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An Evaluation of the Employees' Satisfaction of Bank Asia Ltd: A Study of Holy Family Red Crescent Medical College Hospital Branch (HFRCMCHB), Dhaka.

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Letter of Transmittal

Date: 7th December 2018

To: Prof. Dr. Mohammed Masum Iqbal

Department of Business Administration

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Subject: Submission of thesis Paper on “An Evaluation of the Employees’ Satisfaction of Bank Asia Ltd: A Study of HFRCMCH Branch, Dhaka”.

Dear Sir,

With due respect, I would like to inform you that it is a great pleasure for me to submit the thesis Paper An Evaluation of the Employees’ Satisfaction of Bank Asia Ltd: A Study of HFRCMCH Branch, Dhaka. As a requirement of the Master of Business Administration (MBA) Curriculum.

The whole experience of this internship program enabled me to get an insight into the real life situation. I have tried my best with my knowledge to make a full-fledge report by analyzing all the requirements you have asked for. Besides this, there may be shortcomings.

I would be grateful if you consider those from excusable manner. I hope that the project would meet your expectations and standards. Your kind consideration and cooperation will be highly appreciated.

Sincerely Yours,

.....

S. M. ABDULLAH AL-AMIN

ID: 162-14-2088

Master of Business Administration

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Letter of Acceptance

This is to certify that S. M Abdullah Al-Amin, a student of MBA, ID: 162-14-2088, has successfully prepared dissertation paper titled “An Evaluation of the Employees’ Satisfaction of Bank Asia Ltd: A Study of HFRCMCH Branch, Dhaka” under my supervision.

The report is recommended for submission.

I wish his every success in life.

.....

Prof. Dr. Mohammed Masum Iqbal
Department of Business Administration
Faculty of Business and Entrepreneurship
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Acknowledgement

First of all, I extend my profound gratitude to the Almighty Allah, who helped me accomplish this task on time. I feel satisfied and glad that I have completed this study within specific duration. This internship report might never have been completed without the necessary practical knowledge, assistance of many books, articles, websites, and primary data. It enhanced my knowledge on employees' job satisfaction.

I would like to express my special gratitude to my supervisor Prof. Dr. Mohammed Masum Iqbal, Daffodil International University for his support, inspiration and guidance during the period. I was placed in Bank Asia, HFRCMCH Branch to work as an intern from August 14th, 2018 to November 14th, 2018. The members and management of Bank Asia, HFRCMCH Branch was very co-operative and helpful. They helped me through providing various data, guidance and direction. I am grateful to Md.Salh Uddin, First Vice President & Head of Branch, Bank Asia, HFRCMCH Branch for his cooperation and necessary support. Finally, I want to express my special thanks to Mr. Anisuzzaman Sarker, Senior executive Officer & manager operation, Bank Asia, HFRCMCH Branch under whom I am doing my three months' internship program. I am also grateful to all other employees of Customer Service and operation Unit of this branch.

I want to acknowledge my family and friends with great respect. Their love, encouragement and support have been exemplary.

Executive Summary

This report is based on my internship program and the topic is “An Evaluation of the Employees’ Satisfaction of Bank Asia Ltd. A study of HFRCMCHB, Dhaka”. The study has been carried out with the objectives-To explain job satisfaction, measure employees’ satisfaction of Bank Asia Ltd, HFRCMCH Branch, identify problems that cause employees’ dissatisfaction, make some recommendations to solve the problems.

The survey results of competitive performance analysis are represented and highlighted by graphical representation in percentage basis. When employees were asked about their present job satisfaction specially, regular assigned activities with 5 options in each question given to the employees from the stage of strongly agree to strongly disagree including neutral to choose their desired answer. There were 12 employees in HFRCMCH branch and they were asked 15 questions about their present job satisfaction, among which 17.78% were strongly agreed, 25% were neutral, 47.78% were agreed and 9.44% were disagree. Findings of each of the survey result are followed by a suggestion.

There were some problems identified that the training facilities of the Bank Asia Ltd. of HFRCMCH Branch were not sufficient, employees were neutral of their working environment because their expectation was little bit higher, employees were dissatisfied with the time they get leave, employees were dissatisfied with the other benefits offered by their organization, employees were disagreed with the overall job security. Some recommendations have been given here- Bank Asia should give more attention to personal accomplishment and recognition of the employee to increase the level of job satisfaction, Bank Asia should give more attention about the employees’ time that they get leave; Bank Asia can give attention about the employee’s other benefits offered by their organization, Bank Asia should give more attention about their employee’s overall job security.

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CHAPTER 1

INTRODUCTION

1.1 Introduction:

Usually “Bank” means those type of organization who deal with money by the customer & the organization. Banking sector is important every people & the organization for their basic purpose. Banking sector is improved their technology day by day. Without banking sector, we are not doing well now a day. In every moment in our life we have need banking sector. Banking sector gives more facilities to the people. Someone need money to borrow the house rent or someone need money to buy car etc. all the facilities are given by the bank with some condition. Business sector are always depending on the bank. There are lots of facilities such as pay order, Chan choy potro encashment etc. are given by the bank. Now a day we cannot find any people who have not any savings or current account to the bank. Every person wants to profit are increased to their money, also they also think that their money safety. Bank gives the all those types of facilities. we can easily go to the nearest bank & cash out the money when we have needed. So we can easily say that banking sector is always important in every moment of our life.

Banking sector gives better services day by day. They innovate the better technology that's why consumers are more dependable to the banking sector. Always banking sector wants to give better services to their clients. So there is no doubt the importance's of banking sector. So, I conduct myself for the internship in Bank Asia Ltd. (Holy Family Branch) and try for my best to regarding knowledge about the banking industry.

The basic idea of the banking sector, I learned in bank Asia ltd. banking sector gives their customer always positive idea about the bank. Day by day bank gives their customers for better services. The Bank Asia has played a vital role in market now a day. I am glad to give me the opportunity in bank Asia Ltd. as an intern. The report is based on the evaluation of the employees' satisfaction of Bank Asia Ltd. (HFRCMCH Branch).

1.2 Background of the Study:

Employees play a vital role in every company. Lots of positions are also there in a company. Research about the employees is always good for every person. Without fulfilling the employee's basic needs are caused the job satisfaction. Only job satisfaction of the employees makes the opportunity to grow the best organization.

Saruni (2015) suggests that job evaluation is a vital tool in managerial process that has been implemented to enhance employee's job satisfaction. Cole (2002) also states that job satisfaction is the image of employee's current position, company acknowledgment terms and thus can be used for development and improvement. He further posits that there is need for job evaluation to be objective if profitability ought to be acquired. The purpose of convergence of evaluation is to decide particular accomplishments available in workplaces and where job evaluation is objective, it helps to enhance profitability of the association (Thompson and Phua, 2012).

Meyer (2007) posits that most employees who lack job satisfaction usually they cannot perform well. As such, an execution and accomplishment of authoritative objectives is affected. The side effects of these issues result in low efficiency, high non-attendance, work distress, mechanical activity and high work turnover. Olubusayo (2014) states that observational proof reliably shows that Job attributes, for example, pay satisfaction, open doors for advancement, undertaking lucidity and associations with colleagues lead to job satisfaction of employees. Ellickson and Logsdon (2012) support this by indicating that work satisfaction among employees was altogether affected by view of worker, fulfillment as far as pay, limited time openings, associations with administrators, workers' execution administration frameworks and incidental advantages.

Now a day's Bank Asia are one of the established group in Bangladesh. Bank Asia plays a vital role in economies in Bangladesh. It also businesses the international market also. Their have good management to recruit the best employees. As a result, the organization is developed quickly. Bank Asia's ambition is high. All the employees want to see their bank no one position in future. The organization slogan is better tomorrow.

Bank Asia is take the market in 2003, this time the organization take good place in capital market. The organization are grown very quickly because of their employee's performance. As a result, the profit comes quickly to the organization. Bank Asia has been take place in local market as well as foreign market also.

The visions of the Bank Asia are surviving the customer's actual needs. The organization gives more opportunity to the customer in service. The organization's employees are hard working to their customer satisfaction. They are always helpful to the customer. For this reason, customer are feel comfortable to transfer or saving their money or banking activities of customers. The technology of Bank Asia is better position. It is online banking system as a result all the customers of Bank Asia are supported anywhere in Bangladesh of any branch.

1.2.1 What is Job Satisfaction?

Generally, job satisfaction means employees satisfaction of the job. It is tough for everyone to finding the actual job satisfaction of the employees. Find out the job satisfaction of the employees are not possible without survey. The survey is depending about the position of the employees, employee's actual information given, employees truthfulness etc. Employees fulfill requirements only give the employees job satisfaction. The organization are plays a vital role about the job satisfaction of the employees. Employee's job satisfaction is the basic needs of every employee in the organization. Satisfied employees give the organization better profits.

Some can say that the job satisfaction means "A pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences".

1.2.2. How important is Job Satisfaction?

If the organization wants to increase their profits, the employee's job satisfaction is needed. Without employee's job satisfaction are not possible to well of an organization. Because employee's dissatisfaction brings them lacks of work, some unnecessary problems created, employee's frustration etc. So organization should take care about the employee's satisfaction of their employees. An employee job satisfaction is depending on payment, job security, festival bonus, employee's promotion etc. Organization should follow the rules that they are created to the employees.

1.2.3 Policies

Bangladesh is making a decent attempt and putting its soul to try to be a productive player in the worldwide business sector as far as business. As needs are, Bank Asia Constrained will as an issue of arrangement, assembled its money related, the non-monetary and human asset incongruity with global standards, principles and practices.

In the residential monetary field Bank, Asia Restricted has set its sight on giving its customer base the edge of keeping money and fund which will empower them to run their undertakings benefit. Bank Asia Constrained give a hand the client with its innovation, know how preparing and specialization, and will give world class managing an accounting framework.

1.3 Scope of the Study:

To work in HFRCMCH branch I gather my knowledge about the banking sector that is help to my job sector & also in my personal life. This paper is prepared to the actual Employees information about their job satisfaction.

1.4 Objective of the Study:

The study has been carried out with the following objectives-

1. To explain job satisfaction;
2. To measure employees' satisfaction of Bank Asia Ltd, HFRCMCH Branch;
3. To identify problems that cause employees' dissatisfaction, if any;
4. To make some recommendations to solve the problems;

CHAPTER 2

METHODOLOGY

The researcher enables to collect valid information by an appropriate methodology. Without paper methodology it is not possible to conduct research work smoothly. Also it is more difficult to finding address the objectives with a scientific manner. When the researcher is collect valid and reveled data very carefully consideration required by a researcher. The research work has been found a sequential description of the methodology in this chapter.

Type of the Study: The study has been found by exploratory research.

Sources of data: The data are collected in various sources & it is classified, interpreted, analyzed the data and presented the data in a systematic way. Most of the data have been found from the primary sources.

I.Primary Data:

- ☐ Questionnaire survey

II.Secondary Data:

- ☐ Bank website
- ☐ Books
- ☐ Relate
- ☐ Related journals

2.1 Data Collection Methods:

Methods of Primary Data Collection:

- ☐ Questionnaire Survey on Employees of HFRCMCH Branch (Customer Service and operation Unit) of Bank Asia Limited.
- ☐ Face to face interview

Questionnaire Design:

In order to collect desired information, a questionnaire was prepared keeping the objectives of the research in mind. The questions included were simple and direct and regarding a number of aspects. Necessary correction, additions and alternations were made in the questionnaire on the basis of supervisor's direction.

- ❖ **Sampling Method:** Convenience sampling method has been performed for selecting samples.
- ❖ **Target population:** All officers of HFRCMCH Branch (Customer Service and operation Unit) of Bank Asia.
- ❖ **Sample Size:** There are 12 employees'.

2.2 Limitation of the Study:

- ☐ Limited time period was of three months for the internship program.
- ☐ Lack availability of data sources.
- ☐ Up-to-date information was not available.
- ☐ Insufficient supply of relevant books and journals.
- ☐ As the officers are very busy with their daily work, they could provide very little time.
- ☐ Lack of interest of the employees to reveal personal thought.
- ☐ Sample size may not enough to figure out the overall job satisfaction of the organization.

CHAPTER 3

DISCUSSIONS, ANALYSES AND FINDINGS

Without analysis the survey result cannot fulfill the requirements and also it is needed to findings the guideline development of the project. It is essential for every survey to the actual graph with percentage.

The questions were prepared in evaluation of employee's satisfaction basis. Every question was given 5 options to them. All the employees were responded all the questions. Then we found the actual result where 47.78% were agreed, 17.78% were strongly agreed, 25% were neutral & 9.44% were disagreeing. All the survey result is carry out by a suggestion.

3.1 Data Analysis:

1. I am satisfied with the level of pay I receive-

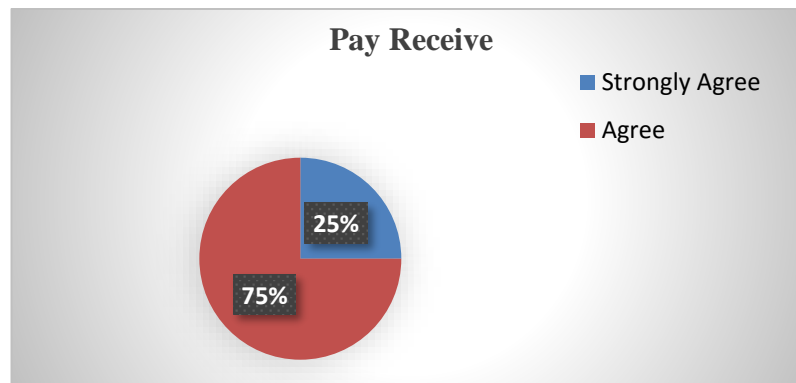


Figure-3.1

Interpretation:

From the graph, we can see that 25% respondents are strongly agreed and also it is seen that 75% respondents are agreed.

Observation:

The figure says that employees are agreed& strongly agreed with their opinion. There is no doubt in Holy Family Branch employees in Bank Asia Ltd. are feeling better with their payments.

2. I have all the tools and resources I need to do my job-

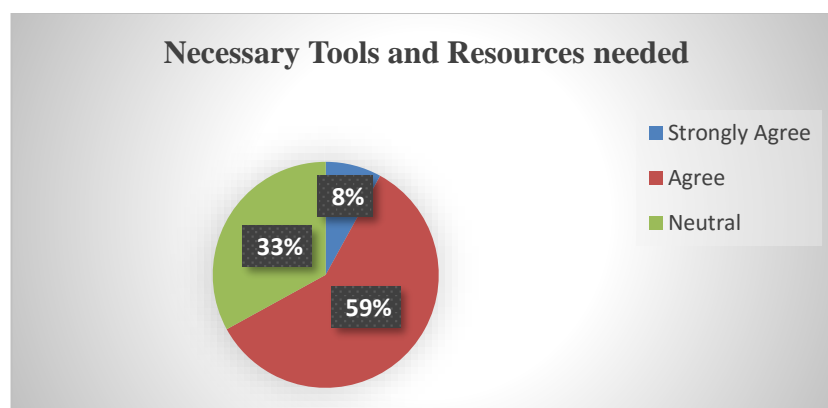


Figure-3.2

Interpretation:

The graph shows that only 8% employees were strongly agreed& also 59% employees were agreed where as 33% employees were neutral in this branch.

Observation:

All the employees are satisfied that they have got all their requirement materials when they have needed. So we can easily say that the employees in Holy Family Branch, Bank Asia Ltd. are satisfied and also they give their positive opinions.

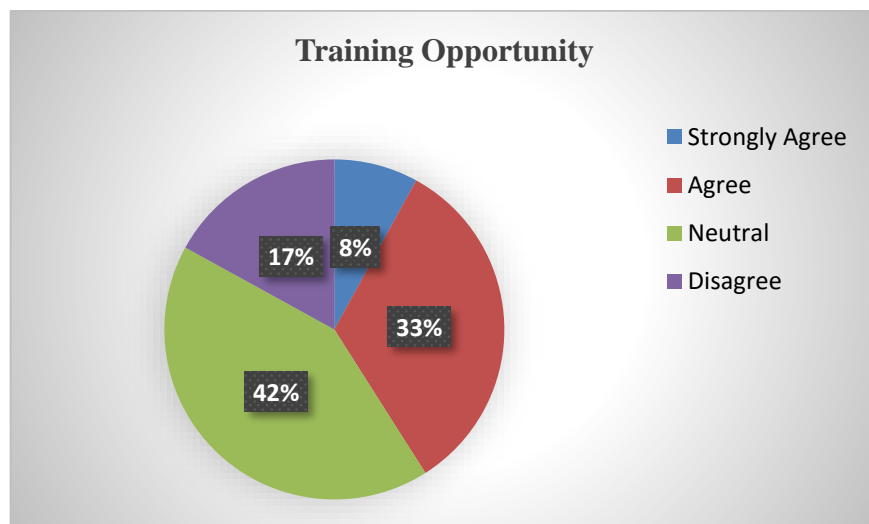
3. I am satisfied with the training I need to do my job-

Figure-3.3

Interpretation:

The figure shows that the employees of the branch were agreed 33%, strongly agreed 8% and 36% employees were neutral for their opinion. Other 17% employees were disagreed their training facilities.

Observation:

We can say that the training facility of the employees is good but it is not enough for the employees. So organization should give change to their employees for better training facilities.

4. I am satisfied to get along with my colleagues-

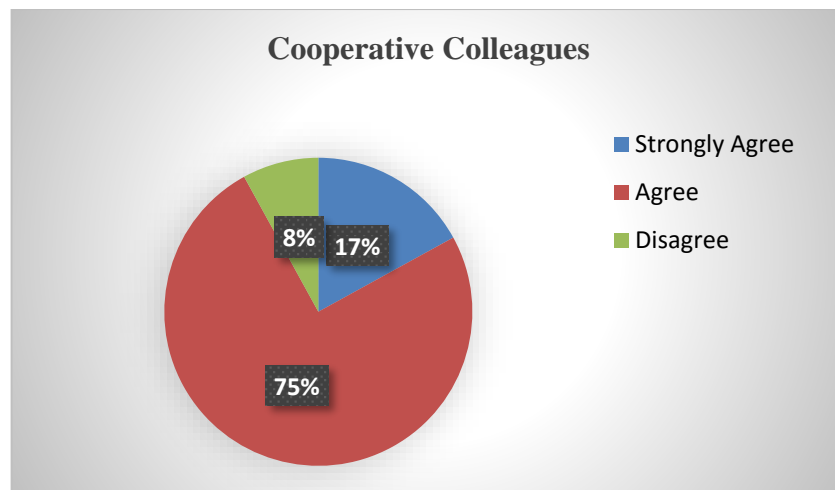


Figure-3.4

Interpretation:

Figure shows that employees are cooperative with their colleagues that's a result we see that 17% employees were strongly agreed, 75 % employees were agreed. Only 8% respondents were disagreed.

Observation:

All the respondents are said that they feel comfortable with all the members to doing their job in holy family branch.

5. I am satisfied with my working environment-

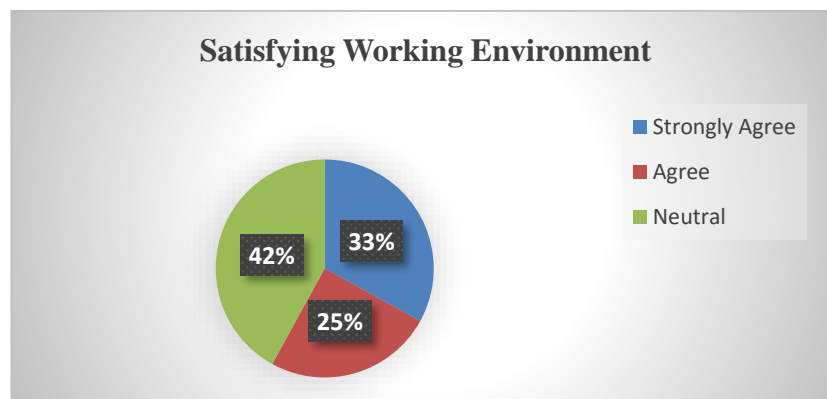


Figure-3.5

Interpretation:

The figure shows that the working environment is good in holy family branch. We see in the figure that 33% employees were strongly agreed, 25% employees were agreed & 42% employees were neutral.

Observation:

It is easily say that all the employees were satisfied with their working environment.

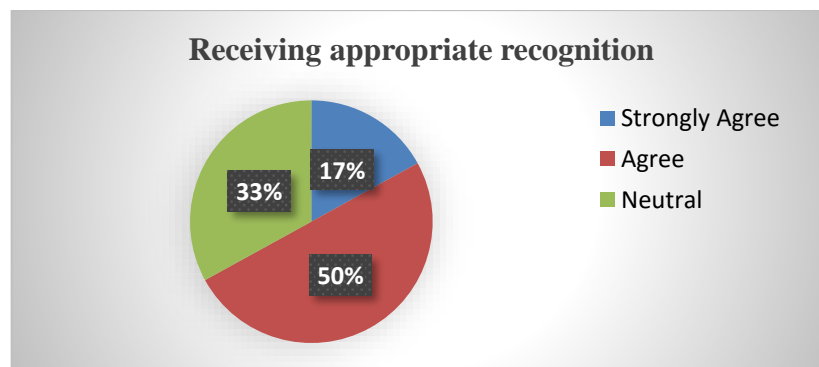
6. I am satisfied to receive praise and recognition from the management for my extraordinary efforts-

Figure-3.6

Interpretation:

The graph shows that the praise & recognition from the Management for their extraordinary efforts are positive 17% employees were strongly agreed, 50% employees were agreed & 33% employees were neutral.

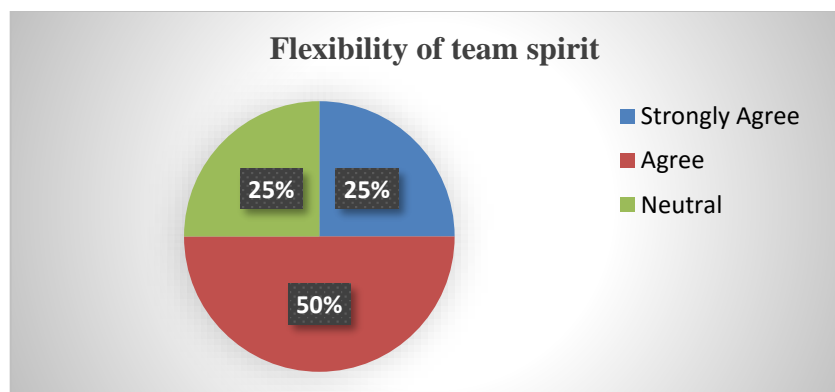
7. I am satisfied and feeling flexible with the team spirit in my work environment-

Figure-3.7

Interpretation:

The graph shows that the employees feeling flexible with the term spirit in their work environment is good. We see the percentage of employees is 25% were strongly agreed, 50% were agreed & 25% employees were neutral.

Observation:

We can obviously say that the working environment of Bank Asia Ltd. is good to doing their job for all the employees.

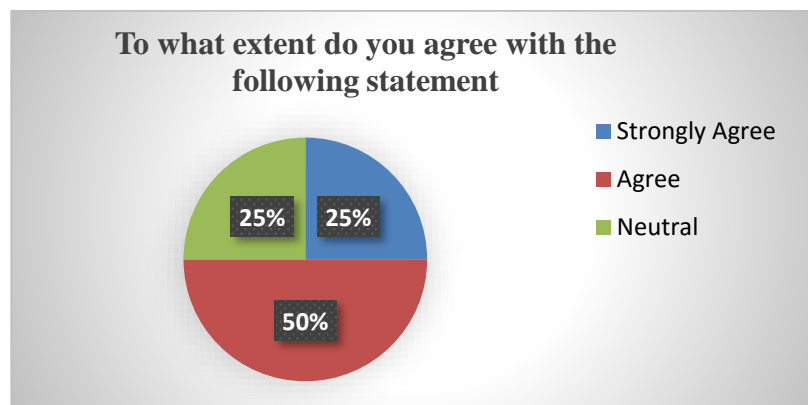
8. I am satisfied to see my personal professional growth in the organization-

Figure-3.8

Interpretation:

We see in the graph that 25% respondents were strongly agreed&also50% respondents were agreed. Only 25% respondent was disagreed in this proposal.

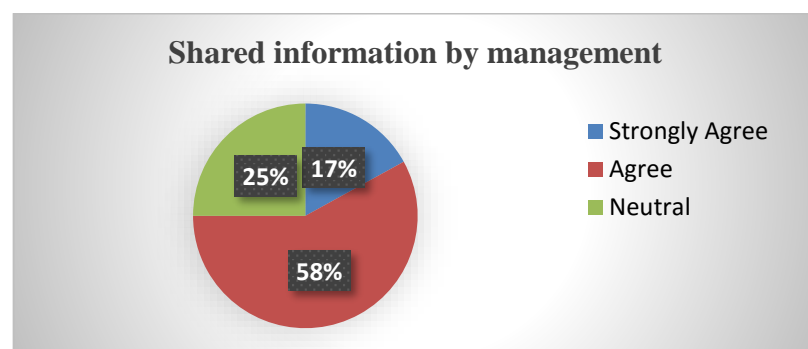
9. I am satisfied with the information shared by the management on what is going in my department-

Figure-3.9

Interpretation:

The figure shows that 58% respondents were agreed with this proposal, 17% respondents were strongly agreed& also 25% respondents were neutral.

Observation:

We can easily say that employees are shared their information to the management. As a result, the management takes necessary steps in time to time.

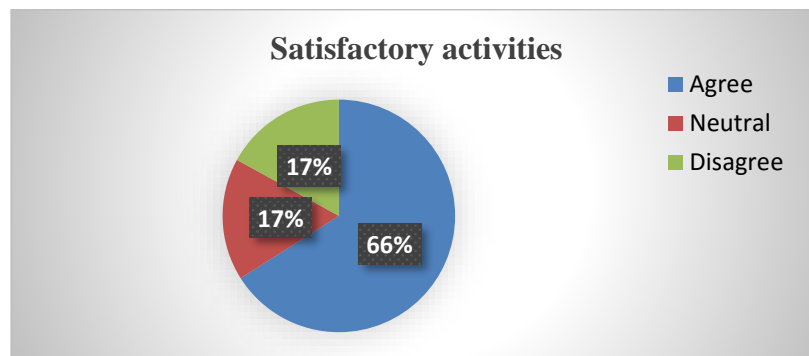
10. I am satisfied with my regular assigned activities-

Figure-3.10

Interpretation:

We can see the figure shows that 66% respondents were agreed, 17% respondents were neutral whereas only 17% respondents were disagreed for this proposal.

Observation:

We can easily say that maximum employees are more concern about their job activities. They work properly in any schematic way. As a result, branch is also performed well. But some employees are lazy to doing their regular activities because of their nature.

11. I am satisfied with the time I get leave-

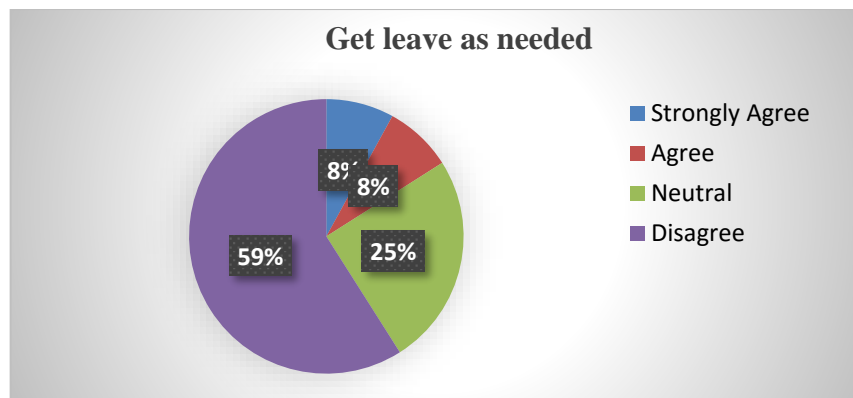


Figure-3.11

Interpretation:

The graph shows that 59% respondents were disagreed about this proposal where as 8% were strongly agreed and 8% was agreed. Only 25% respondents were neutral.

Observation:

We can easily say that management is not take necessary step in this proposal. It is one of the basic needs of the employees. Management should be concerned about it.

12. I am satisfied with the leaders of my organization who are positive role model-

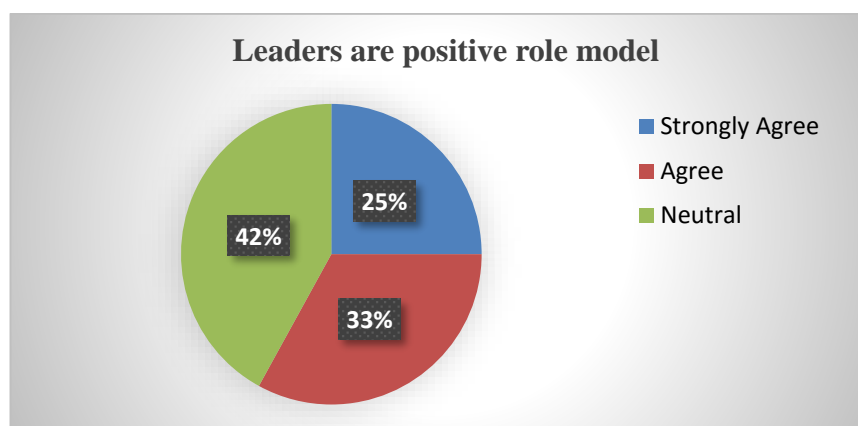


Figure-3.12

Interpretation:

The figure shows that 33% respondents are agreed with this proposal. 25% respondents are strongly agreed & 42% were neutral for their opinion.

Observation:

We can obviously say that employees are happy to see their positive leaders. As a result, any kind of problems of the employees the leader is looks after that & gives them the better suggestions to facing any kind of problems.

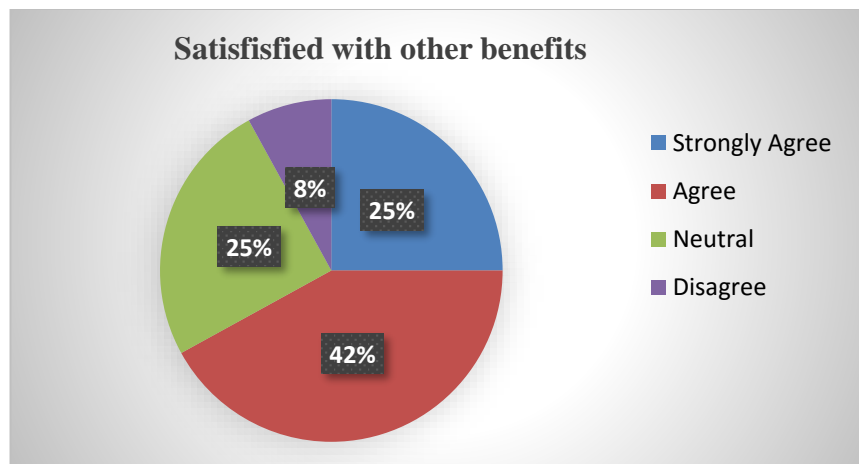
13. I am satisfied with the other benefits offered by my organization-

Figure-3.13

Interpretation:

The graph shows that 25% respondents were strongly agreed about this proposal. Whereas 42% employees were agreed & 25% were neutral. Only 8% employees were disagreed.

Observation:

We can say that organization gives all the facilities to their employees. So employees are happy to doing their job obviously we can say.

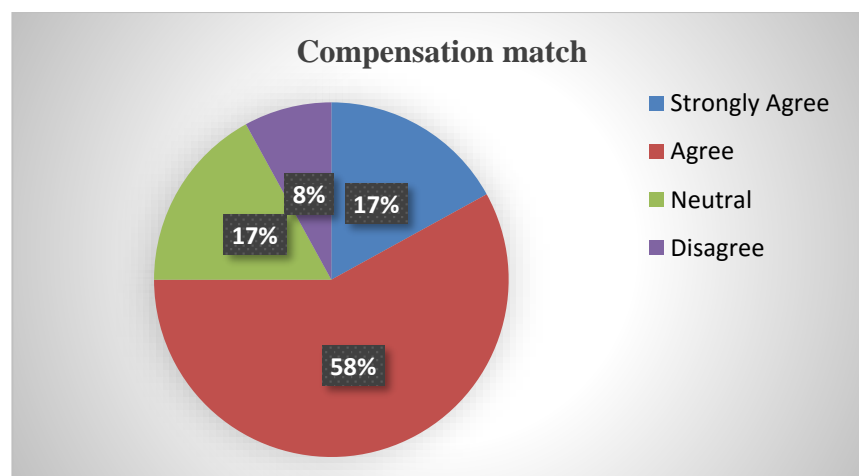
14. I am satisfied with the compensation matches to my responsibilities-

Figure-3.14

Interpretation:

The graph shows that 58% respondents were agreed with this proposal. 17% employees were strongly agreed& 17% were neutral where as 8% employees were disagreed.

Observation:

We can easily say that employees are happy to doing their job because of their managers are friendly & helpful. The good sign is any kind of working problem mangers handles it.

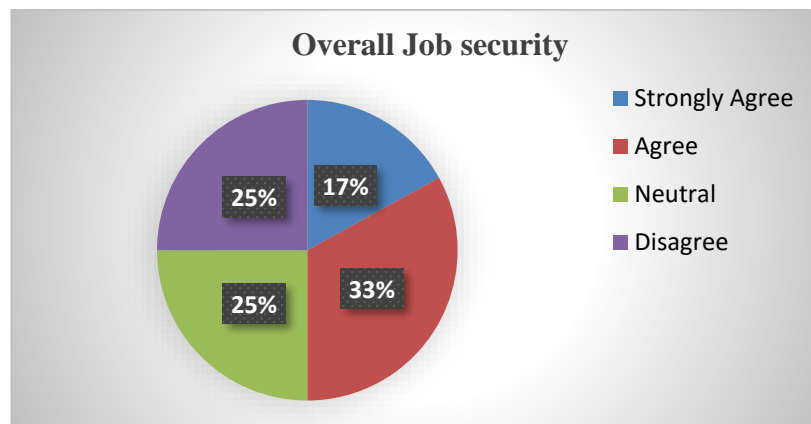
15. I am satisfied with the overall job security-

Figure-3.15

Interpretation:

The graph shows that 33% respondents were agreed about this proposal, 17% were strongly agreed& 25%were neutral. But 25% respondents were disagreed with this proposal.

Observation:

Every employee is want to their job security. Good management of any organization is concerned about it.

CHAPTER-4

PROBLEMS AND RECOMMENDATIONS

4.1 Problems Identified:

1. The training of the Bank Asia Ltd. of HFRCMCH Branch employees not sufficient. only 8% employees were strongly agreeing where as 17% employees were disagree & 42% employees were neutral.
2. Most of the employees were neutral of their working environment because their expectation was little bit higher.
3. Most of the employees were dissatisfied with the time they get leave.
4. Employees were dissatisfied with the other benefits offered by their organization.
5. Some employees were disagreed with the overall job security.

4.2 Recommendation:

Every employee wants their basic needs in the organization. Organization should give all the facilities to the employees. These facilities give the employees to do the better work environment & employees are done their job more frequently. As a result, organization is gaining their profitability easily. Good condition of working environment, job security, solving the problems of the employees, increasing payments etc. is the basic needs of every employee. If the organization are not given to the employees of them fulfill requirements, the organization cannot reach the goal. So it is necessary to take appropriate decision by the organization to fulfill the employee's requirements. Some necessary recommendation is given below:

- Every employee wants to increase their job satisfaction. So organizations should be giving their basic needs.
- Employee's comfortable work place is required. So Bank Asia should have decorated their well that why employees can more flexible to do their work.
- Without appropriate guidance employees cannot do well to their job. Bank Asia should concern about it.
- Organization should take care for their employees.
- Bank Asia should give more attention about the employees' time that they get leave.
- Bank Asia can give attention about the employees' other benefits offered by their organization.
- Bank Asia should give more attention about their employees' overall job security.

Appendix-1

QUESTIONNAIRE

An interview schedule of the research study entitled

Employees Job Satisfaction

(Please answer the following question and put tick (✓) whenever necessary)

Name of Respondent:

Mobile No (if present):

1. What is your highest level of education?

- ☐ Bachelor Degree
- ☐ Master's Degree
- ☐ Doctor of philosophy
- ☐ Professional Qualification (e.g. Diploma)
- ☐ Other (please satisfy)

.....

2. What is your average monthly Income (Taka)?

- ☐ Below 20000
- ☐ 20000-40000
- ☐ 41000-60000
- ☐ 61000-80000
- ☐ Above 80000

3. What is your current role within the bank?

- Teller
- Credit officer
- Foreign trade officer
- Customer service
- Other (please satisfy)

.....

4. What about the work environment of the Branch?

- friendly
- Rigid

5. Does the entire officer follow the chain of command of the bank?

- Yes
- No

6. Do you think Branch Organ gram is properly designed?

- Yes
- No
- Partially

7. Is the allocation of work of Bank Asia Ltd. properly organized among the officers?

- Yes
- No
- Partially

8. Employees job Satisfaction of Bank Asia Ltd. (HFRCMCH Branch, Dhaka)

[Please tick () your opinion about the following statements range from Strongly Agree to Strongly Disagree]

SI No	To what extent do you agree with the following statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	I am satisfied with the level of pay I receive-					
2	I am satisfied with all the tools and resources I need to do my job-					
3	I am satisfied with the training I need to do my job-					
4	I am satisfied to get along with my colleagues-					
5	I am satisfied with my working environment-					
6	I am satisfied to receive praise and recognition from the management for my extraordinary efforts-					
7	I am satisfied and feel flexible with the term spirit in my work environment-					
8	I am satisfied to see my personal professional growth in the organization-					
9	I am satisfied with the information shared by the management on what is going in my department-					
10	I am satisfied with my regular assigned activities-					
11	I am satisfied with the time I get leave-					
12	I am satisfied with the leaders of my organization who are positive role model-					
13	I am satisfied with the other benefits offered by my organization-					
14	I am satisfied with the compensation matches to my responsibilities-					
15	I am satisfied with the overall job security-					

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- Human Resource Management 10e.- Gary Dressler
- <https://www.villanovau.com/resources/hr/importance-of-job-satisfaction-in-the-workplace/#.WY2FofkjHIU>