

Internship Research Report

On

**Research on Motivational Tools influencing the
Hygiene Factors in IDLC Finance Ltd.**

BRAC
UNIVERSITY



financing happiness

INTERNSHIP RESEARCH REPORT

On

**Research on Motivational Tools influencing the Hygiene
Factors in IDLC Finance Ltd**

Submitted To

Syeda Shaharbanu Shahbazi

Senior Lecturer

BRAC Business School

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Submitted By

Tamanna Tarannum Wahid

ID: 08104084

Date of Submission:

24th September, 2012

LETTER OF TRANSMITTAL

24th September, 2012

To,

Syeda Shaharbanu Shahbazi

Internship Supervisor

Senior Lecturer,

BRAC Business School

BRAC University

Subject: Internship Research report on “Motivational Tools influencing the Hygiene Factors in IDLC Finance Ltd”.

Dear Sir,

It is a great pleasure for me, to submit my Research report on the topic of “A Research Motivational Tools influencing the Hygiene Factors in IDLC Finance Ltd”. I have prepared this report, as a partial fulfillment of BBA program. I have tried my level best to prepare this report to the required standard though there are many difficulties arose while I was collecting data and information for this project. Yet, it was certainly a great opportunity for me to work on this paper to actualize my theoretical knowledge in the practical arena.

I express my heart full gratitude to you to go through this report and make your valuable comments. It would be very kind of you, if you please evaluate my performance regarding this research paper.

Thank you,

Sincerely Yours

Tamanna Tarannum Wahid

ID: 08104084

ACKNOWLEDGMENT

First of all I want to pay my gratitude to the Almighty Allah for helping me in preparing this internship paper successfully. Secondly, I want to express my gratefulness to my internship supervisor, **Syeda Shaharbanu Shahbazi**, for providing me continuous support and guideline to prepare a collaborative formal paper. Her contribution to me can only be acknowledged but never be compensated. I would like to thank **Md. Mohaymen Billah**, Manager (SME Division) IDLC Finance Limited for their cordial cooperation and help.

Furthermore, I want to convey my heartiest thanks to all the members of IDLC Finance Limited and especially to **Munnera Bashir** (Assistant Manager of HR Division), who has helped me and allowed me to conduct the survey and also provided a lot with her kind views, assistance and encouragement. Without her cooperation it would be difficult to prepare this report.

At last I want to thank our respected faculty, **Syeda Shaharbanu Shahbazi** once again for giving me such an opportunity, which has obviously enhanced human resource related knowledge and skills to a great extent.

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EXECUTIVE SUMMARY

IDLC Finance Ltd commenced its journey, in 1985, as the first leasing company of the country with multinational collaboration and the lead sponsorship of the International Finance Corporation (IFC) of The World Bank Group. In its arduous journey since, IDLC Finance has succeeded in realizing the dreams of those who established it. Today it is one of the country's leading NBFI, contributing significantly to the Country's economy. In most of our life, we will be earning and spending money. Core financial services provided by financial intermediaries include payments and liquidity, maturity transformation, store of value, information processing and pooling of risks. Banks have traditionally provided most of these services and are increasingly diversifying into other areas. However, banks typically have an edge in providing payment and liquidity related services and they usually select a portfolio mix with an overriding objective of providing a certain return. Non-banking financial institutions (NBFI's), on the other hand, tend to offer enhanced equity and risk based products. NBFI's play a crucial role in broadening access to financial services, enhancing competition and diversification of the financial sector. They are increasingly being recognized as complementary to the banking system capable of absorbing shocks and spreading risks at times of financial distress.

Traditionally our banking or financial institutions are involved in term lending activities. In this case human resources are very much important to run the operation as well as their motivation too.

The purpose of this paper is to conduct a research on motivational factors influencing Hygiene Theory. First of all, to conduct the survey, I had to make a questionnaire which includes motivational factors that influences enthusiasm and eagerness of employees. Secondly, I had to go through data analysis and data interpretation by using SPSS software. For this research, I went through secondary and primary data. For instance, the data itself is the confirmation of the motivation level among my respondents. The respondents are highly motivated towards their job assignments also for their personal recognition. The factors are influencing here are, good supervisor, training level, working environment, promotional activities etc. These will be explain and enclosed later on this report.

Chapter – 01: Organizational Review

1.1: Introduction and History

IDLC Finance Ltd commenced its journey, in 1985, as the first leasing company of the country with multinational collaboration and the lead sponsorship of the International Finance Corporation (IFC) of The World Bank Group. Technical assistance was provided by Korea Development Leasing Corporation (KDLC), the largest leasing company of the Republic of South Korea.

IDLC, as a multi-product financial institution, offers a diverse array of financial services and solutions to institutional and individual clients to meet their diverse and unique requirements. The product offerings include Lease Finance, Term Finance, Real Estate Finance, Short Term Finance, Corporate Finance, Merchant Banking, Term Deposit Schemes, Debentures and Corporate Advisory Services.

IDLC's vision is to be Bangladesh's best multi-product financial institution. In achieving this vision and goal, the management realizes the importance of taking due care of all of our constituents, particularly the share-holders, customers and workforce.

IDLC's unique institutional shareholding structure, comprising mostly of financial institutions, helps the company to constantly develop through sharing of experience and professional approach at the highest policy making level. The company has authorized capital of Taka 1,000,000,000 (10,000,000 shares of Taka 100 each) and paid up capital of Taka 300,000,000 (3,000,000 ordinary shares of Taka 100 each). IDLC has also established two wholly owned subsidiaries, IDLC Securities Limited and I, Cons Limited to provide customers with security brokerage solutions and IT solutions, respectively.

Subsidiaries

IDLC Securities Limited, a fully owned subsidiary of IDLC, offers full-fledged international standard brokerage service for retail and institutional clients. It has seats on both the Dhaka and Chittagong Stock Exchanges. It is also a Depository Participant (DP) of Central Depository Bangladesh Limited (CDBL).

Icons Limited, a fully owned subsidiary of IDLC provides world class IT solutions starting from financial applications to IT infrastructure development and consultancy services.

1.2: Products and Services Offering

Name of Product Line	Product Name
Structured Financing	Syndication Advisory Services Merger and Acquisition Securitization Local Enterprise Investment Center
Real Estate Financing	Real Estate Finance Home Loan Real Estate Developer Finance Home Loans with Home Loan Shield Home Equity Loans
Lease Financing	Machinery Loan
Short Term Financing	Factoring of Accounts Receivable Work Order Finance
Deposit Schemes	Cumulative Term Deposit Annual Profit Term Deposit Monthly Earner Deposit Double Money Deposit Inter Corporate Deposit
Merchant Banking Services	Issue Management Underwriting Private Placement Portfolio Management Trusteeship Management Bridge Loan Financing Investment Advisory Placement of Equity, Debentures and Bonds
Personal Loan	Car Loan Personal Loan Festival Loan
SME Loan	Lease Finance & Term Finance Professional supports to SMEs

Source: Annual Report of 2011, IDLC

Guiding Principles

IDLC is a multi-product financial institution offering an array of diverse financial services and solutions to institutional and individual clients to meet their diverse and unique requirements. Following are the guiding principles that shape the organizational practice of IDLC

Customer first: IDLC has grown with its customers, who are believed to be the center of all actions. As the crux of IDLC's corporate philosophy, customer service gets the highest priority.

Innovation: IDLC has continuously introduced new financial products for meeting the needs of the entrepreneurs in a complex & challenging business environment. The concept of innovation is in-built into the working culture.

Professional Knowledge: IDLC is staffed with qualified professionals and innovative minds in the country. Years of operational experience, large industrial database and competent workforce have gives them unparalleled advantages.

Professional ethics: The professional at IDLC maintain the highest degree of financial and business ethics in all transactions with the clients. Over the last two decades, IDLC have put in bets efforts to meet the expectations of the clients and investors.

One stop solution: Work at IDLC begins with the idea generation, and then goes on into the feasibility study followed by arrangement of financing to implement the project. IDLC advises the clients, finance them and even arrange financing for them via different financing modes, namely: lease financing, term loan, bridge loan, syndication, bridge loan, syndication, ordinary shares, preferred shares and debentures.

1.3: Vision for the Future

Vision: We will be the best financial brand in the country

Mission: We will focus on quality growth, superior customer experience and sustainable business practices

For the Company: Relentless pursuit of customer satisfaction through delivery of top quality services.

For the Shareholders: Maximize shareholders' wealth through a sustained return on the investment.

For the employees: Provide job satisfaction by making IDLC a center of excellence with opportunity of career development.

For the society: Contribute to the well-being of the society, in general, by acting as a responsible corporate citizen.

Goal: Long term maximization of Stakeholders' value.

Chapter – 02: Job Part

2.1: Description/Nature of the Job

During my internship program I had to perform different types of job task in SME division. I also tried to match those tasks with my theoretical knowledge, but it's important to mention that practical experience shows a true picture of every company's operation procedure and help oneself to evaluate all steps of respective organization. Basically this division extends lease, loans and asset management services and also allows term deposits from individual to corporate houses. There are so many tasks in the SME Division which comprises from identifying prospective corporate client to the sanction and disbursement of term loan/lease facility to those corporate clients. In between this process, several steps are to be followed which includes visit formally to selected corporate client, formal approach from the clients, assessing risk in the projects offered by the clients, sanctioning and disbursement of term loan/lease, maintaining monthly rental process and last of all preparing closure memo.

2.2: Specific Responsibilities of the job

During my internship program I found there are few job tasks I have to perform in terms of learning and experiencing. From my experience I must mention that all tasks were very crucial so I had given much effort to understand everything and to do my job perfectly. Also I tried to match those tasks with my theoretical knowledge, where I have found that job tasks were quite similar what I have learned from Finance and Accounting course. But it needless to say that practical experience shows a true picture of every companies operation procedure and help oneself to evaluate all steps of respective company by fulfilling one's job responsibilities.

Specific tasks that I have performed are mentioned below-

Assist in preparing income statement, balance sheets

Mainly, I have worked for SME-Medium Enterprise Finance clients' information. Preparing balance sheet and income statement are necessary. I made financial accounts for Wakil Motors, Padma Roto, BBS Cables etc. This information requires for the cash liquidity of the clients. Even the interest rate fluctuates due to the loan sanction amount of each client.

Help with accounts receivable, payable, CIB undertaking and bank statement reconciliation

Before disbursement it's necessary to prepare the CIB (Credit Information Bureau) report to check whether it is a clean report or not. To prepare a CIB report required documents are - TIN certificate, voter ID card of the proprietor or owner, trade license of the company. It is also essential to check account receivables, payable and bank statement reconciliation unless the account could show a wrong amount of the client. In that case disbursement could be impeding.

Signing for disbursement memorandum

As long I was the intern of SME Division, and the most important task of the SME Division is the disbursements to their new clients also to their existing clients. The signing for the disbursement memorandum takes a long process. It starts with the RM (Relationship Manager) of that particular client. The RM decides whose signature is needed to be taken for the memorandum. First of all, the RM signs the memorandum, and then it needs to be signed by the manager of SME Division, next it goes to the HoSME (Head of SME). Sooner he approves it; the memorandum goes to the HoCRM (Head of Credit Risk Management). Finally, it goes to the Managing Director. Whenever he signs that memorandum it must be forwarded to the CAD (Credit Administration Department). If they declare it is clean then the disbursement occurs and client gets their loan.

2.3: Different Aspects of Job Performance

During my internship many disbursements took place, but for one client I was actively and directly involved to that loan process. The client is a proprietor of an exclusive boutique house named "Couture by Sanjna". Since the proprietor is a woman entrepreneur, that is why the whole SME team was quite interested for the disbursement. Additionally, the proprietor of "Couture by Sanjna" needed the sanction due to heavy demand of exclusive dresses during Ramadan time. The disbursement process is given below:

Term loan Process

Prospective client search (Appropriate marketing)

IDLC's sales executives are always looking for prospective clients for the term loan. They do research on the market prospect and the conditions of possible clients' business. Based on their research they try to identify the trend of the economy and based on this trend analysis they plan their loan portfolio.

Information checklist based on requirement

Whenever a client wants to take loan from IDLC they provide them an information checklist based on their requirement. If the information provided by the client is considerable then they go for further processing otherwise they reject the loan proposal.

Document submission

If a prospective client passed through the information checklist process then the client is asked to submit some documents which are required for further assessment. These documents vary in case to case.

Appraisal report

After the submission of all documents the sales executive who bring the client to IDLC prepares an appraisal report in which he/she gives his/her expert opinion about the loan proposal.

CIB report

For assessing a loan proposal IDLC has to verify the proposer's credit report provided by the Credit Information Bureau (CIB). CIB provides necessary about the credit condition of the proposer. This CIB report is very much important for assessing a loan proposal. If the report is favorable for the proposer only then IDLC go for further assessment. Otherwise they reject the proposal immediately.

Justification through credit policy

After getting positive report from CIB IDLC justify the loan proposal through its own credit policy. If the proposal complies with the credit policy of IDLC then they approve the loan otherwise the proposal is rejected.

Sanction of loan

After justifying the loan proposal the loan is sanctioned to the proposer.

Document preparation

After sanctioning the loan IDLC officials prepare the documents for the loan signing.

Sign

After preparing the documents required both the parties sign the document and the loan is provided to the client.

Internal control (credit administration)

Internal Control & Compliance Committee addresses operational risk and frames and implements policies to encounter such risks. The Committee assesses operational risk across the Company, as a whole, and ensures that an appropriate framework exists to identify access and manage operational risk.

2.4: Critical Observation and Recommendation

- Client loan application processing has been done by software properly. But some management information (MIS) report such as Business report, disbursement report & monthly comparison report has not been delivered from the software properly. It is yet to be on process. This is the main drawback of the system.
- The systems information requirement is not maintained properly so that it is not much effective. .
- Corporate loan appraisals yet need to be developed.
- Simple Loan proposals exist but preview does not provide correctly.
- Preview of client repayment status is not showing properly.
- Transfer of documents yet to be developed.
- IDLC is not following systematic approach to operate activities.

Chapter – 03: Project Part

3.1: Summary

As a mandatory requirement of the Bachelors in Business Administration (BBA) program under BRAC University, this report entitled – “A Research on Motivational Tools influencing the Hygiene Factors in IDLC Finance Ltd " - is a connived depiction of the three months long internship program) in IDLC Finance Ltd.

The organization attachment started on May 27, 2012 and finished on August 27, 2012. My on-site supervisor Khwaja Md. Mohaymenn Billah, Manager of SME Division, assisted me on the internship and the topic of the term paper & my academic supervisor at BRAC University Syeda Shaharbanu Shahbazi, Senior Lecturer of BRAC Business School approved it.

3.2: Description of the Project

The research that I have conducted over here will be a descriptive research. The reason for choosing descriptive research is the nature of the study. The main purpose of the research is to understanding the impact, to be more specific the outcome of motivational factors. In this research I used cross-sectional time. As this research is takes place only one single point in time, so it is cross-sectional.

3.2.1: Objective of the study

1. Broad objective:

The broad objective of this research is to find out the HR Motivational Factors directly or indirectly influencing the Hygiene Factors.

2. Specific objective

- To find out and learn how the HR Division works to motivate the human resources.
- To find out level of motivations.
- To find out what motivates employees to perform at their level best.
- To find out what sort of expected outcomes are there from the employees' point of view.

3.2.2: Research Methodology

The subject matter of this report is based on primary and secondary sources of data and information. Here the regression and frequency distribution is done to find out the outcome of the research. I have prepared the set of questionnaire to collect the information from the employee to employee. The questionnaire is combination of fixed alternative questions with few open ended questions.

A. Primary Sources:

- Face-to-face conversation with the respective officers and staffs of IDLC.
- Practical work exposure from the different desks of the three departments of the branch.
- Study of the relevant files as instructed by the officers concerned.
- Some opinions and ideas have been incorporated in the paper through interactive sessions and interviews with the top management and mid level executives of the organization

B. Secondary Sources:

- Annual reports of IDLC Finance Ltd.
- Website of IDLC Finance Ltd.
- Various books, daily news papers Training articles, compilations etc. regarding NBFIs
- Prospectus

3.2.3: Limitation of the Study

During my orientation I was able to learn a lot of things but still it was not enough. There are some limitations that I can't ignore. Data unavailability was the constraint. Official documents on the detail activities of the department were not available. This report is based on the Presence of the Hygiene Factors also the Motivational Tools and Techniques used by the IDLC HR Division, on the basis of the secondary data obtained from different sources like annual report, websites etc. I have faced difficulties in analyzing data due to inconsistency and insufficiency. Hence 100% accuracy can't be assured. Further it is added that the collection of exact information is difficult because maximum information is confidential and those information are modified before presenting in this report.

Moreover, this type of research needs a long time, good communication with the employees. But we had both time constraint and shortage of manpower. So, the study could not be carried

out as effectively as I would have liked. The unwillingness of the respondents also troubled me to some extent. So, all these limitations might have affected the accuracy of the result.

3.3: Main Body

3.3.1: The Research Project

Two Research Hypotheses

Null hypothesis: All the employees are not at all motivated.

Alternative hypothesis: All the employees are highly motivated.

Theoretical and Accessible Population

Theoretical population: All the employees of Corporate Head office of IDLC are the theoretical population. The number of population is around 60. All the departments are included in this population.

Accessible population: Accessible population would be theoretical minus non accessible population. Non accessible population would be the employees who were in leave or training and others were not much interested in conducting survey due to huge loads of works.

Sampling Element

As I have selected all the employees as my sample. Now each and every individual employee will be considered as sample element.

Sample

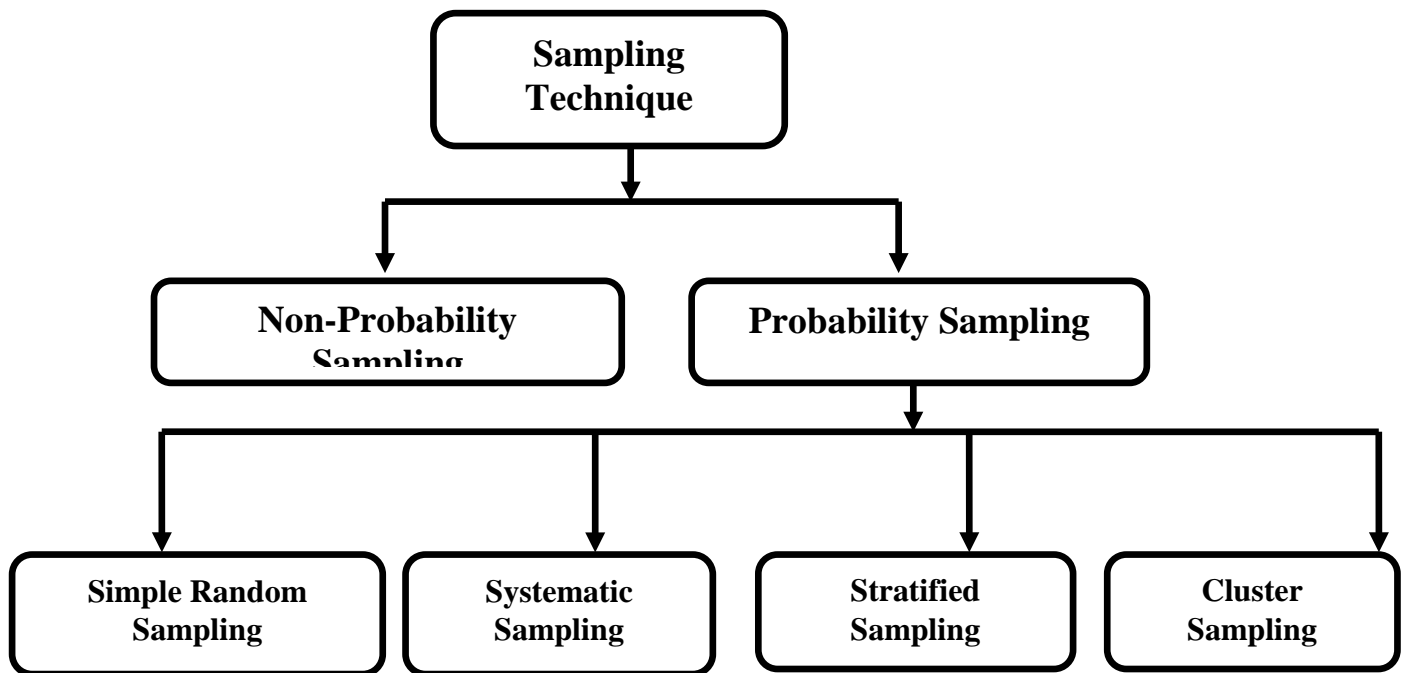
Now when we will chose the sample there we have to be more specific. Though IDLC is comprises of a lot of departments, I considered all particular employees of different department's as my research sample. Considering this situation, I selected 30 people in my research as the sample size.

Sampling Method

In general there are two types of sampling method namely probability and non-probability sampling. In probability sampling the choice of sample group is made using unbiased process so that each sample unit in a group has an equal chance of being selected. On the other hand in non probability sampling the choice of sample group is left to the researcher and thus

element of bias always shows up in each studies. My research is probability in nature. So, due to limitation of the time, scope and resources I followed the probability sampling.

I used simple random Sampling for this research. In simple random sampling technique the selection of each sample is done by selecting randomly. The purpose of choosing simple random sampling because only it goes well with the research for my report.



Survey research is one of the most important areas of measurement in applied social research. The survey research basically divided into two broad areas namely Questionnaire and Interview. For the survey on motivational factors, questionnaire and face to face interview would be most appropriate.

Questionnaire are of different types such as- mail survey, group administered questionnaire and face-to-face interview. For my survey I selected group administered questionnaire. At first we went to employees to employees for surveying. I provided the questionnaire to them. They solved the questionnaire and if in case the respondents were unclear about the meaning of a question they ask us for clarification.

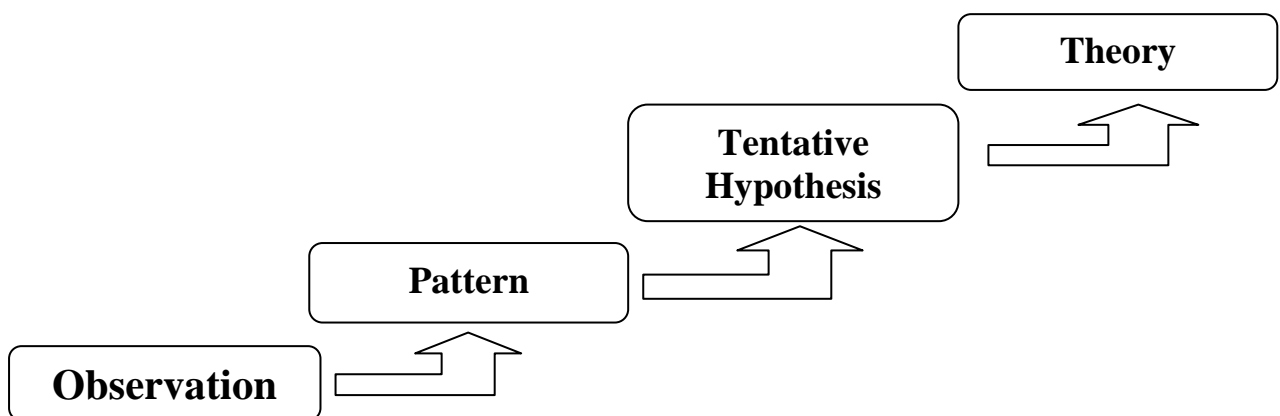
Reliability Concern

In our research I have some reliability concern. For this research some reliability concerns are related with respondents. The reliability concerns for this research are as follows:

- The respondents might not understand the survey questions. So that they can provide answers based on assumption or tick any answer. Besides the respondents might not recall the any information which is needed for answering the survey question, that's why they choose any answer. For not understanding any questions or not knowing the correct answer in that moment, the respondent might not answer any question which may be applicable for his/her. Moreover it might happen the answers which the respondents want to provide are not included in the questionnaire option. All of these are unintentional.
- The respondents might provide inaccurate information for maintain an image. Suppose, respondent might have superiority complex and choose best options whether the information is true or not. In addition with this, the respondent might be in a hurry or don't take the survey seriously and choose any answer without reading the questions or without thinking about the correct answer of the questions. All of these are unintentional.
- The respondents might not understand any answer. In the questionnaire survey the respondents might answer something which they might not understand properly. These are unintentional.

Type of Research

For this research inductive research will be conducted. Induction means observation to theory. Inductive reasoning works the way by moving from specific observations to broader generalization and theories. It is called 'bottom up' approach informally. In inductive type of research the research begins with specific observations and measures begin to detect patterns and regularities, formulate some tentative hypothesis that can be explored. And finally end up developing some general conclusions or theories.



In my research it is required observation of the matters related with the topic by survey. Here questionnaire survey and face to face interview are conducted. Then using measurement the patterns are detected. Using SPSS (Statistical Package for the Social Sciences) software all the data get from survey is measured. After that the results of the measurements are interpreted that means formulation of some tentative hypothesis was done. And finally based on the interpretation conclusion of this research is drawn. This procedure goes under inductive research.

3.3.2: Analysis:

1. Please mention your profile in the organization

- | | |
|-------------------------------------|-----------------------------|
| a) SME Division | b) Special Asset Management |
| c) Credit Administration Department | d) Accounts & Taxation |
| e) Administration | f) Other_____ |

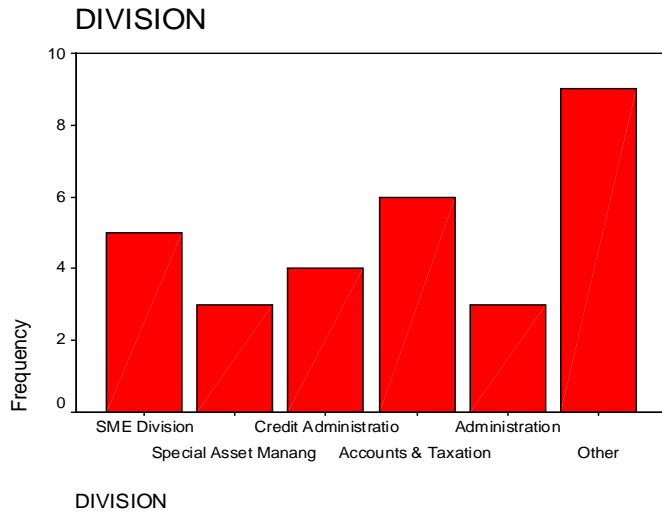
Statistics

DIVISION

N	Valid	30
	Missing	0

DIVISION

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid SME Division	5	16.7	16.7	16.7
Special Asset Manangement	3	10.0	10.0	26.7
Credit Administration Department	4	13.3	13.3	40.0
Accounts & Taxation	6	20.0	20.0	60.0
Administration	3	10.0	10.0	70.0
Other	9	30.0	30.0	100.0
Total	30	100.0	100.0	



From the table of department it can be seen that out of 30 sample size, 5 respondents are from SME division, most of them are from the other divisions which covers 30% of my respondents.

2. You are: a) Male b) Female

Statistics

Statistics

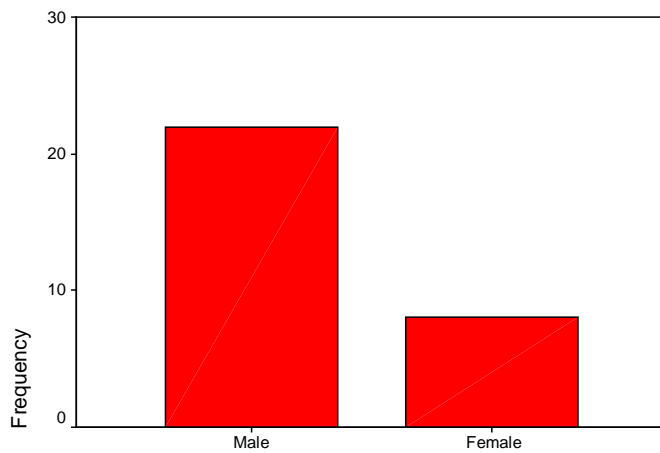
GENDER

N	Valid	30
	Missing	0

GENDER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	22	73.3	73.3	73.3
	Female	8	26.7	26.7	100.0
	Total	30	100.0	100.0	

GENDER



GENDER

From the table of gender it can be seen that out of 30 sample size, 8 respondents are female and 22 respondents are male. This means 73.3% of the respondents are male and only 26.7% are female.

3. Do you enjoy going to work every day and performing at your best?

- a) Yes b) No

Statistics

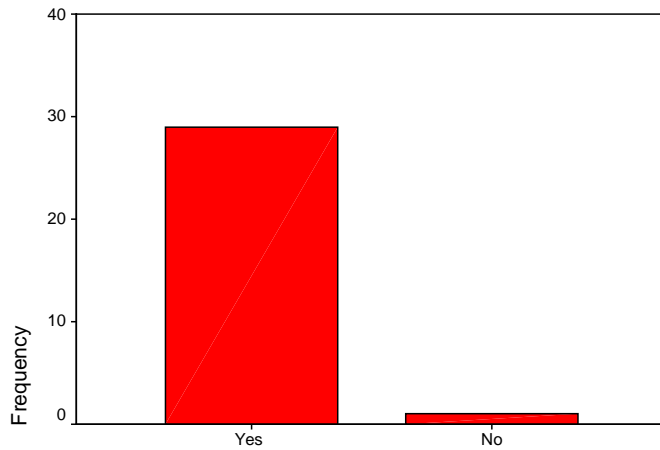
GOTOWORK

N	Valid	30
	Missing	0

GOTOWORK

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	29	96.7	96.7	96.7
	No	1	3.3	3.3	100.0
	Total	30	100.0	100.0	

GOTOWORK



GOTOWORK

From the table we can see only 3.3% of my respondents disagreed to others and don't like to come to work and enjoy working. Others are 96.7% of the respondents who are highly motivated to their own task and job duties.

4. How motivated are you to assist your department in meeting its objectives?

- a) Motivated b)Not motivated c)Somewhat motivated

Statistics

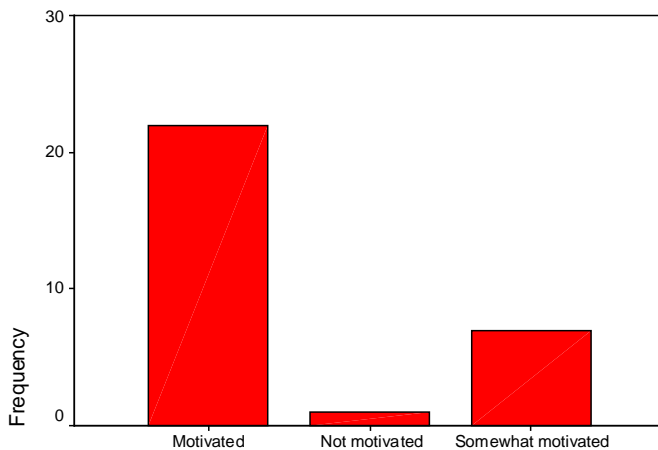
MOTIVATE

N	Valid	30
	Missing	0

MOTIVATE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Motivated	22	73.3	73.3	73.3
	Not motivated	1	3.3	3.3	76.7
	Somewhat motivated	7	23.3	23.3	100.0
Total		30	100.0	100.0	

MOTIVATE



MOTIVATE

From the table we can see most of the respondents are motivated towards their job and few 23.3% are somewhat motivated and 3.3% are not at all motivated towards their tasks.

5. What are the reasons that you stay at your present job? (Check all if, those apply)

- Challenging job assignments
- Interesting working hours
- Good boss
- Vacation/leave
- Location is convenient

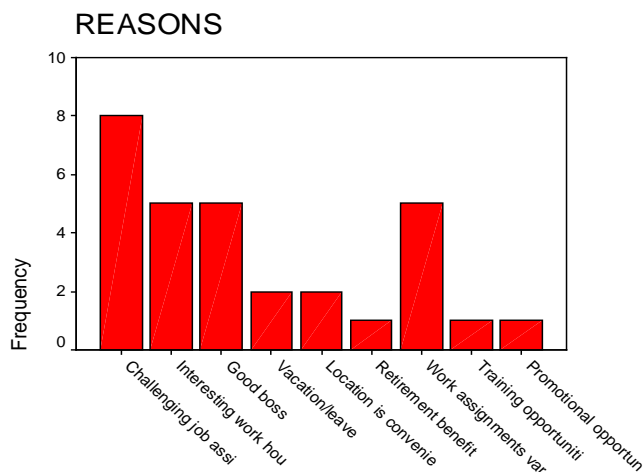
Retirement Benefit
 Work assignments vary
 Training Opportunities
 Promotional opportunities
 Other_____

Statistics

REASONS		
N	Valid	30
	Missing	0

REASONS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Challenging job assignment	8	26.7	26.7	26.7
	Interesting work hour	5	16.7	16.7	43.3
	Good boss	5	16.7	16.7	60.0
	Vacation/leave	2	6.7	6.7	66.7
	Location is convenient	2	6.7	6.7	73.3
	Retirement benefit	1	3.3	3.3	76.7
	Work assignments variation	5	16.7	16.7	93.3
	Training opportunities	1	3.3	3.3	96.7
	Promotional opportunities	1	3.3	3.3	100.0
	Total	30	100.0	100.0	



REASONS

This data implies 26.7% are motivated for the challenging job assignments. But interested working hours, good boss, work assignment variation also influence at 16.7% to the employees for the reasons of staying in current job.

6. How career advancement or promotions are conducted in this organization

- a) Excellent b) Very Good c) Good d) Fair e) Poor

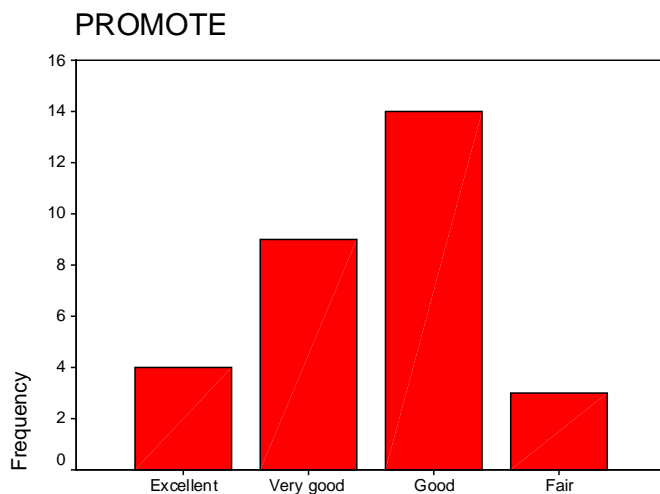
Statistics

PROMOTE

N	Valid	30
	Missing	0

PROMOTE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	4	13.3	13.3	13.3
	Very good	9	30.0	30.0	43.3
	Good	14	46.7	46.7	90.0
	Fair	3	10.0	10.0	100.0
	Total	30	100.0	100.0	



PROMOTE

From the table we can see 46.7% of the respondents indicate the use of promotional tools and techniques of IDLC are good but only few as 13.3% went for excellent and only 30% indicated as very good.

7. The supervisory aspects as enforced by your superiors at work

- a) Excellent b) Very Good c) Good d) Fair e) Poor

Statistics

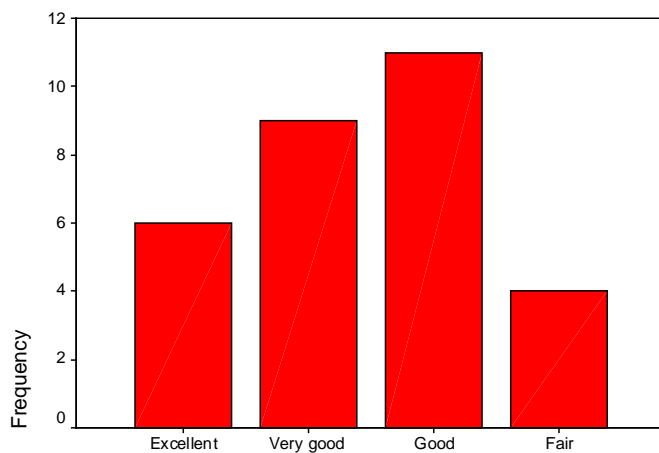
SUPERVIS

N	Valid	30
	Missing	0

SUPERVIS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	6	20.0	20.0	20.0
	Very good	9	30.0	30.0	50.0
	Good	11	36.7	36.7	86.7
	Fair	4	13.3	13.3	100.0
	Total	30	100.0	100.0	

SUPERVIS



SUPERVIS

This data implies 11 respondents that means only 36.7% refers their supervisor as good, 20% checked excellent and 30% replies very good.

8. The nature of how people are promoted to supervisory positions

- a) Excellent b) Very Good c) Good d) Fair e) Poor

Statistics

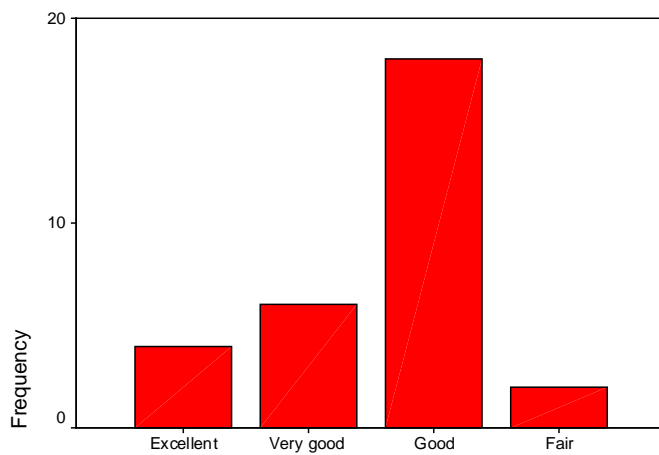
NATURE

N	Valid	30
	Missing	0

NATURE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	4	13.3	13.3	13.3
	Very good	6	20.0	20.0	33.3
	Good	18	60.0	60.0	93.3
	Fair	2	6.7	6.7	100.0
	Total	30	100.0	100.0	

NATURE



NATURE

From this table we can see, 60% of respondents find the nature of promotional activities good, 13.3% replied excellent and 20% replied as very good.

9. The level of team work and group work participation in this organization

- a) Excellent b) Very Good c) Good d) Fair e) Poor

Statistics

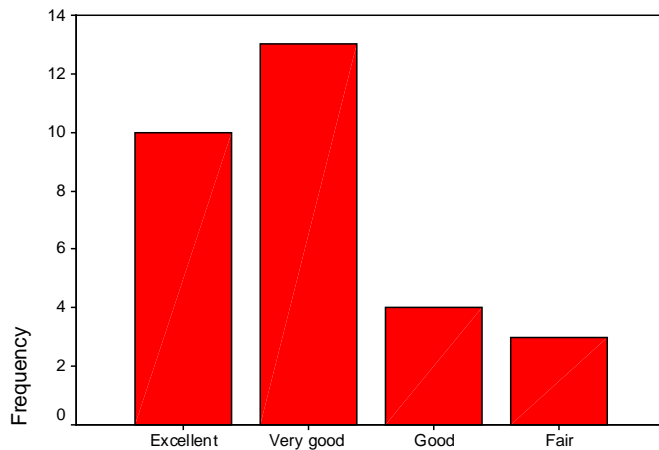
TEAMWORK

N	Valid	30
	Missing	0

TEAMWORK

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	10	33.3	33.3	33.3
	Very good	13	43.3	43.3	76.7
	Good	4	13.3	13.3	90.0
	Fair	3	10.0	10.0	100.0
	Total	30	100.0	100.0	

TEAMWORK



TEAMWORK

Among the 30 respondents, only 13 found the level of team work very good, the percentage of them are 43.3%. Other 10 respondents, found it excellent. Percentages of them are 33.3%. Other 4 or 3 respondents refer it as good or fair.

10. The amount of guidance and instructions given to workers by supervisors'

- a) Excellent b) Very Good c) Good d) Fair e) Poor

Statistics

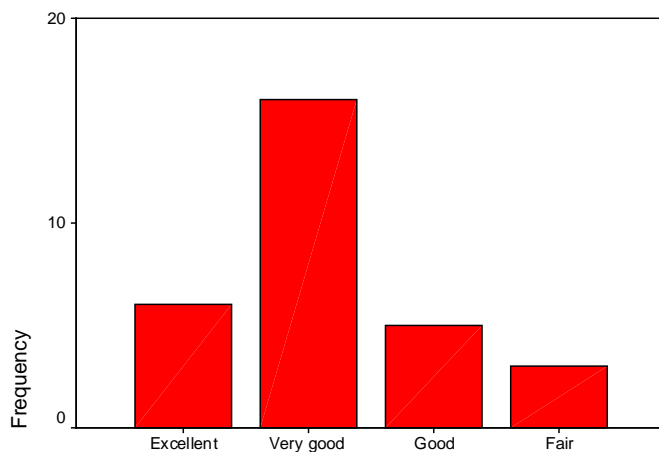
GUIDANCE

N	Valid	30
	Missing	0

GUIDANCE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	6	20.0	20.0	20.0
	Very good	16	53.3	53.3	73.3
	Good	5	16.7	16.7	90.0
	Fair	3	10.0	10.0	100.0
	Total	30	100.0	100.0	

GUIDANCE



GUIDANCE

From this data it shows the guidance of supervisors are very good, the percentage of it is 53.3% and the respondents are 16 among 30 people. Other 20% refers as excellent. Another 16.7% refers it good.

11. The level of efficiency and productivity

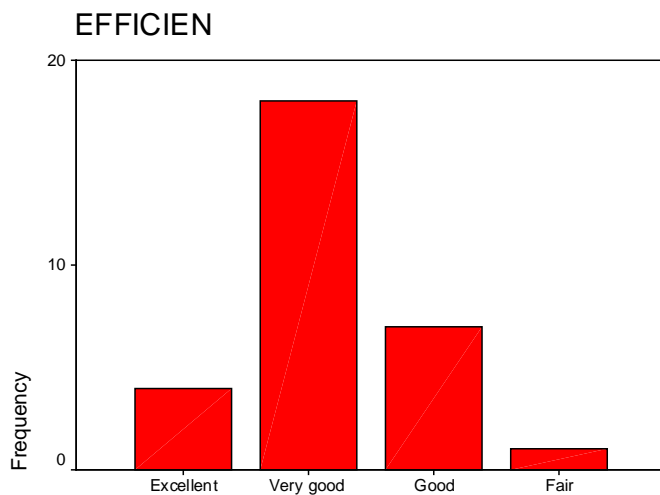
- a) Excellent b) Very Good c) Good d) Fair e) Poor

Statistics

EFFICIEN		
N	Valid	30
	Missing	0

EFFICIEN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	4	13.3	13.3	13.3
	Very good	18	60.0	60.0	73.3
	Good	7	23.3	23.3	96.7
	Fair	1	3.3	3.3	100.0
	Total	30	100.0	100.0	



EFFICIEN

Efficiency of productivity is at high rate among the respondents, about 60% of respondents reported as very good. Only 7 respondents found it good, but 13.3% respondents which mean 4 respondents reported excellent. But only 1 respondent report fair, that cannot be avoided too.

12. The working conditions in this organization

- a) Excellent b) Very Good c) Good d) Fair e) Poor

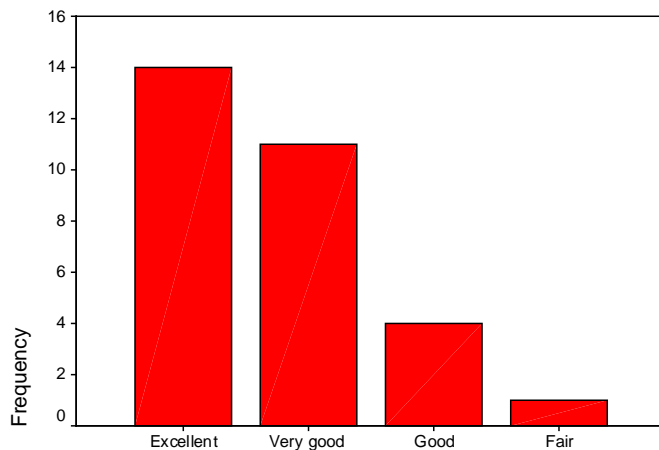
Statistics

WORKCOND		
N	Valid	30
	Missing	0

WORKCOND

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	14	46.7	46.7	46.7
	Very good	11	36.7	36.7	83.3
	Good	4	13.3	13.3	96.7
	Fair	1	3.3	3.3	100.0
	Total	30	100.0	100.0	

WORKCOND



WORKCOND

Most of the respondents answered excellent about the working conditions in IDLC. That means, 14 respondents, in percentage 46.7% of them reported the working condition excellent. Which very much vital for any organizations, that they was able provide such environment. Yet, 36.7% of respondents found it very good. But 4 respondents reported it as good.

13. The level of training and development

- a) Excellent b) Very Good c) Good d) Fair e) Poor

Statistics

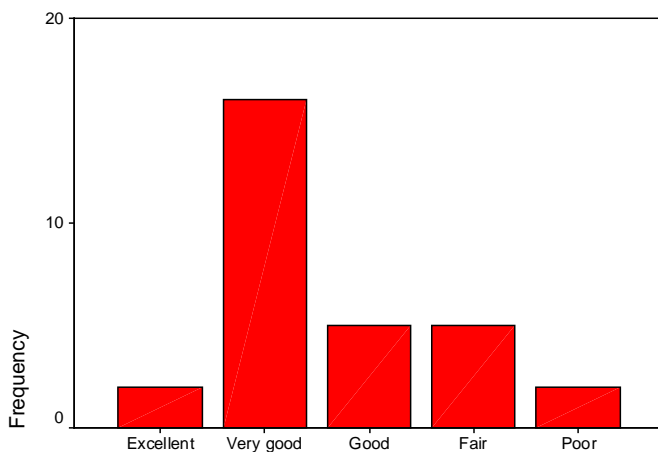
TRAINING

N	Valid	30
	Missing	0

TRAINING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	2	6.7	6.7	6.7
	Very good	16	53.3	53.3	60.0
	Good	5	16.7	16.7	76.7
	Fair	5	16.7	16.7	93.3
	Poor	2	6.7	6.7	100.0
	Total	30	100.0	100.0	

TRAINING



TRAINING

Among 30 respondents 16 people, in percentage 53.3% people reported level of training and development as very good. This data implies more 50% of respondents are indicating the level of training conducted by IDLC. Only 5 respondents, which means 16.7% in percentage indicates it as good and fair. However, only 6.7% respondents marked it as poor and excellent.

3.3.3: Results and Discussion

In generally, it is obvious that hypothesizes are very relevant. After all the frequency analysis we can reject the null hypothesis and accept the alternative hypothesis. Our accepted hypothesis is, employees of IDLC Finance Ltd. are very much high motivated towards their job responsibilities which also keep them up for further career advancement. After finishing the survey and analysis I can easily relate those with the Fredrick Herzbergs' Hygiene Factors – Motivational Theory.

In narrow sense, motivation is a process of satisfying the wants and needs of the employees and inducing, encouraging and helping the employees to perform their assigned jobs more enthusiastically for the effective achievement of the organizational goals. In broad sense, motivation is a process of directing or channeling the behaviors of the employees toward task performance. Let us simplify the tools and techniques to understand the motivational factor. Let us name them as Positive and Negative Tools and techniques.

Motivation is essential because:

- Motivated employees are always looking for better ways to do a job.
- A motivated employee generally is more quality oriented
- Highly motivated workers are more productive than apathetic employees

Let's simplify the tools and techniques to understand the motivational factor. Let's name them as Positive and Negative Tools and techniques.

Positive tools

Praise: one of the oldest methods used even today to motivate individuals. IDLC effectively use praising employees in training and helping individual in learning new concepts.

Salary / wages/ increments: all these are fringe benefits used to motivate the employees, but this being only a temporary phase.

Recognition: this is a very positive tool, wherein the higher ups motivate the employees by recognizing their work potential, the employee feels highly motivated when his work gets recognized, rather than just giving him a big pay packet.

New roles: when an employee is given higher roles, they themselves act as motivators rather than working for years on the same routine job.

Social atmosphere and working conditions: also play a crucial role in motivating the employee in his work. When the employee is surrounded by equally motivated lot, he/she is bounded to be motivated and vice versa.

Needs: All of us have needs which are varied and ranked by us differently; hence it is important for the boss to have a clear cut measuring method to know the varied interests of their workforce.

Negative Tools

Punishment: When an employee is punished for doing the wrong style of working, the retribution itself can make wonders in motivating the employee to do a good job.

Reinforcement: Whatever the work style, or project the employee undertakes, it is important that the employee knows whether it is wrong or right or what the amendments he/she has to do, the knowledge of result is a must, otherwise, the concept of motivation doesn't arise.

Critical evaluation: this helps the employee to improve his/her quality of work, helps in betterment.

Considering above criteria's and factors, I can relate the motivational factors with Herzberg's Two: Factor theory. Those are:

Hygiene Factor: Work condition related to dissatisfaction caused by discomfort or pain.

- Maintenance factor
- Contributes to employee's feeling not dissatisfied
- Contributes to absence of complaints

Motivation Factor: Work condition related to the satisfaction of the need for psychological growth.

- Job enrichment
- Leads to superior performance & effort

Hygiene Theory of Motivation

Hygiene factors avoid job dissatisfaction:

- Company policy and administration: HR policy of IDLC is such, that employees would feel self-motivated and always keep in pace of own duties and responsibilities.
- Supervision: All the employees are constantly under supervision of their own reporting employees, which is why, they remain clear-headed of their goal, tasks etc.
- Interpersonal relations: However, every division In IDLC think as a team, that is why their interaction with each other is also excellent which helps to keep a nice environment in the work place.
- Working conditions: Working condition matters a lot, it terms of performance of each individual to each division. Since the interpersonal relation of team members in each division are very warm, this keeps the working environment also very warm and sophisticated.
- Salary: In spite of other factors, salary increment keeps the employees really moving forward and improving their performance along with IDLCs' own performance in banking sector.
- Status: Good job position refers good rank or position in the workplace. That is additionally worth willing to accomplish success in personal and professional life both.
- Security: In IDLC, there's assurance of job security that holds a safe and sound growth for employee as well as the employer.

These are the motivational factors increasing job satisfaction among the employees of IDLC:

- Achievement
- Achievement recognition
- Work itself
- Responsibility
- Advancement
- Growth
- Fringe Benefit

Recommendation

Regression

Variables Entered/Removed^d

Model	Variables Entered	Variables Removed	Method
1	GOTOWO RK ^a	.	Enter

a. All requested variables entered.

b. Dependent Variable: GENDER

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.308 ^a	.095	.063	.43549

a. Predictors: (Constant), GOTOWORK

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	.556	1	.556	2.933	.098 ^a
	Residual	5.310	28	.190		
	Total	5.867	29			

a. Predictors: (Constant), GOTOWORK

b. Dependent Variable: GENDER

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.483	.465		1.039	.308
	GOTOWORK	.759	.443	.308	1.713	.098

a. Dependent Variable: GENDER

From the analysis it can be said that the R square is adjusted 95% of the variation gender with those who like to go to work and enjoy performing at their level best. From the ANOVA we can see that the F test is 2.933 and the p value for f test is 0.098 which is greater than the significance level at 0.05 therefore we can reject the null hypothesis.

On the basis of above data and analysis, I came to the point that most of the employees of IDLC are highly influenced and motivated. Motivated employees help organizations survive. Motivated employees are more productive. But, yet some other factors are in the IDLC which need to be improved in terms of long lasting loyalty of the employees to their own organization. Those are:

- Most of the employees agree that the performance appraisal activities are not helpful to get motivated, so the company should try to improve performance appraisal system, so that they can improve their performance.
- Non financial plans should also be implemented; it can improve the productivity level of the employees.
- Organization should give importance to communication between employees and gain co-ordination through it.
- Develop job rotation system and review salary and motivational incentives.
- Better career development opportunities should be given to the employees for their improvement
- If the centralized system of management is changed to a decentralized one, then there would be active and committed participation of staff for the success of the organization

Conclusion

It is clear from the study that the employee's motivation has direct impact on productivity and growth. A highly motivated employee invests his / her best efforts in carrying out each and every element of his / her duties and responsibilities. Enhanced job performances of the employee will add value to the organization itself and to the employee's productivity. The empirical results of this study show that the motivation of the employee has advantages to the employee and the organization and the organization will keep the loyalty of the employee at the high peak. Also, the employee will trust his / her organization, supervisor and top management. Form these observations of facts it is very clear that business organizations can survive and grow by taking care of their employees. In the free market economy under today's globalization only organizations which pursue high-performance focused on their employees can survive and growth rapidly and safely.

Appendix

- Increase training opportunities
- Increase monetary compensation
- Attractive benefit package
- Motivational incentives
- More training and learning opportunities
- Review salary and compensation package regularly
- Maintain good working environment
- Review of salary
- Good leadership guidance
- Ensuring equal benefits
- Strong job security
- Proper career planning
- Introduce MBO
- On-time promotion, increment, bonus
- Performance based career recognition
- Developing job rotation system
- Employ someone on his merit and experience but not only considering his result

Attachments

1. Please mention your profile in the organization
 - a) SME Division
 - b) Special Asset Management
 - c) Credit Administration Department
 - d) Accounts & Taxation
 - e) Administration
 - f) Other_____

2. You are: a) Male b) Female

3. Do you enjoy going to work every day and performing at your best?
 - a) Yes b) No

4. How motivated are you to assist your department in meeting its objectives?
 - b) Motivated b)Not motivated c)Somewhat motivated

5. What are the reasons that you stay at your present job? (Check all if, those apply)

Challenging job assignments

Interesting working hours

Good boss

Vacation/leave

Location is convenient

Retirement Benefit

Work assignments vary

Training Opportunities

Promotional opportunities

Other_____

6. What would be the three (3) greatest things your employer could do to improve employee preservation?

7. How career advancement or promotions are conducted in this organization
a) Excellent b) Very Good c) Good d) Fair e) Poor
8. The supervisory aspects as enforced by your superiors at work
a) Excellent b) Very Good c) Good d) Fair e) Poor
9. The nature of how people are promoted to supervisory positions
a) Excellent b) Very Good c) Good d) Fair e) Poor
10. The level of team work and group work participation in this organization
a) Excellent b) Very Good c) Good d) Fair e) Poor
11. The amount of guidance and instructions given to workers by supervisors'
a) Excellent b) Very Good c) Good d) Fair e) Poor
12. The level of efficiency and productivity
a) Excellent b) Very Good c) Good d) Fair e) Poor
13. The working conditions in this organization
a) Excellent b) Very Good c) Good d) Fair e) Poor
14. The level of training and development
a) Excellent b) Very Good c) Good d) Fair e) Poor

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