



Inspiring Excellence

BUS400

A Study on Employee Satisfaction of Bangla TRAC Communications LTD



Submitted To

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Letter of transmittal

12 April 2018

Ms. Adiba Naoshin
Internship Supervisor
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Dear Ma'am,

I am very pleased to submit the research project on “A Study on Employee Satisfaction of Bangla TRAC Communications Ltd” which you have assigned to me as an important requirement of BUS 400 (Internship Report) course. I have found topics to be quite interesting, beneficial & insightful and have tried my level best to prepare an effective & creditable report. I have completed this report with my full contribution and dedication to illustrate my practical learning from Human Resource department of Bangla TRAC Communications LTD. I have gathered data and information from numerous sources. This report was prepared based on primary and secondary data. For example: the employee handbook, interviewing my supervisor and from the company website. I believe that you will consider the limitations of this case study that I had faced due to lack of confidential information.

Lastly, I want to thank you for your support and appreciate the opportunity provided by you through assigning me to work in this thoughtful report.

Sincerely,

Dil Afroz Bushra

.....

ID: 13304121

Acknowledgement

I take this opportunity to thank a couple of individuals who have helped, encouraged, coordinated and bolstered me all through my internship.

Firstly, I want to thank the Almighty for giving me this chance to function as an internee for one of the most renowned organization in Bangladesh.

Secondly, I want to pay my gratitude to, Adiba Naoshin, Lecturer at BRAC University for providing me with necessary guidance and sharing her superior knowledge in completing this report. I also take this opportunity to express a deep sense of gratitude to Nazmun Nahar, Head of Human Resource department, my direct supervisor for guiding me and giving me the opportunity to work independently throughout my internship.

Lastly, I thank my families and my friends for supporting me, share their thoughts and giving me the moral support during the preparation of the report. Their kind cooperation and encouragement have assisted me in completing this report.

Executive Summary

*This paper was directed to me by my respected faculty for my BUS 400 (internship) course to get to know more about practical field experience about **Employee Satisfaction** and how it works in real workplace. Here, Employee Satisfaction of Bangla TRAC Communications LTD is the study field of this paper. Bangla TRAC Communications Limited, is a licensed International Gateway Service (IGW) providers in Bangladesh. It is a premium telecom service provider and was one of the first companies to get an IGW License making it a pioneer in this industry sector. This paper basically will give a clear understanding of the employee satisfaction of Bangla TRAC Communications LTD and the variables influencing employee satisfactions. The base of this report is the internal environment of Bangla TRAC Communications LTD. The report has been developed basically both on primary and secondary data. This paper is a successful one to get to know the actual factors of job satisfaction and to invent the limitation of the company. The head of Human Resources, my direct supervisor of Bangla TRAC Communications LTD was very helpful providing information about their company and to describe their HR policies and practices, which was needed for this specific topic. The key achievement of this paper came out by the gathered knowledge about the factors influencing employee satisfaction during the inspection and survey. Since, employee satisfaction is one of the most important and critical factor of an organization because if the employees are satisfied with their job then they give their best performance at the work place, which on the other hand, is beneficial for the company for its growth. So, I have achieved the proper knowledge about the employee satisfaction by the paper and practical learning was very much helpful to complete the report.*

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Organization Overview:

Bangla TRAC Communications Limited is a concern of Bangla TRAC Limited. Bangla TRAC is one of the chief business bunches occupied with giving administrations in the vitality, telecom infra-structure advancement, data innovation, managing an account and fund, nourishment and cordiality areas in Bangladesh. The Group has a benefit of evaluated USD 325, Revenue of USD 250M and Net Worth of USD 115M.

The Group's vision is to gain ground conceivable through brilliance in innovation, trustworthiness and unparalleled client administrations. The organization standards develop around the possibility of expert viding great client administrations with dependability and imaginative practices through tireless cooperation of capable workers. Through advanced administrations and pondering practices, the organization endeavors to give enhanced and more proficient administrations to its customers without fail. To guarantee consistent change and development, the organization effectively embraces the logic of creating and using its human resources, innovation and capital with most extreme adequacy.

The following companies are the sister concerns of Bangla TRAC Limited-

Bangla CAT Ltd

Bangla TRAC Communications Ltd

Thane Systems

Acorn Infrastructure Service Ltd

BTRAC Engineering Ltd

BTRAC Technologies Ltd

BTRAC Solutions Ltd

Bangla TRAC Power Ltd

Burger King

Equitel Communications Ltd

Company Background:

Bangla TRAC Communications Ltd:

The organization has been set up with the point of enhancing Bangla TRAC Group's business into the telecommunication part. Bangla TRAC Communications Limited, which was consolidated in 2008, is an authorized International Gateway Service (IGW) suppliers in Bangladesh. It is a top-notch telecom specialist co-op driven by advancement and responsibility regarding quality. It was one of the main organizations to get an IGW License making it a pioneer in this industry part. Bangla TRAC has broadened its portfolio well past the underlying center business of premium quality voice end to Bangladesh.

Since their initiation they are resolved to convey premium quality Bangladesh end. To guarantee continuous administration they have built up a vigorous and solid system with different POPs universally. With the obtaining of Interconnect Exchange (ICX) permit they have accomplished more noteworthy control over International and household call end biological system. Moreover, for Bangladesh end they have constantly centered around building up an exceptionally adaptable and vigorous system with different redundancies, thinking about the imperative of single submarine link. Subsequently, they have possessed the capacity to give premium quality voice end to Bangladesh with most extreme uptime. Additionally, they have 280 or more immediate interconnects with major Tier1 and Tier2 transporters of every single real landmass and persisted 4 billion paid minutes in 2011. As of late Bangla TRAC Communications LTD was granted with interconnection trade permit ICX, which will give them more control over the esteem chain of Bangladesh end. After some time, they have quickly extended their administrations towards A2Z discount voice and SMS end with an extraordinary spotlight on Asia-Pacific, South Asia, Africa and Middle East. Their specialized mastery, existing, strong system, and immense number of direct interconnect made the progress to discount rather consistent and guaranteed fast development. With a view to grow the voice administrations portfolio they have gone into retail field with IDD benefit. They started the administrations with an underlying spotlight on the US advertise and were fruitful in infiltrating the European market also. In addition to that the company has enhanced their portfolio with information and facilitating administrations. Their International Internet Gateway (IIG) permit has empowered them in offering International IP travel benefit. With the organization vision to make and oversee nearby

substance, they have created cutting edge server farm with secured and profoundly accessible framework. In addition, Bangla TRAC Communications Ltd likewise offering facilitating administrations both in the neighborhood and universal market for framework, stage and application facilitating.

Mission & Vision:

To excel as a group engaging in various exciting new project with the objective to make positive impact for all stake holders. To establish and sustain a long-lasting rapport, understanding individual customer needs and providing innovative solutions accordingly and to provide high quality customer services with reliability and innovative practices through persistent teamwork of responsible employees.

Introduction of the Report:

The Human Resource department of an organization deals with the people in it and is concerned with the employee satisfaction and ensuring their performances. Looking after the employee needs and keeping them motivated at the work place is a challenge for the HR team of any organizations. When the employees are satisfied in their workplace they tend to perform well, their absenteeism rate decreases, the turnover rate decreases, and the employee retention ratio increases. One of the methods for keeping the employees satisfied and motivated is to provide them attractive benefit package. The organizations HR department is responsible for creating such benefits package for the employees. For example- Festival bonus, yearly bonus, transportation allowance or services, medical insurance or allowance, leave benefits etc. The internal environment of the organization also contributes to the satisfaction of the employees which indicates the employee relationships with the co-workers and their supervisors. When the employees share a strong interpersonal relationship with their co-workers and their managers or supervisors, they tend to be more motivated in their work. Another reason is the career development opportunity of the employees which includes the development of their skills and knowledge, this is acquired by giving training to the employees. If they have more developed knowledge and skill they will be able to perform more challenging jobs and will be self-satisfied about their achievements. This will further create a positive attitude of them towards the organization. When the employees have positive attitude towards their work place the organizational environment becomes positive and this motivates the employees for performing better at their jobs. Several studies have shown that satisfied employees tend to be more loyal to their organizations. In this report, the employee satisfaction of Bangla TRAC Communications LTD is analyzed and investigated.

Rational of the Study:

This study investigates the employee satisfaction of Bangla TRAC Communications LTD. The variables that influences the job satisfaction of an employees were explained in this report. The result of the study will give a clear understanding about the effects of the factors of job satisfaction. According to that the HR department of the organization will be able to rearrange their policies and practices to ensure employees satisfaction, which will motivate

the employees and will result in improved performance. This will ensure that all the organizational goals and objectives are achieved, ultimately this will be beneficial and profitable for the organization.

Statement of the problem:

The Human Resource department is responsible for managing all employee needs and benefits and must make sure that the employees are satisfied with their job. If the employees are not satisfied, this leads to insecurity and decrease the performance, as a result the absenteeism and turnover rate will increase. The study investigates the variables that influences the job satisfaction of employees and helps the organization to retain the potential employees by taking necessary steps to increase employee satisfaction.

Objective of the study:

The objective of the study was to gain practical knowledge about Human Resource Management practices and to identify the factors which is beneficial for the employees and the overall job satisfaction and whether it is related to the perceived level of productivity, improvement of their performance, the profitability, degree of absenteeism and intention to turnover among the employees.

Scope of the Study:

The scope of the research will be constrained to the impacts of employee benefits on the performance of employees in Bangla TRAC Communications LTD. The research will depend on the organization for essential data and data from secondary source.

Limitations of the Study:

The limitation of the study was lack of available and reliable data this is because the employee satisfaction is regarded as a very sensitive issue in organizations, so my direct supervisor allowed me to run the survey on a small sample size. As it was dealt with confidential there was lack of proper information. Only 20 employees were surveyed, and this result was used to find out the research findings and recommendations were provided according to that result.

Literature Review:

The Human Resource department of organizations has the ability to run business through managing the organizations most valuable resources i.e. its employees. The HR department is also responsible for ensuring employee job satisfaction. The factors of job satisfaction are the career development, compensation and pay, relationship with the co-workers and supervisors or managers, and the work environment each of these contribute to the employee satisfaction. Working in HR department has helped me to understand that how jobs are being carried in a real work place. The results of this study have helped to find out which factors motivate the employees in a work place. It is very challenging to fulfill the satisfaction of the employees and to retain them in the organization. Well according to the findings of this report I can be said that compensation and pay has the strongest influence on employee job satisfaction. The employees are more attracted to the benefit package and responded to the statement that increasing the benefit package will increase their job satisfaction. The employees also feel the need of training to enhance their skills and knowledge for their development and promotions. Here again, promotion means increase in salary i.e. pay, so it can be said that employees are more inclined towards cash rewards. The work place environment also influences job satisfaction, the safety concern at the work place and the positive environment also motivates the employees and gives them a sense of satisfaction. On the other hand, if the employees are dissatisfied then they tend to leave the organization. Therefore, to avoid losing potential employees, organizations look after the employees needs to keep them motivated in the workplace.

Methodology of the study:

With a specific end goal to lead this investigation the accompanying methodological thoroughness will be embraced. This paper will investigate the variables of employee job satisfaction, for example-career development, compensation and pay, relationship with the coworkers and management, and the work place environment.

Research Population and Sample:

The study will be conducted on more than 20 representatives (employees) who are from Bangla TRAC Communications LTD regarding employee job satisfaction. Here I will utilize non-probability testing strategy. Employees who are regular in work and no less than one years working background in the organization will be drawn closer to collect information.

Sources of Data Collection:

The information utilized for the study were obtained from both Primary and Secondary Data sources. The Primary sources incorporate direct data gathered through administration of questionnaires to gain insight into the research topic. The auxiliary information sources incorporate research paper, journal, text books and other related distribution both on the web and disconnected. Information were accumulated through administering of surveys to employees of Bangla TRAC Communications LTD. The whole inquiries in the surveys were structured and a portion of the inquiries were planned to test theory that were beforehand figured in the study.

The questionnaire designed for this study has two sections which include; the first section that consists of normal scale questions which involve demographic information of respondents. The data was later changed over into rate to ease examination. Furthermore, the second area that comprises of 5-point Likert Scales inquiries with 5 alternatives to browse. The alternatives are given to respondents to show the rate at which they agree or disagree with the questions about job satisfaction.

Activities Undertaken:

The office hour of Bangla TRAC Communications LTD started from 9am till 6pm, so every day I had to report at my work place on or before 9am. Every day I had to update all day to day files and had to update all the employee files in their HR database. The HRMIS database software was created by the IT team of Bangla TRAC Communications LTD, a web-based software and only the Human Resource, HR team had access to that database. This database was created to store all the employee information safely for future use. Therefore, I was assigned with the responsibility to update the employee information into the database and gave me the access to this HRMIS database.

Employee Job Benefits of Bangla TRAC Communications LTD:

Medical facilities for Employees: Bangla TRAC Communications LTD offers medical facilities for their employees. A doctor is assigned for the employees and always available in the medical center for employee's treatment.

Transport Services: Bangla TRAC Communications LTD provides transportation service for their employees. This service offers the employees for coming to work and returning to their homes after finishing the working hour.

Leave Benefits: Employees have full flexibility to take leave. For an example, in term of Casual Leave, an employee can take 10 working days leave in a calendar year under. Second one is Sick Leave. This leave is granted for absence due to illness. An employee will get 14 days' sick leave according to Bangla TRAC Communications LTD policy. Third one is Earned Leave; employees are entitled to apply for earn leave of 12 working days in a calendar year. Then the fourth one is Maternity Leave and Paternity Leave; female employees are entitled to 16 calendar weeks for maternity leave. Paternity leave, male employees are entitled to 14 calendar days because of delivery of the baby with pay, before or after the birth. Lastly there is Bereavement leave, which is given to employees when there is a death in an employee's immediate family. An employee is entitled to 3 days leave as bereavement leave.

Mobile Laptop and Other Service: Full time employees in 'M' grade is eligible for company provided mobile connection, laptop and internet service.

Provident Fund: Here the employees must share 10% of their salaries and employer contributes the same. After 3 years of continuous service employees are eligible for the employer portion. If the employee leaves before 3 years, then he/she is only entitled to the employee portion.

Festival Bonus: Two festival bonuses provided in a year each equivalent of basic salary.

Employee Satisfaction:

Employee job satisfaction is one of the most important factor in an organization because the employee efficiency depends upon this factor. If the employees are satisfied with their employment they are more motivated towards their job which leads to more creative and innovative work. This is beneficial for the organization as well because with the innovative work of the employees the organization can achieve their goals and objectives, can gain recognition and acquire higher market share, which will be profitable for the organization.

One of the factors that influences job satisfaction is the career development opportunities for the employees. Now a day's employees look for ways to develop their career to survive in this competitive job market. The opportunities to learn new skills and knowledge helps he employee to improve their performance. Moreover, the employees think that the new skills and knowledge will enable them to grow in their organizations and they rarely prefer to remain in a same position for longer time in their career. They continuously look for growth and promotions to achieve career goals. Employees who get the opportunities for career development in their organizations, feels much more connected and supported by the organization. These opportunities keep the turnover rate lower and keeps the employee in the organization for longer period which increases employee loyalty. Achievement of new skills and knowledge are attained through training. Job training helps employees shaping their skills and talents, makes them more efficient in their job, helps them grow and gives them a sense of satisfaction. Training expands the employee knowledge and enhance their performance and makes them productive and brings improvement in their employment such as promotions. Promotions gives the opportunity to explore new positions and offer a more challenging job duty which comes with higher compensation and a more attractive benefit package. This gives the individuals a sense of accomplishment and boosts their satisfaction level. As Bangla TRAC Communications LTD's Human Resource department is very new and has recently started 8 months' back they have not started giving proper training to the employees but has started to plan for future training programs. In the meantime, the organization has arranged for seminars and small training programs for the employees.

Along with career development, compensation and pay is one of the most important factor of employee job satisfaction. Employees are the key resources of any organization and through them the organizations goals and objectives are achieved. So, for these reasons the

organizations must look after the employee satisfaction level because satisfied employees tend to perform better and help the organization achieve their goals more efficiently and becomes more profitable. Satisfied employees have positive attitude towards their work and workplace. When the employees are rewarded for their improved performance they become more motivated for their work. Rewards can be extrinsic or intrinsic, for example- it can be a cash reward i.e. bonuses, increase in salary etc. or it can be recognition of the employees by their supervisor or managers for their great performance or contribution in the work place, by giving them awards or titles like employee of the year. The employer does these things to motivate their employees for better performance and making them satisfied. Compensation and pay programs are very important for attracting, motivating and retaining skilled and talented employees in the organization for longer period. The employees of Bangla TRAC Communications LTD are quite satisfied with the benefit package and policy. Similarly, highly paid employees are more satisfied than others with less pay and contractual employees. Moreover, several studies have shown that compensation plays an important role to draw in and hold employees for longer period.

Another important element of employee job satisfaction is the employee relationship with the management which includes the supervisor or managers and the co-workers. The management must share the goals and objectives that are needs to be achieved for future growth of the company. Sometimes the organizational strategies might change, therefore it is important for the management to share these changes and the organizational vision with the employees. This gives the employee a feeling of acceptance in the organization and thinks that the organization cares for them and needs them. This creates a trusting relationship between the employees and the employer and it is very important because the workplace relationships have an impact on the employee satisfaction. The employees want recognition for their work from their supervisors or managers because this gives them a sense of satisfaction and motivate them for better performance. Moreover, making companion at work and performing social activities, helps the employees to build strong interpersonal relationships in the workplace. In addition to this, performing team works with co-workers also helps the employees to have strong workplace relationships. This is because in team works everyone work together to achieve common goals and encourages employees to support and help each other in their work, which results in effective team work, great performance and satisfaction. The management of Bangla TRAC Communications LTD involves employees in the planning process, into various team competitions and games, to

strengthen the work place relationship. The organization also encourages friendship, mutual trust, respect etc. for the satisfaction of the employees. Therefore, the employees feel valued and involves more with the organizations business, which will result in more job satisfaction.

After the employee workplace relationship, work environment is another factor of job satisfaction. Working environment have different properties or factors that may affect both physical and mental thriving. The work place environment includes the safety factor which is the primary needs of the employees, challenging job duties, then comes the stressed factor etc. Employees always wants to work in a safety environment and tends to avoid risky environment. This is because this gives them a feeling that they are safe, and the environment is appropriate for working smoothly and gives them satisfaction. The challenging job duties encourages the employees to work harder to complete their duties and this also ensures better performance. However, this challenging duty sometimes causes stress to employees and the environment also becomes stressed. Sometimes this stressed environment makes the employees tired and demotivated, which causes them to be less productive. As a result, the company might suffer loss due to reduced performance and less involvement of the employees. Furthermore, this decreases the employee satisfaction. Therefore, it is very important to keep the workplace environment stress free by providing free time to the employees in between their working hours so that they are not stressed and tired, and this will produce positive environment in the workplace and will lead to employee job satisfaction. Bangla TRAC Communications LTD provides a safety and friendly work environment to its employees to make them more comfortable and satisfied.

1.

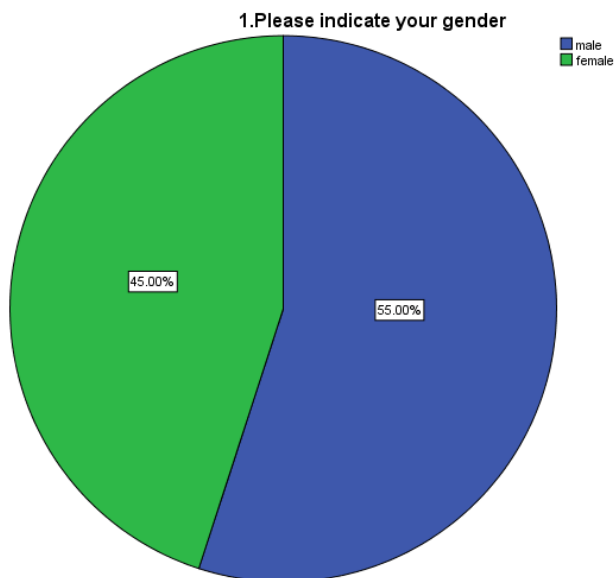
Statistics

1. Please indicate your gender

N	Valid	20
	Missing	0
Mean		1.45
Std. Deviation		.510
Minimum		1
Maximum		2

1. Please indicate your gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid male	11	55.0	55.0	55.0
Valid female	9	45.0	45.0	100.0
Total	20	100.0	100.0	



From this pie chart we can say that in this survey 45% respondents were “female” and 55% respondents were “male”, who took part in the survey.

2.

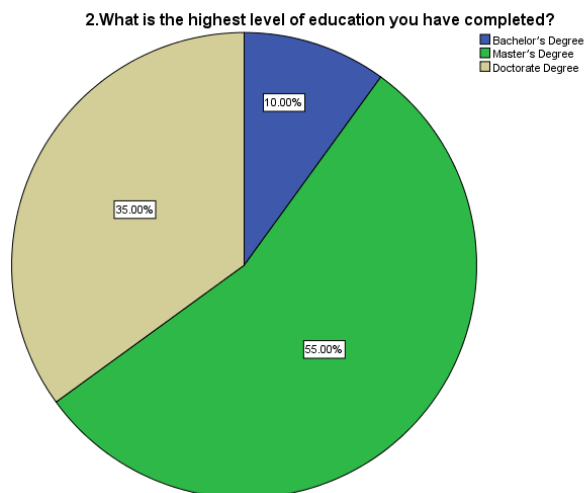
Statistics

2. What is the highest level of education you have completed?

N	Valid	20
	Missing	0
Mean		2.25
Std. Deviation		.639
Minimum		1
Maximum		3

2. What is the highest level of education you have completed?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bachelor's Degree	2	10.0	10.0
	Master's Degree	11	55.0	65.0
	Doctorate Degree	7	35.0	100.0
	Total	20	100.0	100.0



From this pie chart it can be said that the highest educational level of employees are “Master degrees” which is 55%.

3.

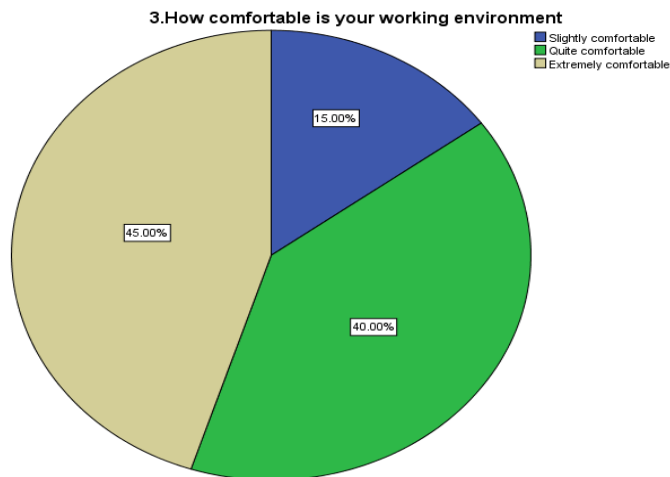
Statistics

3.How comfortable is your working environment

N	Valid	20
	Missing	0
Mean		2.30
Std. Deviation		.733
Minimum		1
Maximum		3

3.How comfortable is your working environment

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Slightly comfortable	3	15.0	15.0
	Quite comfortable	8	40.0	55.0
	Extremely comfortable	9	45.0	100.0
Total	20	100.0	100.0	



During the survey the employees were asked about the comfortableness of work place most of them replied “Extremely Comfortable” which was 45%. By this answer it can be said that most of the employees are positive about their work place environment.

4.

Statistics

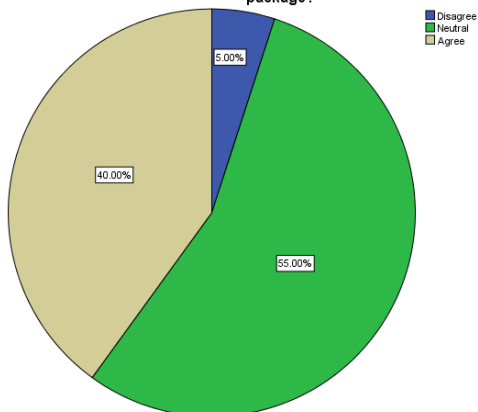
4. Does Bangla TRAC Communications LTD offer a comprehensive benefits package?

N	Valid	20
	Missing	0
Mean		2.35
Std. Deviation		.587
Minimum		1
Maximum		3

4. Does Bangla TRAC Communications LTD offer a comprehensive benefits package?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	5.0	5.0
	Neutral	11	55.0	60.0
	Agree	8	40.0	100.0
	Total	20	100.0	100.0

4.Does Bangla TRAC Communications LTD offer a comprehensive benefits package?



When the employees were asked about the benefit package that if the company provides a comprehensive benefit package, they neither agree nor disagree with the statement. Majority of the employees were “neutral” about it, this can be said by seeing the percentage which was

55% and 40% “agreed” and only 10% “disagree” with the statement. This shows that to some extent the employees agree with this statement.

5.

Statistics

5. The benefits offered by
Bangla TRAC Communications

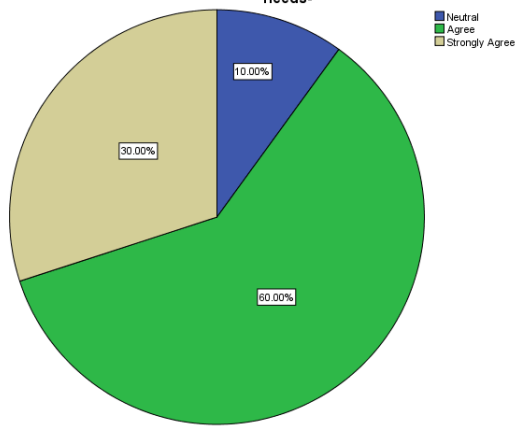
LTD fulfill employee needs-

N	Valid	20
	Missing	0
Mean		4.20
Std. Deviation		.616
Minimum		3
Maximum		5

**5. The benefits offered by Bangla TRAC Communications LTD fulfill
employee needs-**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	2	10.0	10.0
	Agree	12	60.0	70.0
	Strongly Agree	6	30.0	100.0
	Total	20	100.0	100.0

5. The benefits offered by Bangla TRAC Communications LTD fulfill employee needs-



The response in this question shows that 60% of the employees “agree” with this statement. Therefore, which means that the employees are quite happy with the benefit package of the Bangla TRAC Communications LTD.

6.

Statistics

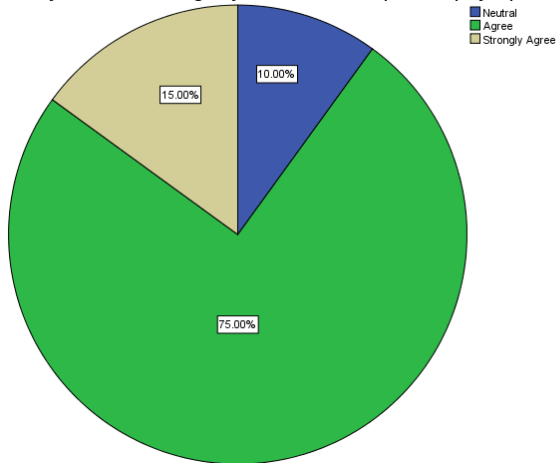
6. Do you think increasing only the benefits will improve employee performance?

N	Valid	20
	Missing	0
Mean		4.05
Std. Deviation		.510
Minimum		3
Maximum		5

6. Do you think increasing only the benefits will improve employee performance?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	2	10.0	10.0
	Agree	15	75.0	85.0
	Strongly Agree	3	15.0	100.0
	Total	20	100.0	100.0

6. Do you think increasing only the benefits will improve employee performance?



The results show that the employees of Bangla TRAC Communications Ltd think that if they get a more attractive benefit package then this will have an impact on the employee performance, the performance will increase and improve, which will lead to more employee satisfaction. Therefore, the pie chart shows that 75% of the respondents “agree” that increasing the benefits will improve employee performance.

7.

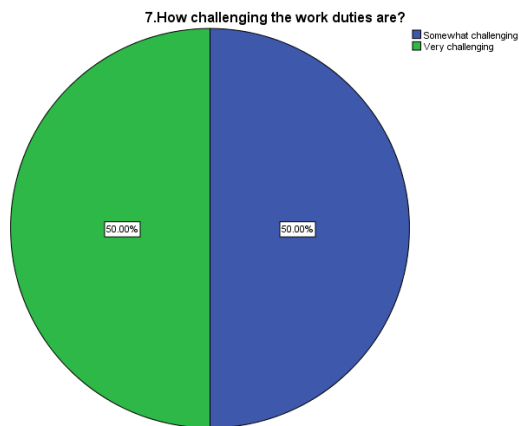
Statistics

7. How challenging the work duties are?

N	Valid	20
	Missing	0
Mean		2.50
Std. Deviation		.513
Minimum		2
Maximum		3

7. How challenging the work duties are?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Somewhat challenging	10	50.0	50.0	50.0
Valid Very challenging	10	50.0	50.0	100.0
Total	20	100.0	100.0	



The percentage on the pie chart shows that 50% of the respondents think that the work duties are “somewhat challenging” and the other 50% think that the work duties are “very challenging”. None of them thinks that the work duties are “not challenging”. So, it can be said that the work duties are challenging for the employees.

8.

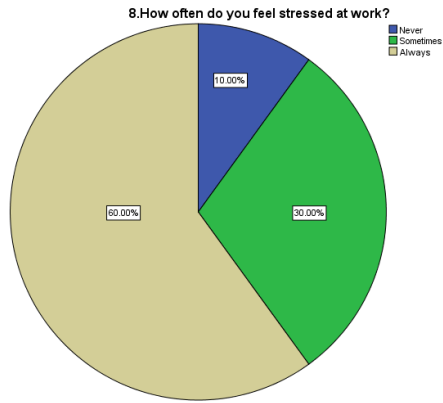
Statistics

8.How often do you feel stressed at work?

N	Valid	20
	Missing	0
Mean		2.50
Std. Deviation		.688
Minimum		1
Maximum		3

8.How often do you feel stressed at work?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	2	10.0	10.0
	Sometimes	6	30.0	40.0
	Always	12	60.0	100.0
	Total	20	100.0	100.0



The results of the pie chart show that 60% of the respondents says that they feel stressed at work this is because they have challenging work duties and to complete the work duties the employees had to work harder.

9.

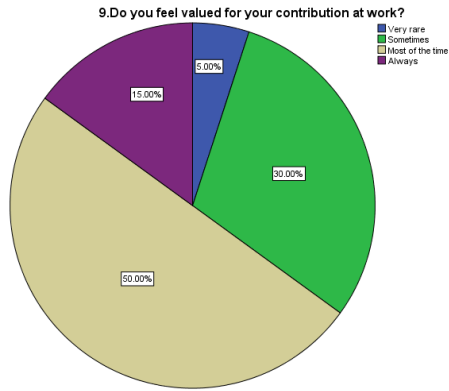
Statistics

9.Do you feel valued for your contribution at work?

N	Valid	20
	Missing	0
Mean		3.75
Std. Deviation		.786
Minimum		2
Maximum		5

9.Do you feel valued for your contribution at work?

	Frequency	Percent	Valid Percent	Cumulative Percent
Very rare	1	5.0	5.0	5.0
Sometimes	6	30.0	30.0	35.0
Valid Most of the time	10	50.0	50.0	85.0
Always	3	15.0	15.0	100.0
Total	20	100.0	100.0	



According to the survey results it has been seen that 50% of the respondents feel that “most of the time” they feel valued for their contribution at work. Almost half the respondents feel this way, and this leads to employee satisfaction.

10.

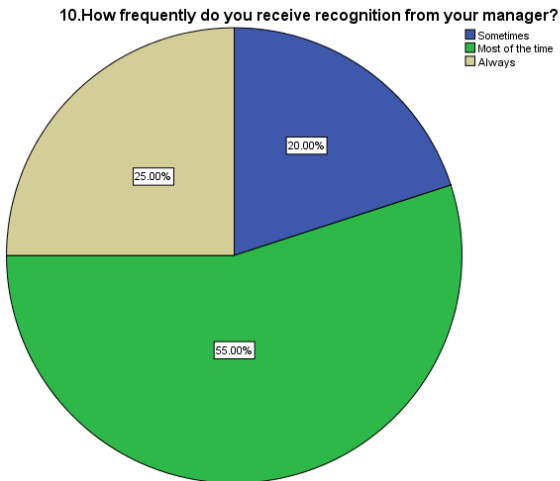
Statistics

10. How frequently do you receive recognition from your manager?

N	Valid	20
	Missing	0
Mean		4.05
Std. Deviation		.686
Minimum		3
Maximum		5

10. How frequently do you receive recognition from your manager?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sometimes	4	20.0	20.0
	Most of the time	11	55.0	75.0
	Always	5	25.0	100.0
	Total	20	100.0	100.0



According to the survey results 55% of the respondents said that “most of the time” they receive recognition from their manager for their performance at the work place. 25% said they “always” receive and 20% said they “sometimes” receive. This has a positive impact on their attitude towards work which motivates them to work more efficiently and eventually that leads to job satisfaction.

11.

Statistics

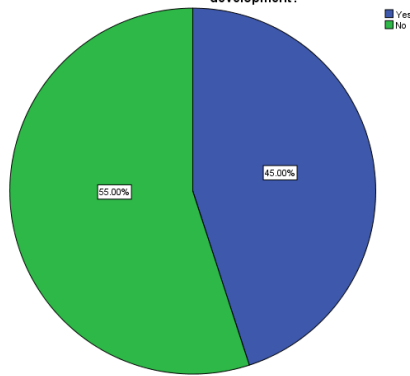
11.Does the company offer adequate opportunities for promotions and career development?

N	Valid	20
	Missing	0
Mean		1.55
Std. Deviation		.510
Minimum		1
Maximum		2

11.Does the company offer adequate opportunities for promotions and career development?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	9	45.0	45.0	45.0
Valid No	11	55.0	55.0	100.0
Total	20	100.0	100.0	

11. Does the company offer adequate opportunities for promotions and career development?



The results on the pie chart show that 55% of the respondents does not feel that the company is offering adequate opportunities for career development. This is because the HR department of the company has recently formed, and they have not yet provided any beneficial trainings to the employees which will help them to improve their skills and knowledge and add value to their work. The employees feel that for their career development and for promotions they need trainings.

12.

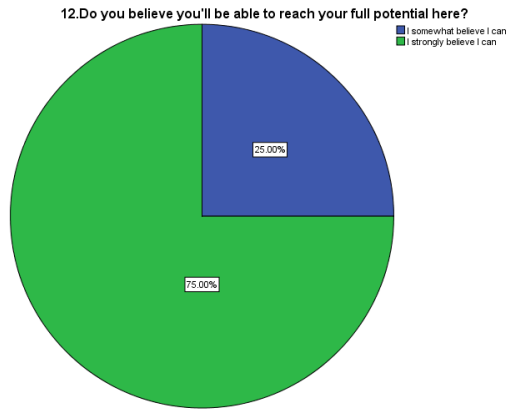
Statistics

12. Do you believe you'll be able to reach your full potential here?

N	Valid	20
	Missing	0
Mean		2.75
Std. Deviation		.444
Minimum		2
Maximum		3

12. Do you believe you'll be able to reach your full potential here?

	Frequency	Percent	Valid Percent	Cumulative Percent
I somewhat believe I can	5	25.0	25.0	25.0
Valid I strongly believe I can	15	75.0	75.0	100.0
Total	20	100.0	100.0	



According to the survey results 75% of the respondents believe that they will be able to reach their full potential in this company. This shows that the company has a positive environment which helps the employee to stay positive in the work place and helps to grow positive attitude towards their work place.

13.

Statistics

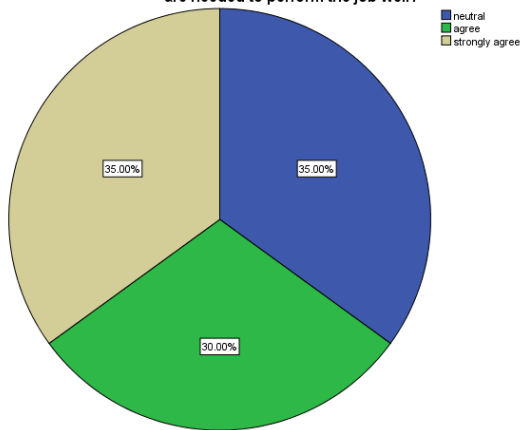
13. Does the company provide the employees with tools and technologies that are needed to perform the job well?

N	Valid	20
	Missing	0
Mean		4.00
Std. Deviation		.858
Minimum		3
Maximum		5

13. Does the company provide the employees with tools and technologies that are needed to perform the job well?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	neutral	7	35.0	35.0
	agree	6	30.0	65.0
	strongly agree	7	35.0	100.0
Total	20	100.0	100.0	

13. Does the company provide the employees with tools and technologies that are needed to perform the job well?



The results on the pie chart show that 35% respondents “strongly agree” and 30% “agree” with the statement that the company provides them with the necessary tools and technologies that are needed to perform the job.

14.

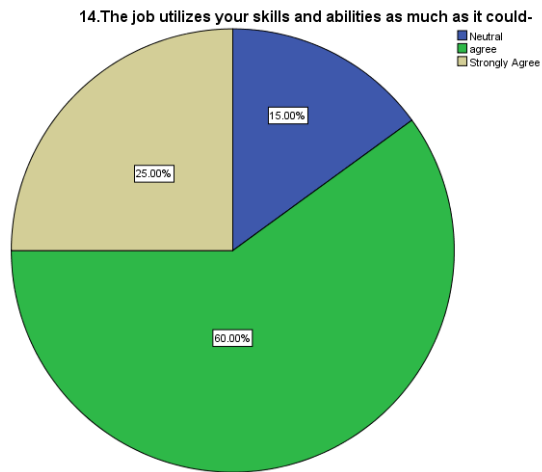
Statistics

14. The job utilizes your skills and abilities as much as it could-

N	Valid	20
	Missing	0
Mean		4.10
Std. Deviation		.641
Minimum		3
Maximum		5

14. The job utilizes your skills and abilities as much as it could-

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	3	15.0	15.0
	agree	12	60.0	75.0
	Strongly Agree	5	25.0	100.0
	Total	20	100.0	100.0



The survey results show that of 60% the respondents “agree”, 25% “strongly agree” with the statement that the job utilizes their skills and abilities as much as it could.

15.

Statistics

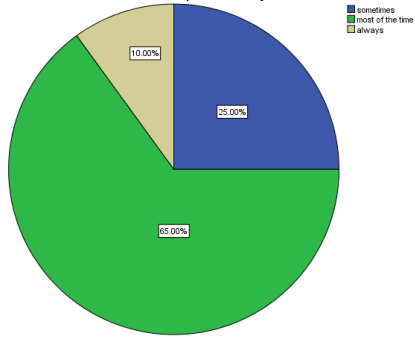
15.How often do the tasks assigned to you by your supervisor help you grow professionally?

N	Valid	20
	Missing	0
Mean		3.85
Std. Deviation		.587
Minimum		3
Maximum		5

15.How often do the tasks assigned to you by your supervisor help you grow professionally?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sometimes	5	25.0	25.0
	most of the time	13	65.0	90.0
	always	2	10.0	100.0
	Total	20	100.0	100.0

15. How often do the tasks assigned to you by your supervisor help you grow professionally?



According to the survey results 65% of the respondent said that “most of the time” the tasks assigned to them by their supervisor has helped to grow and develop professionally.

16.

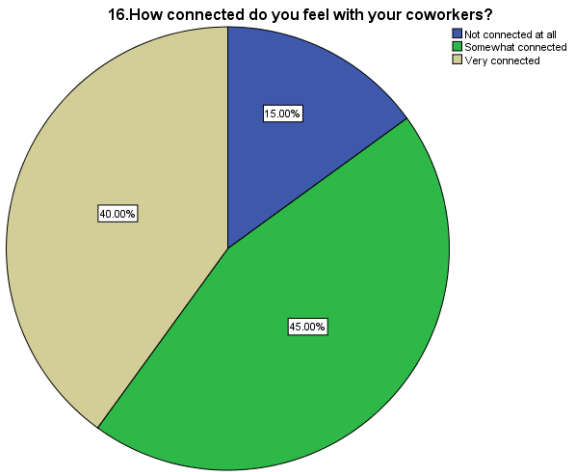
Statistics

16. How connected do you feel with your coworkers?

N	Valid	20
	Missing	0
Mean		2.25
Std. Deviation		.716
Minimum		1
Maximum		3

16. How connected do you feel with your coworkers?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not connected at all	3	15.0	15.0
	Somewhat connected	9	45.0	60.0
	Very connected	8	40.0	100.0
Total	20	100.0	100.0	



The pie chart shows that 40% of the respondent said that they feel “very connected” with their co-workers, 45% of the respondents said they feel “somewhat connected” and only 15% said “not connected at all”. This shows that employees have a very good connection with their co-workers.

Findings:

- Bangla TRAC Communications Ltd is a licensed International Gateway Service (IGW) providers in Bangladesh.
- The employees of Bangla TRAC Communications Ltd were found loyal to the company with positive attitude towards their work place.
- The employees of the Bangla TRAC Communications Ltd were found quite satisfied with the benefit package that was provide by the company. However, some of the employees were not satisfied about the existing benefit package and wanted more attractive benefit package.
- The employees had a clear idea about the services that were provided to them by the company.
- Through the survey result it has been found out that the employees think that a more attractive benefit package will have impact on their job performance.
- The employees feel that they need more training programs for their career growth and development.
- The employees feel that the task assigned to them by their supervisor has helped them to grow professionally over the time.
- The employees have a strong interpersonal relationship with the management and the co-workers.
- Bangla TRAC Communications has a very friendly and positive workplace environment which helps the employees to become motivated and perform better in their jobs and helps them to attain job satisfaction.

Recommendations:

- The management should consider planning training programs for the employees' growth and development.
- The management should consider some additional benefits as well.
- The employees should be involved in more team works which will strengthen the interpersonal relationship with the co-workers and the supervisors.
- The feedback about the employee service should be given more often so that employee can improve their performance.
- The management should arrange some seminars and fun games or activities for example- monthly lunch or dinner outing, picnic etc. for motivating the employees and providing mental satisfaction to them. This will ease the stressed environment of the work place.

Conclusion:

The objective of the study was to find out the relation between the variables of the employee job satisfaction and its impact on the employee job performance. The study unveils that the employee need focused pay, management cooperation and feedback for growth and development of their skills and knowledge. It also reveals that expanding the benefits and change compensation structure will have higher effect in execution as well as in retention of the employees. It was additionally a session for assemble information about professional workplace. Bangla TRAC Communications Ltd, this organization has helped me to encounter the corporate world and comprehend its hierarchical culture and practices. Particularly working in HR division has enable me to know numerous things around an organization HR practices and policies. I have learnt such a significant number of things on various issues. However, it was not possible for me to get the best result from this temporary position program because of time and policy constrains. Finally, I can say that the HR practices and policies of Bangla TRAC Communications Ltd are well organized.

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Employee Handbook of Bangla TRAC Communications Ltd.

Bangla TRAC Communications Ltd Website- <http://www.btraccl.com>

Appendix

Questionnaire

1. Please indicate your gender
 - Male
 - Female

2. What is the highest level of education you have completed?
 - Bachelor's Degree
 - Master's Degree
 - Doctorate Degree

3. How comfortable is your working environment?
 - Extremely comfortable
 - Quite comfortable
 - Slightly comfortable

4. Does Bangla TRAC Communications LTD offer a comprehensive benefits package?
 - Agree
 - Neutral
 - Disagree

5. The benefits offered by Bangla TRAC Communications LTD fulfill employee needs-
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree

6. Do you think increasing only the benefits will improve employee performance?

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

7. How challenging the work duties are?

- Very challenging
- Somewhat challenging
- Not very challenging

8. How often do you feel stressed at work?

- Always
- Sometimes
- Never

9. Do you feel valued for your contribution at work?

- Always
- Most of the time
- Sometimes
- Very rare
- Never

10. How frequently do you receive recognition from your manager?

- Always
- Most of the time
- Sometimes
- Very rare

- Never

11. Does the company offer adequate opportunities for promotions and career development?

- Yes
- No

12. Do you believe you'll be able to reach your full potential here?

- I strongly believe I can
- I somewhat believe I can
- I don't believe I can

13. Does the company provide the employees with tools and technologies that are needed to perform the job well?

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

14. The job utilizes your skills and abilities as much as it could-

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

15. How often do the tasks assigned to you by your supervisor help you grow professionally?

- Always
- Most of the time
- Sometimes
- Very rare
- Never

16. How connected do you feel with your coworkers?

- Very connected
- Somewhat connected
- Not connected at all

