

Job Situation and Satisfaction of the Online Journalists

A MSS (Masters) Dissertation

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Submitted to the Department of Journalism and Mass Communication Daffodil International University in partial fulfillment of the requirements for the degree of Masters of Social Science (MSS)

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Application for Approval of Dissertation

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Subject: Application for submission of my dissertation for approval.

Dear Sir,

I have accomplished my dissertation on 'Job Situation and satisfaction of the online Journalists' as a course requirement for my post- graduation programme.

I have tried my level best to work sincerely to cover all aspects regarding the matter which I have been assigned.

I believe that this dissertation has enriched both my knowledge and experience. I hope you will assess my report considering the limitations of the study. I shall be highly grateful if you kindly accept my project. Your kind approval is solicited.

Sincerely yours,

Sumitra Nath ID: 173-28-255

Letter of Approval

This is to certify that Sumitra Nath ID: 173-28-255 has done his dissertation entitled, 'Job Situation and Satisfaction of the Online Journalists' under my supervision and guidance.

The study has been undertaken *in partial fulfillment of the requirements for the degree of Masters in Social Science (MSS)* in Journalism and Mass Communication at Daffodil International University The study is expected to contribute in the field of Journalism and Mass Communication as well as in further study about 'Job Situation and Satisfaction of the Online Journalists.'

Shafil

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I would also thanks to the journalists, those who helped me to take the survey.

Sumitra Nath

Dedication

Dedicated to my parents

Abstract

This study aims to present an overview of job situation and satisfaction of the online journalists working in various online news portals in Bangladesh. It helps to find the journalists' situation and satisfaction from their opinion and statements. The survey method with a structured questionnaire has been employed to conduct the study. The data was collected from different online media house for study and findings. The data was collected from the journalists of seven online media houses. All the questionnaires were duly coded after editing for computer input.

The study reveals that' some of the online journalists are not satisfied with the working environment. The reasons coming out of their responses include the followings: less scope to evolve creativity, lack of professionalism, lack of job security etc. The study also shows that some online journalist don't get the salary in a regular basis.

The study also reveals that most of the journalists didn't get training from the office. Salary structure without wage board is a problem that find from this study.

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Chapter One

Background of the Study

1.1: Introduction:

In Bangladesh, online media is becoming popular in addition to electronic and press media. This media is spreading the information by using internet technology in the whole world in a immerse way. Online media means the assurance of fast and unrestricted flow of information. And the journalism that is being practiced using this online medium, we call it online journalism.

The news of the online journalism is not very different from the news of the print media. The style of writing and composition is almost same. There, the inverted pyramid method is followed in composing the report. It is possible to add electronic news and video footage as like electronic media in online journalism.

It is not possible to know the exact number of online portals because of there is no license system in Bangladesh. But the ministry of information and technology try to do that, and this process is running. There are now numerous online portals in Bangladesh. Yet in all these online portals, Jago news, Bangla tribune, Bdnews24 and some news portals are at the top of popularity in Bangladesh.

As there is infinite space for online news, it can be customized to add text and images. Due to the popularity of online journalism, national daily print media are now releasing online versions. Such as Prothom Alo, The Daily Ittefaq, Daily Jugantor, Kaler kontho, Samakal, Daily Star, Independent etc. Electronic media is not also far behind. Almost all the TV channel such as ATN Bangla, Channel i, Ekushe TV, RTV, NTV, Bangla Vision, Boishakhi TV, Desh TV, My TV, Mohona TV has the online version. Early in the 21st century, newspapers in Bangladesh tended to come online. Although it has already started its journey to developed countries, it comes to Bangladesh towards the end of the 20th century.

According to the definition of online journalism, the workflow of those who do only internetbased journalism is identified as online journalist. These online news portals are called media based websites. That is they have no printed copies. They are also called web-news-only. The first online newspaper of Bangladesh is "bdnews24.com". It comes online in 2005. Although only English news was presented in the beginning by bdnews24.com, now they are providing news in both English and Bengali language.

1.2: Rational of the study:

Currently, numerous online news portals are being launched in Bangladesh. The number of journalists is increasing. Employment is increasing for many. The main purpose of this study is to find out, as the number of online news portals grows, where journalists' job opportunities and satisfaction are increasing.

The purpose of this study is to highlight the advantages, disadvantages, satisfaction, and dissatisfaction of journalists in online news portal.

1.3: Objectives of the study:

The overall objectives of the study comprehend the job Situation and satisfaction of the online Journalists of Bangladesh. The specific objectives of the study include to:

1. To know about the working situation of the online journalists

- 2. To understand opportunities of their professional development and financial benefits
- 3. To figure out the problems and challenges of the online journalists
- 4. To know about other benefits related to their job security.

1.4: Literature Review

Benz (2005) defines job satisfaction as the value people obtain from their work. Surveys are common for measuring job satisfaction. Some scales, such as the Job Diagnostic Survey, measure overall job satisfaction (Spector, 1997). Most surveys monitor different aspects of job satisfaction, also known as facets of satisfaction. Facets of satisfaction include: appreciation, communication, coworkers, fringe benefits, organization/company, policy and procedures, pay, personal growth, promotion opportunities, recognition, security and supervision (Spector, 1997). For example, the Job Descriptive Index is one of the most popular job satisfaction surveys, and it investigates five facets. Other job satisfaction surveys include the Job Satisfaction Survey, the Job Diagnostic Survey and the Minnesota Satisfaction Questionnaire (Spector, 1997).

The unexpected connection between journalists' stress and job satisfaction can be explained. Frederick Herzberg's motivation-hygiene theory, also known as the twofactor theory, concludes that there are two factors in determining job satisfaction. Satisfaction and dissatisfaction are independent of each other and caused by different factors (Herzberg, 2005). Motivators are job characteristics that are related to what the individual does in the work, such as achievement, recognition, the tasks of the job and responsibility. These factors are intrinsic to the occupation, and they lead to satisfaction (Herzberg, 2005). Hygiene factors are job-related factors that are extrinsic to the work itself, such as company policies, relationships with bosses and coworkers and technical problems. Hygiene factors can lead to dissatisfaction. Increasing satisfaction and decreasing satisfaction will be caused by two different factors (Herzberg, 2005). The opposite of satisfaction is not dissatisfaction, but rather it is no satisfaction. The same is true for dissatisfaction: the opposite of dissatisfaction is not satisfaction, but rather it is no dissatisfaction (Herzberg, 2005). There is a significant link between job satisfaction and occupational identity throughout many industries, including journalism. Jobs that provide an opportunity for an employee's self-identified skill set to be utilized are more likely to be satisfying to the employee. These skills may or may not be formally recognized, but they are considered part of the job that the employee most closely identifies with (Feather & Rauter, 2004). For example, a journalist's self- identified skill set might include news judgment, fact checking, editing and research, among others. This is corroborated by Van Dick (2004) who found that identification with the task itself is considered to have a high impact on the quality of work produced.

Job satisfaction is one of the most studied variables in organizational behavior, and job satisfaction among newspaper journalists has been researched regularly since 1971 (Beam, 2006). Job stress and job satisfaction are closely related (Endres, 1988). It could be inferred that because of the immense amount of stress in the journalism industry, journalists would report low job satisfaction. In fact, few journalists leave the industry solely because of the stress and frustration (Felder, 2004). Only two percent of journalists reported they could not and let he stress and many people who said they've experienced burnout said it was temporary and usually went away as the stressors decreased (Endres, 1988). Those who said they would leave the industry cited poor journalism quality as the main reason. So journalists will not leave the industry because of the workload, deadlines and low salary, but if those things lead to a decrease in the quality of journalism, they will (Reinardy, 2009).

Chapter Two

Research Methodology

In this study both the qualitative and quantitative methods will be used for collecting and analyzing data. To gather information and data from both the primary and secondary sources, multiple methodologies will be used in this study. These are as follows:

2.1: Sampling Method:

Selection of sampling design:

Primary data has been collected through personal interview with the respondents. To attain accuracy and reliability of data, care and caution has taken in data collection. Before interviewing, the aims and objectives of the study have explained to each and every man. The secondary sources include publications; seminar papers, journals, published a thesis and topic reelected various books, BBS, web sites etc.

2.2: Population of the research:

The journalist above the year 22 to 50 years in considered as the population of the research. As time and budget is limited, purposive sampling used here. About 80 journalists has selected here as sample.

2.3: Survey Method:

Survey is defined as a research method used for collection data from a pre-defined group

of respondents to get information and understandings on various topics of interest. Surveys have a diversity of purposes and can be carried out in many techniques contingent on the methodology preferred and the objectives to be achieved. This study is based on survey method is used to collect data from the selected number of Journalist. Structured, open-ended, closed-ended, contingency questionnaires are used in the study to collect data.

2.4: Definition of terms

Job Satisfaction: Job satisfaction is defined as the extent to which an employee feels selfmotivated, content & satisfied with his/her job. Job satisfaction happens when an employee feels he or she is having job stability, career growth and a comfortable work life balance. Job security: Job Security is the presumption or confidence of an employee that he will not lose his current job he is holding to. High level job security indicates that the employees will not lose their jobs in the near future.

Online journalism: Online journalism is an up to date form of journalism where editorial content is distributed via Internet, different to publishing via print or broadcast.

Chapter Three

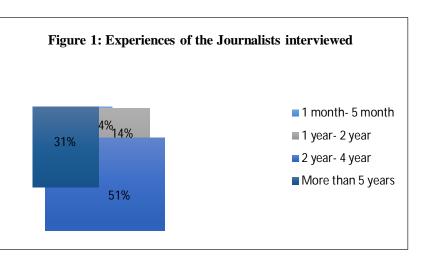
Discussion of Findings

The study was conducted on the basis of three objectives: i.e. to know about the financial benefits, to know about the workplace environment of the journalist, to know about other benefits. The findings derived from the survey method have been presented against the stated object of the study:

3.1: Experiences of the Journalists interviewed

From the total (80) respondents, most of the journalist (51%) are in that profession between

two years to four years. 31% journalist are engaged with that profession more than five years, 14% working between one to two years are rest of the (4%) journalist working in that profession less than five months.



3.2: Journalists' areas of work/department

From the total (80) respondents, most of the journalist (46%) work at news editing department. 41% are the news reporters, 11% journalist is working at feature department, and rest of the (1%) journalist work in editorial department.

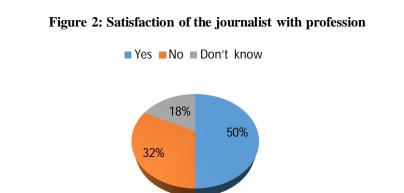
Response	No. of Responde nts	Percent
Reporting	33	41.25%
Editing	37	46.25%
Feature	9	11.25%
Editorial	1	1.25%
Total	80	100%

Table 1: In which department you are working?

3.3: Satisfaction of the journalist with profession

The survey shows that, most of the online journalists (50%) are satisfied with working in this

profession. 33% online Journalist are not satisfied with that, and rest of the (17%) don't know about that.



3.4:

a) Reasons for satisfaction

The study reveals that some of the journalists are satisfied with the working environment. Among the reasons coming out of their responses include the followings:

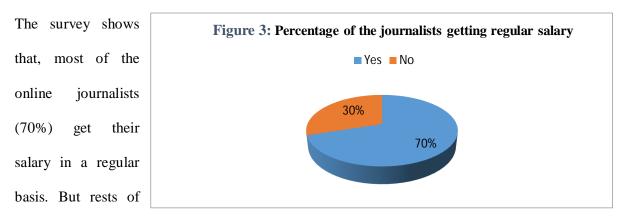
- Independent working environment
- No excessive pressure of work
- Favorite profession for people
- Some are very passionate about their work
- Friendly working environment
- Some people like it because they always get updates about current affairs
- And some like it because of its creative aspects

b) Reasons for dissatisfaction

The study reveals that some of the journalists are not satisfied with the working environment. Among the reasons coming out of their responses include the followings:

- Less scope to evolve creativity
- Lack of professionalism
- Lack of job security

3.5: Percentage of the journalists getting regular salary



the 30% online journalist don't get their salary regularly.

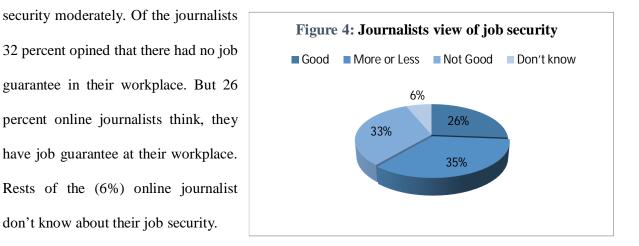
3.6: Working environment

The survey shows that, most of the online journalists (74%) are satisfy with their working environment. 19% online Journalist are not satisfied with that, and rest of the 7% don't know about that.

Response	No. of Respondents	Percent
Yes	59	73.75%
No	15	18.75%
Don't know	6	7.5%
Total	80	100%

 Table 2: Are you satisfied with the working environment?

3.7: Journalists view of job security



From the total (80) respondents, most of the online journalists (35%) think that their job has

3.8: Problems while working outside the office

The survey shows that, most of the online journalists (56%) get help from the office, when the face any problem when working outside the office. 20% online journalist don't get any help from the office, 13% get this facility sometimes and rest of the participants don't know about that.

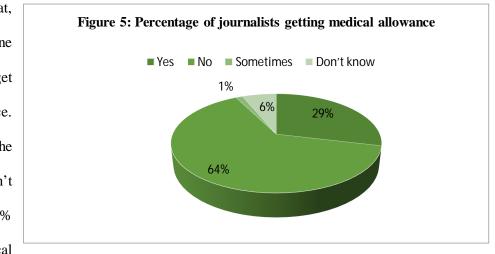
Table 3: If you face problems working outside the office, do you get help from the

office?

Response	No. of Respondents	Percent
Yes	45	56.25%
No	16	20%
Sometimes	10	12.5%
Don't know	9	11.25%
Total	80	100%

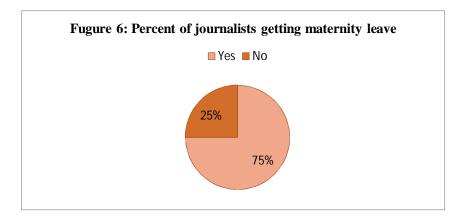
3.9: Percentage of journalists getting medical allowance

The survey shows that, most of the online journalists (64%) didn't get medical allowance. However 29% got the allowance, while 6% didn't get the benefits. Only 1% journalist got medical allowance sometimes.



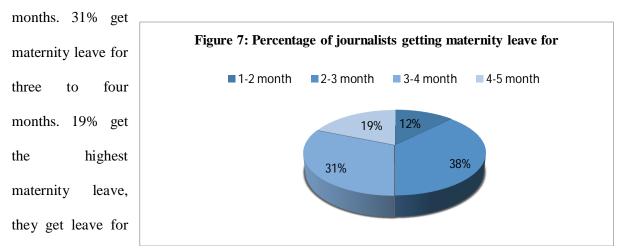
3.10: Percent of journalists getting maternity leave

From the total of 80 respondents, 16 people have answered this question. The survey shows that, highest percentage of online journalist (75%) get maternity leave. But rests 25% don't get maternity leave.



3.11: Percentage of journalists getting maternity leave for

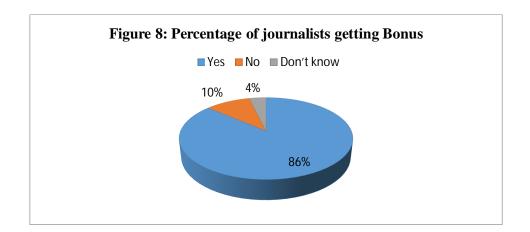
From the total of 80 respondents, 16 people have answered this question. The survey shows that, highest percentage of online journalist (38%) get their maternity leave for two to three



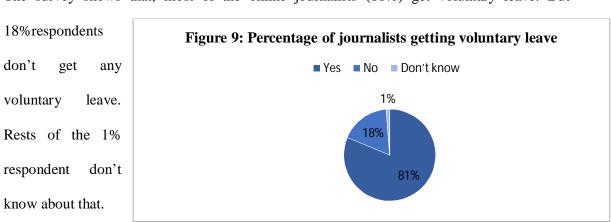
four to five. Rests of the online journalist get their maternity leave for one to two months.

3.12: Percentage of journalists getting bonus:

The survey shows that, most of the online journalists (86%) get bonus. But 10% don't get any bonus and rests of the 4% online journalist don't know about that.



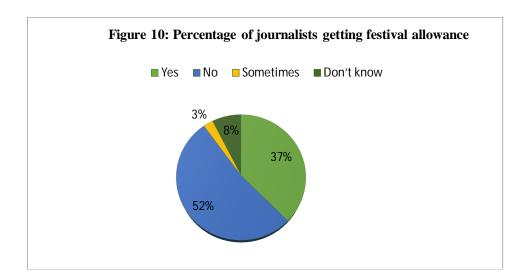
3.13: Percentage of journalists getting voluntary leave



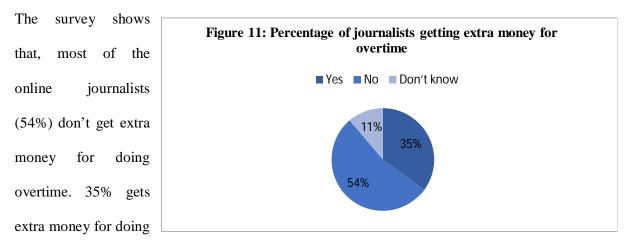
The survey shows that, most of the online journalists (81%) get voluntary leave. But

3.14: Percentage of journalists getting festival allowance:

The survey shows that, most of the online journalists (53%) don't get any festival allowance. But 37% get their festival allowance.3% get festival allowance sometimes and rests of the 7% respondent don't know about that.



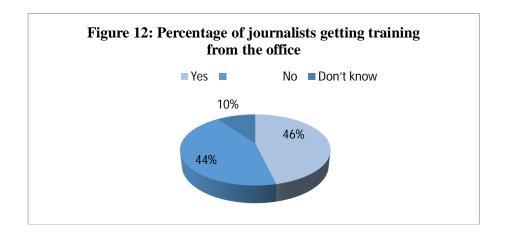
3.15: Percentage of journalists getting extra money for overtime:



overtime. But rests of the 11% respondent don't know about that.

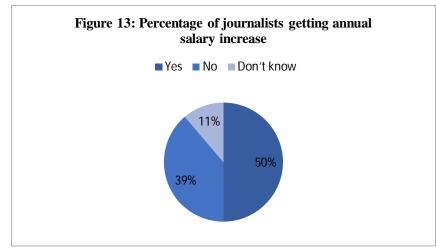
3.16: Percentage of journalists getting training from the office

The survey shows that, most of the online journalists (46%) get training from the office, but 44% don't get it. And rests of the 10% respondent don't know about that.



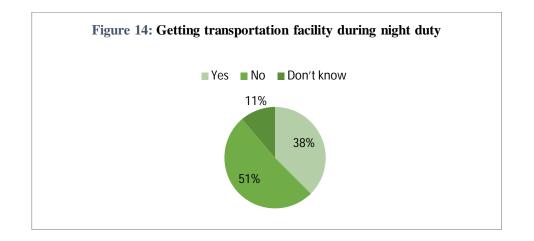
3.17: Percentage of journalists getting annual salary increase

The survey shows that, most of the online journalists (50%) get annual salary increase. But 39% online journalists don't get annual salary increase. Rests of the 11% respondent don't know



3.18: Percentage of journalists getting transportation facility during night duty

The survey shows that, most of the online journalists (51%) don't get any transportation facility during night duty. 38% online journalists get transportation facility during night duty. Rests of the 11% respondent don't know about that.



3.19: Provision against the harassment and torture

The survey shows that, if any type of harassment and torture if anyone faces in the office, most of the online journalists (58%) says that, there office will take provision for that. 5%

respondents say, hasn't any provision against the harassment and torture if anyone faces it in the office. Rests of the 37% respondent don't know about that.

Response	No. of Respondents	Percent
Yes	46	57.5%
No	4	5%
Don't know	30	37.5%
Total	80	100%

Table 4: Has there any provision against the harassment and torture if anyone faces it in the office?

3.20: Leading problems of online news media

The study reveals that some of the journalists gave their opinion about the problem of online news media. Among the problem out of their responses include the followings:

- Unclear concept of online journalism
- Lack of training and new idea
- For conveying miss information's due to unhealthy competition
- Lack of big investment and lower remuneration
- Salary structure without wage board
- Lack of job security
- -Increasing amount of valueless portal
- -Lack of abstract journalism
- -Lack of regulation and honest regulatory board

3.21: Solution for solved the problems

The study reveals that some of the journalists gave their opinion about how the online news media problems can solved. Among the point out of their responses include the followings:

- Everyone have to have a clear concept of online journalism and online portal
- They have to focus on new knowledge and creativity
- Have to arrange advance professional training
- They have pay the salary according to wage board and must include other benefits
- Specific salary structure
- Abstract journalism and presentation of fact based true news
- Have maintain news timelines

3.22: License/Authorization

The survey shows that, most of the online journalists (44%) said, their online news portal has license/authorization. 14% respondents said, no license/authorization of their online news portal. But rests of the 42% respondent don't know about that.

Response	No. of Respondents	Percent
Yes	35	43.75%
No	11	13.75%
Don't know	34	42.5%
Total	80	100%

Table 4: Do you have any license/authorization of your online news portal?

Chapter: Four

Analysis of Findings

From this study various kinds of problems of online news portal has been come out. Because of these problems the workflow of the journalists of online news portals is being hampered. The discussion is being given below:

4.1: Lack of job security

The study reveals that, most of the online journalists (35%) think that their job guarantee is more or less. 32% online journalist think that, there has no job guarantee in their workplace.

From this study it is clear that the certainty of job in the online news media is very less. That is why journalists of online portals have to work by thinking how to deal with the problems they face. But it is important to ensure the guarantee of job for the journalists. It will be very difficult to get the creative works from the journalists if the thought of losing a job always stuck in the head. So the concerned authority should look into this.

4.2: Lack of Training

From the study it is found that 44% of online journalists do not get any training. This can be the one of the reasons of publishing wrong news in the online news portal. We have found various negative sides from this study though the triumph of online media is visible. Because of the role of online media in circulating fake news, spreading rumor and yellow journalism has long been questioned. It has been come out from this study. Due to the spread of baseless and false news by various online newspapers at various times, there has been a crisis of public confidence in its objectivity. Therefore online media journalists should be trained to overcome this problem.

4.3: Lack of salary

The Study reveals that 30% online journalist don't get their salary regularly. This is one of the major problems for online journalists. The problem due to irregular salary these journalists may face difficulty. This could have an impact on his workplace. The survey shows that, 39% online journalists don't get annual salary increase. One of the major causes of this problem from the study is the absence of an online media policy. The owners of the online portal also decided not to get regular pay and increase their annual salary. Therefore, they must first come forward to solve this problem.

4.4: Uncomfortable and unfriendly environment

The study reveals that, 19% online Journalists are not satisfied with their working environment. Since the work environment is a bit important, journalists of the online news portal should maintain a good working environment. The authorities have to pay the most attention in this matter. The study shows that, 20% online journalist don't get any help when the face any problem when working outside the office. Journalists often have this problem; specially the reporters and camerapersons. Not having the job security outside the office it creates obstacles to work. So initiative should be taken to solve this problem. The study shows that, most of the online journalists (51%) don't get any transportation facility during night duty. Since online news portals have to provide 24-hour news, many journalists also have to work at night. Therefore, it is important to have transport facilities in case of night duty. The survey shows that, if any type of harassment and torture if anyone faces in the office, 5% respondents say, hasn't any provision against the harassment and torture if anyone faces it in the office. Harassment incidents are heard at different media offices at different times. So it's important to keep an eye on this matter.

Chapter Five

Conclusion and Recommendation

The rise of technology dependency, time consummation and increasing news awareness is one of the three main reasons people are now leaning towards online media. With an online version, its readers, viewers or listeners can be from anywhere in the world.

Secondly there are news organizations and only online news media. With this medium, it is possible to serve news at a faster rate than print or radio, television. It's environment friendly. Readers can react immediately to news published through some online news.

People's increasing awareness of the news is also one of the reasons for increasing demand for the online newspapers. The time is over for waiting for the details of knowing the incident after 12-18 hours of occurrence of the incident by newspaper. Now the information is reaching to people within a few minutes of the occurrence of any events. And the online magazines are making this possible.

However, one of the biggest benefits of the online media is that if a news item looks suspicious, there is a chance of being confirmed immediately by other magazines. Since thousands of online magazines in the world are blindfolded with just one click, there is little chance of doubt about the content of the news.

Although the exact number of online news portals is not known in Bangladesh, information was obtained from news published on April 25 on an online portal called odhikar.news. According to the information given there, information minister Hasan Mahmud said that there are currently one thousand eight hundred seventy four newspapers in Bangladesh. As the number of the online media is growing too fast, a policy is needed to control it. Once all the

news portals are covered by a policy, a new door will open in Bangladesh's journalism sector. More than that, the journalists of the online news portal will benefit most from the policy. Through this study, we have come to understand very well that the principle of online media has now become a major demand.

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Appendix

This study answers the following questions:

১) আপনি কতদিন যাবৎ সাংবাদিকতা পেশায় যুক্ত আছেন?

ক) ১ মাস- ৫ মাস	খ) ১ বছর - ২ বছর	গ) ২ বছর - ৪ বছর	গ) ৫ বছরের অধিক

২) কোন বিভাগে কাজ করছেন?

ক) রিপোর্টিং	খ) সম্পাদনা	গ) ফিচার	ঘ) সম্পাদকীয়

৩) এই পেশায় কাজ করে আপনি সন্তুষ্ট কি?

ক মাঁ	খ) না	਼ ਤਾ ਹਨ। ਹ
ক) ২)।	(マン) へい	21) Gain An
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৪) হলে/না হলে কেন সন্তুষ্ট/কেন সন্তুষ্ট নয়?

বিস্তারিত বলুন-

৫)নিয়মিত বেতন পান কি না?

ক) হ্যাঁ	খ) না	গ) জানি না

৬) কাজের পরিবেশ নিয়ে আপনি সন্তুষ্ট?

ক) হাাঁ	খ) না	গ) জানি না

৭)সন্তুষ্ট না হলে কেন?

বিস্তারিত বলুন-

৮) চাকরির নিশ্চয়তা কেমন?

ক) ভালো	খ) মোটামুটি	গ) ভালো নয়	ঘ) জানি না

৯) অফিসের বাইরে কাজ করতে গিয়ে সমস্যায় পড়লে সেক্ষেত্রে কি অফিস থেকে সহায়তা পান?

ক) হ্যাঁ	খ) না	গ) মাঝেমধ্যে	ঘ) জানি না

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২০) অফিসে কোনো ধরণের নির্য তিনেরশিকার হলে সেটার বিরুদ্ধে ব্যবস্থা নেওয়া হয় কি?

ະນ 4) **n**i 19)

খ) না

১৯) রাতের ডিউটিতে ফ	যাতায়াতের সুবিধা দেওয়া হা	য় কি?
ক) হ্যাঁ	খ) না	গ) জানি না

১৮) বাৎসরিক বেতন বৃদ্ধি হয়?

ক) হ্যাঁ

ক) হ্যাঁ	খ) না	গ) জানি না

১৫) উৎসব ভাতা দেওয়া হয় কি?

১৭) প্রশিক্ষণ দেওয়া হয় কি?

ক) হ্যাঁ	খ) না	গ) জানি না

ক) হ্যাঁ গ) মাঝেমধ্যে খ) না

১৬) ওভারটাইম করলে বাড়তি অর্থ প্রদান করা হয় কি?

খ) না

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ক) হাাঁ	খ) না	গ) জানি না

১৪) এনচ্ছক ছ্লাত দেওয়া	२३ Ф ?	
ক) হ্যাঁ	খ) না	গ) জানি না

১৪) ঐচ্ছিক ছুটি দেওয়া হয় কি?	

ক) ১-২ মাস খ) ২- ৩ মাস

খ) না

১২) কতদিন দেওয়া হয়?

১৩) বোনাস দেওয়া হয় কি?

১১) মাতৃত্বকালীন ছুটি দেওয়া হয়?

ক) হাাঁ	খ) না	গ) জানি না
	9 11	

গ) মাঝেমধ্যে

গ) ৩-৪ মাস

ঘ) জানি না

ঘ) ৪-৫ মাস

ঘ) জানি না

গ) জানি না

গ) জানি না

১০) চিকিৎসা ভাতা দেওয়া হয় কি?

ক) হ্যাঁ

ক) হ্যাঁ

ক) হ্যাঁ	খ) না	গ) জানি না

২১) আপনার মতে অনলাইন সংবাদমাধ্যমের প্রধান সমস্যা কি কি?

২৩) আপনাদের অনলাইন পোর্টালটির অনুমোদন নেওয়া আছে কি?

খ) না

২২) কিভাবে সেসব সমস্যা দূর করা যায়?

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ক) হ্যাঁ

	ক) হ্যা	খ) না	গ) জাান না

গ) জানি না

ক) হ্যা	খ) না	গ) জানি না