990s. However, in comparison to the country's progress and achievement throughout the years, Bangladesh's HRM level remains low. However, massive pressure from North American and European countries has driven export-oriented and labor-intensive businesses to retain worker rights and standards. As a result, the companies' organizational culture and Human resource management practices have altered. BJIT Limited began its HR operations only a few years ago in order to remain ahead of the industry's competitors, and it has evolved swiftly to incorporate best practices. BJIT Limited has recruited many of the greatly benefited who were able to overhaul the structure for proactive operation shortly after building an HR department. The HRM's strategic approaches enabled BJIT Limited to go above and beyond in order to accomplish amazing results not just in Bangladesh but also around the world.

2.2 Overview of BJIT Limited

BJIT Limited is a multinational company that specializes in software development and IT services. It was created in 2001 by J. M. Akbar and now employs over 950 engineers from Bangladesh and Japan in the IT field. BJIT Limited also has invested in the development of human resources and talent acquisition in recent years. Aside from that, the organization provides offshore development from Bangladesh, assigning engineers to other nations, and Japanese language training for IT engineers.

Mission and Vision of BJIT Limited

Mission:

They intend to expand their company to 1300 employees by 2023. They want to provide the highest quality goods and services at the lowest possible cost.

Vision:

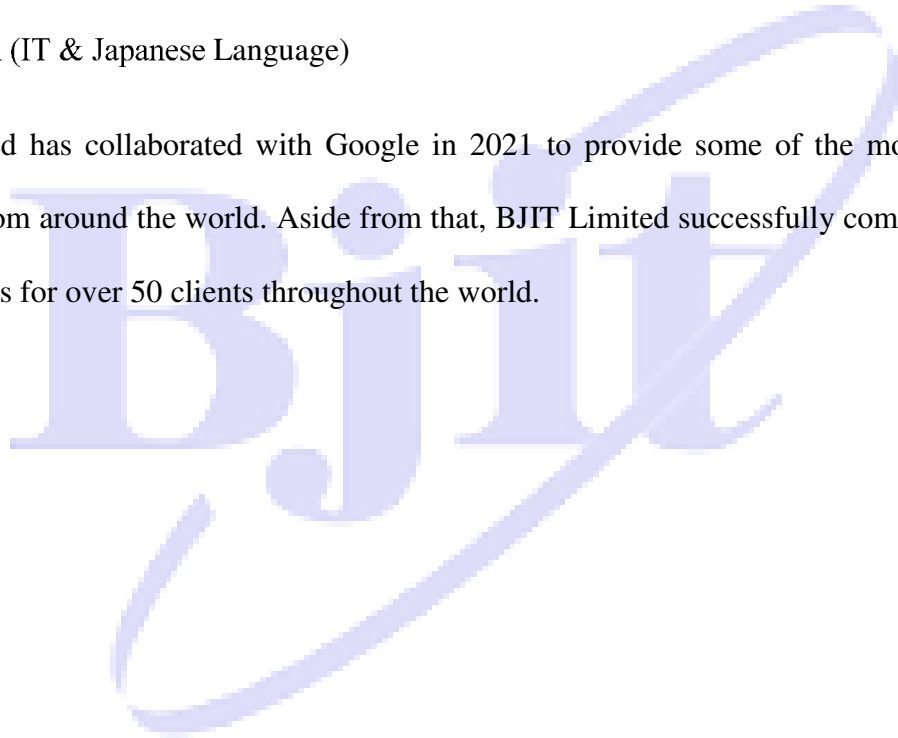
BJIT is looking to get into the European and American markets. Expand to a workforce of 7000 people. In other words, they want to build a worldwide brand.

Journey of BJIT Group

BJIT Limited is based in seven countries and only works with multinational corporations. BJIT has risen to become one of Bangladesh's premier software services outsourcing companies by adhering to global standards in development, quality, and working environment. The services of BJIT Limited include,

- BIG Data Cloud Service
- FinTech & Block Chain, Enterprise Solution ERP, SAP, Salesforce
- IoT/ RPA Mob APP WEB/ E-commerce
- QA & Test Automation BPO
- AI Machine Learning, Deep Learning
- Application Management Services DevOps
- Embedded & PC VLSI & CAD
- Education (IT & Japanese Language)

BJIT Limited has collaborated with Google in 2021 to provide some of the most talented resources from around the world. Aside from that, BJIT Limited successfully completed over 1000 projects for over 50 clients throughout the world.



Clients & Partners of BJIT Limited



NTT DATA

SONY

NTT docomo

FUJISOFT

Panasonic



2.3 Management Practices of BJIT Limited

BJIT Limited's Human Resource Division is responsible for the overall management and accomplishment of all activities necessary to meet the company's aims and objectives. BJIT Limited has four engineering sectors, two of which are responsible for human resources. A dedicated staff from HRD's first wing participates actively in the recruitment and selection process. The Recruiting and Talent Management Team is the official name for this group. However, the Operational Team, which deals with documentation, paper collecting, evaluation, and retention, is the second wing of HRD.

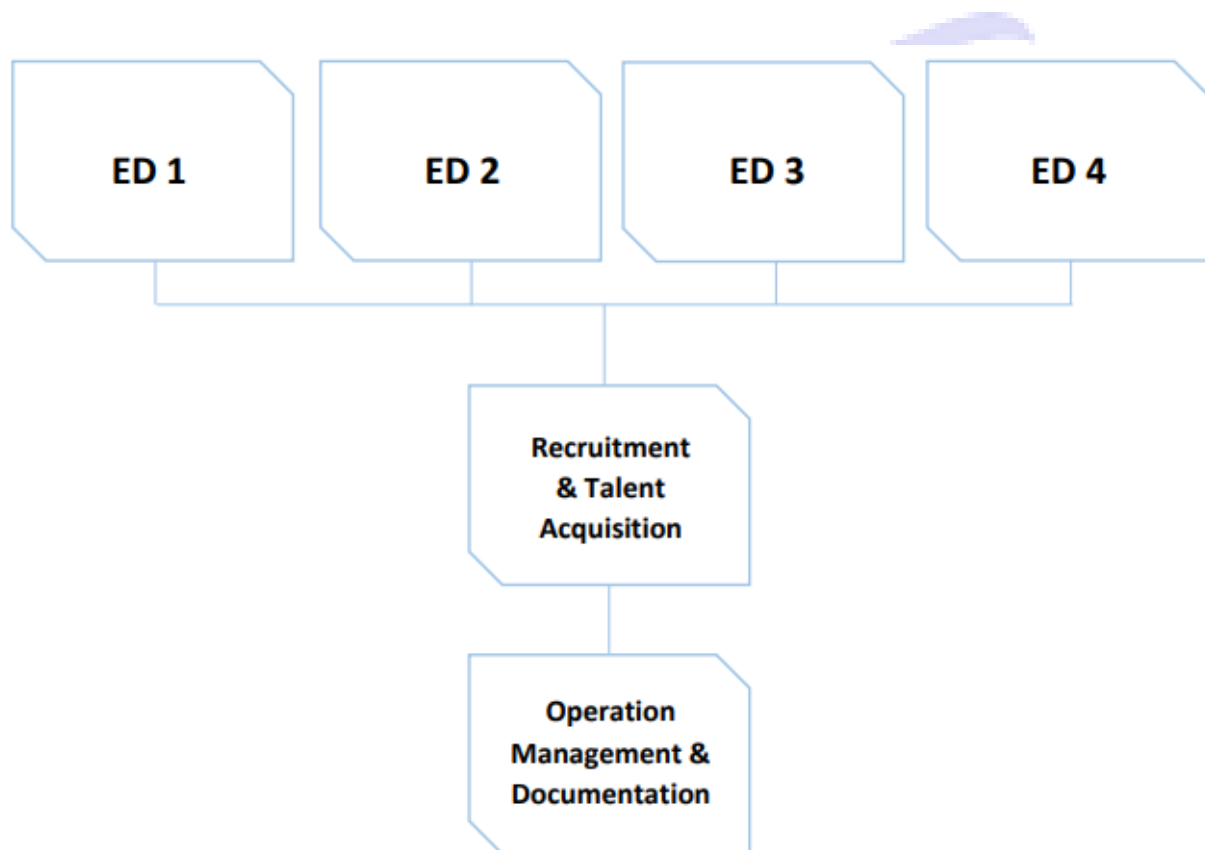
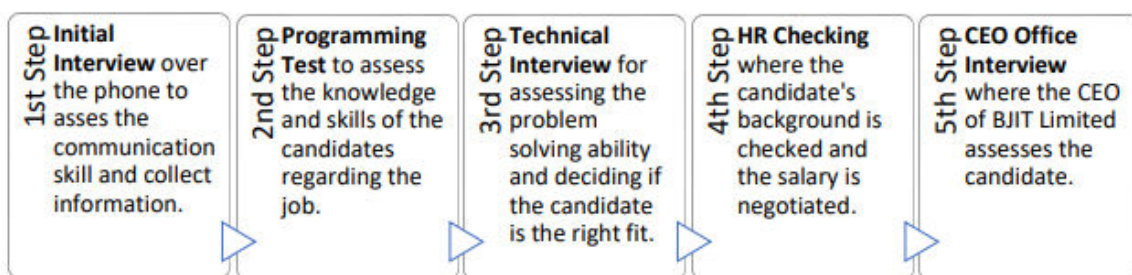


Diagram: 2 Functions/ wings of BJIT Human Resource Division

The Human Resource Department is divided into two parts. The Talent Acquisition Team is primarily responsible for hiring and obtaining possible resources through all the recruitment

or hiring people procedure. If an empty position from any of the software development teams exists, the Engineers Department notifies the Talent Acquisition Team first. After completing a job analysis on relevant sites such as BDjobs.com, LinkedIn, Facebook, and others, the Talent Acquisition Team quickly posts a circular. The team chooses the best candidates based on the position's needs after receiving the responses. In order to be accepted for the roles, a candidate must complete five steps, The steps are mentioned below:



The thorough screening process enables BJIT to choose the best candidate for a job opening, and the repeated screenings aid in making a fair conclusion. In addition, the selected candidate's information is submitted to the Operation Management Team, who create the relevant documentation in order to appoint the individual. Letters of intent, non-disclosure agreements, and other paperwork are included in the package. Aside from that, the Operation Management Team conducts 360-degree performance evaluations and keeps performance standards using KPI (Key Performance Indicator) quarterly each year in order to update the salaries of all resources based on their performance each year. They do, however, conduct exit interviews in order to keep staff in the organization and determine employee's promotion and demotion. To sum up, BJIT limited incorporates such various management strategies.

2.4 Marketing Practices of BJIT Limited

The marketing activities of BJIT Limited are carried out and managed through two departments: 1. Sales Department and 2. Digital Marketing Department. The organization's skilled Sales Force principally works with the clients' enquiries and needs, whatever they may be. All IT-related services, such as web design, virtual analytics coordination, software development, workforce and resource facilitation, to name a few, are provided by BJIT to its clients. Consider the case of an experienced BJIT client that is working on a new project and has requested that BJIT assign a Site Manager to their present projects in order to gain a better grasp of how the company operates in terms of facilitating operations outside the "IT Sphere." BJIT will analyze the request with both the uttermost importance and begin building a recruitment portfolio that meets the client's requirements. BJIT employs standard client acquisition strategies, such as searching for them using a current client list or using a referral model in which existing clients suggest their services to others. Stakeholders such as Marubeni Corporation, which is well-known for its role in the Dhaka Metro Rail Project, have also contributed significantly to the company's goodwill when it comes to recruiting future clients. and these tried-and-true approaches have greatly aided the organization in diversifying and expanding its client base. BJIT has a well-built website that is promoting the company's brand to the distant reaches of the interweb and beyond in terms of promoting through the Digital Marketing Division. Despite the fact that the company already has a website, BJIT is "spinning" these other sites to focus solely on the different ways the company may increase and expand its exposure to the general public. Currently, the company has increased its exposure through digital marketing via Social Networking sites 18 Platforms, technical content creators writing blog content on various other global platform, Email Marketing, where key focus clients are emailed an extensive and comprehensive and extensive view of the organization, and organizing, participating, and/or sponsoring multiple

online campaigns and competitions, such as Coding Samurai. BJIT Limited is also attracting potential clients who want to construct their own strong interaction and software without having to invest thousands of dollars by employing SEO (Search Engine Optimization). BJIT Limited's multi-dimensional marketing strategies have earned the company worldwide acclaim.

2.5 BJIT Limited's Financial Performance and Accounting Practices

This sub-topic, as well as any pertinent material related to it, is not accessible due to my present status as a Human Resource Management intern. These are trade secrets that the corporation does not want to reveal or spill easily, and as a result, I am not aware of them.

2.6 BJIT Limited's Operation Management and Information System Practices

A multinational corporation with operations in seven countries has challenges and opportunities in operating together while maintaining operational alignment. Because the pandemic forced the company to operate from residence, BJIT Limited has mitigated the challenges by working online and centralizing data. To begin, staff use a single platform, Skype, to communicate with one another. Skype is used for communication and information exchange, and it is also used mostly for interviews. Enterprise Resource Planning (ERP), on the other hand, is a centralized platform for BJIT that serves as a repository for all of the company's data and records. ERP is designed to keep track of all of BJIT's resources as well as candidates that have been interviewed for open positions. Furthermore, the ERP enables employees to "Punch In" twice a day to confirm their presence, and the payroll management

process is also done through the system by analyzing the attendance and absence requests on the ERP. Furthermore, ERP enables the operational management process considerably more accessible, allowing authorized personnel to search for information in practically all areas. ERP is important in the context of not missing valuable documents or data because everything is in one place and can be accessed easily with a filtered search. BJIT Limited is a software outsourcing firm where another information management method is generally monitored to prevent data theft or hacking. BJIT Limited employs an encrypted drive called Next Cloud, which is regarded as a secure platform for storing sensitive data such as foreign client lists, software or website demos, financial performance statistics, and so on, as well as sharing software generated for clients.

2.7 Industry & Competitive Analysis

2.7.1 SWOT Analysis:

Strength:

BJIT Limited's greatest strength is that it is one of Bangladesh's leading software outsourcing firms, providing high-quality services that meet global standards at a low cost. It has a worldwide reputation for operating from 7 different countries. Moreover, No gender Biasness and well-maintained relation among Employee and bosses.

Weakness: BJIT Limited's key weakness is that it's a tall company with multiple layers of hierarchy. This has an impact on the decision-making process, making it take longer to reach a decision on any topic, even if it is an urgent situation. However, Bjit Limited's headquarters are not in a particularly pleasant position.

Opportunity: BJIT Limited has the ability to introduce itself at the top of the international market by working with global behemoths. In 2021, Google will join with BJIT Limited to generate new opportunities from the worldwide market that have yet to be realized.

Threat: BJIT Limited's possible danger is operating at a loss due to fierce competition in Bangladesh, if not globally. Since there are so many IT companies, the turnover ratio in the IT industry is extremely high, which would be a key problem for BJIT Limited.

2.7.2 Porter's 5 Forces Analysis of BJIT Limited

Bargaining Power of Suppliers: *HIGH*

Since the market for software and tools required to produce software solutions is limited, suppliers have a lot of bargaining influence. BJIT Limited obtains several premium tools in order to develop software more quickly, however those premium features come at a price that BJIT cannot afford.

Bargaining Power of Buyers: *HIGH*

The IT industry has become one of the world's fastest emerging industries as a result of global technical improvement. Likewise, the IT industry in Bangladesh is rapidly expanding, despite a dense concentration of competitors. In this instance, buyers have sufficient negotiating power because they can switch from one organization to another based on their requirements.

Threat of New Entrants: *HIGH*

Bangladesh's information technology and telecommunications industry is expanding at a rapid rate, resulting in a dense concentration of rivals in a single market. Because the barriers to entry into this sector of Bangladesh are low, there is a greater chance of encountering new competitors searching for a market share.

Threat of Substitution: *HIGH*

The threat of replacement in the South Asian region is significant enough to allow overseas clients to obtain alternative software solutions at a lower cost.

Industry Rivalry: *HIGH*

The competitiveness among IT companies in the sector is fierce enough to be noticed. Bangladesh's IT industry competes with India not only on a national scale, but also globally. Since there are little barriers to trade into this market, there is a huge competition among companies and organizations.

2.8 Conclusion

BJIT Limited has leveraged itself to sustain the growth of Bangladesh's IT industry. BJIT Limited has distinguished itself in the industry as the top software outsourcing firm in Bangladesh by winning the "Basis Outsourcing Award" recently in 2021. One of the top preferences of Computer Science Engineers has always been a company where fresh graduates are welcomed to begin their careers along with offered with the essential training to prepare them for the future.

Although operating in a country with fierce competition, BJIT Limited has consistently beaten in the global market. BJIT Limited has greatly benefited from being the first

Bangladeshi firm to work with Google Incorporation in developing trust from stakeholders, consumers, clients, and staff. Nevertheless, prospects are expanding as the number of IT enterprises in Bangladesh grows, which is helping to reduce unemployment by creating new jobs. BJIT Limited is actively participating in the hiring of software developers and experts for non-technical procedures for a number of projects, with the goal of increasing the number of quality resources to 1000 by the end of 2022 from 750.

Lastly, due to the presence of multinational and global corporations as competitors, BJIT Limited faces intense competition in Bangladesh's information and technology sector. BJIT, on the other hand, has effectively repositioned itself by ascending back to its previous position, and being a participant of this kind of journey has filled me with great satisfaction.

2.9 Recommendation

BJIT Limited has already had outstanding and commendable successes and accomplishments during the last two decades. BJIT Limited's massive growth can be attributed to the company's long-term investment in resources. Although BJIT Limited has made significant progress in many areas, they must keep developing in order to maintain their position as leading companies.

- BJIT should enhance the process by incorporating exams such as case studies, group discussions, games, and personality tests. Because the organization is operated as a team, the applicant is considered to become a team player, hence the test is crucial to assess the candidate's capacity to establish a team.
- They should consider delivering training that considers the working culture and behavioral characteristics of the personnel, in addition to focusing on competency-based training.

- More trained personnel, especially those who can help with the digitalization, must be recruited.
- To attract more customers, management should introduce more virtual content.
- Since the BJIT Headquarter is in a remote area, the authority needs to concentrate more on transportation for their employees.

To summarize, I would recommend BJIT Limited to do the following.

Chapter 3

Project Part

3.1 Introduction

BJIT is a leading company in the creation of offshore software and IT outsourcing services. With a workforce of 950+ engineers and developers, this organization offers world-class business consulting and information technology services. It is one of the largest IT outsourcing firms in the world. Working alongside international leaders from the Fortune 100 list, the organization has already completed over 1500 projects. - Offshore developers are among BJIT's primary offerings. - Outsourcing a portion or the entire project - Design and development of custom software. - Quality assurance testing that is automated. - Manufacturing engineering. The company employs highly competent off-site and on-site engineers in all of its worldwide operations in Japan, Singapore, Finland, United States of America, Sweden, the Netherlands, and Bangladesh. Over 500 web-based projects have been

successfully completed for our partners throughout the world thanks to their software outsourcing and consulting. Their objective is to develop future brilliant engineers to assist people participate to the global IT sector. They are CMMI 3 and ISO 9001 certified.

BJIT Limited, along with many other successful companies, has its own great achievement. As a result, the very first thing that comes to mind when people think of an organization's growth is the majority of workers there. All employees are indeed the pillars of almost any business; their dedication to their jobs, skill, experience, and good attitude are what allow the company to develop. The dedication of employees is the driving factor behind any company's success. BJIT Ltd is no different. It takes a longer amount of time of hard work mostly on part of the employees to become the top financial organization in the world. In Bangladesh, they currently employ approximately 2000 people across three branches.

This study investigated the employee satisfaction levels of BJIT Limited's main branch. For this, a poll was conducted, and also a continuing dialogue with the Panchkhola branch's present staff. With their cooperation and the required information and report, we will be able to explain the Panchkhola, Badda Branch personnel's degree of employee satisfaction.

3.1.1 Literature Review

Job satisfaction is essential for a company's success. Personal elements such as a person's needs and aspirations, as well as organizational and social factors such as colleague and supervisor relationships, working environment, work policies, and compensation, all influence job satisfaction. Employees who are satisfied are less likely to be absent, contribute well, and stay with the company. Job satisfaction has an impact that isn't limited to the workplace. Employees who are pleased with their organization are more likely toward being pleased with their community. These individuals will have a more

optimistic outlook on life, resulting in a more mentally healthy society. People are also highly educated in this era. They acknowledged that income alone is not a metric for job satisfaction. An employee will have additional responsibilities such as healthcare, provident fund, and gratuity, among others. According to (Geri Terzo, 2022), there is indeed a correlation between an organization's employees' attitudes and job satisfaction. Perceptions, or how people feel about their jobs, working conditions, and pay, all have a role in the level of job satisfaction that pervades a company. According to the findings of the study, employees who have less reason at work are more likely to be dissatisfied with their occupations. However, monetary pay and recognition are also important factors in job happiness (Zameer et al., 2014). Employees are more likely with this crucial component of their job if their labor is appreciated and dependent on the quantity of specific tasks that they have completed. When determining whether or not a person is content with his or her employment, one must evaluate his or her opinion, as well as overall interactions and communication with coworkers and managers (Srivastava, 2013). According to the (Michael Page's 'Job Confidence Index Q1 2017), the three main reasons why people in India seek jobs are to develop new skills (48 percent), have a better work-life balance (39 percent), and make more money (34 percent). Offering staff options for promotions and salary raise negotiations is an example of how management may encourage workers. Employees will strive to get these benefits, therefore this will increase job productivity (Jackson, 2002). A decent working environment is also one of the important influencing elements for job likeliness, according to (Raziq, A., & Maulabakhsh R. 2015). A very well workplace environment encourages employees to offer higher performance in the firm. Employees, he emphasized, employees are continuously looking for new methods to advance in their careers. As a result, if they receive higher benefits and income, that employee will almost certainly leave the company owing to dissatisfaction with their work. Nowadays,

management is considering what additional compensation they may offer their employees in order to improve their job satisfaction, which might lead to increased productivity. Employees are also more encouraged when they receive revenue sharing and other bonuses in addition to their income. Most of the studies considered these factors in order to provide an accurate picture of employee happiness.

3.1.2 Objective:

This report contains two main objectives. One is general, while the other is more specific.

Broad Objectives

The aim of this survey was to find out how satisfied BJIT Limited's employees are, as well as its compensation and benefits and organizational hierarchical behavior. In addition, to obtain a good grasp of what types of measurements will help the organization achieve its objectives, so that this study can conclude with a thorough understanding of BJIT Limited's work satisfaction level. I attempted to establish the factors that influence the delegates' degree of satisfaction through my report.

Specific Objectives

- 1.To learn about the factors that made delegates want to remain with BJIT.
2. Gaining a thorough understanding of the business environment.
3. To be aware of their employment security and benefits.
4. Higher-level teams are limited in their ability to achieve good employee satisfaction.

3.1.3 Significance of The Research

The company's HR and administrative departments can use the investigation's findings, recommendations, and outcomes. Furthermore, both the business and the students will benefit from future research. This research could also help BJIT Limited obtain a better understanding of its workers' levels of satisfaction. The organization, on the other hand, can use this report to identify their deficiencies in pleasing employees, and then take the necessary steps to enhance employee satisfaction based on the results.

3.2 Research Methodology:

For my survey, I employed a series of questions to collect data. When creating the questionnaire, I largely employed nominal, ordinal, and mostly likert scales. To acquire information about the necessity, both primary and secondary data were used. To perform this study, a google form has been created and distributed to BJIT Limited employees in order to get a clear picture of their level of satisfaction. However, Microsoft Excel was utilized to conduct additional analyses.

Sample Size: Since this survey was completed on 40 employees, my sample size for this study is 40.

Primary Data: Individually, primary data was collected. They were issued a formal questionnaire through email or Skype ID, which they completed anonymously.

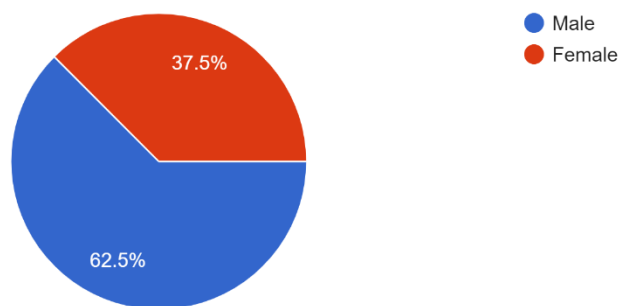
Secondary Data: Aside from primary data, extra data was gathered from BJIT Ltd's websites, as well as general information about BJIT from Google. After gathering data and doing numerous internal studies, I used a renowned essay by a scholar from Google Scholars, which I cited in the reference list. The primary and secondary data are very

useful in completing this study and acquiring a thorough understanding of employee job satisfaction.

3.3 Findings & Analysis:

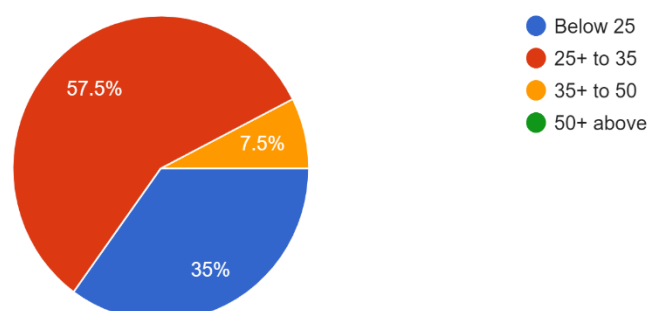
I collected roughly 40 responses from BJIT employees using my approved questionnaires, and the analysis of those responses is provided below:

Gender
40 responses



Gender: Among 40 respondents 62.5% were male and 37.5% were female. They are all current employees of BJIT Limited at Panchkhola, Dhaka 1212 Branch.

Age
40 responses

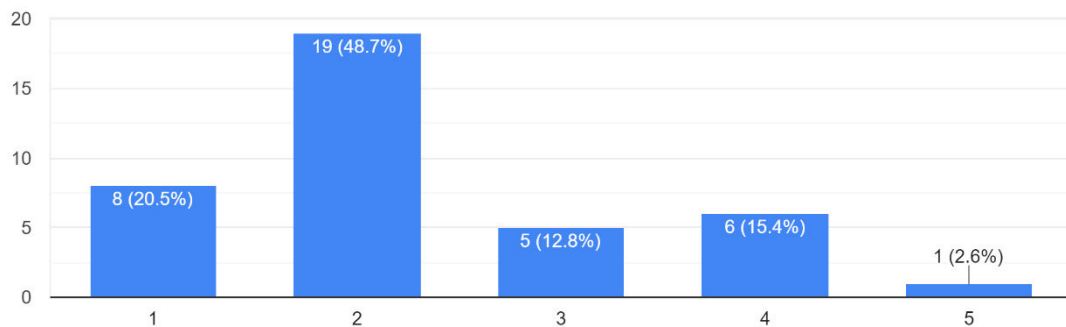


Age: Among 40 respondents 57.5% employees are between the age of 25 to 35 years old, 35% employees age are below 25 year and 7.5% employees age are between 35 to 50 year.

Workplace Environment

My work place has adequate space to work comfortably.

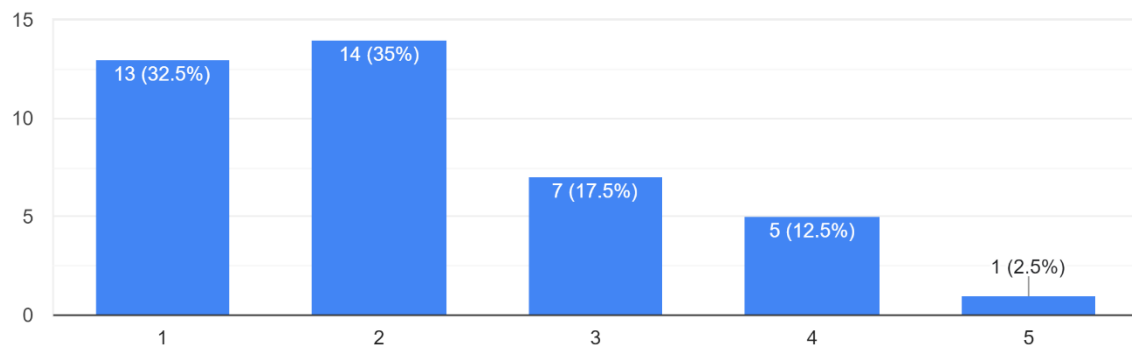
39 responses



The survey demonstrates that around 19 respondents are satisfied with BJIT's working space where they can work comfortably. And few people are highly satisfied too. Overall satisfaction level is good at BJIT limited for the employees.

Ventilation and air circulation in my workplace is adequate.

40 responses

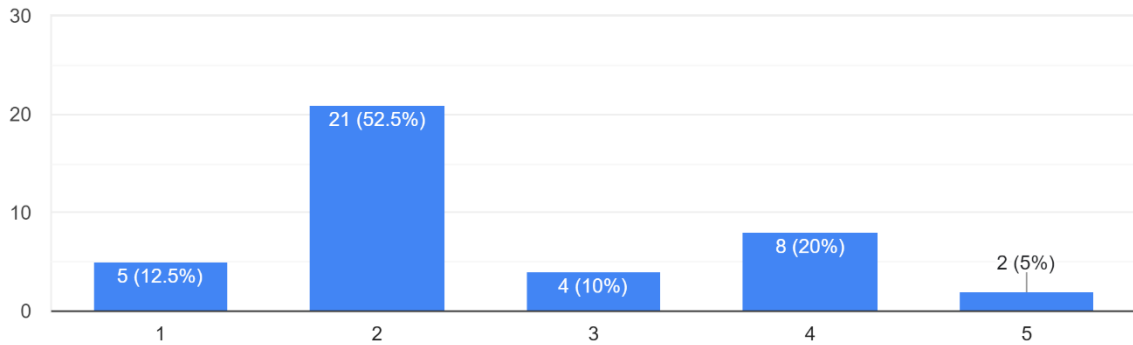


According to this survey, 14 respondents agrees that the ventilation and air circulation system of the company is good. And 13 employees highly agreed with the statement. So,

from this given information we can say that the employees of BJIT Limited are satisfied with the ventilation and air circulation system of the office.

Restrooms are clean and well maintained.

40 responses

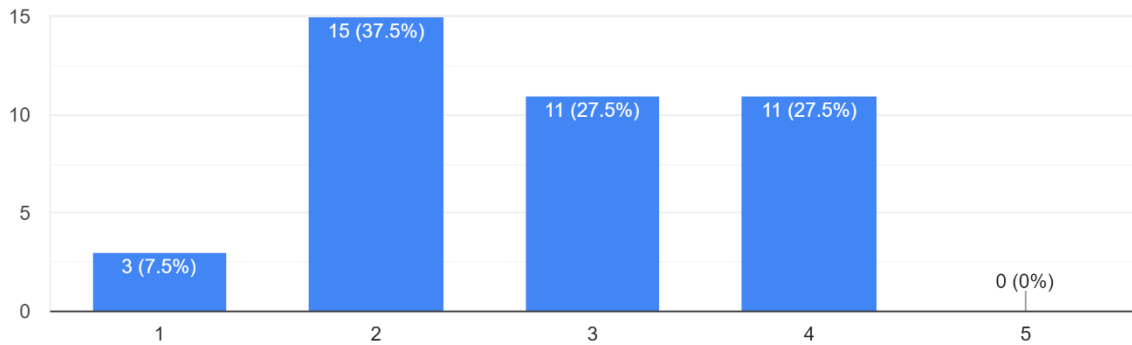


In this chart, there is a clear demonstration of most respondents agreeing with the fact that restrooms are neat and clean and well maintained as well. Here, 21 respondents agreed with the fact and 5 of them highly agreed that their restroom facilities are up to the mark. But among the 40 respondents 10 people disagreed with the fact as well. Maybe they faced some difficulties while using the restrooms.

Salary and other Incentives

The monthly salary paid to me is adequate.

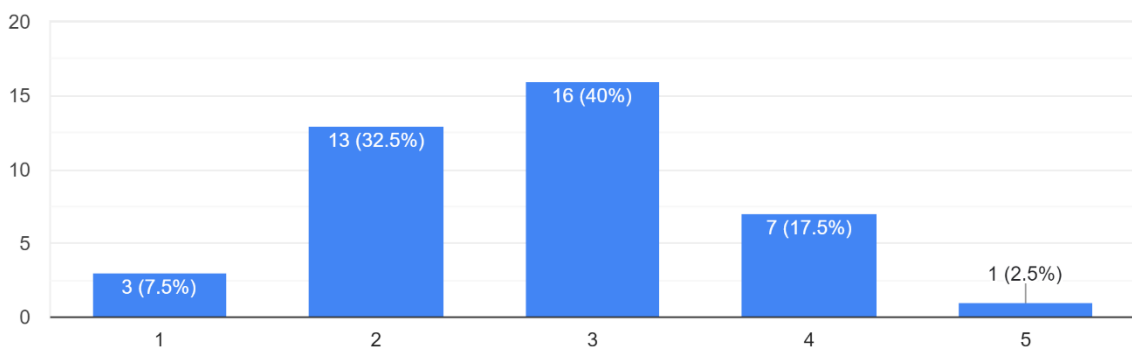
40 responses



Among 40 respondents, in the given graph we can see, 37.5% which are maximum and are satisfied with the monthly salary provided by BJIT Limited and 7.5% people are highly satisfied. However, we also can see that 11 of them has 'no opinion' and 11 of the employees are disagreeing and think that the incentives they are paid from the company is not enough to them.

Bonuses and other financial benefits are adequate.

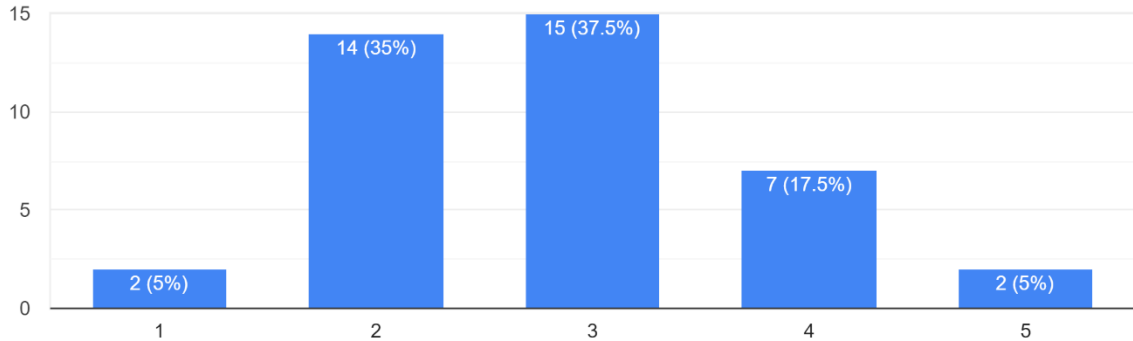
40 responses



In this survey, 3 being 'neutral' which states that the respondents have neither a positive response not a negative response. On the other hand, here it is also seen that 13 employees (32.5%) are satisfied with the bonuses and other financial benefits provided by BJIT Limited.

My post-retirement benefits (provident fund, gratuity, insurance etc.) are adequate.

40 responses

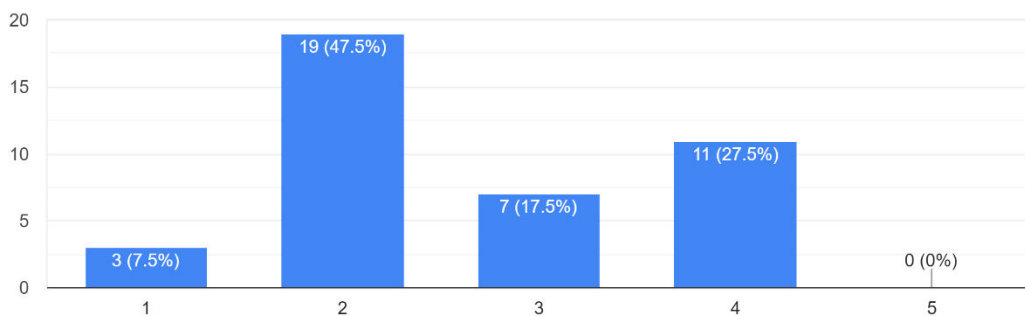


According to the survey, it is seen that among 40 respondents 15 employees are less inclined to express their opinion and is in somewhere between agreeing and disagreeing. Furthermore, 14 employees agreed that they are satisfied with the post-retirement planning of their organization.

Recognition for hard work

The management does not discriminate among employees in terms of pay, promotion, and other performance based rewards.

40 responses



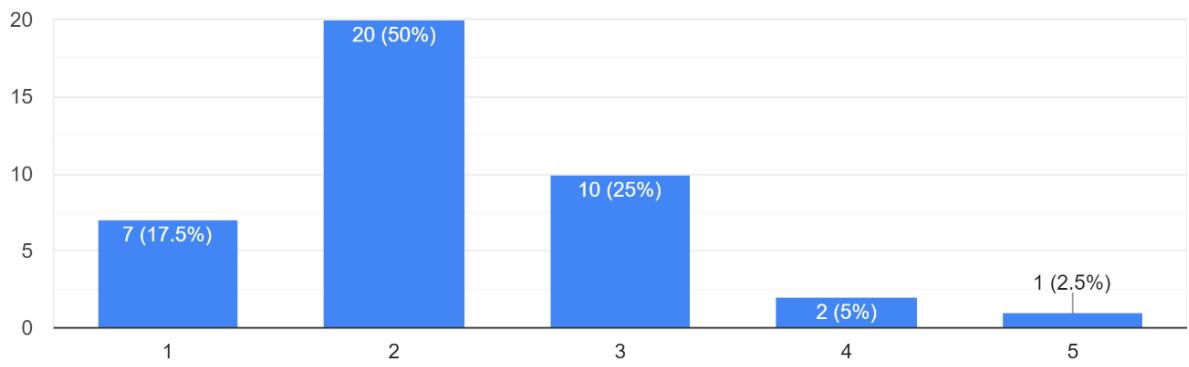
According to the survey, it is seen that 19 employees (47.5%) are agreeing that there are no discrimination in case of pay, promotion and performance based reward done by the

office management. Whereas 11 of them disagreed with the statement who might faced such discrimination during work.

Support from Management

The management is friendly and supportive in carrying out my job.

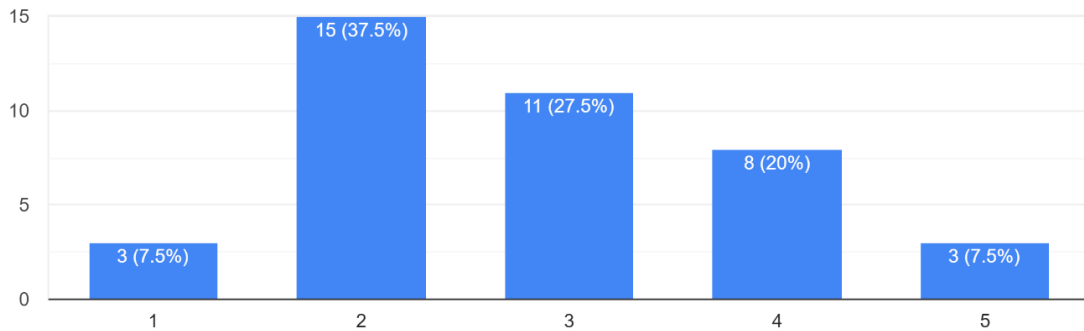
40 responses



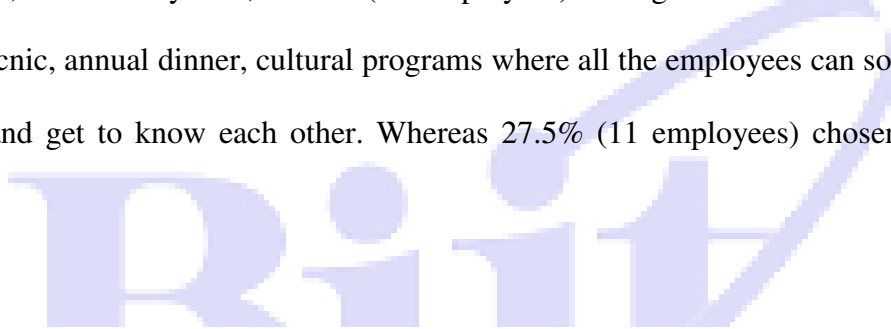
In this chart, we can clearly see that 2 being satisfied with the statement. From 1 and 2, in total 27 respondents agrees that their manager and supervisors are very supportive when it comes to perform or complete their job activities.

The management organises programmes like picnics, annual dinners, cultural programmes where employees can socialise with their colleagues along with their families.

40 responses

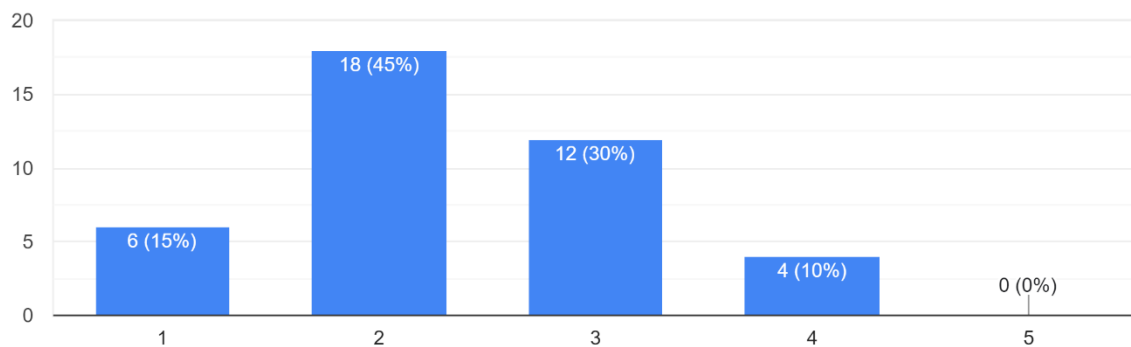


In this chart, we can say that, 37.5% (15 employees) are agreed that BJIT management organizes Picnic, annual dinner, cultural programs where all the employees can socialize with each other and get to know each other. Whereas 27.5% (11 employees) chosen to remain neutral.



The management encourages me to generate new ideas.

40 responses



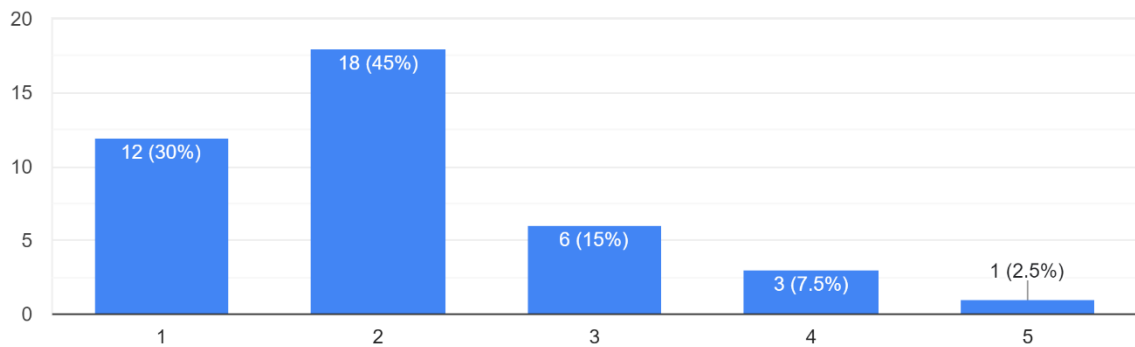
According to the survey, among 40 respondents, 18 of them agreed and satisfied with the fact that their manager or supervisor helps and encourage them to generate new ideas in term of their new projects and works. However, 6 of them are highly satisfied with the statement. So, we can get a positive vibe that BJIT encourages their employees to be creative ang to generate new ideas.



Socializing with Co-worker

I have opportunities to socialise with my co-workers.

40 responses

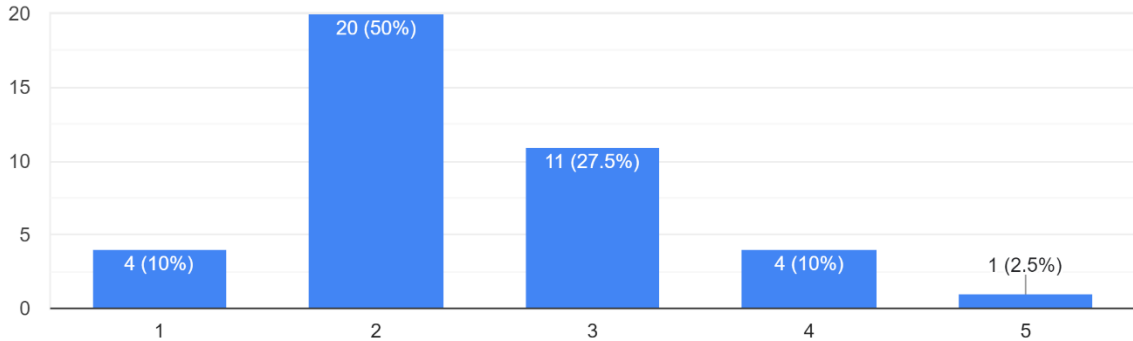


According to the survey, it is clearly shown that, 18 people agrees and 12 people highly agreed with the statement that during work time they have the opportunity to talk or socialize with their colleagues. In this case, BJIT's employees are really satisfied.

Career development and Motivation

I am satisfied working in this organisation.

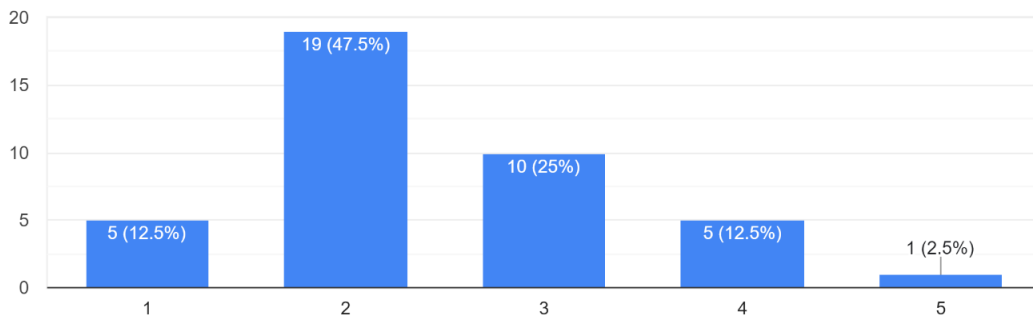
40 responses



Around 20 respondents stated that they are satisfied working with BJIT and 4 of them is highly satisfied as well. Whereas 11 of them have chosen the neutral option as they don't have any positive or negative opinions.

The facilities that I get are befitting to my position/designation.

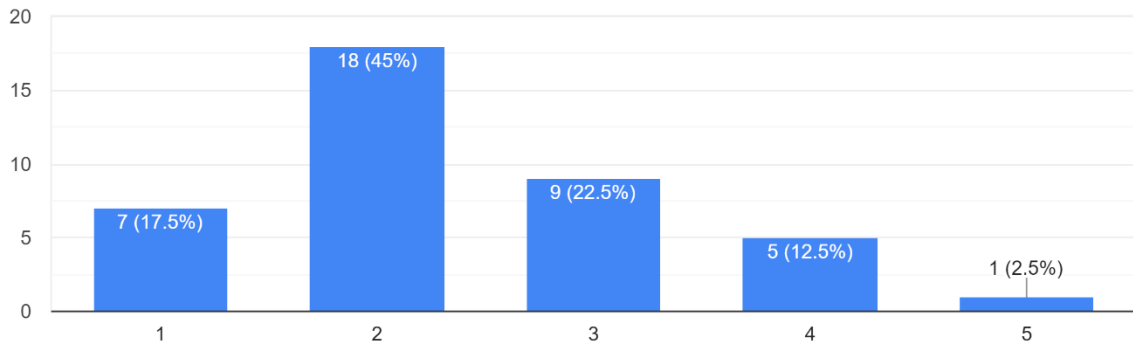
40 responses



In this survey, we can see that, 47.5% employees agree with the fact that the facilities that they get from BJIT are befitting to their position. And 12.5% strongly believe the statement. So, overall satisfaction level is in a good position in this case.

I shall recommend others to work in this organisation.

40 responses

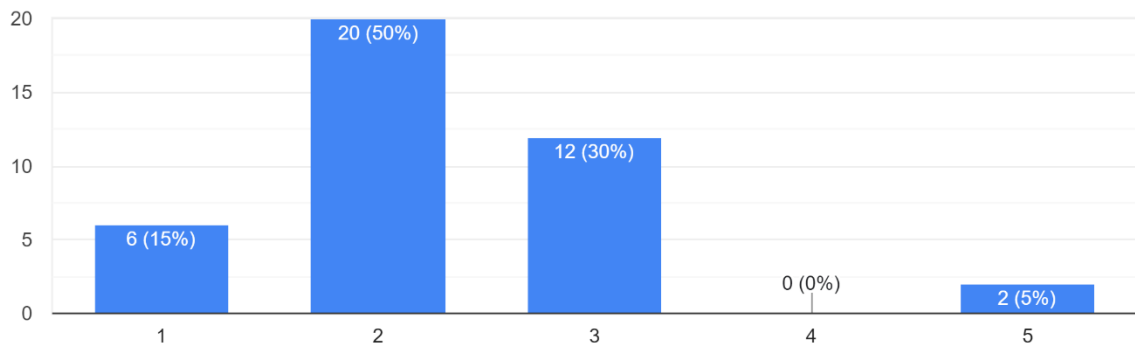


In this survey, it is clearly seen that, 18 employees (45%) are satisfied, and they do recommend other to work in this organization and 7 (17.5%) of them highly recommend this organization. Whereas 9 employees (22.5%) are neutral and did not share their opinion.

Bijit

My job offers me adequate provisions to establish a career in the organisation.

40 responses



In this chart, there is a clear demonstration of most respondents agreeing with the fact that their job offer them adequate provisions to establish their career in BJIT Limited. However, from 12 of the respondents no positive or negative statements were told. But overall from 1 and 2 we can firmly say, the satisfaction level is good among the employees of BJIT Limited.

3.4 Key Findings:

Employees at BJIT Limited are pleased with their workplace, salary, management role, and other benefits. Other IT firms, such as BJIT Limited, do not generally provide such generous compensation. Employees enjoy a comfortable work environment, as evidenced by their responses to this survey. In their free time, they can gossip. Employees will benefit from this relaxation since they will be able to communicate more effectively. Then there's the fact that their company's daily workload isn't extremely heavy. Employees are not pushed to any kind of pressure. They can take time off or relax if they complete their tasks within the allotted period. At BJIT, this is a reward. Their bosses/supervisors constantly encourage them to attain their objectives. This is amongst the most common factors for employee satisfaction. Some suggestions

were made to their employers based on open-ended concerns, such as reducing their month-end pressure to improve staff delivery. This will enable them to devote more time and effort to their respective organizations. Relationships with superiors are also positive, which is essential in any firm. During the study, the overall job satisfaction rating at the Panchkhola branch was satisfactory. This survey's main findings are as follows.

3.5 Recommendations:

- Employee satisfaction at BJIT Limited ltd is high, according to this study. There are also a lot of good things to say about organizations in their responses. My suggestions are as follows:
- Having a plan in place could help to alleviate the stress of the month's conclusion.
- Messengers, who are usually taking care of the entire workplace from morning to night by making tea, coffee, and washing dishes, are not obtaining enough remuneration and are not obtaining 15 days yearly leave, according to several employees.
- Yearly tours as well as other recreational spaces should indeed be enhanced to give individuals mental relaxation, and the organization should consider about it. During the poll, one employee said.
- It has been discovered that the majority of new employees are unaware of Banglalink's long-term and short-term aims. Supervisors need to provide adequate training to their subordinates on the department's primary mission, vision statement, and operational goals.

- Employees were overwhelmingly positive throughout the study. My suggestion is that if the firm can implement these improvements, it will make the workplace a happier environment for employees.

Conclusion

As a significant IT company, BJIT Ltd. faces numerous problems and is under a great lot of strain. A minor flaw in any aspect of their performance of the organization has a significant impact on their brand image. It's tough to maintain this image. BJIT is doing an outstanding job of maintaining its market share and dealing with competition. BJIT contribute to the economic growth of Bangladesh through their organizational operations.

Every firm generates every effort to please its employees. Employee's job satisfaction and its proportional importance must be identified and measured by BJIT Limited. BJIT Limited has an operational wing that identifies work satisfaction variables in order to improve a company's level of satisfaction, which is critical. According to the research, BJIT Limited's overall job satisfaction is satisfactory. Employee satisfaction is on the upswing, with an average level of overall job satisfaction.

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Appendix A.

Survey Questionnaire

A. Please tick (✓) the appropriate space for the following information.

Age:

- Below 25 ____
- 25+ – 35 ____
- 35+ – 50 ____
- 50+ and above ____

Gender:

- Male ____
- Female ____

Managerial Position:

- Lower level ____
- Mid level ____
- Upper mid level ____
- High level ____

Please tick (✓) the appropriate box (5 to 1) to provide your opinion for the following statements:

		Strongly agree				Strongly disagree
1.	My work place has adequate space to work comfortably.	5	4	3	2	1
2.	Ventilation and air circulation in my workplace is adequate.					
3.	Furniture, stationery, and other devices provided to perform my job are adequate.					
4.	Restrooms are clean and well maintained.					
5.	The monthly salary paid to me is adequate.					
6.	Bonuses and other financial benefits are adequate.					
7.	My post-retirement benefits (provident fund, gratuity, insurance etc.) are adequate.					
8.	The management does not discriminate among employees in terms of pay, promotion, and other performance based rewards.					
9.	I am fairly rewarded for my job performance.					
10.	The management shows concern over my wellbeing.					

11.	The management is friendly and supportive in carrying out my job.					
12.	I have opportunities to socialise with my co-workers.					
13.	My organisation provides breaks between work where I can socialise with my co-workers.					
14.	The management organises programmes like picnics, annual dinners, cultural programmes where employees can socialise with their colleagues along with their families.					
15.	My job offers me adequate provisions to establish a career in the organisation.					
16.	My job designation is respectable.					
17.	The facilities that I get are befitting to my position/designation.					
18.	The management encourages me to generate new ideas.					
19.	The management encourages me to take initiative in dealing with different situations.					
20.	The management encourages me to be creative.					

21.	I am satisfied working in this organisation.					
22.	I shall recommend others to work in this organisation.					



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