

An internship report submitted to the BRAC Business School in partial fulfilment of the requirements for the degree of Bachelor's of Business Administration.

Report on
“Job Satisfaction of the employees at Exclusive Can Limited.”

By

Md. Rakib Sarwar

17104187

Brac Business School

Brac University

October, 2021

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Declaration

It is hereby declared that

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

Student's Full Name & Signature:

Md. Rakib Sarwar

17104187

Supervisor's Full Name & Signature:

Rahma Akhter

Lecturer, BRAC Business School

BRAC University

Letter of Transmittal

Rahma Akhter

Lecturer,

Brac Business School,

Brac University

66, Mohakhali, Dhaka-1212

Subject: Submission of internship report on “Job satisfaction of employees at Xclusive Can Limited”.

Dear Madam,

I am very glad to submit this internship report as instructed by you. I tried my best to present this internship report on “Job satisfaction of employees at Exclusive Can Limited” according to your guideline.

I believe that knowledge and experience I gathered during the internship period will be helpful in my future professional life. I will be grateful to you if you accept the report. Your support in this regard will be highly appreciated.

Sincerely yours,

Md. Rakib Sarwar

17104187

Brac Business School

Brac University

Date: October 07, 2021

Non-Disclosure Agreement

[This page is for Non-Disclosure Agreement between the Company and The Student]

This agreement is made and entered into by and between Xclusive Can Limited and the undersigned student at BRAC University

Acknowledgment

First of all, I would like to thank almighty Allah for helping me to complete my internship report on “Job satisfaction of employees at Exclusive Can Limited”.

I sincerely thank my supervisor Rahma Akhter and Co-supervisor Tania Akter for their guidance and encouragement in carrying out this project work.

I also want to thank BRAC University for giving me this internship opportunity which helped me to gather practical knowledge and experience which will help me in future career.

Finally, I am so grateful to my company Supervisor Gazi Md. Sabbir Alam, Marketing and Sales Manager for his guidance and help throughout my internship journey.

Executive Summary

This report is about my internship program with Xclusive Can Limited. In this comprehensive report, I have discussed about the job satisfaction level of employees which I observed and collected information's through survey during internship period.

In this report, you will find company overview, their mission, vision, goal, products and procedures.

Also, I included my internship experience with Xclusive Can Limited and recommend them about their future internship program.

This report also contains my perception about the employees job satisfaction level, motivation level and working environment of the organization.

Lastly, I evaluated employees job satisfaction level by analysing data collected from survey responses. Also, I gave recommendations to the company how they can satisfy their employees to get the best out of them.

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Chapter-1 : Overview of Internship

1.1- Student Information:

Name: Md. Rakib Sarwar

Student ID: 17104187

Program: BBA

Major: Marketing

1.2- Internship Information

Period: 3 Months (15th June 2021 – 15th September 2021)

Company Name: Xclusive Can Limited

Address: Plot# 53/1, Block# B, Kaligonj Road, Majukhan, Gazipur

Supervisor's Name: Gazi Md. Sabbir Alam

Position: Key Account Manager (Marketing & Sales)

1.3- Job Description

1.3.1- My Contributions

I started my Internship in Xclusive Can Limited as a Marketing & Sales intern in 15th June 2021. The marketing and sales department mainly deals with market visit, communication with potential clients, market research & analysis, taking orders from clients and marketing strategies.

However, my work as a marketing intern was limited as I was a fresher. My main task was to communicate with potential buyers and tell them about our products and services. Also, I had to receive orders of plastic products from clients and send the order to production manager. Also, I suggested my supervisor about products design, colour and labelling. I helped him with different marketing strategies.

1.3.2- Experience

When I first joined the company, I was so nervous because I didn't know about anyone there. But, I was so amazed to see everyone came to me and talked to me as I was the first intern there. Everyone tried their best to help me. Most of the time I visit the production unit to see how the production of metal and plastic products run by automated machines. It gave me a practical knowledge which will benefit me in future career. Moreover, the company environment were so clean and friendly for any employee. They maintain proper rules and regulations. Everyone had to wear mask and hair net in times of Covid-19. My supervisor was very helpful and kind to me whenever I need anything. He always taught me what to do and not to do in marketing and sales activities. Throughout my internship journey, I got a chance to be a part of a corporate sector and learned so many things practically.

1.4- Recommendations

As I was the first intern of Xclusive Can Limited, I would like to recommend the company on how they can improve their future internship program.

- Design & implement a structured internship program for students.
- Design a structured interview session to learn and know more about the interns.
- Require that all intern should be paid employees in order to gain the maximum benefits of a work-based learning experience.
- Give your interns the opportunity to work on various projects, real problems and deal with real issues of company.

- Focus on developing your interns by knowing about them, teach them and shape them into the employees that you want.
- Give your interns a structured feedback after completing the internship program. That will help them to develop themselves.

Chapter-2 (Company Overview)

2.1- Overview of Xclusive Can Limited

Introduction:

The company ensued its journey back in 1992 in a very limited scope with scarce resources. Its stride commenced from the port city of Chittagong. At the inception stage it was a family enterprise with no business background of the persons behind.

The company has two separate business entities with three different units under the same management. One is in Chittagong with its second unit as well as another one in Dhaka. The name of the business of Chittagong is Xclusive can ltd and that of Dhaka is q pail ltd both the factories in Dhaka are ISO 9001: 2015 certified. Moreover Xclusive can Ltd. Unit in Dhaka is underway to obtain FSSC 22000: 2018 certified which is meant for food, Pharma and Cosmetic related items and its primary packaging.

The business in Dhaka ensued in 2007. The Chittagong part of business is dealing mainly with metal packaging while Dhaka part with plastic packaging and other items. The Chittagong factory is at the heart of Chittagong city and Dhaka factory is at Tongi.

The 2nd unit of Xclusive Can Ltd constructed of late at the fag end of 2019 is at Majukhan, Tongi, Gazipur which is only 8 km from Dhaka international airport. This unit has the facility of producing both plastic and metal items under the same roof. Moreover this new factory is fully compliant and state of the art one and made aiming at catering country's various sector/industry specific evolving needs and demands for quality industrial plastic and metal packing items. This factory is under the process of getting ISO certificate.

2.1.1: Mission:

To remain excellent and innovative in plastic and metal packaging industry for maximum customer satisfaction and cater evolving needs.

2.1.2- Vision :

To be leader in plastic and metal packaging sector of the country and most competitive in respect to product quality and support service for the customers.

2.1.3- Goal :

- To excel customers expectations as worth more than product value.
- To attain growth through customer satisfaction.
- To ensure a conducive working environment as a theme of Total Quality Management (TQM).
- To build a good rapport with all stakeholders for sustainable and mutual growth.
- To pursue the policy of no business at the cost of environmental and ecological degradation.
- To be proactive rather than reactive in action and thinking.

2.2. Salient features of the company (Factory: 03)

Q Pail Ltd.

Dhaka Factory

Plinth area: 15,000 SFT

Working floor area 54,000 SFT

No. Of employees: 415

Xclusive Can Limited

Dhaka office & factory

Plinth area: 45,000 SFT

Working floor area 1,50,000 SFT

Chittagong Factory

Plinth area: 30,000 SFT

No. Of employees: 250

Production Capacity

Dhaka: Q Pail Limited

(Plastic Container)

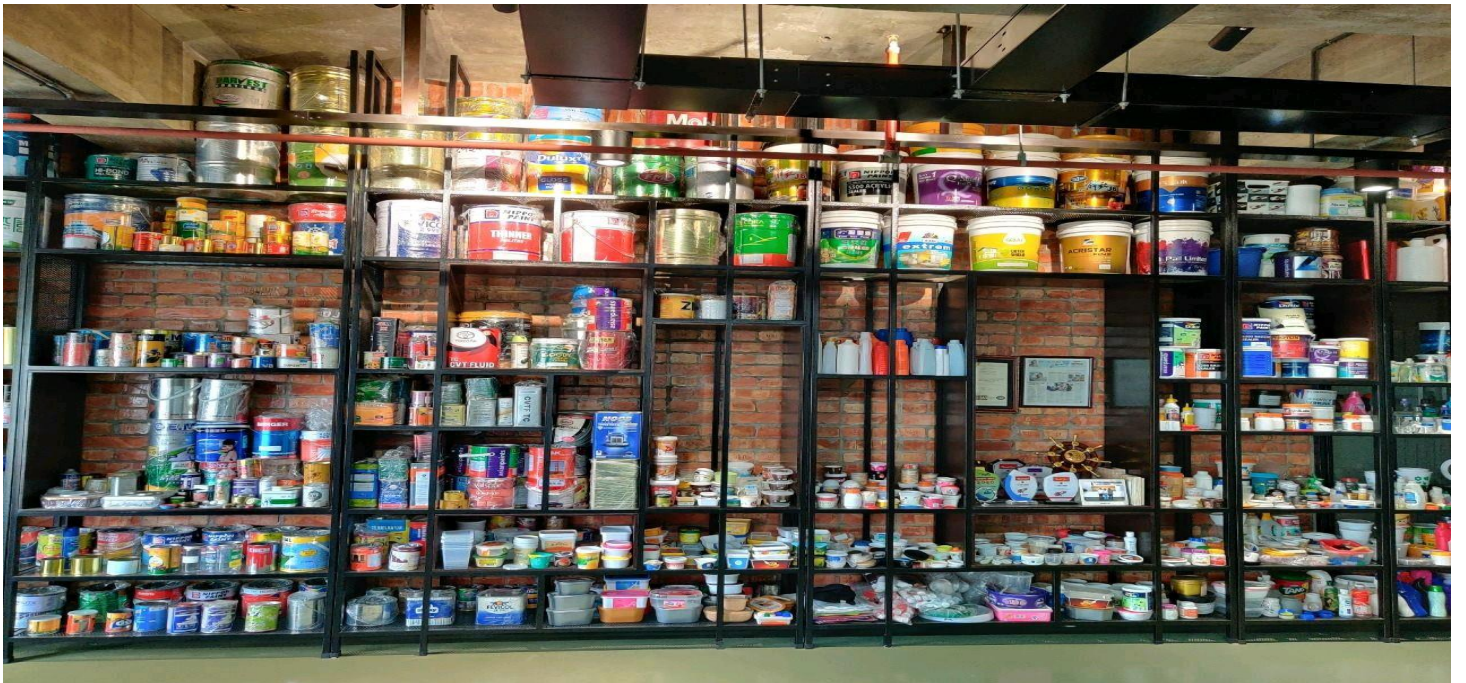
25,00,000 pieces/month

Chittagong: Xclusive Can Limited (Metal Can)

10,00,000 pieces/month

Product Category:

Paint container, Thinner container, Lubricant container, Pharmaceutical bottle, FMCG items' bottle, Food container, Hanger, Polythene.



2.3. Clientele:

Berger Paints, Asian Paints, Nippon Paint, RFL, Radiant Pharmaceuticals, Fevicol, AkzoNobel, Jotun, RAK Paints, Elite Paints, Golden Oil, Moon Star Paints, Uni Lube Bangladesh Limited, Imperial Paints, EM Lubricant, BRAC-Aarong Dairy, International Organisation for Migration (IOM), ACI Limited, Altex Corporation Limited, Bangladesh Milk Producers' Cooperative Union Limited, Polar Ice Cream, Fast Corporation (Pvt.) Ltd., Al Karim Paints & Chemicals Ltd., Greenland Pharmaceuticals Ltd., Pailac Paint & Chemical Co. Ltd., Sigma Oil Industries Ltd. (Soil), Toka Ink Bangladesh Limited, Akota Lube, Well Food.

2.4. Objective:

- Never to compromise with quality of their product and service.
- To assure timely delivery.
- To encourage innovative idea generation.
- To listen, anticipate and respond to their customers' needs.
- To honour and respect the performer.
- To create a sense of confidence about the company among all stakeholders.
- To believe in volume rather the value for profit maximization.

2.5. Raw Material Sourcing:

As raw material always plays an important role in assuring quality of the product, the company never procures its prime raw material from any unknown or unproven companies.

Electrolytic Tin Plate and Printing Ink are also procured from globally renowned company.

Main Material Used

Electrolytic Tin Plate (for Metal Container).

All types of plastic Resin including PP, PPCP, HDPE, LDPE, LLDPE, PE, PS, GIPS, HIPS etc (for plastic items). Inc of both Process and Pantone.

Details of Machineries:

Injection Moulding, Blow Moulding, Film Blow Moulding, Injection Blow Moulding (IBM), Screen Printing (Semi Automatic), Offset Printing for Metal Can, HTF Printing (Full Automatic), In Mould Labeling.

2.6 – Quality Assurance Process

The Quality Control process starts with raw material selection. The company has experts to select the right quality and grade of plastic resin, Tin Plate and Printing Ink through rigorous study of their TDS and MSDS prior to selection for import. Test sample is chosen on a random basis from every 50 products of every production batch. Every test sample goes through a series of quality tests that test it for reliability and durability. Besides product specific test, every test sample undergoes Arms length Drop test, High altitude test, Load full impact test, Creeping test, Empty & Load full tumble test, Air tight test, Fitment test, Color fading test, Color tap test, Color scratch test. If a batch's sample test fails by more than one sample, then test sample number is reduced to 30 and rigorous test is done again. If in the newly done test, sample is failed by 2 samples, then the entire batch is rejected. All of the respective people of the production and QC department are imparted training on quality assurance regularly. In fact the company never compromises with the quality.

2.7- SWAT Analysis

Strengths:

- Having practical experience for long 24 years in manufacturing plastic and metal packaging products and printing thereon in various processes.
- Distinct cutting edge technology for manufacturing and printing of metal and plastic products.
- Experienced and qualified technicians for printing and production.
- An in-house R&D department.
- Possessing all necessary printing process on plastic and metal packaging items.

Weaknesses:

- High cost of capital.
- High cost of raw materials which are imported from UAE.
- High cost of maintenance of machineries.

Opportunities:

- Explore new automation technology.
- Expand market growth.
- Attract more foreign companies to invest.

Threats:

- Handling complaints of clients regarding product quality.
- More technologically advanced rival companies.

2.8 – PESTLE Analysis

A PESTLE analysis is a tool used to gain a macro picture of an industry environment. PESTLE stands for Political, Economic, Social, Technological, Legal and Environmental factors. It allows a company to form an impression of the factors that might impact a new business or industry.

Political:

- Political stability and importance of plastic and metal can industry in the country's economy.
- Minimum tax rates and incentives.
- Wage legislation- minimum wage and overtime.

Economic:

- Revenue- \$7 million according to 2019.
- Growth rate 2.4 percent.

Social:

- Imported cooling fan for employees at work to reduce the heat.
- Safety and health security for workers.

Technological:

- Automation- IBM, Blow Moulding, Injection Moulding
- Innovation

Legal:

- Strict safety rules and regulations.
- Raw material's procured from UAE.

Environmental:

- Eco friendly environment.
- They use polypropylene as raw material, so there is no environmental pollution.

Chapter 3 : Project Part

3.1- Introduction:

Packaging is the science, art and technology of protecting products for distribution, storage, sale and use. Metal and plastic packaging are playing an important role in product distribution, storage and sale. Xclusive Can Limited produces plastic and metal can for food industry, pharmaceuticals, paints and many other companies. In this report, I am going to describe about the satisfaction of employees at Xclusive Can Limited according to my personal observation and conducting face-to-face survey with the employees.

3.1.1- Background

I have prepared this report on “Job satisfaction of employees at Xclusive Can Limited” as a part of my undergraduate program Bachelor of Business Administration and as an academic requirement for the course BUS400, internship. This is designed in a way so that we learn about the real workplace, and apply our knowledge that we had in the other courses of this program and really get some real-life experience. This report is prepared based on my work experience on the organization I did my internship in, Xclusive Can Limited. My internship duration was from June 15, 2021, to September 15, 2021, under the supervision of Gazi Md. Sabbir Alam, Key Account Manager (Marketing & Sales). He helped me with the information needed to prepare this report. My academic advisor Rahma Akhter assisted me with her guidance and was always available for any help related to my internship report.

3.1.2- Objectives

The primary objective of this report is to portray the real-life experience of working in Xclusive Can Limited. There are many other objectives of making this report.

- To find out and evaluate job satisfaction of employees at Xclusive Can Limited.
- To find out the key factors that affect the job satisfaction of employees.
- To understand an employee's needs and expectations from Xclusive Can Ltd.
- To evaluate what offers and benefits are given to employees to satisfy their needs.
- To find out and evaluate employees dissatisfaction level and give recommendations.

3.1.3- Methodology

This report has been generated based on three months internship period at Xclusive Can Limited.

The study requires various types of information's regarding job satisfaction of employees at Xclusive Can Limited. I used both primary & secondary data in preparing this report.

Primary data sources:

- Practical work experience
- Personal face-to-face discussions with the employee of Xclusive Can Limited.
- Survey

Secondary data sources:

- Official website of Xclusive Can Limited.
- Company magazine.
- Articles from internet.

Job Satisfaction of Employees at Xclusive Can Limited

My opinion as an Intern

At first, I would like to share my opinion about my satisfaction from my internship with Xclusive Can Limited. I worked there for 3 months period. So, I can feel about other employees working there. From my experience, everyone is very friendly and helpful among the co-workers. Whenever I need any help, my supervisor helped me in every matter. In my point of view, those who are working there for a long time of period, I could also feel that they are satisfied with their job for many reasons. They are so motivated and very active to their work. I asked one of my co-worker Mohsin Alam, “why he is so satisfied with his job?”. He told me that everyone is getting the salary on time every month and the workload is less and flexible to the worker. So, they are happy with their job. I think most of the workers are satisfied because the company working environment and infrastructure are so good and employee friendly. Also, they treat their male and female workers equally. There are no gender discrimination inside the company. Everyone here get the equal rights & benefits. The working environment is safer for the workers because they are equipped with modern safety technology. Also, an in-house doctor is always available to treat the worker in time of any accident. That is why, the workers feel so safe during their work time. HR manager deals with the complaints and needs of the employees. There is a complaint box. Anyone can make a complaint which they think is not suitable or inappropriate to their job. Also, if anyone wants to leave for some reason, he/she can show proper reasoning and ask for a leave. Moreover, the employees are getting two festival bonuses a year. That helps to increase the employees job performance and quality of work. That was all about my own opinion. But what the other employees actually feel, to know more, I conducted a survey on 20 employees.

What XCL is doing to make their employees happy

- Xclusive Can Limited prioritize good work/life balance of their employees. They maintain proper working hours so that employees can balance between their work and life.
- They give salary on time to make their employees satisfied. They also offer two festive bonuses per year to keep their employees motivated and maximize their performance of work.
- They allow workplace flexibility and also show respect to their employees.

- When an employee's do something extraordinary, he/she will get appraisal for their work. It increases their confidence level and they feel motivated.
- The working environment of Xclusive Can Limited is enjoyable and friendly as they treat their co-workers as a family member. Communication there is very clear and transparent. They use WhatsApp as their main communication tool.
- They also provide lunch opportunity and prayer room facility for their employees inside the organisation.

Evaluation of employees job satisfaction

Though Xclusive Can Limited is doing their best to make their employees satisfied, different employees have different views and needs. Let's have a look at the survey results to find out that.

- 1) In my first question, 12 people responded that they are aged between 20 to 30 and 8 people were aged between 31 to 40
- 2) In the 2nd question, 16 people were male and 4 people were female. That indicates that, Xclusive Can Limited should encourage women to join them.
- 3) The next statement was "you are satisfied with your regular assigned activities", where 13 people agreed, 4 people fully agreed, 1 person was neutral and 2 people were disagreed.
- 4) "Supervisor keeps you well informed about what's happening in the company" In that statement, 11 people were fully agreed and 9 people were agreed because they were well informed by their supervisor.
- 5) "You have all the resources you need to do your job successfully". In that statement 7 people were fully agreed and 13 people were agreed. That means Xclusive Can Limited have all the resources available that one employee needs to do their job.
- 6) "Do you believe that there is an opportunity for individual career growth and development within the company". The result was positive as 16 people agreed with the statement, 3 people were fully agreed and 1 person was neutral.
- 7) "Your contribution to the work is valued by your supervisor". In that statement, the result was negative as 8 people were disagreed and 7 people were agreed. 5 people were neutral.
- 8) "The organizational culture and work environment is satisfying". They were satisfied with the work environment as 6 people were fully agreed and 14 people were agreed.
- 9) "You are satisfied with the customer you deal with". In response to that statement, 13 people were agreed, 2 were neutral and 5 people were disagreed.

- 10) “What is your salary range”- 3 people were responded 41k to 50k, 11 people said 20k to 30k and 6 people said 31k to 40k.
- 11) “You are satisfied with the benefits you are getting beside your basic salary”. 15 people were satisfied as they agreed, 3 people were neutral and 2 people were dissatisfied as they disagreed.
- 12) “Your compensation matches to your responsibility”- in response 11 people said their compensation matches as they were agreed, 6 people were neutral and 3 people were disagreed.
- 13) “You think that the facilities in your organisation are as good as any other private organizations”. In that statement, 14 people were agreed, 3 people were fully agreed and 3 were neutral.
- 14) “You believe you receive appreciation from your supervisor for your work”. In response, 12 were agreed, 3 people were fully agreed and 2 people were disagreed. That means most of them were satisfied.
- 15) “You are able to maintain a balance between your work and personal life”. In that respond, majority people were agreed.
- 16) “You are satisfied with the job security you get from your organization”. In that statement, most of the employees responded that they are satisfied with the job security.
- 17) In response to the statement “you see yourself working in the same organization in the next two years”. 13 people said yes and 7 people said no. So, most of them wants to stay in the same organization next two years.

Recommendations :

I would like to draw some recommendations which will help the organization to satisfy it’s employees. These are my recommendations:

- I would like to suggest that every employees should be valued and respected by their supervisor and co-workers for their work. It will motivate them and help them to increase their performance.
- Xclusive Can Limited should give transportation facilities to those who travel from long distance. That will decrease the pain and stress of traveling.
- They should introduce more structured organizational culture which will put an impact on the working environment.
- They should give rewards and recognition to the employees who perform well outside their salary.
- Finally, they should invest more on employee training and development which will make the work of a employee more easier and comfortable.

Conclusion:

I would like to conclude by saying that, working on this internship project was a great real-life experience to me. I tried my best to find out the job satisfaction level of employees at Xclusive Can Limited by analysing and evaluating data collected from the survey. I hope this report will be helpful and resourceful in the future.

References:

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2) Danielsson, C. B., & Bodin, L. (2008). Office type in relation to health, well-being, and job satisfaction among employees. *Environment and behavior*, 40(5), 636-668.

3) Islam, M., Rasul, M., & Ullah, G. M. (2012). Analysis of the factors that affect job satisfaction: A case study on private companies employees of Bangladesh. *European Journal of Business and Management*, 4(4).

Appendix A

Survey question:

1. What age range are you from?
 - a. 20 to 30
 - b. 31 to 40
 - c. 41 to 50
 - d. 51 to 60
 - e. above 60
2. What is your Gender?
 - a. Male
 - b. Female
3. You are satisfied with your regular assigned activities
 - a. fully agree
 - b. agree
 - c. neutral
 - d. disagree
 - e. fully disagree
4. The supervisor keeps you well informed about what's going on in the organization
 - a. fully agree
 - b. agree
 - c. neutral
 - d. disagree
 - e. fully disagree
5. You have all the resources you need to do your job successfully

- a. fully agree
 - b. agree
 - c. neutral
 - d. disagree
 - e. fully disagree
6. Do you believe that there is an opportunity for individual career growth and development within the company?
- a. fully agree
 - b. agree
 - c. neutral
 - d. disagree
 - e. fully disagree
7. Your contribution to the work is valued by your supervisor
- a. fully agree
 - b. agree
 - c. neutral
 - d. disagree
 - e. fully disagree
8. The organizational culture and work environment is satisfying
- a. fully agree
 - b. agree
 - c. neutral
 - d. disagree
 - e. fully disagree
9. You are satisfied with the customer you deal with
- a. fully agree
 - b. agree

- c. neutral
- d. disagree
- e. fully disagree

10. What is your salary range?

- a. 20K to 30K
- b. 31K to 40K
- c. 41K to 50K
- d. 51K to 60K
- e. above 60K

11. You are satisfied with the benefits you are getting beside your basic salary

- a. fully agree
- b. agree
- c. neutral
- d. disagree
- e. fully disagree

12. The compensation matches to your responsibilities

- a. fully agree
- b. agree
- c. neutral
- d. disagree
- e. fully disagree

13. You think that the facilities in your organization are as good as any other private

organization

- a. fully agree
- b. agree
- c. neutral
- d. disagree

- e. fully disagree
14. You believe you receive appreciation from your supervisor for your work
- a. fully agree
 - b. agree
 - c. neutral
 - d. disagree
 - e. fully disagree
15. You are able to maintain a balance between your work and personal life
- a. fully agree
 - b. agree
 - c. neutral
 - d. disagree
 - e. fully disagree
16. You are satisfied with the job security you get from your organization
- a. fully agree
 - b. agree
 - c. neutral
 - d. disagree
 - e. fully disagree
17. Do you see yourself working for the same organization in the next 2 years?
- a. Yes
 - b. No

