

**THE LEVEL OF EMPLOYEE JOB SATISFACTION IN CONCORD
REAL ESTATE & DEVELOPMENT LIMITED**

SUBMITTED TO

Gouranga Chandra Debnath
Associate Professor and Head
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

SUBMITTED BY

Eshrak Hoque Oni
ID: 161-11-320
Program: BBA
Major: Marketing
Department of Business Administration
Daffodil International University



Daffodil International University

Date of Submission: 12th September 2019

Letter of Transmittal

Date: 21st September 2019

Gouranga Chandra Debnath
Associate Professor & Head
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Subject: Internship report on “The Level of Employee Job Satisfaction in Concord Real Estate & Development Limited”

Dear Sir,

It is an extraordinary delight and benefit to show the report entitled '**The Level of Employee Job Satisfaction in Concord Real Estate and Development Limited**' procedure of Concord Group, Corporate Branch, which was doled out to me as a partial requirement for the culmination of BBA program. All through the examination, I have attempted with the best of my ability to suit however much information and significant issues as could reasonably be expected and attempted to adhere to the instructions as you have proposed. I have attempted to be however much information as could reasonably be expected. It is an extraordinary accomplishment to work under your dynamic supervision and direction. Notwithstanding, I sincerely accept that this report will fill the need.

This report has developed my level of learning and I genuinely realize the significance of preparing this sort of report. I might want to thank for your profitable direction and kind participation at each progression of my exertion on this report.

Sincerely yours,

.....
Eshrak Hoque Oni
ID: 161-11-320
Program: BBA
Major: Marketing
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Student's Declaration

I am Eshrak Hoque Oni, ID: 161-11-320 understudy of BBA program, Daffodil International University, thusly pronounce that the internship report entitled on "The Level of Employee Job Satisfaction in Concord Real Estate and Development Limited" is set up after the culmination of my internship at Concord Group, Corporate Branch, Under the intensive supervision and guidance of Gouranga Chandra Debnath, Associate Professor and Head, Department of Business Administration, Faculty of Business and Entrepreneurship. Daffodil International University

I additionally pronounced that the internship report is set up for scholastic reason as it were. This report isn't put together by others.

Eshrak Hoque Oni
ID: 161-11-320
Program: BBA
Major: Marketing
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Supervisor's certificate

This is to admit that the Internship Report entitled "**The Level of Employee Job Satisfaction in Concord Real Estate and Development Limited**" is set up by **Eshrak Hoque Oni, ID: 161-11-320** under my brisk supervision as a satisfaction of the requirements of Bachelor of Business Administration (BBA) degree from Department of Business Administration, Daffodil International University. According to the degree anyone is concerned and his announcement, he has organized this report by his own exceptional and isn't replicated or acquired from any place without fitting verification.

I wish him every achievement for the duration of regular day to day existence.

Gouranga Chandra Debnath
Associate Professor & Head
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Acknowledgment

Above all else, I might want to offer my thanks to Almighty ALLAH for giving me the limit and solidarity to play out my obligations as an Intern and complete the report within the stipulated time.

I am thankful to my Supervisor Gouranga Chandra Debnath, Associate professor, and Head, Daffodil International University for his entire hearted supervision. Really, it wouldn't be conceivable to set up this report up to this imprint without their guidance.

This has been an incredible timeframe for me to take a shot at this report titled "The Level of Employee Job Satisfaction in Concord Real Estate and Development Limited." Corporate Branch

My appreciation goes to the whole Business Administration Department, of Daffodil International University for arranging an Internship Program that encourages the integration of theoretical information with a real-life circumstance. It was at the very least a brilliant open door for me to fill in as an Intern at the Concord Group.

In addition, I might likewise want to offer my thanks to All Employee of the Concord real estate and development limited, seniors and associates who offered me great guidance, recommendations, inspiration, and backing. I should make reference to the magnificent working condition and gathering duty of this association that has empowered me to manage a lot of things.

Executive Summary

This study is the delayed consequence of my internship program continued running as far back as a fourth of a year put at the Concord Real Estate and Development Limited. The reason of the designated instructive program is to understand employee job satisfaction, this is the reason I expected to gain the realistic district of commitments of the employees so I could interact with them truly to understand their points of view and their relationship with their affiliation. Job satisfaction is the feeling of satisfaction or delight that an individual land from their position.

The study exhibits that employee job satisfaction, as it were, depends upon job progressions, compensation system, involvement in the essential initiative procedure, working condition, livelihood development opportunity, analysis from the administrator, a relationship with the senior administration, versatility to alter among work and home, etc.

The models for this study was the present employees of Concord Real Estate and Development Limited (CRDL). Printed studies were passed on among 60 respondents and all of the surveys have been gathered and taken as the information for the study. The information has been investigated by MS Excel. In this study, a couple of results were great, which showed that the things of surveys are appropriated with this study. Notwithstanding contrasts in opinions made by the employees of the relationship on what the study was driven, the study shows that employees are content with their job objectives.

Table of Contents

Letter of Transmittal	ii
Student's Declaration	iii
Supervisor's certificate	iv
Acknowledgment	v
Executive Summary	vi
Chapter1	8
INTRODUCTION	8
1.1 Introduction	8
1.2 Origin of the Report	9
1.3 Scope of the Study	9
1.4 Objectives of the Study	9
1.5 Methodology of the study	10
1.6 Limitations of the Study	11
Chapter Two.....	12
Organizational Overview	12
2.1 History of Concord group	12
2.2 Mission.....	12
2.3 Vision	12
2.4 List of Company.....	13
2.5 Employee Benefits of Concord group:.....	13
Chapter 3:	14
Literature Review	14
3.1 Job satisfaction	14
3.2 Three dimensions of job satisfaction	15
3.3 Factors Influencing Job Satisfaction	15
Chapter 4:	20
Analysis and Findings	20
Chapter 5	31
Recommendations	31
Conclusions	32
Appendix	33
References	36

Chapter1

INTRODUCTION

1.1 Introduction

With the methodology, if the 21st century, globalization and relationship among the multinational and remote associations are making their impact in the third world economies including that of Bangladesh. To address this reliably increasing the test, Bangladesh distinctive business total institutions and other associations are working such a way in the solicitation to address challenges both locally and similarly as international markets. The development-arranged total business is influencing the socio-judicious section in a way by which our country will transform into a middle-income country following two or three years. The greatest and the most prepared totals of Bangladesh is "Concord Group of Company". The pathfinder and pioneer of the real estate and development business Concord Group is a Bangladeshi total is by and by comprising of various industries. Under this combination include development, real estate, engineering and plan, correspondence, entertainment, convenience, and bits of clothing. Industry accepts a huge job in the sustainable development of a country. This development industry is well-linked with human settlements, work, and condition it is seen that the wellbeing of the Real Estate Development region is the check of the national economy.

With the ultimate objective of developing gifted professionals in this particular zone, Daffodil International University, Bangladesh has endeavored the internship training program for its understudies. As a partial and basic requirement of BBA degree, the expert has set me to Concord Real Estate and Development Company, for having practical involvement in this fragment for a fourth of a year's internship program.

1.2 Origin of the Report

This report is an internship report organized as a prerequisite for the satisfaction of the BBA program. The main purpose of the internship was to introduce a "workplace" to the interpretation of theoretical origins in a real-life situation, and an open doorway to interpret theoretical sources. The understudies are set in undertakings, associations, analyze institutions similarly as development adventures. In this association, after the fruition of the BBA program, I was delegated to the Concord Group of organization; I picked the point "The level of Employee Job Satisfaction on Concord Real Estate and Development Limited" for my internship report under the supervision of Gouranga Chandra Debnath, Associate Professor, and Head, Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University.

1.3 Scope of the Study

The study report is set up in term of the three months of internship program; the report secured every one of the parts of concords' employee's job satisfaction.

1.4 Objectives of the Study

Broad Statement:

This broad objective of the study to employee job satisfaction of Concord Real Estate & Development Ltd.

Specific Objectives:

Objectives of the study are to accomplish comprehension of the reasonable human asset exercises and related information. The objectives of the study are

- To know the overall employee job satisfaction of the Concord group
- To analyze the job satisfaction of the employee of Concord group
- To evaluate the job satisfaction of the Concord group
- To find out the problems of employee job satisfaction
- To make some recommendations for the problems

1.5 Methodology of the study

As a rule, Methodology is a proficient clarification of the arrangement of actuates required. In this internship report, both the distinct and exploratory technique has been utilized.

To get internship report components and to actualize the report I worked in certain means. Those means are sampling techniques, survey development, and information accumulation, information investigation.

Nature of the report:

The security of a report study is a drive to determine whether future research is going to determine what is being demonstrated through the presentation of existing theories In most cases, exploratory research has a primer design for future research.

Data Collection:

The overview procedure has been used for information gathering for the study. Information gathered to pass on this report is both from fundamental and discretionary sources. Test size: 10, Population size: 60 individuals.

Primary Data:

- The desk works in different section of the Concord Group.
- Face to Face Conversation.
- Observations during my internship period.
- Survey questionnaire

Secondary Data:

- annual report,
- Broachers
- Company website.

1.6 Limitations of the Study

There were certain confinements while conducting the study. These are abridged beneath:

The main deterrent was the time spent preparing this report. Because the residency of the internship program was short, it was foolish to feature everything in depth. The weight of work in the office was another constraint.

Confidentiality of information was another point of confinement that hindered the study. Each alliance has its own uncommon riddle that isn't uncovered to somebody outside the connection. While collecting information at the Concord Real Estate and Development Limited, the workforce did not reveal enough information for confidentiality principle of the alliance.

While doing the audit a couple of employees did not take an interest, some were involved and some were reluctant during answering the inquiry. A part of the fitting reactions from the study moved between an increasingly raised measure of officers and lower-level employees.

Chapter Two

Organizational Overview

2.1 History of Concord group

Concord Group is a Bangladeshi collective; Pathfinder and one of the most prominent real estate, engineering and development business pioneers in Bangladesh. Concord deposits are constantly evolving. Outperform Sales Sales wants to be wildly attached to the current business situation, it is fundamental to be dynamic and can change and search after the launch of a new business at the appropriate time. From the beginning of 1973, Concorde's assembly maintained such qualities of the business department and structured the engineering and development of the gathering. Concord Group has created more than a thousand technically challenging and prestigious construction projects in Bangladesh and abroad. Concord has set an incredible need for development and engineering. The Convention has a reputation for being the first place in our country on many issues, whether it's applying the latest innovations, using the world's safest development materials or building something that has never worked in Bangladesh.

2.2 Mission

CONCORD is Bangladesh's leading real estate and development combined with in excess of 1000 without a doubt comprehended errands to their name. They have grasped likely the most regarded and in certainty challenging undertakings in the country and are known for setting standards in their field.

2.3 Vision

CONCORD has one point to improve the individual satisfaction of the individuals of Bangladesh.

2.4 List of Company

- CCML : Concord Condominium Ltd
- CCL : Concord Consortium Ltd
- CCDL : Concord City Development Ltd.
- CPCL : Concord Prestressed Concrete & Block Plant Ltd
- RMC : Concord Ready-Mix & Concrete Products Ltd
- CAEL : Concord Architects & Engineers Ltd
- CECL : Concord Engineers & Construction Ltd
- CRDL : Concord Real Estate & Development Ltd
- CEnCL : Concord Entertainment Company Ltd
- CRPL : Concord Real Estate & Building Products Ltd.
- CCCL : Concord Communication Co. Ltd
- CAIDL : Concord Architects & Interior Décor Ltd.

2.5 Employee Benefits of Concord group:

- Festival Bonus: Two celebration reward (after 180 administrations) comparable to a month to month fundamental compensation.
- Insurance: MetLife Alico LIFE Insurance (after affirmation).
- Transport: Pick and Drop at Fixed course
- Gratuity: After the culmination of five (05) years in CONCORD an employee will be qualified for this office.

Chapter 3:

Literature Review

3.1 Job satisfaction

Occupation fulfillment or worker fulfillment characterized different ways much time. It is acknowledged by specific people, that how substance an individual is with their activity in other words whether or not they like their activity or individual points of view, for instance, the nature of work. Then once more, some gathering of people imagines that it isn't as direct as the definition. They feel that a multidimensional mental response to one's activity is associated with this system.

One of the most used definitions in legitimate research is that of Locke (1976), who characterizes the articulation "a pleasurable or positive enthusiastic state coming about because of the assessment of one's activity or occupation association". Spector Lists 14 normal perspectives in 1997. They Are-Appreciation, related correspondence, incidental advantages, work condition, nature of the work, affiliation, mindfulness, procedures and strategies, progression openings, affirmation, security, and supervision.

Occupation fulfillment can moreover be seen inside the various settings of issues which impact representative's association of work and nature of their working life. Moreover, it will, in general, be understood similar to its relationship with a segment of the components, for instance, general flourishing, stress at work, control at work, homework interface and condition of working.

In a study "Examination of Factors Affecting Job Satisfaction of the Employees out in the open and Private Sector" assumed that workers will when all is said in done love their activity in case they get what they acknowledge. The assessment showed that most of the workers in India aren't content with their activity beside two or three folks in the exchange zone and female the guidance division.

The full-scale work fulfillment level of folks is found higher than that of a woman. In addition, the assembling level employment part fulfillment level is uncommonly poor.

A Few Definition of job satisfaction is quoted as follows:

According to E.A. Locke- “Job satisfaction is a pleasurable or positive emotional state resulting from the appraisal of one’s job or job experience.”

3.2 Three dimensions of job satisfaction

- Job satisfaction can't be seen; it must be inferred.
- Job satisfaction is determined by what method will results meet the desires or surpass it. In the event that any employee faces any circumstance that association is paying less sum according to his remaining task at hand and other office individuals are receiving great sum than him, then definitely dissatisfaction happens. He will demonstrate a negative demeanor there. Then again, in the event that he is paid with a decent sum consequently, he will demonstrate an uplifting disposition towards his association.
- Job satisfaction can be check by job mentalities. An uplifting mentality is reasonably motioned of job satisfaction and the other way around.

These two terms are utilized interchangeably, yet there are contrasts between these two terms. Job satisfaction is a particular subset of mentalities. Dispositions are the reflector parameter about one's feelings towards a job, objects. Demeanors are durable, however, satisfaction is dynamic and it continues changing. It can decline rapidly than it created. Consequently, directors need to give more consideration to job satisfaction always.

3.3 Factors Influencing Job Satisfaction

There are a few factors that influence job satisfaction. These examinations have uncovered a steady connection of certain factors with job satisfaction. These variables are explaining through the diagram:

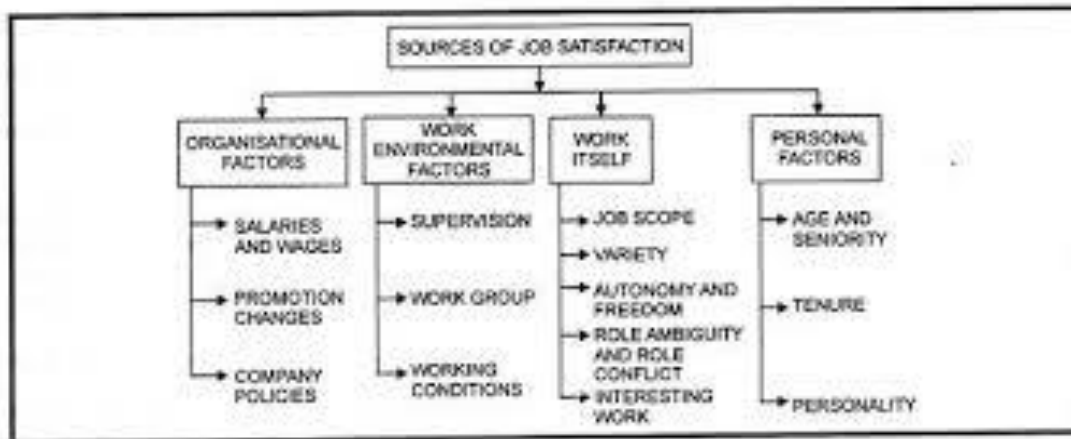


Figure: Factors Influencing Job Satisfaction

A.Organizational Factors:

The organizational factors which affect job satisfaction are:

Salaries and wages:

Cash is the most significant factor in fulfilling one's needs. Cash likewise fulfills the main level of requirements of Maslow's model of satisfaction. Wages and pay rates assume a noteworthy job in influencing job satisfaction. Besides, the employee often thinks that cash is an impression of the administration worry for them. Thirdly, it is considered as an image of accomplishment since more significant compensation mirrors a higher level of commitment towards the association.

Non-fiscal advantages are additionally significant. For the most part, employees don't understand the basic advantages plan. They need a compensation framework which is just reasonable and in line with their desire.

Promotion:

Another considerable factor that affects job satisfaction because of following reason

- Advancement indicates an employee's value to the association which is profoundly resolve to boost. This is a verified truth for the situation of abnormal state jobs.
- Employee consider their advancement as a definitive accomplishment in his vocation and when it is realized, he feels fulfilled
- Advancement involves positive changes.

Company Policies:

Authoritative approaches are basic elements for determining the job satisfaction of employees. A totalitarian and exceptionally legitimate structure causes hatred among the employees through an open and majority rule structure makes an interesting job advance towards them.

The hierarchical approaches can make positive and negative feelings among the employees. Exacting arrangements can mix dissatisfaction and liberal and reasonable approach can stream satisfaction inside of the employee's mind.

B. Work Environment Factors:

This includes the following factors

1. Supervision:

Supervision is another significant factor in job satisfaction. There are two components of supervisory styles. They are-

- a. **Employee Centeredness**-here the administrator looks into employee's welfare.
- b. **Participation**-permits the employees in the basic leadership process which will influence their job. This can make a profoundly refreshing condition for employees.

2. Work Group:

The nature of the workgroup will impact on job satisfaction in the following ways A cordial consenting assembly gives the gathering people the opportunity to interact with each other. It can create a source of support, comfort, advice, and support for individual congregations.

Only when a more grounded assembly is conceivable, such behaviors and qualities as individuals can be compared to, can a remarkable well-being of satisfaction be explained in this way.

Working conditions:

A superior working condition is alluring to each employee's as they lead to increased physical solace. The temperature, humidity, lighting, ventilation, long periods of works, cleanliness of the working environment and furthermore satisfactory instruments and hardware are fundamental variables for determining job place satisfaction.

C. Workit:

Content also plays an important role in measuring job satisfaction

(a) Job Scope:The higher the level of satisfaction of this factor, the better the quality of work, the speed of work and the criticism.

(b) Variety:An assortment of job work is viable yet that ought to be in a moderate sum. Over the top or less assortment causes both pressure and tedium which can make job dissatisfaction.

(c) Lack of Freedom and Autonomy:Employees don't care for it when their every progression is determined by the expert chief. It makes weakness and dissatisfaction.

(d) Role Ambiguity and Role Conflict:This can prompt perplexity and strife among the employee as they don't have the foggiest idea what their errand is and what is anticipated from them.

(e) Interesting Work:A challenging and interesting work consistently provides a status of satisfaction towards the employee. Then again, boring and repetitive work makes a feeling of useless feelings.

D. Personal Factors:

The character characteristics and qualities likewise determine the job satisfaction level. Worrywart and adverse minded individuals will consistently complain about everything which likewise includes job.

Then again, constructive attributes individuals are constantly confident and they have the magnetism to perk up other employees and make them fulfilled about the job.

Some of the important personal factors are:

1.Age and Seniority

The development of individuals accompanies age. They become realistic, less idealistic so they effectively acknowledge accessible assets, prizes and constantly happy with the circumstance. Individuals who don't climb with the time are bound to be disappointed in each circumstance of their life including job division.

2.Tenure

Residency guarantees the job security which is a significant factor. Employees with long haul residency are exceptionally happy with their job. The dread of losing a job can blend up a disappointed mind. Long haul residency just can assist them with planning a future in this manner making a fulfilled mind.

3.Personality

Some character traits are validly identified with job satisfaction. For example, confidence, development, precision, sense of self-governance, challenges and duties. The higher the Maslow's required progress, the greater the job satisfaction. The administration must guarantee that the employee has a positive characteristic while providing an appropriate working condition.

Chapter 4:

Analysis and Findings

Some characteristic features are identified authentically with job satisfaction. For example, confidence, development, specificity, self-policy feelings, challenges and obligations. The greater the required movement of Maslow, the greater the job satisfaction. The administration must ensure that the employee has positive qualities in addition to giving the employee an appropriate working condition.

Number of question-10

Number of respondents-60

The pattern of Questionnaire-Likert scale

Question 1: Work environment and culture is good

-Table 1

RESPONSE	NUMBER OF RESPONDENT	PERCENTAGE
Strongly disagree	0	0
Disagree	2	4%
neutral	18	30%
Agree	40	66%
Strongly agree	0	0
Total	60	100

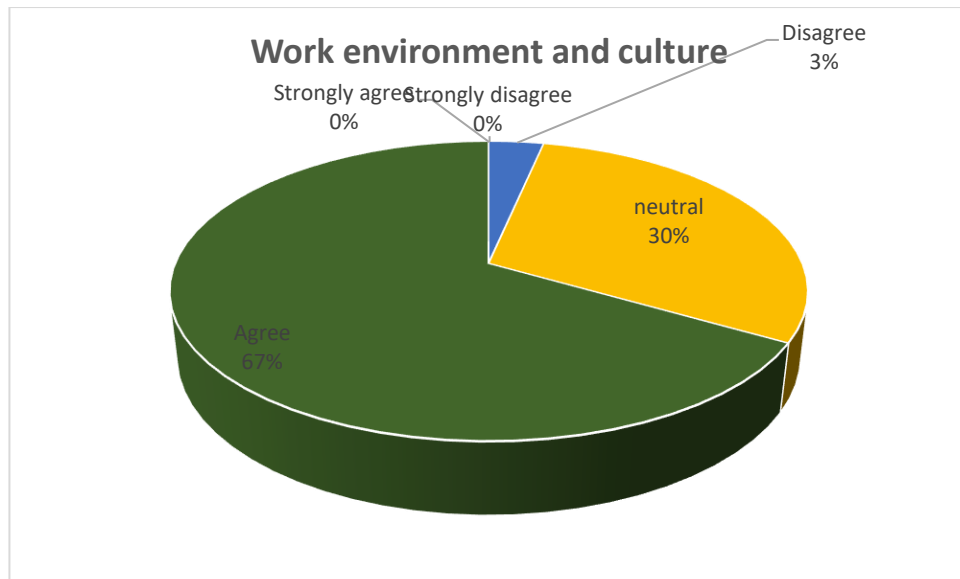


Fig-Pie Chart showing the result (%) of question 1

Survey result: among the amount of 60 respondents the 40 individuals go with Agree, 18 Neutral 2 individuals Disagree and there are no single respondents who go with unequivocally agree and solidly contradict this idea.

Clarification: From the table and image above, points are represented by 40% of respondents who said they felt that the work environment and culture were extraordinary. 30% of positive responses indicate that not all employees are frustrated or completely satisfied, only four percent of them are different than the reality and they acknowledge that this may improve.

Question 2: Workload is reasonable

-Table 2

RESPONSE	NUMBER OF RESPONDENT	PERCENTAGE
Strongly disagree	0	0
Disagree	4	6%
neutral	4	7%
Agree	52	87%
Strongly agree	0	0
Total	60	100



Fig-Pie Chart showing the result (%) of question 2

Survey Result: Among the amount of 60 respondents the 52 individuals go with Agree, 4 neutrals, 4 individuals Disagree, and there are no single respondents who go neither with determinedly agree nor solidly restrict this idea.

Clarification: Table 2 and the above outline imply that 522 respondents represent forty-four percent of the employees, suggesting that the remaining weight was essentially reasonable, that seven percent of the respondents were neutral and only six percent different, and that they thought that outstanding work needed to be done. Super according to the number and limits of their staff.

Question 3: Colleagues are cooperative

-Table 3

RESPONSE	NUMBER OF RESPONDENT	PERCENTAGE
Strongly disagree	0	0
Disagree	4	6%
neutral	6	10%
Agree	46	77%
Strongly agree	4	7%
Total	60	100

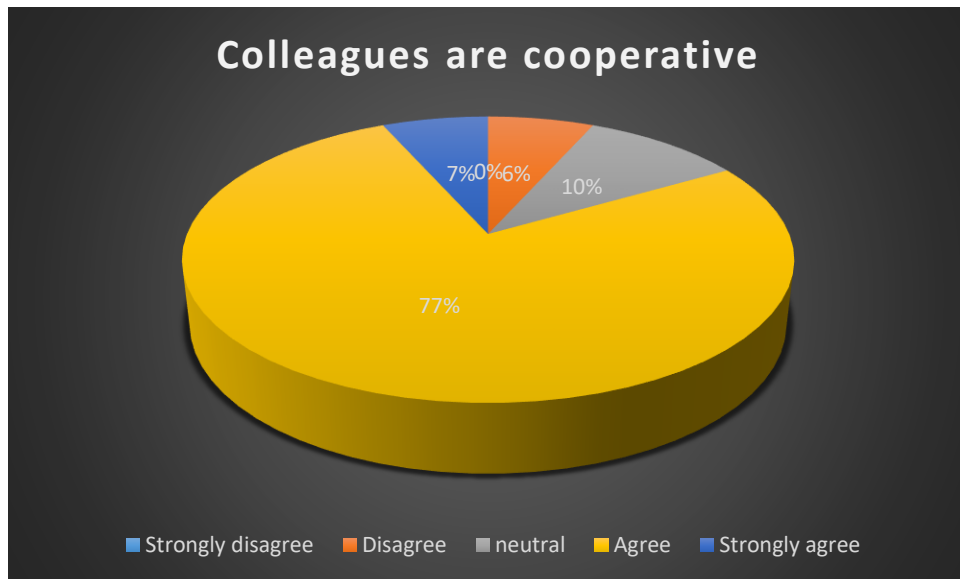


Fig-Pie Chart showing the result (%) of question 3

Survey Result: Among the amount of 60 respondents the 46 individuals go with Agree, 6 neutrals, 4 individuals Disagree, and 4 immovably agree. Furthermore, there is no single respondent who goes with decidedly contradict this idea.

Clarification: From Table 3 above and the chart points indicate that 46 respondents representing seventy-seven percent of employees were pleasant to their peers, 10% of respondents were unrealistic, whereas six percent could not resist reality and about seven percent of people individually thought that they were Negligence is not very pleasant, so they take the option People contrast this variant

Question 4: your Skills are effectively used

-Table 4

RESPONSE	NUMBER OF RESPONDENT	PERCENTAGE
Strongly disagree	0	0
Disagree	2	3%
neutral	8	14%
Agree	48	80%
Strongly agree	2	3%
Total	60	100

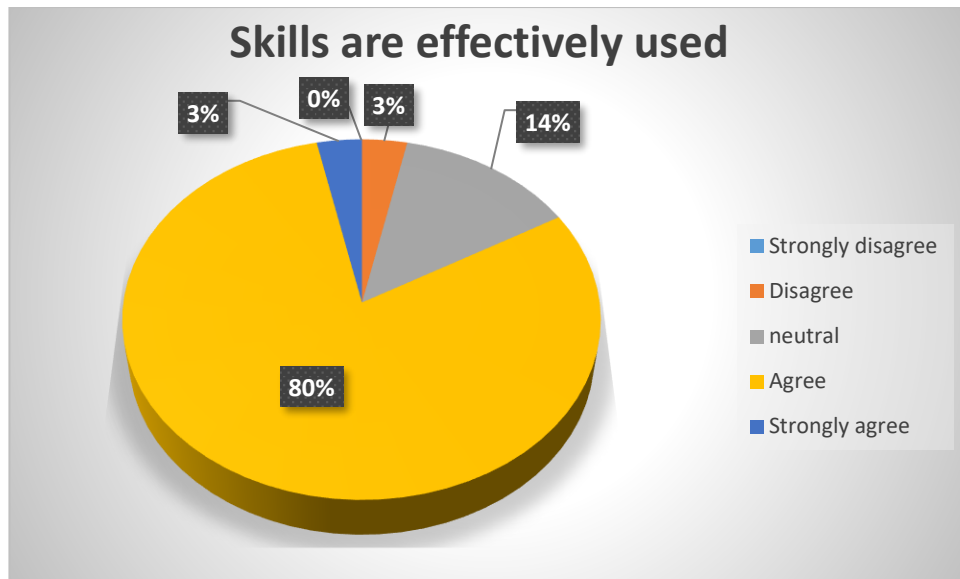


Fig-Pie Chart showing the result (%) of question 4

Survey Result: Among the quantity of 60 respondents the 48 individuals go with Agree, 8 neutrals, 2 individuals Disagree, and 2 emphatically concur. Furthermore, there is no single respondent who goes with emphatically oppose this idea.

Clarification: Table 4 and the above charts indicate that 48% of respondents represent 80% of employees who feel that their skills are properly used without any other personal work, fourteen per cent employees were neutral where three per cent felt their tendency to be approved in contrast to street lighting. Even three percent of people do not use enough to be compliant with this announcement.

Question 5: Internal Communication system is effective

-Table 5

RESPONSE	NUMBER OF RESPONDENT	PERCENTAGE
Strongly disagree	2	4%
Disagree	0	0%
neutral	6	10%
Agree	50	83%
Strongly agree	2	3%
Total	60	100

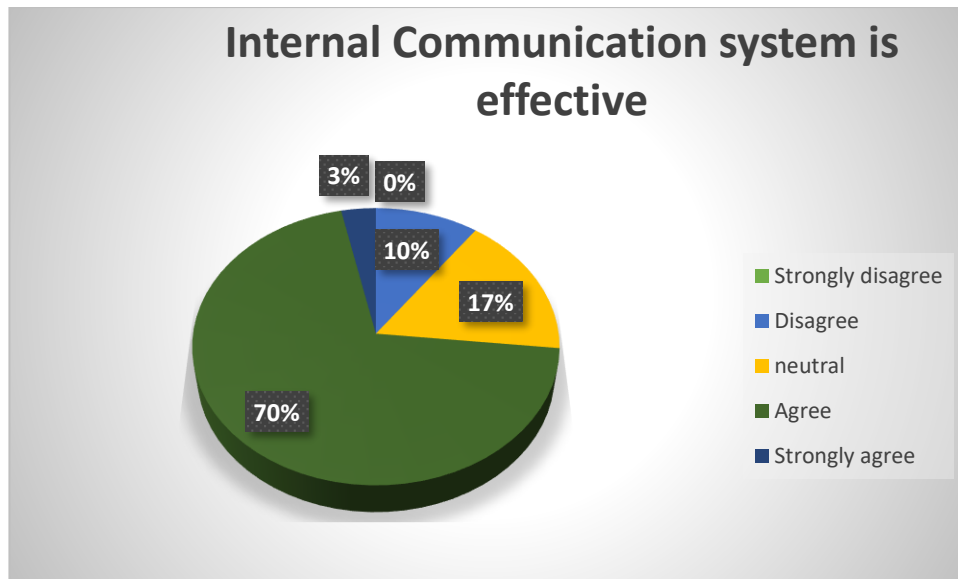


Fig-Pie Chart showing the result (%) of question 5

Survey Result: Among the amount of 60 respondents, the 50 individuals go with Agree, 6 neutrals and 2 individuals unequivocally difference, and 2 immovably agree. Additionally, there is no single respondent who goes with disagreeing.

Clarification: from the above table 5 and comprehend layout focuses those 50 respondents speaking to eighty-three percent of the workers who believe that inside correspondence structure is unbelievable inside the union. Among them, 10% of the respondents were fair-minded about the issue, where three percent unequivocally separate because of confronting the nonappearance of correspondence structure in their own one of a kind activity a zone. In like manner, three percent of people are emphatically concurring with the issue and they are generally content with the inside correspondence game-plan of the union.

Question 6: Management treatment is fair and equal

-Table 6

RESPONSE	NUMBER OF RESPONDENT	PERCENTAGE
Strongly disagree	0	0%
Disagree	6	10%
neutral	10	17%
Agree	42	70%
Strongly agree	2	3%
Total	60	100

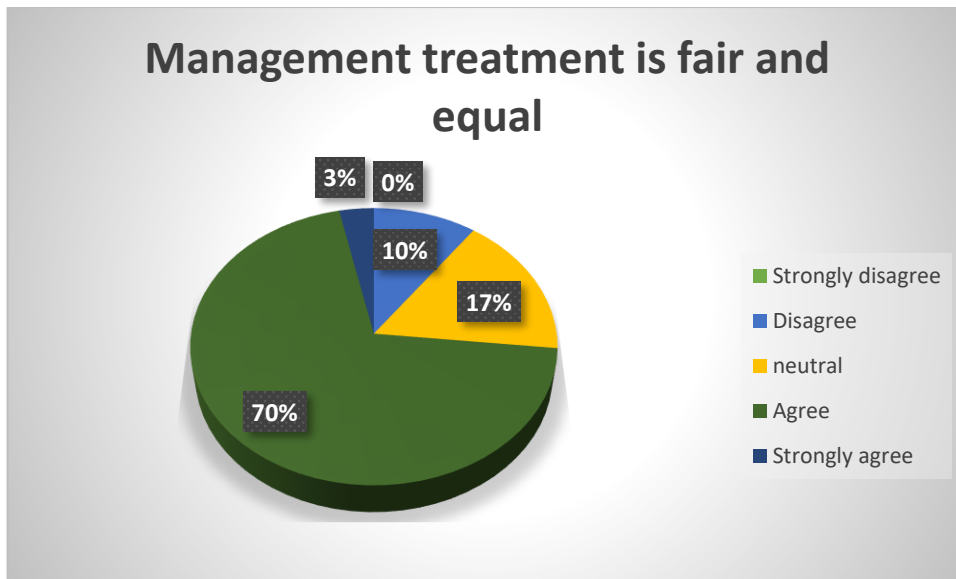


Fig-Pie Chart showing the result (%) of question 6

Survey result: Out of the Respondents, 12 agreed, 1 neutral, 6 disagreed, and 2 disagreed. There is not a single respondent who strongly disagree.

Clarification: From the above table and the diagram above, these 42 respondents are representing 70% of the employees who feel that the officer's treatment is absolutely sensible and proportionate; Seventeen percent of the respondents were unprejudiced about this announcement and 10% went in contradicting the appropriate response because they felt that the administration was somehow unable to maintain a compelling and comparable picture. Only three percent of employees are satisfied with the reality.

Question 7: Organization provides opportunities for further career development

-Table 7

RESPONSE	NUMBER OF RESPONDENT	PERCENTAGE
Strongly disagree	0	0
Disagree	4	6%
Neutral	4	7%
Agree	52	87%
Strongly agree	0	0
Total	60	100

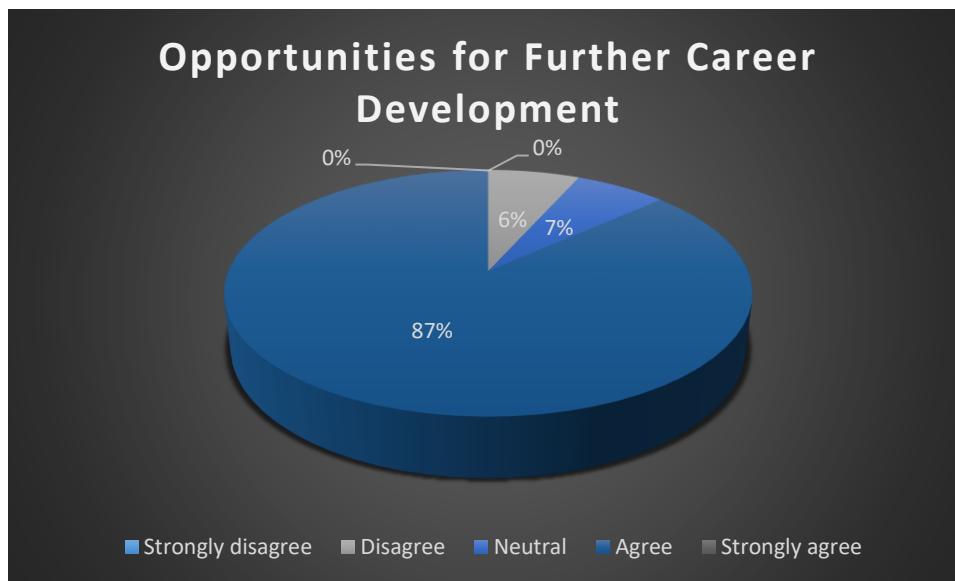


Fig-Pie Chart showing the result (%) of question 7

Survey result: Among the amount of 60 respondents the 52 individuals go with Agree, 4 neutrals, 4 individuals Disagree, and there are no single respondents who go neither with insistently agree nor unequivocally contradict this idea.

Clarification: From the table and the diagram above, it appears that 42 respondents addressed that addressing percentage of agents, suggesting that affiliation gave explicit access to the next task, acknowledging that seven percent of respondents could not deny the validity and condition of six percent justification.

Question 8: Salary Increment is satisfactory

-Table 8

RESPONSE	NUMBER OF RESPONDENT	PERCENTAGE
Strongly disagree	6	0
Disagree	12	6%
Neutral	10	7%
Agree	48	87%
Strongly agree	0	0
Total	60	100

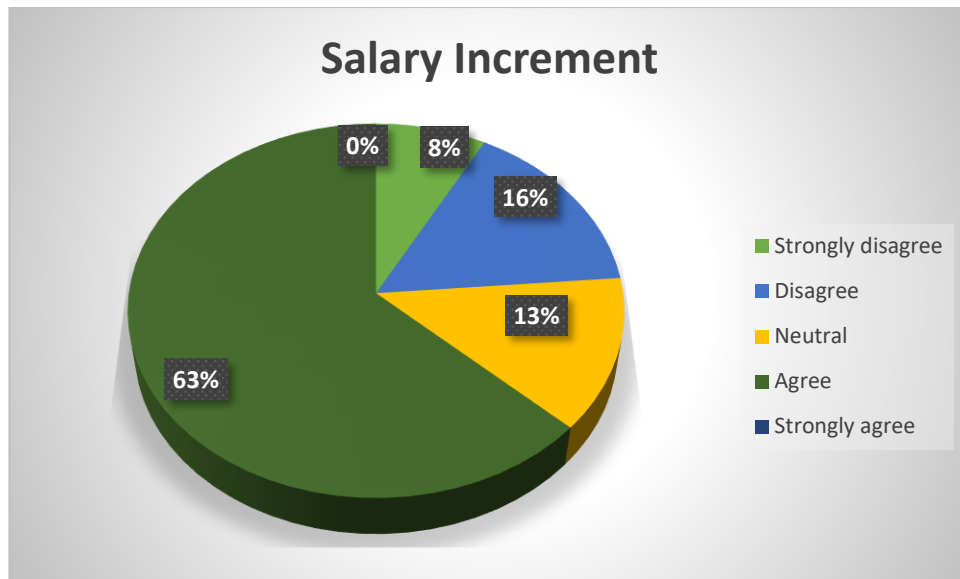


Fig-Pie Chart showing the result (%) of question 8

Survey result: Out of 60 respondents, 12 individuals go with unequivocally go astray, 6 individuals disagree, 10 neutrals, 48 individuals go with agreements, and there are no single respondents who go solidly agree.

Clarification: Some interesting reaction starts with the design. The above chart from the figure demonstrates that 48 respondents including 66 percent of delegates are content with the compensation increments. Thirteen percent of the respondents are unbiased about the growth matter. There is sixteen percent of the respondents go with differentiating and eight percent of the firm respondents are eagerly varying about reality. Since they by one way or another vibe that the increase is low and recognizes that the present expansion strategy can be changed by the association.

Question 9: Job market competitiveness of your salary is satisfactory

-Table 9

RESPONSE	NUMBER OF RESPONDENT	PERCENTAGE
Strongly disagree	0	0
Disagree	14	23%
Neutral	2	3%
Agree	42	70%
Strongly agree	2	4%
Total	60	100

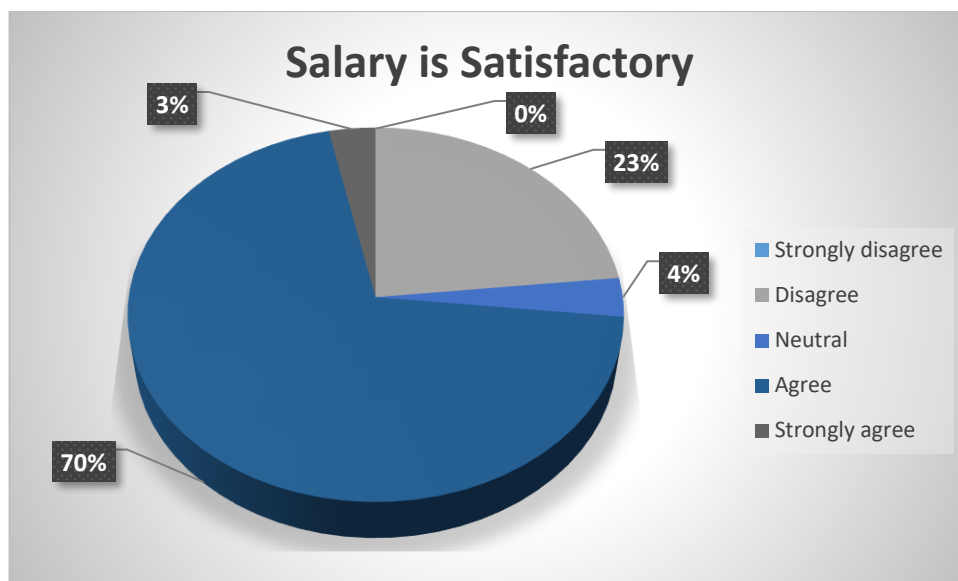


Fig-Pie Chart showing the result (%) of question 9

Survey result: Among the number of 60 respondents, the 42 people go with Agree, 2 unequivocally agree, 2 neutrals, 14 people restrict this thought. There was no respondent who goes with solidly restrict this thought.

Clarification: Four percent are impartial, three percent agree with them by chance, and 30% restrict this thought. There is no single response to the unstable subject with this idea. By the table and graph in Figure 9 over, the chart shows that 70% of delegates agree that the action conveys the earnestness of their compensation.

Question 10: Indicate your workplace relationship with your supervisor

-Table 10

RESPONSE	NUMBER OF RESPONDENT	PERCENTAGE
Strongly disagree	0	0
Disagree	0	3%
Neutral	6	10%
Agree	50	83%
Strongly agree	4	7%
Total	60	100

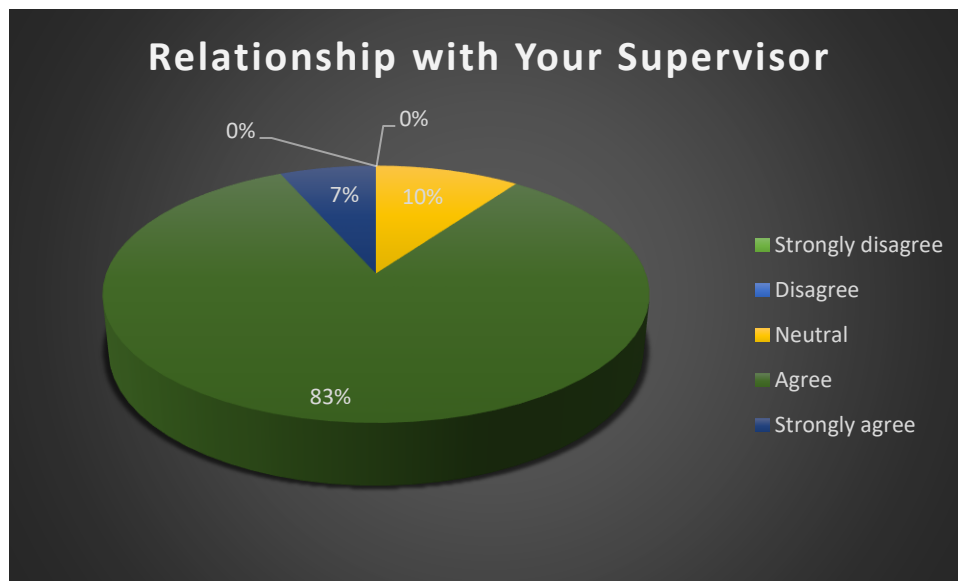


Fig-Pie Chart showing the result (%) of question 10

Survey Result: Out of the 60 respondents, 50 were the most awesome, 6 respondents were great and 4 were incredible. None of this is a poor and reasonable response.

Clarification: From the table and figure, 10 above diagrams point that 60 respondents speaking to eighty-three percent of the representatives who believe that they keep up a perfect work environment related with their boss, among them 10% of the respondents are going with answer fantastic as they feel so. Seven percent of the full-scale respondents are particularly content with their working association with the chief. None of the respondents altogether can't avoid negating the Clarifications which show a sound condition of the relationship exists in the connection.

Chapter 5

Recommendations

My overall examination result demonstrates that most of the employees are happy with their commitment to the Concord gathering. Despite the fact that dependent on the outcomes from the study and end drawn from it, the following suggestions are explained which can be pursued to sustain the present state and build up the future situation of job Satisfaction in the association:

1. **Workplace Environment**-The work environment condition and culture must be redefined in a manner with the goal that the working environment tedium can't occur. To keep nature clean and oxygen agreeable organization can put some extravagant indoor inviting trees inside the office house.
2. **Feedback session**- There can be dispatch an input session for the employee consistently which will help remain viable in the internal correspondence of the organization.
3. **Employee Climate Survey**-These studies help in understanding employee's recognition and points of view of the association. Employee atmosphere study helps in improving the working states of the association by identifying existing issues and furthermore gives answers for known problems.it considers employee's satisfaction and dissatisfaction and territory that requires improvement. This increases an employee's confidence as they feel their opinion matter. Concord gathering can do this once every year to improve working society and employee inspiration.
4. **Motivational Activities**- Inspiration is the key achievement factor for each employee to play out their job exercises. An organization can introduce different inspirational apparatuses, for example, grant-giving function for employee of the month can be introduced office shrewd.
5. **Recognized and collective individual performance**-The organization can initiate execution compensate framework in each office. This exhibition reward will be a successful apparatus for reducing turnover rate, non-appearance and will assume a significant job among the employees to create them.
6. **Salary Survey**-This should be possible every year or if nothing else at regular intervals two guarantee their remuneration offering match current market patterns. This is significant in recruiting the correct kind of individuals for the correct job.

Conclusions

From the previously mentioned report, it tends to be secured that Concord Real Estate and Development Limited is one of the leading business association with its created notoriety among the clients. As it is a huge combination, therefore, all level of employees is working there. Since my internship program was coordinated to understand the level of job satisfaction, I needed to gain the down to earth zone of duties and of the responsibility of the employees so I could interact with them to survey their perspectives about and relations with the association. I attempted best to ask and gather information straightforwardly and indirectly. Be that as it may, I had great access to the organization's productions. My errand was intended to understand the level of job satisfaction of the employee of the Concord Real Estate and Development Limited. For preparing this report I utilized essential and optional information. The examination was intended to accomplish the report destinations. The past investigations on this issue for all intents and purposes and experimentally discovered that job satisfaction to a great extent relies upon the number of interrelated segments, for example, the working environment, compensation, training, and so forth. In spite of contrasts in opinions made by the employees of the association on what the study was led, what the study found that they are exceptionally fulfilled in their job.

Appendix

Survey Questionnaire

(Dear Respondents, I am a student at Daffodil International University pursuing a BBA Degree. As part of my internship curriculum I am required to do a project on Employee Satisfaction and all responses given by you will be strictly kept confidential and used for academic purpose only)

(PLEASE PUT DOWN THE TICK MARK ON YOUR SELECTED ANSWER)

1. Work environment and culture is good

- Strongly disagree
- disagree
- Neutral
- Agree
- Strongly agree

2. Workload is reasonable

- Strongly disagree
- disagree
- Neutral
- Agree
- Strongly agree

3. Colleagues are cooperative

- Strongly disagree
- disagree
- Neutral
- Agree
- Strongly agree

4. Your skills are effectively used

- Strongly disagree
- disagree
- Neutral
- Agree
- Strongly agree

5. An internal communication system is effective

- Strongly disagree
- disagree
- Neutral
- Agree
- Strongly agree

6. Management treatment is fair and equal

- Strongly disagree
- disagree
- Neutral
- Agree
- Strongly agree

7. The organization provides opportunities for further career development

- Strongly disagree
- disagree
- Neutral
- Agree
- Strongly agree

8. Salary increment is satisfactory

- Strongly disagree
- disagree
- Neutral
- Agree
- Strongly agree

9. Job market competitiveness of your salary is satisfactory

- Strongly disagree
- disagree
- Neutral
- Agree
- Strongly agree

10. Indicate your workplace relationship with your supervisor

- Strongly disagree
- disagree
- Neutral
- Agree
- Strongly agree

Question- Do you have any major area of dissatisfaction and also if you have any suggestion to improve your workplace satisfaction then please specified

References

- Saari, Lise M., and Timothy A. Judge. "Employee attitudes and job satisfaction." *Human Resource Management: Published in Cooperation with the School of Business Administration, The University of Michigan and in alliance with the Society of Human Resources Management* 43.4 (2004): 395-407.
- Agho, Augustine O., Charles W. Mueller, and James L. Price. "Determinants of employee job satisfaction: An empirical test of a causal model." *Human relations* 46.8 (1993): 1007-1027.
- Mobley, William H. "Intermediate linkages in the relationship between job satisfaction and employee turnover." *Journal of applied psychology* 62.2 (1977): 237.
- Lund, D. B. (2003). Organizational culture and job satisfaction. *Journal of business & industrial marketing*, 18(3), 219-236.
- Dittrich, John E., and Michael R. Carrell. "Organizational equity perceptions, employee job satisfaction, and departmental absence and turnover rates." *Organizational behavior and human performance* 24.1 (1979): 29-40.