



Internship Report
On
“Employee Satisfaction of AKH Group.”

Under the Supervision of

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Prepared By

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Program: BBA

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**This Internship Report is submitted to the Department of Business Administration,
Daffodil International University for the fulfilment of Partial Requirement for the
Degree of Bachelor of Business Administration (BBA)**

Letter of Transmittal

15 April 2019

Mr. Mohammed Nafeez Al Amin

Assistant Professor

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report.

Dear Sir,

With due respect and immense gratification, I am submitting my internship report which a partial requirement of my BBA program. The report I largely based on **“Employee Satisfaction of AKH Group.”**

It is really an enormous prospect for me to gather all the inevitable information and grasp the subject matter in an appropriate and authentic source to make this report viable. I have found the study is quite attention-grabbing, beneficial & insightful.

I tried my level best to prepare an effective & credible report. The report will provide a clear concept about the overall Employee Satisfaction. It will be a great achievement for me if you kindly go through the report to ascertain the fruitfulness of it. I hope you will consider the mistakes that may take place in the report in spite of my best.

Sincerely Yours,

.....

Sabbir Ahmed

ID: 133-11-3467

Batch: 36th

Department of Business Administration

Daffodil International University

Proclamation

I, Sabbir Ahmed, hereby announce that the following internship report titled “**Employee Satisfaction of AKH Group.**” is solely prepared by me right after the completion of my internship at AKH Group, Hemayetpur, Savar, Dhaka under the supervision of **Mr. Mohammed Nafeez Al Amin, Assistant Professor**, Faculty of Business and Entrepreneurship.

I ensure that the report has been prepared in consideration of the fulfilment of my academic requirement and not for any other intention although the concerned parties may find it useful for the improvement of Employee Satisfaction.

.....

Sabbir Ahmed

ID: 133-11-3467

Batch: 36th

Major in Marketing

Department of Business Administration

Daffodil International University

Letter of Authorization

This is to ratify that Sabbir Ahmed, ID: 133-11-3467 a student of the Department of Business Administration of Daffodil International University has completed his internship report titled **“Employee Satisfaction of AKH Group.”** under my supervision and direction.

His internship placement was at AKH Group, Hemayetpur, Savar, Dhaka. I am pleased to state that he has gone through all the necessary and required steps to accomplish the report and the report contains all the data, information, analysis and findings from authentic sources. As a result, the report seems to have completed on a successful note.

I wish him every success in life.

.....

Signature of the Supervisor

Mr. Mohammed Nafeez Al Amin

Assistant Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Acknowledgement

First of all, I wish to express my gratitude to the Almighty ALLAH for giving me the strength to perform my responsibilities as an intern and complete the report within the stipulated time.

I am deeply indebted to my Faculty Advisor **Mr. Mohammed Nafeez Al Amin Assistant Professor**, Daffodil International University for her whole-hearted supervision during my organizational attachment period. I am also grateful to **Faisal Ahmed Rony, Assistant Merchandiser** as my organizational supervisor. Really, it wouldn't be possible to prepare this report up to this mark without their guidance.

This has been an incredible period of time for me to work on this report titled “**Employee Satisfaction of AKH Group.**”

My gratitude goes to the entire Business Administration Department, of Daffodil International University for arranging an Internship Program that facilitates the integration of theoretical knowledge with a real life situation. It was not less than a golden opportunity for me to work as an intern at the Office of AKH Group

Last but not least, I would like to convey my gratitude to **Md. Abdullah Al-Masud, Merchandiser**. Moreover, I would also like to express my gratitude to my AKH Group fellows, seniors and colleagues who gave me good advice, suggestions, inspiration and support. I must mention the wonderful working environment and group commitment of this organization that has enabled me to deal with a lot of things.

Dedication

There has to be someone behind every great work. Similarly this time it was none other than my parents. Their consistent support and care pushed me to an extent where I accomplished nothing but this report and many more. Keeping these thoughts in mind I want to dedicate this report to the persons who are in the position of top priority in my life, my father and my mother and as a whole my family. In the meantime, I want to say that it was them who brought me in this world and I am indebted towards them then, now and forever for even the tiniest thing that I have ever and will achieve in my life.

May Allah bless them to live longer.

ABSTRACT

The report is prepared to evaluate the employees' satisfaction of AKH Group that is entitled "Employee Satisfaction of AKH Group" as a requirement of internship under the BBA program of Daffodil International University. Apart from the academic knowledge gained, preparation of report has given me the opportunity to acquire a practical experience.

This report will help to understand the exposure of on the job training in an organization and help to match the theoretical knowledge in a practical situation.

The study has been carried out with some objectives such as to explain job satisfaction, to measure the satisfaction, to find out some problems and to make some recommendations for the study.

Target population was all the employees of AKH Group from different department who are the part of employees' job satisfaction in the organization. Sample size of the study is 30 Simple Random Sampling technique was used as a matter of collecting data from the target population for the purpose of conducting the study. Questionnaire and observation method have been used to conduct the study. In questionnaire multiple choice question and open-ended question was used to collect the data. There was a questionnaire with four-Likert scale used to collect the information for this report.

Many problems have been identified by the study such as lack of supervision, less benefits and less opportunities, work hour problems, lack of responsible, biasness in the organization. And related to these problems some recommendations are also given in the study. So that they can overcome from those problems.

In conclusion, I can say that, every department of AKH Group gives me a pleasure to learn the employee satisfaction properly. From this organization, I have learned practical knowledge about employee satisfaction on the basis of my research I can say that employee attitudes typically reflect the moral of the company. Satisfied employees are extremely important because they represent the company to the public.

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Chapter 1

Introduction

1.1 Introduction

In Bangladesh, ready-made garments industries (RMG) are one of the fastest growing sector. RMG export is the most effective way for socio-economic development and also making huge employment in the contemporary of Bangladesh. To improve the growth of Bangladesh rapidly, the government of Bangladesh has already taken different policies for attracting foreign investor and make them investment in Bangladesh. In Bangladesh, approximately there are 2500 export oriented RMG industries exist and among them, AKH Group is a leading 100% export oriented private garments in Bangladesh.

Bangladesh is a potential industrial country. This country has a large number of workforce. Because of unskilled labour, it is the main opportunity for businessman to develop garments industry and therefore this sector has a huge opportunity to develop the economy of Bangladesh easily by generating profit from foreign country.

For making the employee's skilful, for getting high output from the employee's, for knowing employee's need, employee satisfaction is highly necessary to know about the satisfaction of an employee. Therefore, this project has prepared for fulfilling the requirement of BBA Degree but I would like to express that I have got the best chance to work practically in a reputed company named AKH Group. In this report, I tried to find out the Employee Satisfaction of AKH Group which is a 100% export oriented garments in Bangladesh and how the employees can be satisfied.

1.2 Background

This report is prepared for the internship report as a necessity of BBA program under the Daffodil International University. The report will help to understand the satisfaction of an employee to his/her organization and help to match the theoretical knowledge in a practical situation. Many students of Daffodil International University are assigned in various organization enterprises to gather the practical knowledge and evaluate and measure many terms as a project during their internship period and our university authority give me the permission to place myself in AKH Group and I chose to evaluate the employees' satisfaction of this organization.

1.3 Report Origin

In this modern era, merely academic education is not enough to make a student perfect and competitive in the world. So, Internship is a must for a student to gain practical idea, knowledge and experience.

Daffodil International University is one of the most famous and renowned private university in Bangladesh and recently it has become QS Asia ranking top university. The faculty of business and entrepreneurship has designed different curriculum and BBA (Bachelor of Business Administration) is one of those in which courses are designed in a way by making it international standard where business graduates can be made. Therefore, I have completed my 126 credit and as per the course design I as a student need to go for my rest 3 credit by which I can do my internship program in an organization.

This report is an end result of an Internship attachment with one of the top graded 100% Export Oriented Buying House in Garments Industry in Bangladesh. It will obviously try to improve the organizational performances of export-oriented garments industries in Bangladesh, especially for AKH Group.

1.4 Objective of the Study

The study has been carried out with the following objectives:

- To explain job satisfaction.
- To measure employee's satisfaction of AKH Group.
- To identify problems that are related to job satisfaction of AKH Group
- To provide some recommendations to solve the problem.

1.5 Scope of the Study

As it was mentioned before that this report is a reflection of 3 months internship program in AKH Group and all the possible terms are used to justify and evaluate the employee's job satisfaction. All the department of AKH Group are participated in this study so that it could be a realistic outcomes and brought some output for the company.

1.6 Methodology of the Study

For making the report understandable, meaningful and presentable I tried to use both primary method as well as secondary method of data collection as research base. A questionnaire was prepared and a survey was conducted among employees of AKH Group which helped for collecting all Primary Data of the report. Whereas, Secondary data needed to collect from internet & publications of AKH Group as well as some articles. The sources have been divided by two parts.

Sources of Data

There are two sources of data. These are as follows:

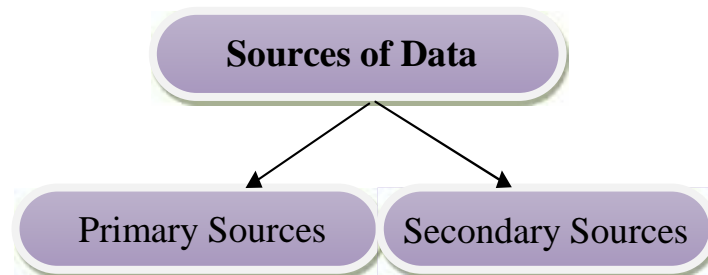


Figure 1: Data Sources

Data Collection Method

Data is originally collected from questionnaire, documents, records that was saved before and observation. Here, main sources of data is collected by doing an open ended questionnaire. Also, by observing on employees some data is collected and sometimes I stayed and passed many times with the employees.

Primary Data

Primary data are actually collected from employee of the organization. Employees from different departments helped to get the primary data for the study. Many executives and officers express their willing to provide needed information for the study. Some interesting information and many important data were collected by myself during the internship time. Survey questionnaire was very efficient method to collect the primary data for this study.

Observation method also help for collection primary data for the study.

Secondary Data

For collecting secondary data I have collected information from different journals as well as organizations publications. Though the organization does not provide that much information and does not have web page for collecting the information from internet. I was able to find some secondary sources which are:

- Different publications of AKH Group
- Analyzing several confidential and realistic reports.

Data Analysis Technique

It is a process that inspect the data after that clean and transform the data and make the modeling of the data. The goal of it is to of find the correct and useful information & after using the data make conclusions of the data. It also supports in effective decision making. So, the data has been analyzed through Microsoft Office Package 2016.

1.7 Report Prepare and Procedural Time

It took me 12 weeks which is almost 3 month to fulfill my report.

	1 st Month	2 nd Month	3 rd Month
DATA COLLECTION			
DATA ANALYSING			
REPORT PROCESSING			
REPORT EVALUATING			

1.8 Limitations of the Study

Limitations are everywhere so does there. Although, I faced several barriers in the way of my works, I am highly glad that I got a big opportunity, learnt and understood the practical knowledge and work. At the time of my study I faced some limitation which are as following

- Respondents disagree to provide information
- The research work is confined to just one organization.
- Publication and articles of this field are not available enough.
- Due to some barriers some aspects could not be disclosed and discussed in the report.

Chapter 2

Literature Review

2.1 Literature Review of Employee Satisfaction

Because of rapid changing, industries are becoming new challenge in global marketplace and most of the person says that in this global marketplace that needs to involve employee for achieving organization goal. Some theory has been created for to satisfy the employee for getting better benefit for an organization. Employee satisfaction in defined in many studies by smith, stone and others.

(1992.p1) defining employee satisfaction that is employees are more satisfied in low expectation. If one expectation meet in employee satisfaction so they are happy with their organization and achieve organizational goal.

Weiss (2002. P.174) cite Locke 1969 define employee satisfaction refers to evaluating employee performance and reward for their performance when evaluating employee performance so they are care about their performance and try to increase their performance and self-motivate.

2005 Robins says that employee satisfaction is set of emotion in their job.

2.2 Two factor theory (Motivation-Hygiene Theory):

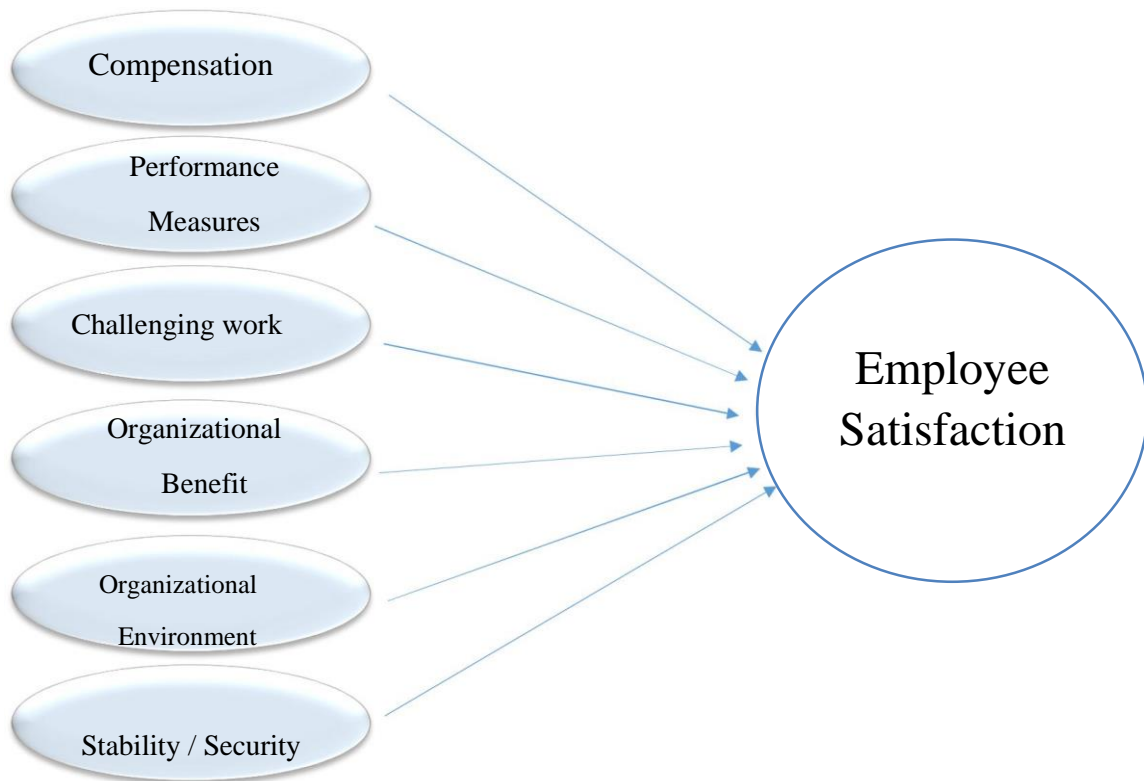
Fredric Herzberg's Two Factor hypothesis (As known as help Hygiene hypothesis) endeavours to clarify fulfilment and inspiration in the work environment. This hypothesis expresses that fulfilment and disappointment driven by various components inspiration and cleanliness factors, individually. Inspiration factor are those part of the activity that make individuals need to perform, and furnish individuals with fulfilment. These persuading factors are viewed as characteristic for the activity, or the work completed. Rousing variables incorporate parts of the workplace, for example, pay, organization approaches, supervisory practices, and other working conditions.

While Herzberg's model has animated much research, scientists have been not able dependably observationally demonstrate the model, with Hackman and Oldham recommendation that Herzberg's unique plan of the model may have been methodological ancient rarity. Moreover, the hypothesis does not think about individual contrasts, then again anticipating all workers respond in indistinguishable way to changes in inspiring/cleanliness factors. At long last, the model has been condemned in that it doesn't determine how motivating/cleanliness factors are to be estimated.

2.3 Conceptual Framework

Employee satisfaction model represent how we can satisfy our employee it can be benefit for achieve organizational goal and better output.

A simple employee satisfaction model given that below:



Chapter 3

AKH Group Profile

3.1 History of the AKH Group



AKH was set up in the year 1997. Pretty much 15 kilometres toward the North from the nation's National Parliament in Sher-E-Bangla Nagar, Dhaka, and only by on the Dhaka-Aricha expressway, the Corporate Headquarters of AKH aggregate is arranged. Different premises of this organization are situated at Hemayetpur and Tatuljhra in Savar, and Dhamrai in Dhaka. Open offices and advantages and in addition accessibility of workforce vital for materials and article of clothing industry are in the best shapes by nation gauges in and around those territories. Adding these points of interest to its very own aptitude and different qualities, AKH has now effectively advanced into a profoundly incorporated driving gathering in attire assembling and sending out from Bangladesh.

AKH completed entire tasks from its own premises. These premises of the organization are structured with the most present day and cutting edge processing plant determinations. The organization is on the edge of setting out after delivering woven textures soon, it has got 14 fruitful activity worried to autonomously connect with itself in sewing, colouring, printing, weaving, sewing, frill producing, bundling, washing, clearing and sending, and coordination's. It has aggregately floor space of more than 1.73 million square feet in various creation units, in excess of 17,500 individuals are presently working in AKH. The organization is month to month creating about 2.5 million bits of weave and sewed downy articles of clothing in its vertical sew division, and about 1.9 million bits of shirts and pullovers in its woven division. AKH accomplished all the social, modern and natural gauges and authentications required and praised locally and universally.

3.2 Company Profile of AKH Group

Head Office	:	133-134, Hamayetpur, Savar, Dhaka. Bangladesh.
Phone	:	(880-2) 7744001-8
Fax	:	(880-2) 7741830
E-mail	:	info@akhfashions.com
Chairman	:	<i>Mr. Delwar Hossain</i>
Managing Director	:	<i>Mr. Md. Shamsul Alam</i>
Dy. Managing Director	:	<i>Mr. Md Abul Kashem</i>
Contact Person	:	Md. Abul Kashem (Dy. Managing Director) E-Mail: kashem@akhfashions.com Moslehuddin Ahmed (Executive Director) E-Mail: muahmed@akhfashions.com
Year of Establishment	:	1997
Production Capacity/Monthly	:	1.2 Millions Pcs
Total Turnover	:	US\$ 50.00 million (2011)
No. of Workers	:	4290 Persons
Main Product	:	Woven Shirts (Men's/ Ladies/ Boys & Girls)
Main Market	:	USA, Canada & Europe, Japan
Buyers/Brands	:	<i>USA: Gap, Wal-Mart, Kohls, PVH, Wrangler, Jc-Penney, Sears K-Mart Costco, Macy, EB, US Polo, BNR etc</i> <i>UK: Mackays Stores, Marks & Spencer, Debenhams, Shop Direct, Next etc.</i> <i>Germany: C&A, Metro, Aldi etc.</i> <i>Canada: Wal-Mart</i> <i>Italy: United Colour of Benetton</i> <i>France: Celio</i> <i>Europe: H&M, Kigili, Pierre Cardin, CV etc.</i>

		<i>Japan</i> : ITOYOUKADO, TAKA-Q etc.
Suppliers (Fabrics)	:	Penfabric, Pentley (Malaysia), P.T. Argo Pantes, P.T. Unilon (Indonesia), Taksang (HK), Jiangshu Textiles (China), Arvind/BVM (India), Monno Fabric, Beximco Textile, Unicom Textile (Bangladesh) etc.
Principal Bankers	:	(1) Export Import Bank of Bangladesh Gulshan Branch, 75, Gulahsn Avenue Dhaka 1212. Bangladesh Phone: 9886296, 9862262, 8819711 Telex: 632125 EXN GL BJ. Fax: 880-2-8818703 E-mail: eximgul@bttb.net.bd. Swift # EXBKBDDH 007 (2) Agrani Bank Ltd. Purana Palton Corp. Branch, Dhaka 56 Purana Palton, Dhaka, Bangladesh. Phone: 8802-9560011, 9564769 Cable: PURANA PALTON, Swift: AGBKBDDHA034

3.3 Mission of AKH Group

AKH is always committed to venture out into the changing and challenging global market as a leading enterprise in the world apparel industry by satisfying its valued customers.

3.4 Vision AKH GROUP

- To work a standout amongst other attire in the worldwide market and produce the best quality product by satisfying its customers.

3.5 Factory Details

	AKH Fashions Ltd.	Angshuk Ltd.	AKH Shirts Ltd.	AKH Apparels
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Location	133- 134,Hemayetpur, Savar, Dhaka – 1340, Bangladesh.	133- 134,Hemayetpur, Savar, Dhaka – 1340, Bangladesh.	133- 134,Hemayetpur, Savar, Dhaka – 1340, Bangladesh.	128, Hemayetpur, Savar, Dhaka – 1340, Bangladesh.
Telephone Nos.	(880-2) 7744001- 8, 7741830-31	(880-2) 7744001- 8, 7741830-31	(880-2) 7744001- 8, 7741830-31	(880-2) 7744001-8,
Fax Nos.	(880-2) 8155640	(880-2) 8155640	(880-2) 8155640	(880-2) 7741830
Total Floor Space	126000 sft.	90000 sft.	140000 sft.	56000 sft.
No. of Lines	08	04	10	08
Capacity/Month	2,20,000 Pcs	110,000 Pcs	2,70,000 Pcs	2,20,000 Pcs
Nos. of Workers	1160	580	1390	1160

3.6 List of Machinery

Names of Machine	AKH Fashions Ltd.(Unit 1&2)	Angshuk Ltd.	AKH Shirts Ltd. (Unit – 01 & 02,03)	AKH Apparels Ltd
Plain Machine (Juki)	272 Nos.	132 Nos.	387 Nos.	230 Nos.
5 Thread Over lock (Juki)	24 Nos.	13 Nos.	36 Nos.	20 Nos.
3 Thread Over lock (Juki)	02 Nos.	01 Nos.	03 Nos.	02 Nos.
Feed of the Arm (Juki)	12 Nos.	09 Nos.	21 Nos.	10 Nos.
Double Needle (Juki)	12 Nos.	08 Nos.	16 Nos.	14 Nos.
Kansai Special	06 Nos.	04 Nos.	09 Nos.	06 Nos.
Button Hole (Juki)	17 Nos.	09 Nos.	22 Nos.	12 Nos.
Button Stitch (Lock Stitch) (Juki)	18 Nos.	12 Nos.	24 Nos.	13 Nos.
Barteck (Juki)	02 Nos.	01 No.	03 Nos.	02 Nos.
Band Knife (CKS)	01 No.	01 No.	02 Nos.	01 No.
Cutting Machine (KM)	03 Nos.	03 Nos.	08 Nos.	04 Nos.
Snap Button (Honrey)	08 Nos.	02 Nos.	10 Nos.	–
Thread Sucker (Local)	02 Nos.	01 No.	03 Nos.	02 Nos.
Collar Forming (Nagaishing)	02 Nos.	02 Nos.	04 Nos.	02 Nos.
Cuff Forming(Nagaishing)	01 No.	02 Nos.	02 Nos.	02 Nos.
Fusing (Machine) Kannegiesser	02 No.	01 No.	03 Nos.	01 No.
Front Placket Fuse (Nagaishing)	02 No.	01 No.	02 Nos.	01 No.
Steam Boiler 9 Local)	02 No.	01 No.	03Nos.	01 No.
Steam Iron (Silver Star)	28 Nos.	15 Nos.	38 Nos.	24 Nos.
Vacuum Table (Local) & Hashima	28 Nos.	15 Nos.	38 Nos.	24 Nos.
Metal Detector (Lock)	01 No.	01 No.	01 No.	–
Generator (FG WILSON)	02 No.	–	–	01 No.
Compressor (Swan & jukai)	02 Nos.	02 Nos.	03 No.	01 No.
Neck Press (Nagaishing)	02 No.	01 No.	02 Nos.	01 No.

Arm Hole Fuse (Nagaishing)	02 Nos.	Nil	05 Nos.	–
Side Seam Fuse (Nagaishing)	01 No.	Nil	03 Nos.	–
Slv. Placket Creasing (Nagaishing)	01 No.	Nil	Nil	–
Fabric Inspection Machine (UZU)	01 No.	01 No.	01 No.	–
Label Cutting Machine (Local)	02 No.	01 No.	03 Nos.	02 Nos.
Thread Rewinding Machine (Local)	02 No.	01 No.	02 Nos.	02 Nos.
Belt Binding Machine (Toyo)	01 No.	01 No.	02 Nos.	01 No.
Button Pull test (Nagaishing)	01 No.	Nil	Nil	–
Saddle Stitch (Yamata)	04	–	–	02nos
Picot & Fagoting machine (kansai)	–	–		02 Nos.
Yoke press & Collar notcher (NG)	02	01 no	01+02=03 Nos.	–
TOTAL	468 Nos.	243 Nos.	665 Nos.	383 Nos.

3.7 Product Gallery of AKH GROUP





Chapter 4

About Employee Satisfaction

4.1 Employee Satisfaction

Employee satisfaction refers to fulfilling the employee need and demand. On the other hand, employee satisfaction is important for an organization because when overall employee is satisfied for everything so organization achieve better output.

Every company want to keep their employee happy because happy employee more productive people. When all the employee is satisfied to the productivity will be always better from other organization and get competitive advantage in local and international business.

When we provide better working environment for performing working activities so all the employee is feeling comfortable can be increase their production more than others and every employee want to job security and promotion for increase their performance as well as most of the organization follow this way for increasing employee performance. When we provide job security to the employee, they are felling easy in this workplace and try to better perform for achieving organization goal.



4.2 Need for Employee Satisfaction:

Employee satisfaction is necessary for an organization because we know that happy employee is more benefited for an organization most of the time satisfied people are more productive for an organization.



When all over the employee are satisfied for an organization so they are providing better services such as garments industry most of the time strike for their compensation and working hour this time organization are face some problem as like less productivity and miasmas between employee and organizational authority. When employees are satisfied for everything so employee thing this everyone is owner this organization and perform better.

On the other hand, happy employee provides better service and productive so they provide better product for satisfying customer, which is most important for and organization. Every organization made product but cannot be satisfying every customer.

Organizations should attempt their best to assess why representatives leave or what arouses their disappointment. Look at the underlying drivers – where does the issue lie? Is it profit or advantages? Does it have something to do with employment quality or working environment bolster? Or on the other hand is absence of thankfulness or development to fault. The onus is on the administration to keep representatives drew in and upbeat, in order to convince them to remain. Truth be told, this is basic to hierarchical achievement.

So, satisfying customer we need to satisfy or employee.

4.3 Variables of Employee Satisfaction:

Through survey of writing, we can characterize the factors in predominantly 2 general classifications to be specific:

Organizational Variables:

1. Organizations should attempt their best to assess why representatives leave or what arouses their disappointment. Look at the underlying drivers – where does the issue lie? Is it profit or advantages? Does it have something to do with employment quality or working environment bolster? Or on the other hand is absence of thankfulness or development to fault. The onus is on the administration to keep representatives drew in and upbeat, in order to convince them to remain. Truth be told, this is basic to hierarchical achievement.
2. **Organization Development:** Hierarchical improvement is a continuous and efficient procedure to actualize powerful change in an association. Its goal is to empower the association in receiving better to the quick changing outside condition of new markets, controls, and advances. It begins with a cautious association wide investigation of the present circumstance and of things to come necessities at the end of the day we can state that Organization improvement is the procedure through which an association builds up the inward ability to most productively and successfully give its main goal work and to continue itself over the long haul. This definition features the unequivocal association between authoritative advancement work and the accomplishment of hierarchical mission.
3. **Policies of compensation and benefit:** This is the most basic variable for labourer satisfaction. Compensation can be delineated as the proportion of compensation that a worker foresees from the action. Agents should be content with forceful remuneration groups and they should be content with it while differentiating their pay packages and those of the outsiders who are working in the same industry. A feeling of satisfaction is felt by achieving sensible and reasonable prizes.

4. **Promotion and career development:** Advancement can be responded as critical accomplishment in the life. It guarantees and convey more pay, obligation, specialist, autonomy and status. Along these lines, the open door for advancement decides the level of fulfilment to the worker.
5. **Job satisfaction:** Job fulfilment is the positivity or un-idealness with which representatives see their work. Likewise, with inspiration, it is influenced by the earth. Job fulfilment is affected by employment structure. Occupations that are wealthy in positive conduct components, for example, independence, undertaking character, assignment importance and input add to representative's fulfilment.
6. **Job security:** job security is the best inspiration to better output. Most of the time employee are dissatisfied for job security because when jobs are not secure employees are demotivated and cannot be better benefit.

Personal variable:

1. **Personality:** The identity of an individual can be dictated by watching his individual mental condition. The components that decide the fulfilment of individual and his mental conditions is discernment, frame of mind and learning.
2. **Education:** Education plays a noteworthy determinant of representative fulfilment as it gives a chance to creating one "s identity. Instruction creates and extemporizes singular insight and assessment process. The profoundly taught representatives can comprehend the circumstance and survey it emphatically as they have perseverance, discernment and thinking power

4.4 How to improve employee satisfaction:

Five way to employee satisfaction given that bellow:

1. Positive work environment.
2. Respect.
3. Flexible work option.
4. Big thing matter.
5. Employee feeling valued.

Chapter 5

Analysis, Findings & Discussion

Analyses

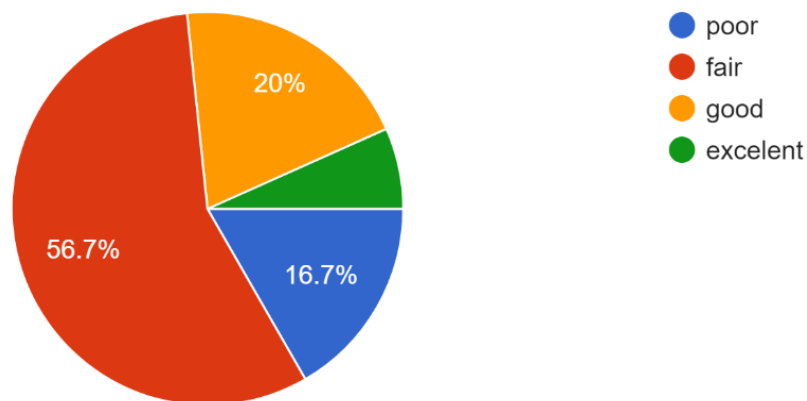
According to the response of the respondents with the questionnaire from are given below:

Figure- 1

In this table we can see what the respondents are thinking about their availability of clear job description.

Availability of clear job description .

30 responses



The above figure shows that 56.7% respondents think clear job description of their job is fair, 20% thinks good, 16.7 % thinks its poor and rest of them think excellent.

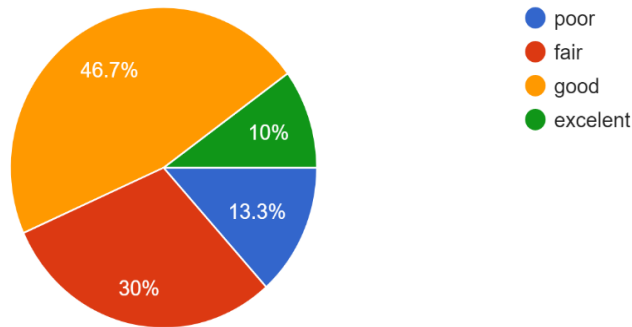
It means the availability of their clear job description is good in the organization and majority of the respondent are satisfied with their clear job description.

Figure- 2

This table shows how satisfied employees are with their sufficient training material and opportunities to allow them to perform their job well.

Sufficient training material and opportunities to allow you to perform your job well.

30 responses



This figure shows that 46.7% of the total respondents think that their training materials and opportunities to allow them to perform their job is good. 30% thinks fair, 10% respondents thinks excellent and 13.3% thinks poor.

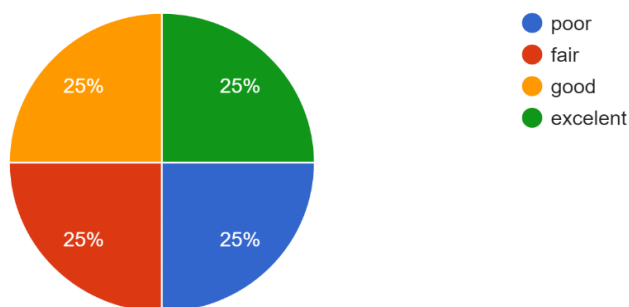
So, it seems like majority of the respondent are satisfied with their training materials and opportunities to perform their job but few think its poor that's why it should be implement for the betterment of the employee in the organization

Figure- 3

This table show us how satisfied they are with the supervision of their supervisor for assist them and carry out their duties.

Availability of a supervisor to answer your question and to assist you to carry out your duties.

28 responses



In this figure we can see that 25% of the respondent think that the supervision of the supervisor to assist them and carry out their job is poor. 25% thinks fair. 25% thinks that it is good, 25% think it's excellent.

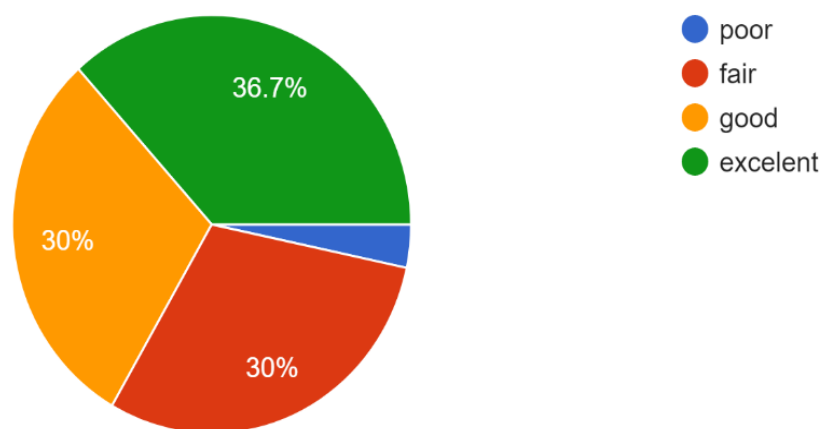
So, it seems this content has equal response but majority of the respondent are satisfied with the supervision of the supervisor but a quarter of respondent are not satisfied with the supervision. There must be some lack of good relation with their supervisor. Supervisor must pay equal attention to every subordinate for the employee satisfaction.

Figure- 4

This table show us the satisfaction of the employees about the relationship between supervisor and co-worker.

Relationship with your supervisor/co employee.

30 responses



In this figure we can see that 36.7% of the total respondent think that relationship between supervisor and co-worker is excellent. 30% think it is fair, 30% think its good and rest of the respondent think it is poor.

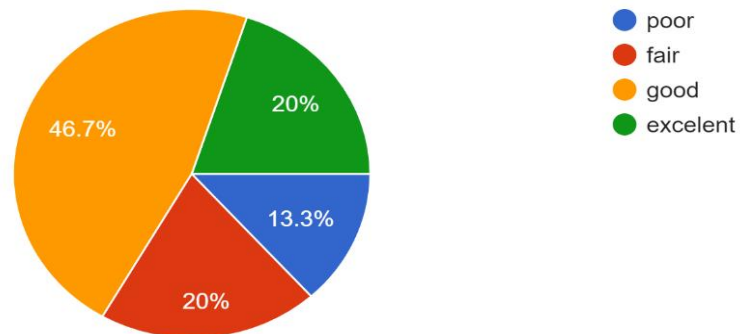
So, it seems that majority of the respondent are satisfied with the relationship with their supervisor and co-worker, 96.7% are satisfied. So overall observation we can see employee are satisfied.

Figure- 5

This table show us how satisfied the employees are with the evaluation and feedback regarding their performance.

Feedback and evaluation regarding your performance.

30 responses



In this figure it shows that 46.7 % of the total respondent think that evaluation and feedback of their performance is good. 20% think its fair, 20 % think its excellent and 13.3 % think its poor.

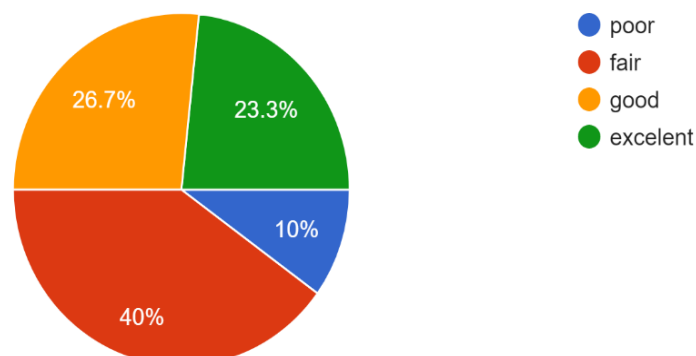
So, it seems that majority of the respondent are satisfied with the evaluation and feedback regarding their performance it shows 86.7 % are satisfied.

Figure- 6

This table shows us how satisfied the employees with the recognition by their supervisor for their accomplishment

Recognition by your supervisor for your accomplishment.

30 responses



In this figure we can see that 40 % of the total respondent thinks that recognition of the supervisor for their accomplishment is fair, 26.7 % think its good, 23.3 % think its excellent and 10 % of the respondent thinks its poor.

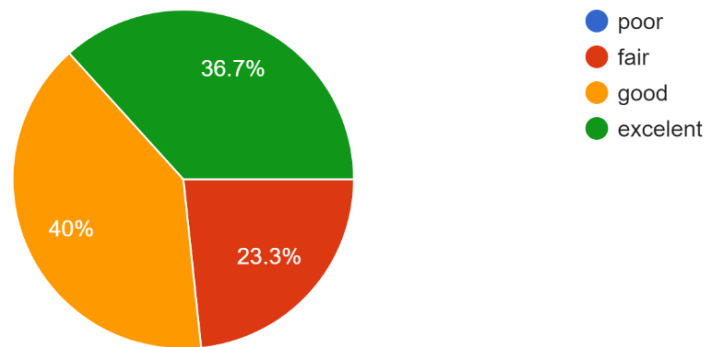
It seems that the majority of the employee are satisfied with the recognition by their supervisor for their accomplishment. 90 % of the employee are satisfied.

Figure- 7

This table shows how satisfied the respondent are with their rate of pay

Your rate of pay for your work.

30 responses



In this figure it shows that 40% of the total respondent think that their rate of pay for their work is good, 36.7 % thinks that it's excellent, 23.3% thinks that it's fair.

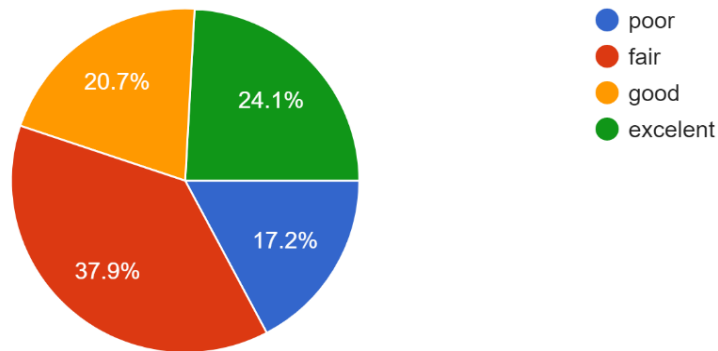
So, it seems that total respondents are satisfied with the rate of their pay for their work. No one is dissatisfied by the rate of their pay.

Figure- 8

This table shows that how satisfied the respondents are with the benefits they received from the organization

Benefits you receive (medical, insurance)Benefits you receive (medical, insurance)

29 responses



In this figure it shows that 37.9% of the total respondent thinks that the benefits they receive from the organization is fair, 24.1% thinks that its excellent, 20.7% thinks that its good and 17.2 % of the respondent thinks that its poor.

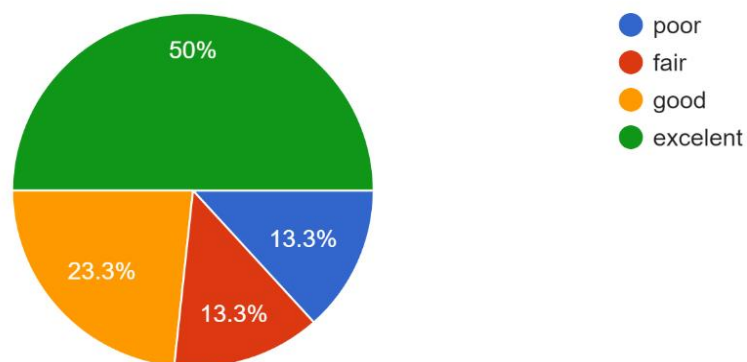
So, it seems that majority of the respondent are satisfied with the benefits they received from their organization. But few are not satisfied with the benefits they receive.

Figure- 9

This table shows that how satisfied the employees are with their work our flexibility.

Your work hour flexibility.

30 responses



In this figure it shows that 50 % of the total respondent thinks that their work hour flexibility is excellent, 23.3 % thinks that its good, 13.3 % thinks that it's fair, and rest of the 13. 3 % thinks that it's poor.

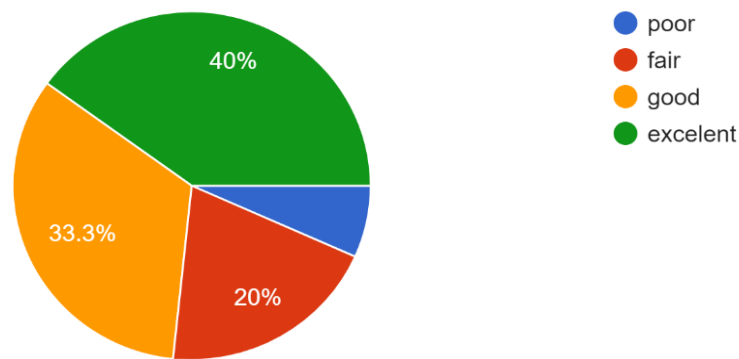
So, it seems that majority of the total respondent are satisfied with their work hour flexibility. Total 86.7 % are satisfied with their work hour flexibility.

Figure- 10

This table shows that how satisfied the employees are with the safety and security issue at their workplace.

Safety and security at your workplace.

30 responses



In this figure it shows that 40 % of the total respondents thinks that safety and security at their workplace is excellent, 33.3 % thinks that its good, 20 % thinks that its fair and rest of the respondent thinks that it's poor.

So it seems that majority of the respondent are satisfied with the safety and security at their workplace. 93% of the total respondent are satisfied with safety and security at their workplace.

5.2 Findings of the Study

There are some problems in the study and those are given below:

1. Supervisor's partiality among the employees in the organization. Some of the respondents think they are not well guided to carry out their duties.
2. Benefits are not satisfactory.
3. Lack of opportunities to share ideas about service.
4. Problem in work hour, as it is a garments factory work hour vary from different schedule.
5. Employee don't take responsibilities in a bad situation. One department blame another if anything goes wrong in the production.
6. Strong relative biasness in the organization is visible. Authority is biased with the relative's opinion in the workplace.

Chapter 6

Recommendations & Conclusion

6.1 Recommendations

Few recommendations are given bellow according to the problems of the study:

1. Supervisor must treat all the employee equally. Supervision towards all the employees must be fair and equal, there is no scope to give it more or less.
2. Benefits towards employee must be increase. In a garments factory any accident can happen any time. So, benefits like (medical, life insurance) should be increase.
3. Employees' of the organization should be empowered to take decisions and share their views in the organization.
4. Work hour should be well structured carefully to avoid work hour problems.
5. Try to increase the responsiveness among the employee to stop blaming each other.
6. Relative biasness must be reduced to prevent unwanted complications among employees.
7. Hire needed worker for reducing the unwanted work pressure in the organization.

6.2 Conclusion

In conclusion, I can say that, Human Resources department of AKH Group gives me a pleasure to learn the employee satisfaction properly. From this organization, I have learned practical knowledge about employee satisfaction on the basis of my research I can say that employee attitudes typically reflect the moral of the company. Satisfied employees are extremely important because they represent the company to the public.

So, AKH Group may develop some strategies that strengthen the work environment and employee morale and employee satisfaction to enhance employee performance and productivity, which ultimately results in high profits. Customer satisfaction as well as customer retention.

Since my temporary job program was coordinated to comprehend the dimension of occupation fulfilment, I needed to pick up the down to earth zone of duties and of accountabilities of the worker so I could associate with them to survey their perspectives about and relations with the association. I attempted best to ask the staffs straightforwardly and by implication to accumulate my data. Be that as it may. My undertaking was intended to comprehend the dimension of occupation fulfilment of the worker of AKH Group. For setting up this report I utilized essential and optional information. The goals of the report were comprehended dimension of occupation fulfilment of the workers of AKH Group. Along these lines, the exploration was intended to accomplish it. The past examinations on this issue for all intents and purposes and exactly discovered that activity fulfilment generally relies upon the quantity of interrelated segments, for example, work environment, absence of sexual orientation segregation, impartial promotion strategies. Notwithstanding contrasts in assessments made by the workers of the association on what the examination was led, what the investigation finds is that they are very fulfilled in their activity.

6.3 Appendices

Appendix-1

List of Abbreviation

RMG	Ready-made Garments
HR	Human Resource
HRM	Human Resource Management
SHRM	Strategic Human Resource Management
BGMEA	Bangladesh Garments Manufacturers and Export Association
BBA	Bachelor of Business Administration
FBE	Faculty of Business and Entrepreneurship
DIU	Daffodil International University

“Employee Job Satisfaction of AKH Group”

Dear Valued Respondents,

This is Sabbir Ahmed and currently studying in the department of Business Administration at Daffodil International University. I am conducting a survey on “Employee Job Satisfaction of AKH Group.” which will be used for my academic Internship purpose. Please read each question carefully and answer it based on your personal opinion. My heartiest thanks to you for spending your valuable time to complete this questionnaire. I truly appreciate your willingness to help in completing this survey.

	Poor	Fair	Good	Excellent
1 Availability of clear job description.	1	2	3	4
2 Sufficient training material and opportunities to allow you to perform your job well.	1	2	3	4
3 Availability of a supervisor to answer your question and to assist you to carry out your duties.	1	2	3	4
4 Relationship with your supervisor/co employee.	1	2	3	4
5 Feedback and evaluation regarding your performance.	1	2	3	4
6 Recognition by your supervisor for your accomplishment.	1	2	3	4
7 Your rate of pay for your work.	1	2	3	4
8 Benefits you receive (medical, insurance)	1	2	3	4
9 Your work hour flexibility.	1	2	3	4
10 Safety and security at your workplace	1	2	3	4

11 Your opinion/ any suggestion if needed.

6.4 References

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