



Daffodil
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University

**An Evaluation of the Employees' Satisfaction of Sonali Bank Limited: A
Study on Green Road Branch, Dhaka**

Submitted To:

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Dean

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Letter of Transmittal

7 April, 2019

Professor Mohammad Masum Iqbal, PhD
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

Subject: Submission for Internship Report.

Dear Sir,

With due respect, I would like to inform you that it is matter of great regret for me to present the internship report titled “**An Evaluation of the Employees’ Satisfaction on Sonali Bank Ltd: A Study on Green Road Branch, Dhaka**” which has given to me as a requirements for the fulfillment of MBA program.

During the study, I have given my best efforts to provide actual & adequate information as possible & tired to maintain the instructions that you have suggested. I sincerely believe it that this report would satisfy & accomplish the requirements & will serve the objectives of my dissertation.

I would be highly grateful if you are kindly to receive the report & provide your valuable judgment. It would be my immense pleasure if you fine this report useful & informative to have an apparent perspective on the issue. Somewhere there can be unwilled mistake & lapses. I am humbly requested to consider that pardon.

Sincerely Yours,

Tarek

.....
Mohammad Tarek Aziz

ID: 173-14-2569

Program: MBA (Major in HRM)

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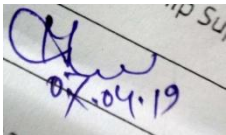
Daffodil International University

Approval Certificate

This is to clarify that this internship report on “An Evaluation of the Employees’ Satisfaction of Sonali Bank Limited: A Study on Green Road Branch, Dhaka” has been submitted for the fulfillment of the degree of Master of Business Administration (MBA) at Daffodil International University, Prepared by **MD. Tarek Aziz, ID: 173-14-2569, Major in Human Resource Management**, Faculty of Business & Entrepreneurship. He has done her report according my supervision and guidance

He is permitted to submit her internship report.

I wish him all success in life.

A handwritten signature in blue ink, followed by the date '07.04.19' written below it. The signature is somewhat stylized and partially obscured by a horizontal line.

.....
Professor Mohammad Masum Iqbal, PhD

Dean

Faculty of Business & Entrepreneurship

Daffodil International University

Student's Declaration

I do hereby solemnly declare that the work presented in this internship Report has been carried out by me and has not been previously submitted to any other University/College/Organization for an academic certificate/degree. I am **Md. Tarek Aziz, ID** No: 173-14-2569, declares that the presented internship report on “An Evaluation of the Employees’ Satisfaction of Sonali Bank Limited: A Study on Green Road, Branch, Dhaka” Master of Business Administration at Daffodil International University was prepared by me. The work I have presented does not breach any existing copyright and no portion of this report is copied from any work done earlier for a degree or otherwise.

I further undertake to indemnify the damage arising from breach of the foregoing obligations.

Acknowledgement

All praise to be Allah to whom all Dignity, Honor and Glory are due, the lord of the world, The Almighty Omnipotent for his favor to me in completing this internship report.

For most it gives me immense pleasure to express my sincerest gratitude and sense of my most honorable Advisor Professor Professor Mohammad Masum Iqbal, PhD, Daffodil International University. For his kind approval of my work on the project along with his important direction.

Sincere thanks and appreciation are acknowledged to my organizational project supervisor Abul Basar, AGM, of Sonali Bank Limited. Who have provide me Annual report of this bank and whose professionalism made me strive to be the best under the most trying circumstances and who has provided his encouragement and guidance throughout.

I express my personal grateful to all of my friends and colleagues of Sonali Bank Limited.

I tried to make it precise & concise as as informative. Please pardon me, if there appeared any mistake.

Abstract

This internship report making on the titled on “**An Evaluation of the Employees’ Satisfaction of Sonali Bank Ltd: A Study of Green Road Branch, Dhaka**” on the basis of 3 months internship program. The purpose of this report is to analysis & measure job satisfaction as well as reasons behind the dissatisfactions & provides some necessary solutions. A close ended questionnaire was used for this report, multiple-choice questions were used where the respondent chosen one option among several possible alternatives. Both primary & secondary data were used in this report.

For the employee satisfaction survey, Employees given their own opinion based on questionnaire five options. After surveying, there shown that most of the employees’ are happy with the job satisfaction actors that indicated in questionnaire. But some employees’ were dissatisfied with few factors.

As some of employees’ are dissatisfied with their working conditions, co-workers relationship, job security & personal growth of the bank. So the bank should take effective steps to solve these problems.

Executive Summary

This study is the result of my internship program ran for the past three months placed at Sonali Bank Ltd. Green Road Branch, Dhaka. It has already developed reputation among the users. The bank operates its all products as the Green Road Branch is middle of the city. As a result the branch has to deal with commercial & non commercial clients. Therefore, the branch has all level of employees of the bank. Employee satisfaction is the terminology used to describe whether employees are happy and contend and fulfilling their desires and needs at work. Many measures purport that employee's satisfactions factor in employee motivation, employee goal achievement, and positive employee morale in the workplace.

Since my internship program was directed to understand the level of job satisfaction, I had to gain the practical area of responsibilities and accountabilities of the employee so that I could interact with them to assess their views about and relations with the organization. I tried best to ask the staffs directly and indirectly together my information. However, I had a good access to the bank's publications. My task was designed to understand the level of job satisfaction of the employees of the Sonali Bank Ltd, Green Road Branch.

The study finds that every employee wants to see his/her place in good condition. But the good condition of his or her bank's policies should be made to give equal opportunities for all staffs. It is realized that financial security from the job really motivates the staff to be more professional and dedicated to their service.

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Chapter-One

Introduction of the Study

1.1 Introduction

Sonali Bank Limited is one of the largest commercial bank in our country. It was established in 1972 under the Bangladesh Banks. It has been converted to a public limited company with 100% ownership of the government and started functioning as SBL from 15 November taking all over the assets, liabilities, and business of Sonali Bank. After corporatization the authority of the bank being habituated requisite self-government into the bank competing including facing including into escape owned occupation dramatically.

Sonali Bank Limited continue administrated through a broad of directors subsist connected with 13 representative suggested through impressive authority. Expressive Bank continue aimed through effective Chief Executive Officer as a consequence Managing Director. CEO obtain assisted away 3 Deputy Managing Director.13 General Managers including another Senior Executives. Powerful corporate headquarters based on affecting bank remain based at Motijheel, Dhaka striking fundamental economic centre regarding powerful capital. It includes 6 GM constant offices popular 6 Divisions, 42 Principal, including 39 Regional Offices at district level. Internal expressive country Sonali Bank Limited receives 2 wage earners branch also 43 authorized dealers to conduct Foreign exchange employment.

Sonali Bank achieves greatest traditional banking functions counting deposit mobilization along with lending. Effective bank discharges powerful treasury functions in the process of agent of the Bangladesh Bank. Interest collects tax, stamp, duty also registration fees, operates, special savings accounts, pays salaries to the teachers of schools, madrasahs, also colleges also pensions to retired government employees.

1.2 Origin of the Report

In the process of a required as MBA program of the Daffodil International University Bangladesh, I obtain enforced into whole an internship current is suitable trade organization and agree a report on my findings. I had in chosen into task just as an Internee now “Sonali Bank Limited” to the Internship supervisor. This report is based on an Internship program. This is followed by practical experiences in the branches of Sonali Bank Ltd. Consequently a report based on the projects is to be submitted to both of authority of Sonali Bank and the University. My Topic for internship report titled “**An Evaluation of the Employees Satisfaction of Sonali Bank Ltd: A Study on Green Road Branch, Dhaka**”. Beyond applied liability, concept package no way stay useful. Now For that MBA program had it arrange so one a student can realize practical knowledge.

1.3 Scope of the Report

This internship program provided me with the opportunity together practical experiences and knowledge about several areas of banking. I got primary idea about the existing corporate culture of the country. During the first few weeks of my internship period, I communicated with all the workers of the Sonali Bank Ltd. Green Road branch and subsequently adapted myself with the working environment of the bank. While preparing this report, I had a great opportunity to having greater knowledge of all the organizational activities of Sonali Bank Ltd. It has enriched my knowledge also help me a lot in future to build up my career in the organizational sector.

1.4 Objectives of the Report

1. To explain job satisfaction;
2. To measure employees’ satisfaction;
3. To identify the problems related to employees ‘if any’;
4. To make some recommendations to improve employees’ satisfaction;

1.5 Background of the Report

This report is an internship report arranged as a necessity for the completion of the MBA program. The essential objective of the internship was to provide an “on the job” introduction to the understudy also a scope for interpretation of hypothetical conceptions in genuine life circumstance. The students are set in enterprise, managements, research teach as well as advancement projects. In this association, after the completions of the MBA program, I was selected to the Sonali Bank Limited for practical orientation. My topic is “An Evaluation of the employees’ Satisfaction of the Sonali Bank Limited – A study on Green Road Branch, Dhaka” for my internship report. As an internship student I have tried my level best to cover this report.

1.6 Methodology

Type of the study: Preparatory research has been used for the report.

Sources of information: The sources of collected instruction are as well as confidential, dissected, analyze and given in an efficient way. Among primary and secondary sources most of the instructions have been collected from the secondary sources.

a. Primary Data:

Primary data includes affecting following:

1. Practical desk work.
2. Direct observations.
3. Face to face conversation with officers and staffs.
4. Taking initial lecture from senior officers.
5. Study of different files of different sections of the bank.
6. Training of Branch manager.

b. Secondary Data:

Secondary data are written below:

1. Annual report of The Sonali Bank Limited.
2. Various publications on Bank,

3. Bank websites,
4. Prospectus of Sonali Bank Limited.
5. Theoretical books relating banking sector.
6. Class notes of Sonali Bank Ltd.
7. Different procedure manual published by Sonali Bank Ltd.
8. Technical and trade journals.
9. Information regarding new product development.

1.7 Limitations of the Report

There were certain limitations while conducting the study. These are summarized below:

- Effective time period for affecting attention act very short. I get short time for preparing a report, which was not very much sufficient.
- In the research areas, the authorities could not express to us accurate data easily for the reason of their confidentially.
- Difficulties to reach top level.
- A few employees do not at all have proper knowledge about whole information of the organization.
- Sufficient records, publications, facts and figures are not available.

Chapter-Two

Organizational Overview

2.1 Overview of Sonali Bank Ltd

Sonali Bank Ltd an interest –bank in Bangladesh incorporated as a banking company on 5 July 1995 under the company’s act 1994.it commenced banking operations on 22 November 1995 with an authorized capital of Tk 1,000 million divided into 1 million ordinary shares of Tk 1,000 each. The initial paid up capital was Tk 118.36 million fully subscribed by its 38 sponsors. The paid up capital was enhanced several times and stood at Tk 260 Million on 31st December 2000. The bank is listed with the Dhaka stock exchange. In 2000, total liabilities and shareholders’ equity of the bank stood at Tk 5,671.99 million. The bank provides all types of commercial banking services and it conducts business on the hire purchase transactions. The broad-spectrum operational aspects of the bank have been set out to encompass three sectors-formal, informal and voluntary- in a comprehensive programmed. In the formal corporate sector, the bank offers banking services through deposit and investment accounts, trade financing, and collection of bills, money transfers, lease of equipment, and consumers’ durable, and hire purchase and installment sale of capital goods, investment in low cost housing and real estate management and financing projects in agriculture, transportation, education and health sectors. The bank started having net profits since 1998 after adjusting all provisions for taxation and classified loans amounted to Tk 38.1 million. The Management of the bank is vested in a 27-member board of directors headed by a chairman. There is a five member Shariah Council of the bank to ensure the compliance of Islamic rules in its activities. The bank has also a 13 member honorary foreign members’ international advisory council to advise it on international advisory council to advise it on international business affairs, particularly in Islamic Countries. Total deposits of the bank amounted to Tk 4863.21 million in 2000 compared to Tk 124.73 million in 1995 and included currency and other deposits, bills payable, term deposits and savings deposits. On 31December 2000, the loans and advances in various sectors stood at Tk 3,522.24 million as against Tk 0.22 million in 1995.

2.2 Mission and Vision

Mission:

- High quality financial services the latest technology.
- Providing support for social benefit organizations – by way of mobilizing fund and social services.
- Empowering real poor families and create local income opportunities.
- Attract and retain high quality human resources.
- Introducing innovative Islamic Banking products.
- Optimum return on stakeholders' equity.

Goal

To be the best private commercial bank in Bangladesh in terms of efficiency, capital adequacy, asset quality, sound management and profitability.

Vision

Sonali Bank Ltd started its journey with the concept of 21st century Islamic participatory three sector banking model 1. Formal sector-Commercial banking with latest technology. 2. Non-formal sector –Family Empowerment Micro-credit and Micro enterprise program. 3. Voluntary sector-Social Capital mobilization through cash and others. Finally, “Reduction of Property Level” is our vision.

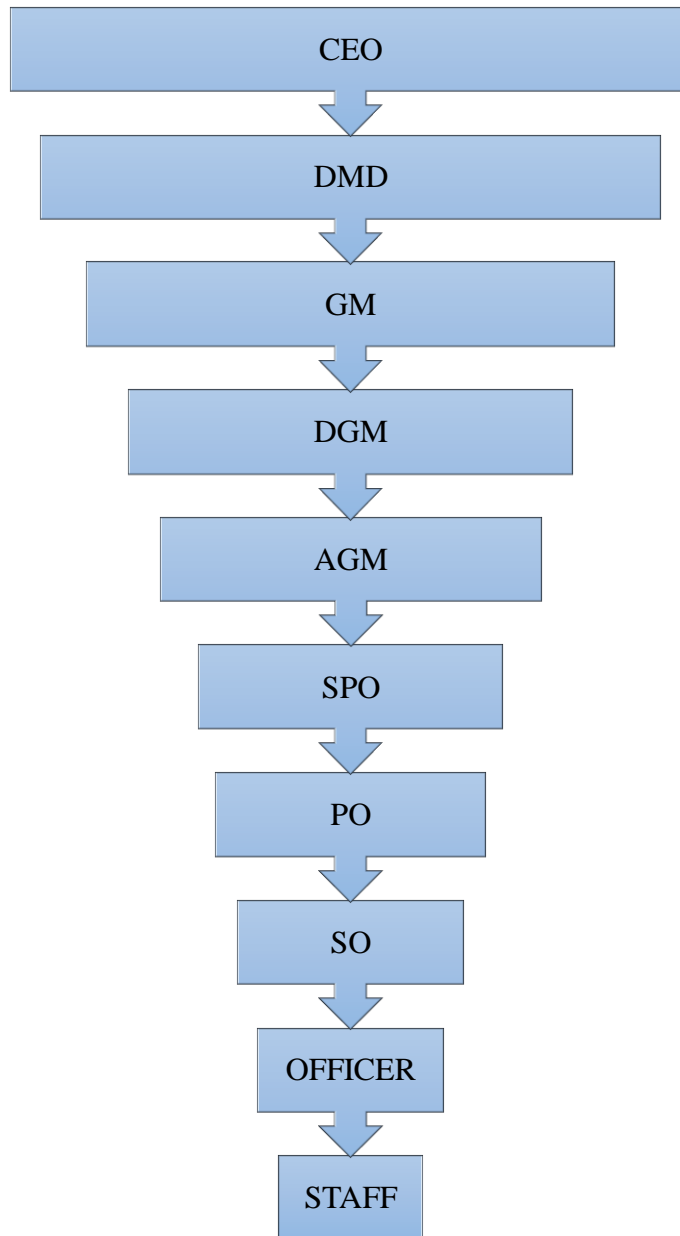
2.3 Objectives of Sonali Bank Ltd

- Know how organization measure job satisfaction.
- Humanize corporate back within the formal division through participatory showcase instrument with collateral.
- Toward know about the effects of job satisfaction on performance.
- Monetize intentional segment through participatory financing primarily on joint possession basis.

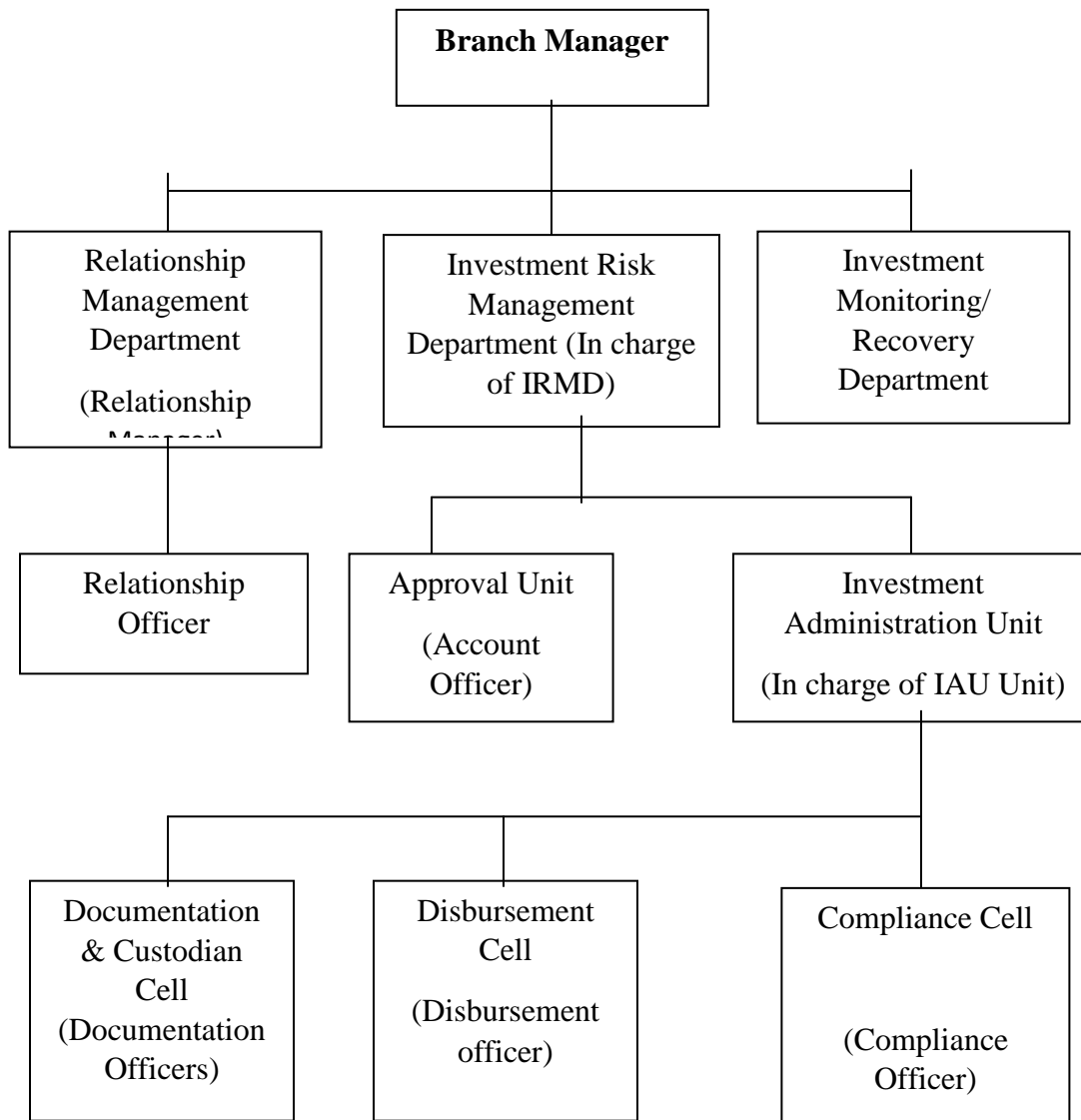
2.4 Core Values

- **Honesty:** To be fair is appointed by the sacred text- we adhere to this esteem in all our benefit provision.
- **Transparency:** Remaining straightforward in all acts could be a ethicalness that's builds believe- we follow to it.
- **Efficiency:** Everyone must ensure adherence to efficiency practices in banking.
- **Accountability:** To be responsible is to be capable also over any doubt – we are obediently there.
- **Religiousness:** Sonali Bank upgrades financial well-being with respect to the delight of devout ethics.
- **Innovation:** our minds also eyes are open to the advancement in quality of life to develop encourage benefits for the benefit takers.
- **Flexibility:** Adaptability leads to way better understanding and more prominent fulfillment-we seek after the quality.
- **Security:** Clients must feel secure with all our items and administrators- we keep on guaranteeing it.
- **Technology:** Cutting edge life is innovation subordinate – we keep searching for the most recent advancement to supply the leading in ease to our clients.

2.5 Organo gram of Sonali Bank Ltd



2.6 Organization Structure of the Branch



2.7 Core Business of Sonali Bank Ltd

- Corporate banking
- Trade Finance
- Foreign Exchange Dealing
- International Trade
- Project Finance
- SME Finance
- Consumer Credit
- NGO Linkage Loan
- Money Market Operation
- Special Small Loan
- Loan Syndication
- Rural and Micro Credit
- Investment
- Remittance
- Lease Finance

2.8 Achievements

Sonali Bank Ltd, the largest commercial bank of the country, received best brand award from Bangladesh Brand Forum, a wing of international survey organization Nielsen. Sonali Bank Ltd. has been awarded “Best Financial Institute of the year” for 2013 by Arthokonotho Business Award. To secure the "First Position as the Best Corporate in the Banking Sector” (Nationalized Bank / Government owned public Bank) among the contesting bank in the award for its contribution to the development of corporate banking.

Chapter-Three

Theoretical Aspects

3.1 Job Satisfaction

Job satisfaction is the level of satisfaction a different feels with regard to his/her performance. That feeling is primarily based on a different recognition of achievement. A different with a tall level of achievement holds positive states of mind around the work, whereas a different who is discouraged with his/her task holds a negative demeanor almost the job. A different having a negative demeanor appears an identity mien which is slated to encounter. Heaviness, disordered, anxiety etc. though those with a positive state of mind will impression themselves others and their task.

3.2 Define of Job Satisfaction

Due to the popularity of job delight within the subject of professional and organizational attitude, more than few analysis and practitioners have provided their very own definitions of what task delight is.

E. A. Locke describe job satisfaction as, “the pleasurable emotional state resulting from the appraisal of one’s job as accomplish the facilitating the accomplishment of one’s job values”.

According to P.E. Spector, Job satisfaction is the extent to which people like or dislike their jobs”.

De Nobile defined job pleasure as, “the extent to which a staff member has favorable or positive accomplishment about work/ work environment.”

According to S.P. Robbins, “Job satisfaction refers to a different general attitude toward his/her job.

Ivancevich et al. described job pleasure as,” the feeling and perception of a worker regarding his/her job and how he/she feels in the management.”

Davis, Newstrom and Dessler define job pleasure as, a set of favorable/unfavorable activity for the workers to perceive their task and that determine the possibility of a major disposition to achieve higher performance”.

3.3 Importance of Employee Job Satisfaction

Job satisfaction has been connected to various aspects, calculate skill, non-appearance turnover etc. Importance's of job satisfaction are:

- Low Turnover.
- Higher Productivity.
- Increased Customer Satisfaction.
- Employee Absenteeism.
- Helps to earn higher Revenues.
- Satisfied Employees Tend to Handle Pressure.

3.4 Factors Affecting Job Satisfaction Level

No question, work fulfillment could be an enormous calculates in worker engagement and the levels of optional exertion group different are likely to make. Factors affecting the level of job satisfaction are:

- Working Environment.
- Fair Policies and Practice.
- Caring Organization.
- Appreciation.
- Remuneration.
- Age.
- Rank Promotion.
- Feel of Belongings.
- Initiation and Leadership.
- Feel of Being Loved.
- Safety and Security.
- Challenge.
- Responsibilities
- Creativity in Job.

3.5 Theories of Job Satisfaction

Satisfaction may be a mental calculates. It cannot be seen and cannot evaluate. But its expression within the human intellect is justifiable. The most common and prominent job satisfaction theories are:

- Maslow's Needs Hierarchy Theory,
- Herzberg's Motivator-hygienic Theory,
- Job Characteristics model,
- Dispositional Approach.

3.6 Ways of Measuring Job Satisfaction

Numerous organizations confront challengers in precisely measuring job fulfillment, as the definition of fulfillment can vary among different individuals inside an organization.

1. Single Global Rating.
2. Summation Score.
 - Job Diagnostic Survey.
 - Job Satisfaction Index.
 - Job Satisfaction Survey.
 - Minnesota Satisfaction Questionnaire.
 - Job Satisfaction Relative to Expectations
 - Global Job Satisfaction.
 - Job Description Index.

3.7 Determinants of Employees Satisfaction

- 1. Promotion System:** Timely promotion of employees next to higher rank is also important determinant of employees' satisfaction. If there is any specific promotional ruled in the organization that will definitely lead to better employees' satisfaction of the employees.
- 2. Posting and Transfers:** In an organization there should be specific system posting and transfer. While posting and transfer some specific rules must be follows. These might have positive impact on the job satisfaction of employees.
- 3. Non Financial Incentives:** Non financial incentives are form of children's school facilities, hospital facilities, employee's transportation facilities, prayer facilities etc. Also act as an important determinant of employee's satisfaction.
- 4. Job Status:** The position of job that is job status is also an important determinant of employees' satisfaction of employees. Such job status of an employee influences employees' satisfaction positively.
- 5. Job Security:** Job security refers to the nature of the job that is whether a job is permanent, temporary or ad hoe. Job security acts as an important determinant of employee's satisfaction. More the job security the better the job satisfaction and vice versa.

3.8 Nature and Features of Employees' Satisfaction

1. Increasing quality and quality of production.
2. General attitude.
3. Influencing on living.
4. Types of employees' satisfaction internal feeling to work.
5. Measuring employees' satisfaction.

3.9 Factors Affecting Employees' Satisfaction

The factors of employees' satisfaction are discussed below:

A) Job Related Factors

1. Promotion
2. Salary
3. Supervision
4. Co-Worker
5. Opportunity of Development

B) Personal Related Factors

1. Age
2. Sex
3. Personality
4. Experience
5. Occupational level

Chapter-Four

Employees' Satisfaction of Sonali Bank Ltd Green Road Branch, Dhaka

4.1 Data Analysis on Employees' Satisfaction on Sonali Bank Ltd Green Road Branch, Dhaka

In below, I targeted my sample size as 10. Collected data is analyzed using Microsoft Excel 2010 Worksheet. The findings part requires 11 questions, each question has 5 options. The data of each question were used for analyzing the level of job satisfaction of Green Road branch, Dhaka. Levels of employee satisfaction of job satisfaction measured on the opinions on Strongly Agree, Disagree, agree and Neutral strongly disagree. So the survey analyses are given in the below:

4.2 Questionnaire lists

1. I am satisfied with my earnings.
 - a) Strongly Agree
 - b) Agree
 - c) Neutral
 - d) Strongly Disagree
 - e) Disagree

2. I am satisfied with performance appraisal.
 - a) Strongly Agree
 - b) Agree
 - c) Neutral
 - d) Strongly Disagree
 - e) Disagree

3. I am pleased with promotional system.
 - a) Strongly Agree
 - b) Agree
 - c) Neutral
 - d) Strongly Disagree
 - e) Disagree

4. I am satisfied with working condition.

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Strongly Disagree
- e) Disagree

5. I am satisfied with co-workers.

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Strongly Disagree
- e) Disagree

6. I am satisfied with supervisory style.

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Strongly Disagree
- e) Disagree

7. I am satisfied with work environment.

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Strongly Disagree
- e) Disagree

8. I am satisfied with the opportunities for personal growth.

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Strongly Disagree
- e) Disagree

9. I am pleased with rewards that provide for my quality of effort.

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Strongly Disagree
- e) Disagree

10. I am satisfied with bonus and incentives.

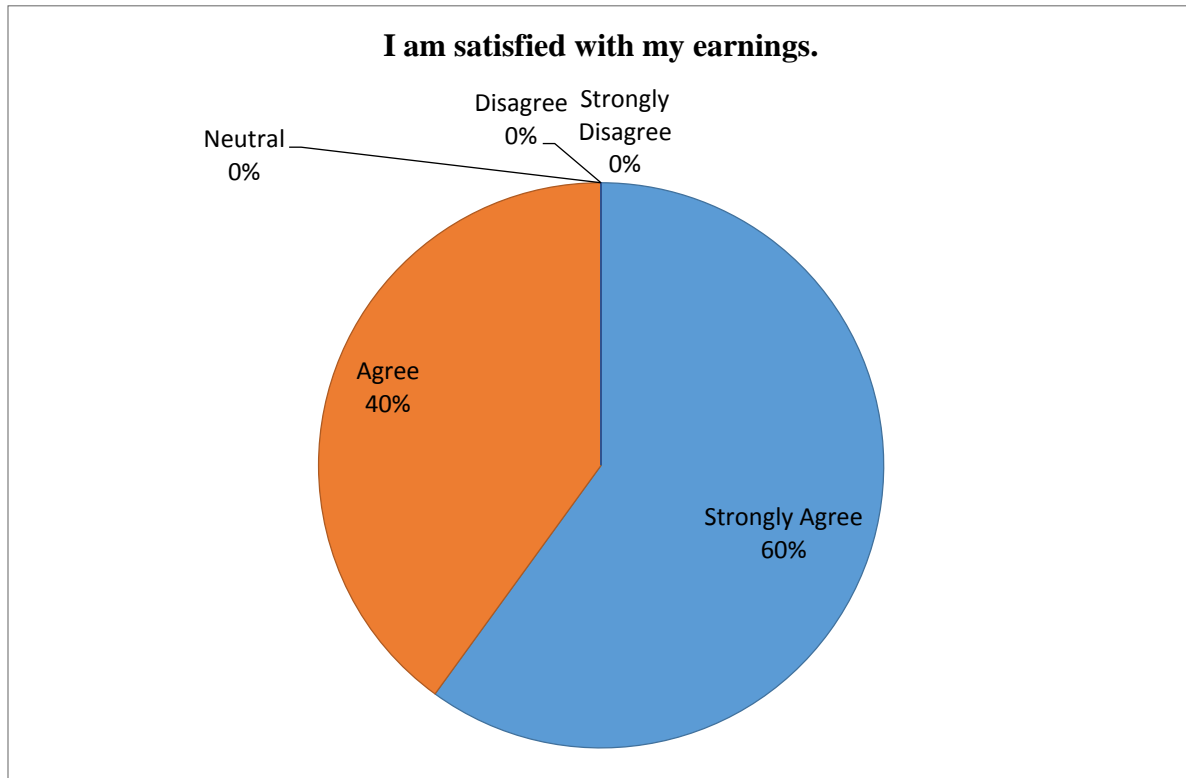
- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Strongly Disagree
- e) Disagree

11. I am pleased with job security.

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Strongly Disagree
- e) Disagree

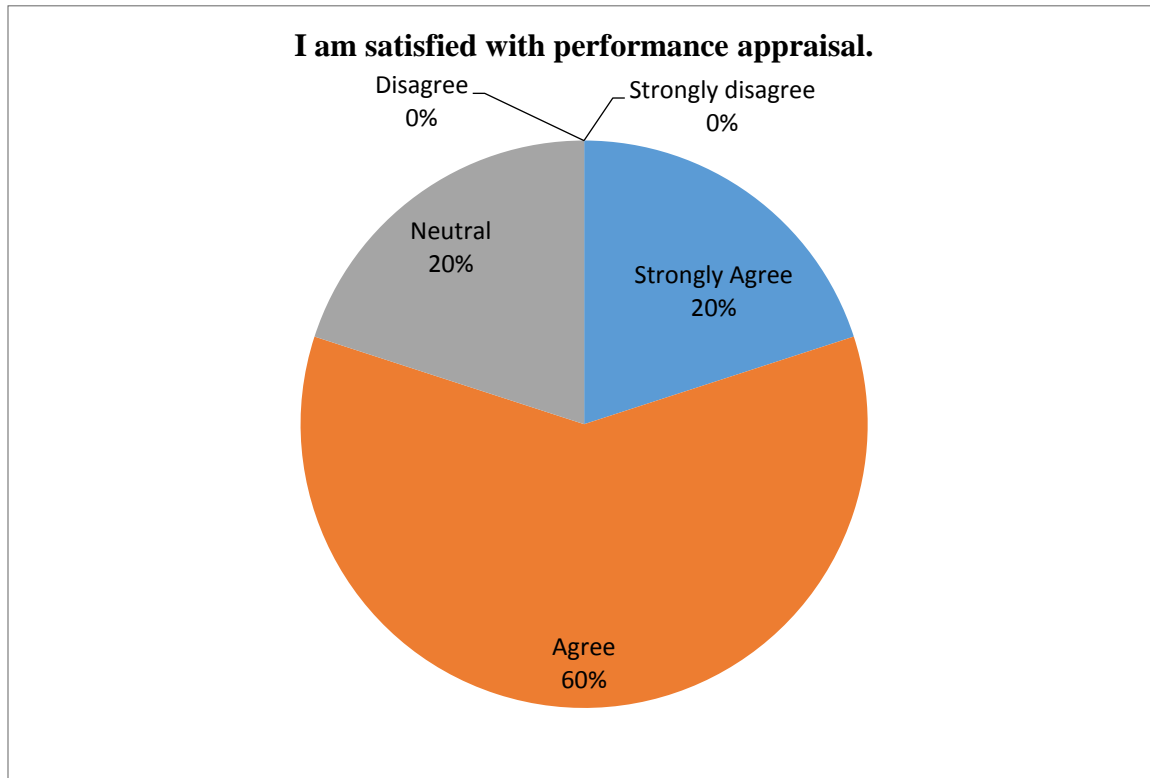
4.3 Data Analysis

Question-1: I am satisfied with my earnings.



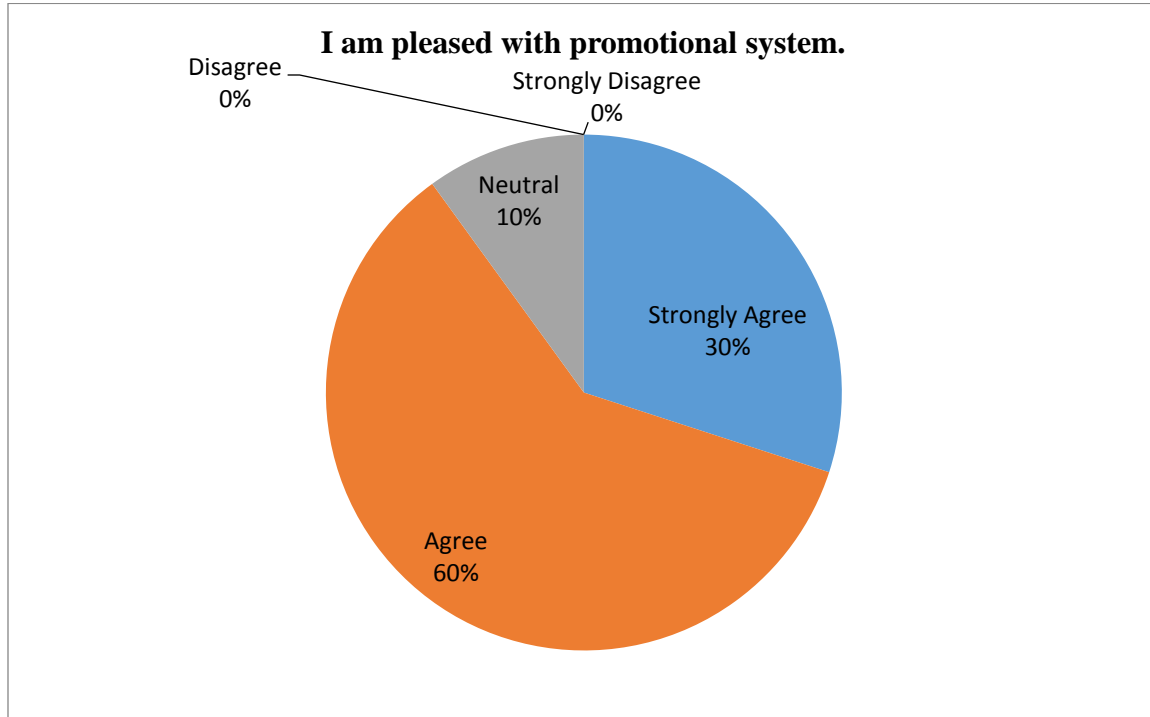
For this analysis that 60% respondents were strongly agreed 40% respondents were agreed that their earnings expectation is pleasurable. And 0% respondents were disagrees with this chart. Here also seen that 0% respondents were strongly disagree also 0% were neutral. So it is easily imaginable that most of the workers were satisfied with their earnings.

Question-2: I am satisfied with performance appraisal.



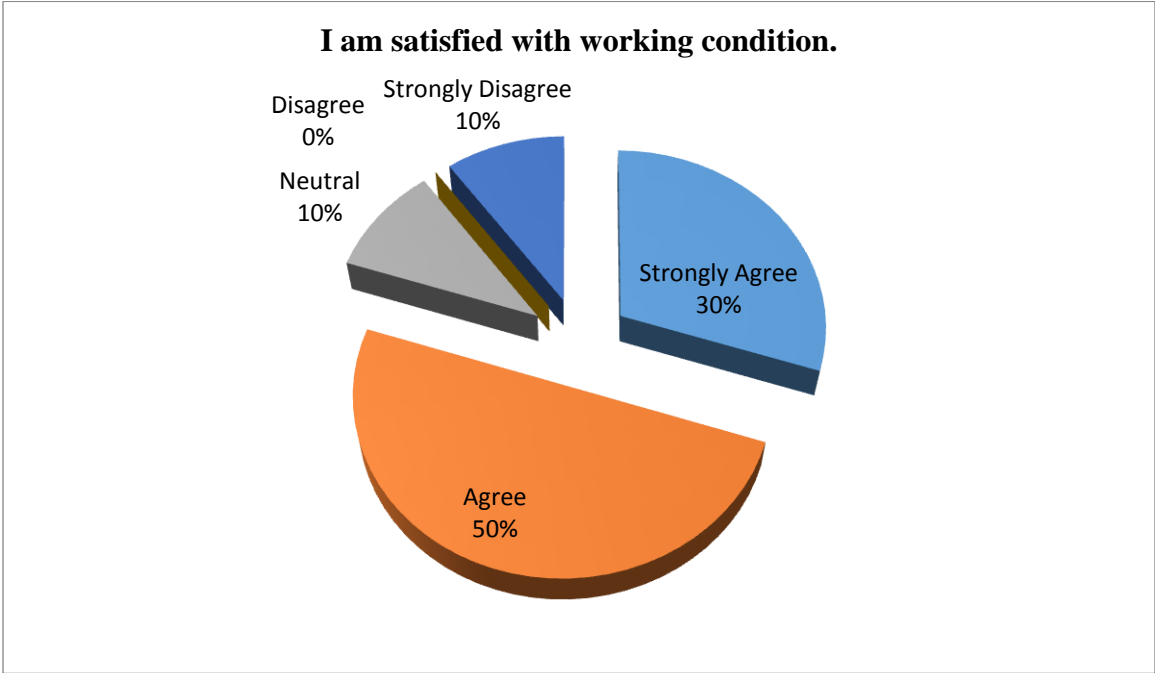
Here among 10 employees, 60% respondents were strongly agreed 60% were agreed that their performance appraisal is pleasurable. And 0% respondents were disagrees with this analysis. Here also seen that 20% respondents were strongly disagreeing & 20% was neutral. This overall result prove that bank do their performance appraisal in appreciable & worker also happy with that.

Question-3: I am pleased with promotional system.



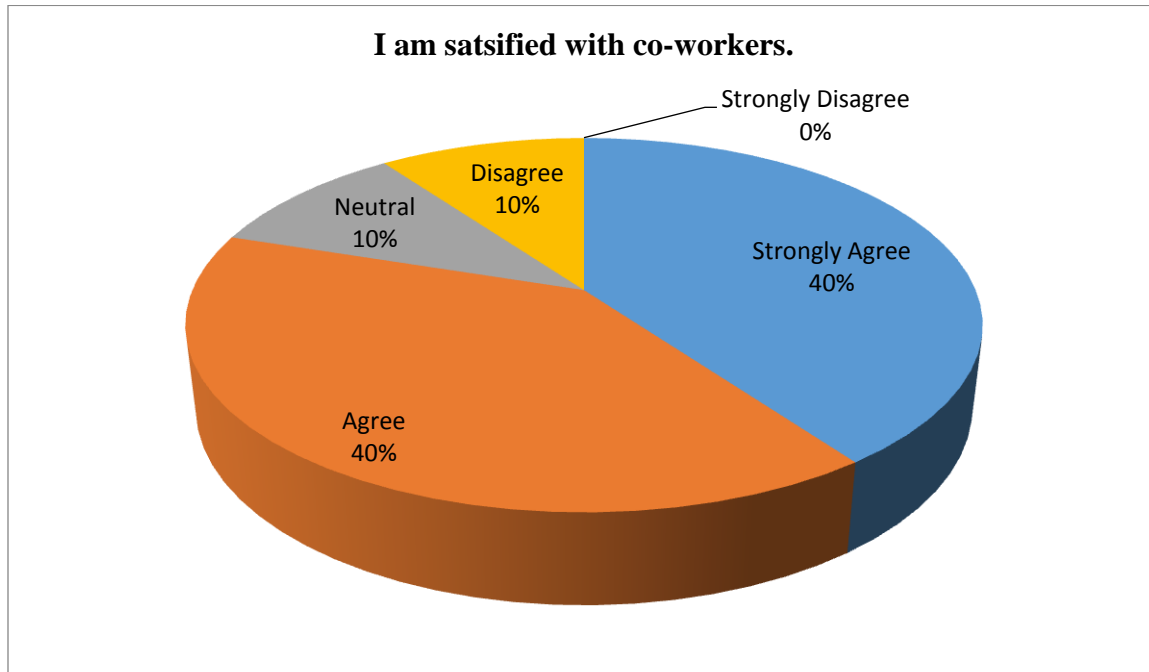
With this analysis here 30% respondents were strongly agreed 60% respondents were agreed that their promotional system is pleasurable. And 0% respondents were disagrees with this analysis. Here also seen that 30% respondents were strongly disagreeing & 10% were neutral. From the respondents response on the survey it is clear most of the workers are happy with their promotional system.

Question-4: I am satisfied with working condition.



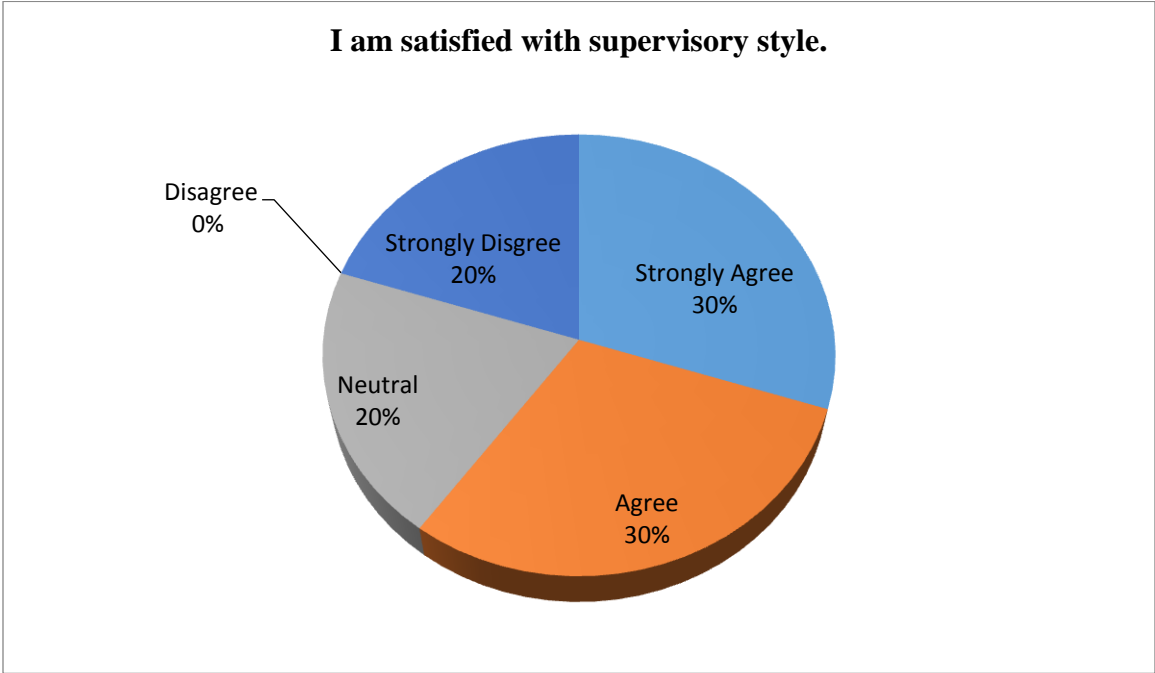
Here analysis shows that 30% respondents were strongly agreed & 50% respondents are agreed. Here also seen that 10% respondents were strongly disagreeing & 10% were neutral. And 0% respondents are disagrees with this analysis. This analysis shows that the workers were highly dissatisfied with their working conditions.

Question-5: I am satisfied with co-workers.



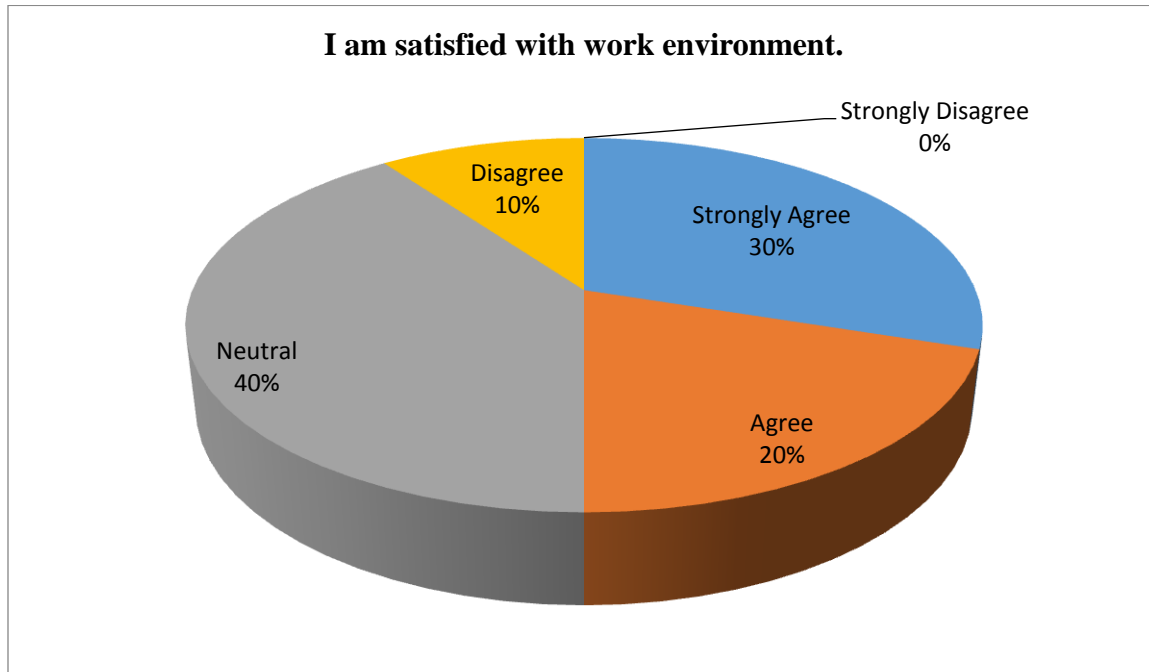
With this analysis, here 40% respondents were strongly agreed 40% were agreed. And 10% respondents were neutral with this analysis. Here also seen that 0% respondents were strongly disagree & 10% were disagree. This analysis shows that most of the workers were unhappy with their co-workers.

Question-6: I am satisfied with supervisory style.



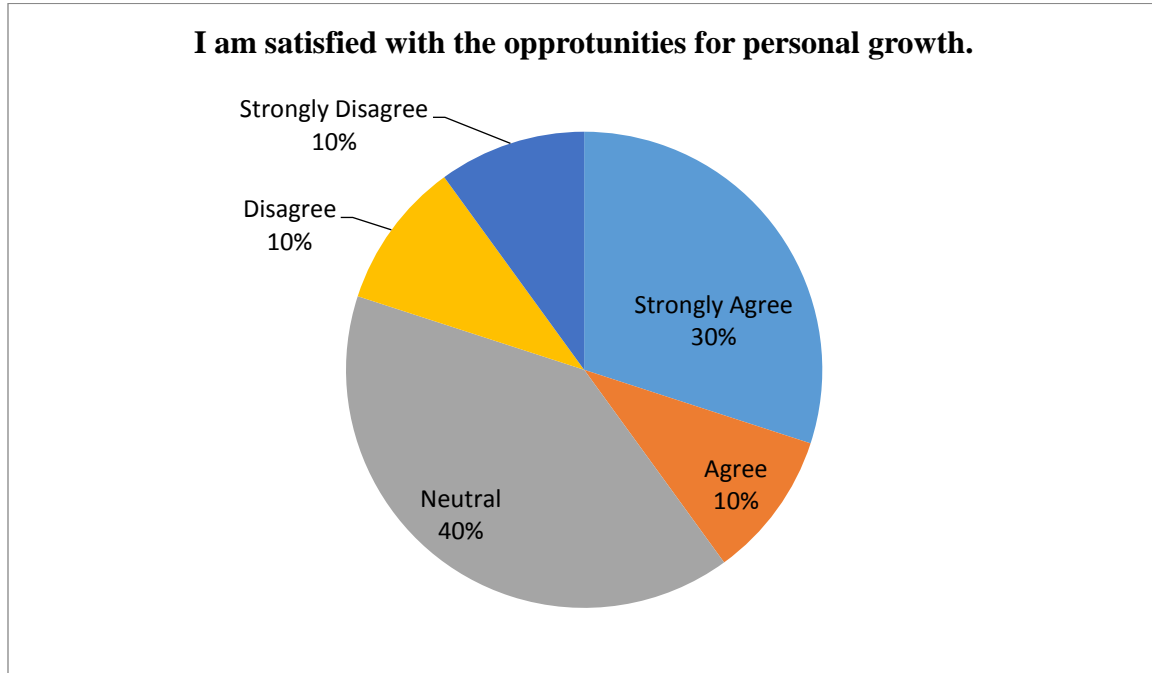
This analysis shows 30% respondents were strongly agree 30% respondents were agree. And 0% respondents are disagrees with this analysis. Here also seen that 20% respondents were strongly disagreeing & 20% were neutral. Employees are happy with the supervisory style at all.

Question-7: I am satisfied with work environment.



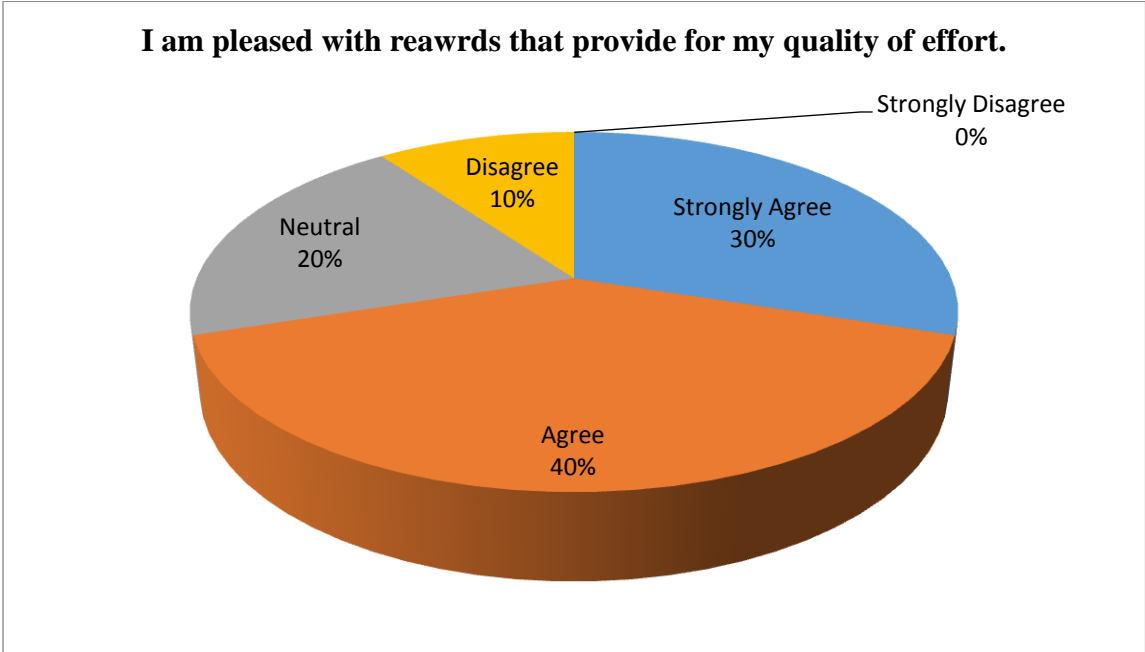
Here analysis shows that 30% respondents were strongly agreed 20% respondents were agreed that their performance appraisal is pleasurable. And 10% respondents were disagreeing with this analysis. Here also seen that 0% respondents were strongly disagree & 40% were neutral. Here the analysis indicates that workers are highly satisfied with their work environment.

Question-8: I am satisfied with the opportunities for personal growth.



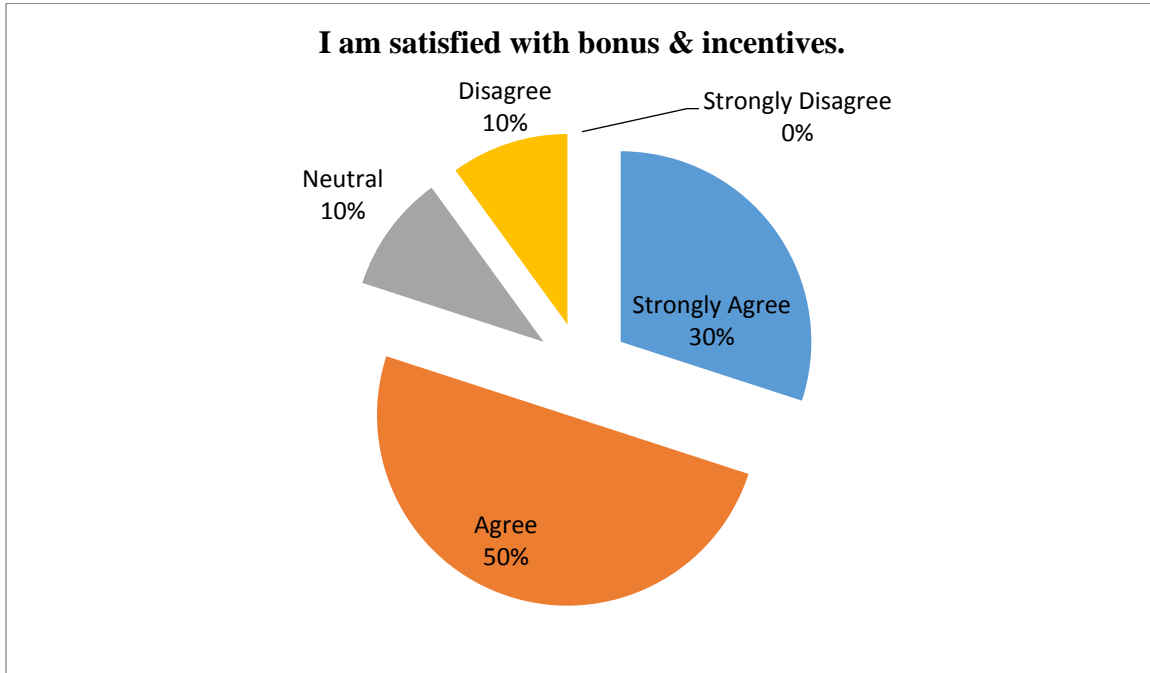
Here analysis shows that 30% respondents were strongly agreed 10% were agreed. And 10% respondents were disagreeing with this analysis. Here also given 10% respondents were strongly disagree & 40% were neutral. With this analysis it is proven that workers are dissatisfied with their personal growth at all.

Question-9: I am pleased with rewards that provide for my quality of effort.



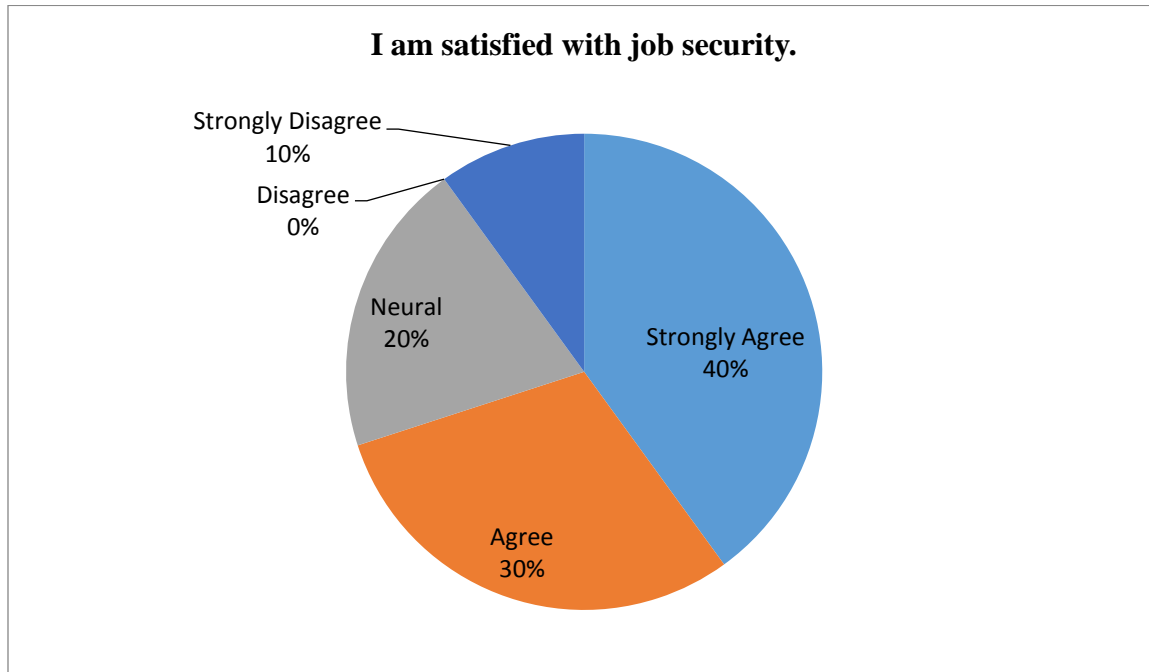
Here analysis shows that 30% respondents were strongly agree 40% respondents were agreed. And 10% respondents were disagreeing with this analysis. Here also seen that 0% respondents were strongly disagree & 20% were neutral. This analysis proves that rewards of the workers with property & most of the workers also happy with that.

Question-10: I am satisfied with bonus & incentives.



Here also shows that 30% respondents were strongly agreed 50% respondents were agreed. And 10% respondents were disagreeing with this statement. Here also seen that 0% respondents were strongly disagree & 10% were neutral. This analysis shows that workers are pleased with their betterment & incentives.

Question-11: I am satisfied with job security.



This statement shows that 40% respondents were strongly agreed 30% respondents were agreed. And 10% respondents were strongly disagreeing with this statement. Here also seen that 0% respondents were disagree & 23% were neutral. This analysis shows that most of the workers are dissatisfied with job security.

Chapter-Five

Findings & Recommendations

5.1 Findings

1. Workers were happy with their task.
2. Employers were unhappy with their personal growth.
3. The organization follows participative style of management.
4. The satisfied workers are motivated workers, this is the scene in the case of SBL so there is a positive co-relation between job satisfaction & employee performance.
5. Most of the employees are satisfied with their salary but some are not.
6. Most of the employees think that they don't get job as their educational qualification and experience.
7. Some employees want to change their current job.
8. Most of the employees think the organizational environment is favorable.
9. Some employees claim that, they don't get sufficient salary with his/her designation – which creates a negative image of the organization.
10. The bank has allowance facility for the employees in all aspect.

5.2 Problems Identified

After screening the whole internship program I have figured out some problems which I mentioned below:

1. The employees were not satisfied with their assigned task.
2. A large number of employees were unhappy with their co-workers.
3. Most of the employees were dissatisfied with their working condition.
4. According to the benefits of their salary and wages behind their work they feel unhealthy about their job.
5. For an employee, gap of communication with managers, colleagues and customers is also a big problem.
6. Interpersonal relations with supervisors, peers and subordinates.
7. Difficulties in relation to the user/family collaboration in the caring process.
8. Employees were anxious with their overall job security.
9. Sometimes an employee faces some unethical or negative behavior from their colleges or clients that is so hard to consider.
10. The colleges are friendly with each other.

5.3 Recommendations

Observing the findings I have given some recommendations. Those recommendations are discussed below:

1. New employees job space need to make large.
2. The leader should be special take care, polite & helpful to the fresh employees.
3. The supervisor should be informed to all employees about the current situations of the organization special the new employees.
4. Senior level staffs allow should be keep co-operative view to the low staffs.
5. Supervisor of the organization has to take care of all staffs, not only selective persons.
6. All of effective employees' behavior attitudes must be professional of their own job.
7. Employees always have to keep good feelings of their personal accomplishment for their job.
8. The senior employees allow support & influence to provide good quality work with their junior staffs.
9. SBL should introduce specific method tool to measure specific job satisfaction.
10. The bank should match salary as the designation of the employees.

5.4 Conclusion

The report on “An Evaluation of the Employees’ Satisfaction of Sonali Bank Limited: A Study on Green Road Branch, Dhaka”. Branch reveals that employees’ satisfaction is one of the mainstream of the organization and the policy of it and the pillar of success of an organization. In the report there are some important findings about the determinants of employees’ satisfactions. The study also provides a brief dictation about various aspects of employees’ satisfaction. Job satisfaction of an employee is always a very essential part in ever organization. It raise good figure in daily cooperation because job attainment can assist an organization to inspire the employed organization also retain it but to complete the level of satisfaction dependent variables. Sonali Bank Limited has differential level of satisfaction beyond governmental variables such as earnings, work assessment, effective position and effective situation, co-workers relation, controlling approach, administration approach, commission, and incentives, work agreement, particular advancement etc. On the face of statistical decisions, difference in percentage within satisfaction also dissatisfaction recommend that factors of earnings, work assessment, betterment, employed situation, departmental method etc. Wages are more significant in conclusive work compensation of employees of the Sonali Bank Limited. It is found in this comparison that work is impending factor of the organization.

Chapter- Six

Appendix

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