

An Evaluation of the Job Satisfaction of Arrow Fabric (Pvt) Ltd.



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Submission Date: 26th December 2019

Letter of Transmittal

26th December 2019

To

Prof.Dr.Mohammad Masum Iqbal

Department of Business Administration

Daffodil International University

Subject: Submission of internship report entitled An Evaluation of the Job Satisfaction of Arrow Fabric (Pvt) Ltd

Dear Sir,

In Connection of my practical orientation in Arrow Fabric (Pvt) Ltd, I would like to submit my report to your perusal. I have prepared this report on the basis of my practical exposure at Arrow Fabric (Pvt) Ltd. It is great pleasure for me to present you this report under the head of “An Evaluation of the job satisfaction of Arrow Fabric (Pvt) Ltd”

I enjoy preparing this report, which enriches my partial knowledge of the theoretical concept. All of my efforts will be successful if the report can serve its purpose. I have tried my best to explain everything related with the report, I am always available for any queries regarding this report.

Sincerely Yours

Ashraf Ali

ID: 183-14-082

Program: MBA

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Student's Declaration

As a partial fulfillment of the requirement of the MBA program. I do hereby declare that the internship report titled “**An Evaluation of the Job Satisfaction of Arrow Fabric (Pvt) Ltd**” embodies the result of my own effort after the end of three month work at Arrow Fabric (Pvt) Ltd Studied the Supervisor of Proof.Dr.Mohammad Masum Iqbal, Department of the Business Administration, Daffodil International University.

Sincerely Yours

Ashraf Ali

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Program: MBA

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Certificate of Approval



This is to certify that **Ashraf Ali**, a student of Masters of Business Administration, ID No:**183-14-082**, has successfully completed his internship the report entitled An Evaluation of the Job Satisfaction of Arrow Fabric (Pvt) Ltd.

The report is recommended for submission,

Supervisor

.....

Prof.Dr. Mohammad Masum Iqbal

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

Acknowledgement

At first we would like to express our gratefulness to Almighty Allah. Then, I would like to convey our gratitude to Arrow Fabric (Pvt) Ltd, where I have complete my required internship program as a course curriculum to be eligible to prepare this project. The experience gathered from the Arrow Fabric (Pvt) Ltd, truly has amplified my level of competency during my learning period. I would like to heartfelt thanks. Dr. Abdur Rouf, (coordinator) Masters of Business Administration (MBA) for helping me to take the right decision at the right time and continuous encouragement on the topic. Special thanks to My supervisor Dr.Mohammad Masum Iqbal, Faculty of Business Administration for providing us the valuable suggestions and guidelines to make this report from the very beginning to the end with a friendly behavior. I would like to express thanks MD. Karuk Ahmed (Deputy General Manager of Arrow Fabric (Pvt) Ltd).

Executive Summary

The internship report entitled An Evaluation of Job Satisfaction of Arrow Fabric (Pvt) Ltd. The Study has been carried out with some objective is to explain Job Satisfaction, an measure employees Job Satisfaction System, to identify the employee's job satisfaction, and to make recommendations how can improve employee's job satisfaction of Arrow Fabric (Pvt) Ltd. This report methodology, this was collected from Arrow Fabric (Pvt Ltd Employees. This data collected method is face to face interview, using formal questionnaire. Interview is conducted on the manager and employees of the organization for insights and clarification. Information was also collected informal discussion with the survey on overall employees. And secondary data collected from relevant journals and various publications of Arrow Fabric (Pvt) Ltd.

Job Satisfaction, as the name of suggests, is the feelings of contentment or sense of accomplishment, which an employee derives for a job. It is a result of appraisal that causes one to attain their job values or meet out of the basic needs. Job satisfaction helps employees. If the employees are motivated that time employees are work properly, and they were try to sustain a long time in the organization. That time day by day increase organization productivity. This study is arrow fabric (Pvt) Ltd. The studies discusses how can measure employees job satisfaction and employees Dissatisfaction causes and how can improve this reason.

This study finds some problem of Arrow Fabric Employers and Employees. This Organization has limited Career growth, Lack of interest to Employers, Poor Management, Unsupportive Boss, Lack of Meaningful work, on time salary are not provide and work and life balance, etc. This problem to come back Arrow Fabric (Pvt) Ltd that why I have some recommendation. This recommendation for Employees job satisfaction. This recommendation is keep the organization employees and reduce employees' turnover. Arrow Fabric (Pvt) Ltd has increase there internal capacity. An organization boss and employee's has to be friendly and helpful. They have to use properly practice HR.

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Chapter: 01

INTRODUCTION

1. Introduction

HRM now a day is a booming sector in almost every organization of our country. Almost every organization is coming up with a plan to establish human resource management sector in their organizations. HRM helps a firm to control and manage their human resources properly. Job satisfaction of the employee's it's most important part of HR department. The main target of my internship report is to find out and explain elaborately the employee job satisfaction of Arrow Fabric (pvt) Ltd.

1.2 Background of the Study

To the journey of MBA program, Internship is an essential requirement for the student's who are graduating program under Daffodil international university.

In these 3 months of Internship program, I have worked in an organization named "Arrow Fabric (Pvt) Ltd" for 3months. Within this time I learned how to do the departments work with the help of the internal employees of the Organization. Meanwhile, I have decided to write a report on "Evaluation of the Job Satisfaction of Arrow Fabric (Pvt) Ltd."

Within these three months of work experience with Arrow Fabric (Pvt) Ltd. on this internship program, I was mainly worked under the Human Resource Department of Arrow Fabric (Pvt) Ltd. This department is a very important unit of Arrow Fabric (Pvt) Ltd.

1.3 Scope of the Study

In my report, I have worked on the employee's job satisfaction of the Arrow Fabric (Pvt) ltd. I give the quick discussion of the Arrow Fabric (Pvt) ltd. It has been given to an explanation of operation and activities. So the scope of the study based on knowledge and organization. In this time I have also try to identify the survey on organizational employee's job satisfaction.

1.4. Objective of Study

The study has been carried out with the following objectives.

- To explain job satisfaction;
- To measure employees' job satisfaction of Arrow fabric (Pvt) Ltd;
- To identify the problems related to employees' satisfaction of Arrow Fabric (Pvt) Ltd;
- To make recommendations to improve job satisfaction of Arrow Fabric (Pvt) Ltd;

1.5 Methodology of Study

Primary Data

Primary data was collected from the face to face interview. The formal questionnaire is used in order to collect data from the employees. Interviews are conducted on the managers and employees of the organization for insights and clarification. Information was also collected through informal discussions with a survey on overall employees.

Secondary Data

In the case of secondary data, I used relevant journals and various publications of Arrow Fabric (Pvt) Ltd. I have also collected data from the Arrow Fabric (Pvt) Ltd- employees, web site, and internet. For the organization part information has been collected from websites of Arrow Fabric (Pvt) Ltd.

1.6 Limitations of the study.

In the 3 months of my internship period I faced the problems that are given below which could be termed as the limitation.

The time which was given for ready the report was too short. The respondents were the major problem that may arise many confusions regarding verification of conceptual a question. As my sample size was 20 it was difficult to draw a conclusion. While collecting data on Arrow Fabric (Pvt) Ltd, did not disclose much data for sake of the privacy of the company.

Chapter: 02

**Overview of the Arrow Fabric (Pvt)
Ltd.**

2.1 History of Arrow Fabric (Pvt) Ltd:

The following report is prepared on “Arrow Fabric (Pvt) Ltd” Which is the Indian invested garments and it’s the second largest factory among in the Karnaphuli EPZ.

Arrow Fabric (Pvt) Ltd is a 100% export oriented garments manufacturing industry. It has started commercial production in 2001. It is a private limited company and it is “A” category company that means there are 100% foreign investors. It is located in Karanophuli EPZ known as KEPZ, Bangladesh. **Masuda Begum** is the Chairman of this company. He is a well experienced business personnel and industrialist. He has the vast marketing experience and for exploring the export business he had the opportunity to travel all over the world and established a good business relationship with the overseas Buyers.

Arrow Fabric (Pvt) Ltd. Ltd. is one of the foremost manufactures of the garment industry in this country. Arrow Fabric (Pvt) Ltd is a 100% export oriented garments manufacturer. To maintain world-class quality garments Arrow Fabric concentrates on the following factors.

Quality of the input: Arrow Fabric always maintain the quality, so always input quality materials such as fabrics, accessories, etc.

Quality of sewing: Arrow Fabric manufacturing the quality Garments.

Quality of sewing thread: Arrow Fabric always using Branded sewing thread.

Quality of washing: Washing is the part of Garments, so Arrow Fabric always take care of washing.

Quality of packing: Without good packing Garments looks not fine, so Arrow Fabric specially take care of packing.

Quality of Finishing: Arrow Fabric always maintains a quality for finishing.

2.2 Vision:

Our Vision is to become a transformative vehicle in our world, Creating a positive impact on society.

“We believe in business as a force for good”

2.3 Mission:

Our Mission is to create an ethical, sustainable and eco-efficient textile and apparel.

2.4 Values:

As a company policy, we believe in living and practicing. Values – honesty, integrity and human dignity, besides ethical the approach in engagements with all connected stakeholders; customers, suppliers, employees.

2.5 Products of Arrow Fabric (pvt) Ltd:

Arrow Fabric (Pvt) has lots of product. They are product is

- ✓ Denim and Non Denim Fabrics
- ✓ Shirting Fabrics
 1. Printed Linens
 2. Suiting Prints
 3. Dyed Shirting Fabrics
- ✓ Printed Fabrics
 1. Polyester Print Fabric
 2. Chadri Voile
 3. Sarongs

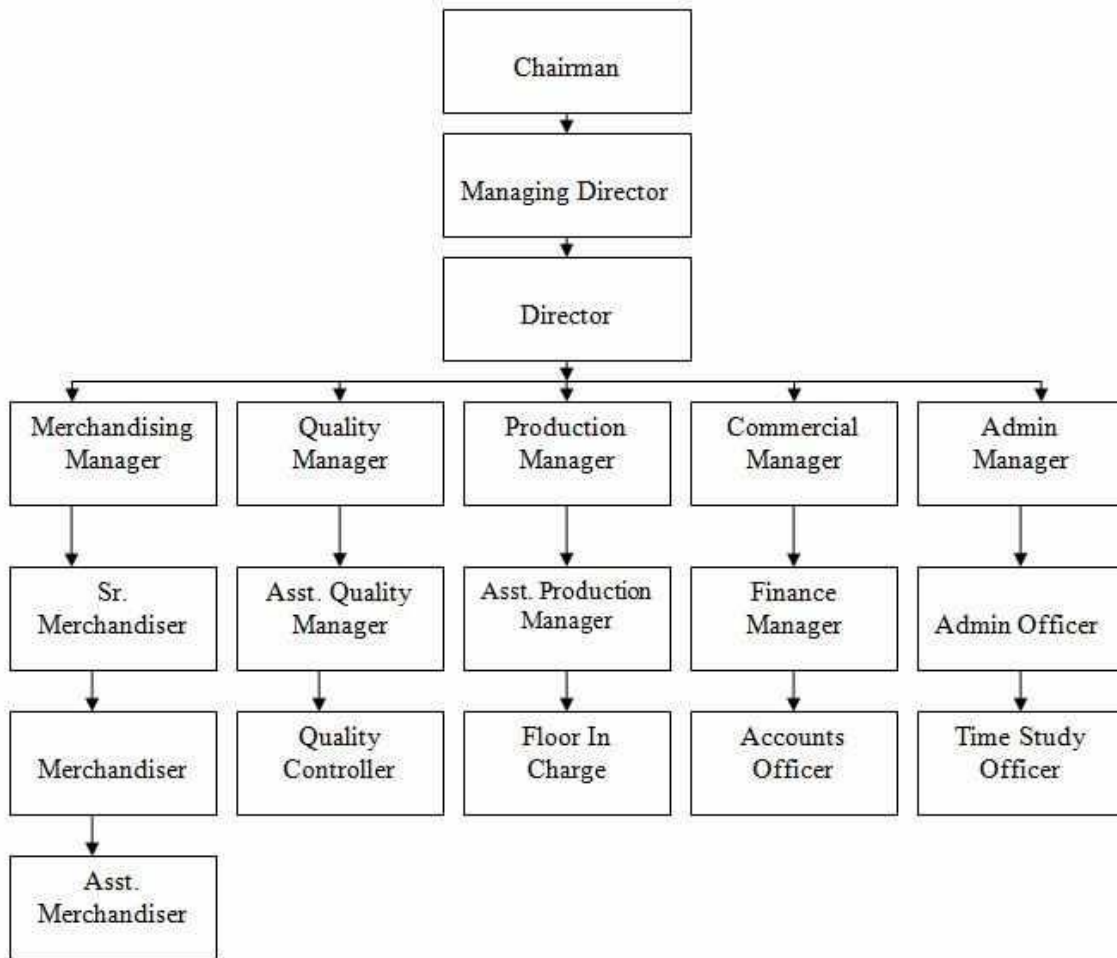
4. Scarfs

5. Polyester Dyed Fabrics

6. Cotton Prints

7. Cotton Dyed

2.7 Management and Organizational Structure.



Chapter: 03

Job Satisfaction of Arrow Fabric (Pvt) Ltd.

3.1 Human Resource Management:

The purpose of human resource management is to develop the productivity of the organization by controlling the efficiency of the employees. This is not like to adjust any despite on the ever-growing pace to adjust in the business world.

Edward L. Gubman observed in the Journal of Business Strategy, "The basic mission of human resources will always be to acquire, develop, and retain talent; align the workforce with the business; and be an excellent contributor to the business and those three challenges will never change."

3.2 Definition of Job Satisfaction:

Job Satisfaction is Defined as the extent to which the employees feels self-motivation, content and satisfied with job. The job satisfaction happens when an employee feels is having job stability, career growth and comfortable work life balance. This implies that the employees are having satisfaction at job as work meets the expectations of the individual.

3.3 Importance of Job Satisfaction:

A satisfied employee is always important for an organization as the employee aims to deliver the best of their capability. Every employee wants a strong career growth and work life balance at workplace. If the employee feel happy their organization and work, they look to give back to the organization with all their effort. Importance of the job satisfaction can be from two perspective.

i.e. from employee and employer perspective

For Employee: The job Satisfaction for an employee perspective is to earn a good gross salary, have job stability, have a steady career, get reward and recognition and constantly have an new opportunities.

For Employer: For an employer, job satisfaction for an employee is an aspect to get the best out of them. A satisfied employee always contributes more to the company, helps to control attrition and helps the organization grow. An employer needs to ensure a good job satisfaction to attract employees and constantly give opportunities to individuals to learn and grow.

3.4 To measure job satisfaction system of Arrow fabric (Pvt) Ltd.

These Approaches is measuring the employees of job satisfaction.

1. Single Global Rating.
2. Summation Score.
3. Job Diagnostic Survey.
4. Job Satisfaction Index.
5. Job Satisfaction Survey.
6. Minnesota Satisfaction Questionnaire.
7. Job Satisfaction Relative to Expectations.
8. Global Job Satisfaction

3.5 To identify the problem related to employee satisfaction of Arrow Fabric (Pvt) Ltd.

Job dissatisfaction refers to unhappy or negative feelings about work or the work environment.

Causes of Job Dissatisfaction of Arrow Fabric (Pvt) Ltd

- ✓ Limited career growth.
- ✓ Lack of interest.
- ✓ Poor management.
- ✓ Unsupportive boss.
- ✓ Lack of meaningful work.
- ✓ Work and life balance.

The effects of low job satisfaction can be far-reaching and this issue is of concern for Arrow Fabric (Pvt) Ltd.

1. Limited career growth:

Arrow Fabric (Pvt) Ltd has no opportunity to climb the ladder and grow the career is another area that can foster dissatisfaction with a position. That why employee are not motivated.

2. Lack of interest:

When employees are dissatisfied that time employees working interest consistently reduce. A lack of interest in work is another reason why employees are unhappy

3. Poor management:

The management team plays an important role in an organization. Managers are responsible for motivating employees, planning, organizing, and controlling within the organization.

4. Unsupportive boss:

At the present time in the organization boss are not supportive that time employees are facing lots of problem but they are not share with his or her boss. Because boss are not supportive.

5. Lack of meaningful work:

The lack of meaningful work plays a big part in job dissatisfaction. Employees lose interest in work that offers no challenge. Opportunities for growth or incentives for meaningful work

6. Work and life Balance:

Companies that fail to recognize the need for employees to maintain a healthy life and work balance are ultimately affecting their productivity levels. Even if a company can't offer salary increases.

.3.6 To make recommendation to improve job satisfaction of Arrow Fabric (Pvt) Ltd.

The recommendation of Improve job satisfaction of Arrow Fabric (Pvt) Ltd.

1. Recognize good work
2. Keep communication constant
3. Offer opportunities for learning
4. Measure engagement frequently
5. Foster relationships at work
6. Provide a clear career path
7. Empower Employees

1. Recognize good work:

Recognizing your employees is one of the easiest and cheapest ways to increase job satisfaction. The only thing it requires of you is to be more mindful of what's going on around you. Going back to what we mentioned earlier, increasing your emotional intelligence

2. Communicate more:

Remember, there's no such thing as too much communication. Also, lack of communication is the source of a lot of frustration in the workplace. What this means for you, is that you should be communicating more than you think you should.

3. Offer opportunities for learning:

Personal growth is arguably the most important aspect of employee engagement. When employees stop learning, they plateau and get bored, eventually looking elsewhere for stimulation.

4. Measure engagement frequently:

Showing employees that you genuinely care about their engagement levels at work is a great way to increase job satisfaction. Whether you use pulse surveys, ENPS, or another employee survey solution, the key is to do it frequently.

5. Foster relationships at work:

You can't force friendships at work, but what you can do is create the environment for those connections to happen. By organizing activities like team lunches, group projects, or happy hours, you're helping to create those opportunities for connections.

6. Provide a clear career path:

A powerful way to increase job satisfaction is to give employees something to look forward to in the future. Helping employees plan for the long term shows them that you're committed to their success and you're willing to invest in them in the long term.

Chapter: 04

Findings of the survey

In Arrow Fabric (Pvt) Ltd I was working at Human Resource Department. In my internship, I survey on employees Job Satisfaction of Arrow Fabric (Pvt) Ltd.

The findings from each question are given below with Results:

Question no: 4.1

Are you satisfies with your regular assigned activities?

Satisfaction	Frequency	Percentage
Strongly Disagree	3	15%
Disagree	4	20%
Neutral	11	55%
Agree	2	10%
Strongly Agree	0	0%
Total	20	100%

Result:

At Arrow Fabric (Pvt) Ltd, there were 20 employees in the Factory. From the given question whether they satisfied with the regular assigned activities which are- None of them strongly agreed & Strongly Disagreed. From the scale Disagree to Agree; 30% disagreed with the statement, 45% were neutral & 25% agreed with the statement.

Question: 4.2

Do you feel that team spirit exists in your work environment?

Satisfaction	Frequency	Percentage
Strongly Disagree	2	10%
Disagree	4	20%
Neutral	13	65%
Agree	1	5%
Strongly Agree	0	0%
Total	20	100%

Result:

From the given question whether there is team spirit in the work environment replies are – None of them was strongly agreed & 10% strongly disagreed. From the scale Disagree to Agree; 20% disagreed with the statement, 65% were neutral & 5% agreed with the statement.

Question: 4.3

Does your work give you a feeling of personal accomplishment?

Satisfaction	Frequency	Percentage
Strongly Disagree	2	10%
Disagree	4	20%
Neutral	8	40%
Agree	5	25%
Strongly Agree	1	5%
Total	20	100%

Result:

From the given question how the work gives them a feeling of personal accomplishment these are –5% strongly agreed & 10% of them strongly disagreed. From the scale Disagree to Agree; 20% disagreed with the statement, 40% were neutral & 25% agreed with the statement.

Question: 4.4

Do you receive appropriate recognition for your contributions?

Satisfaction	Frequency	Percentage
Strongly Disagree	3	10%
Disagree	9	40%
Neutral	6	40%
Agree	2	25%
Strongly Agree	0	5%
Total	20	100%

Result:

From the given question how they receive appropriate recognition for their contributions – Neither of them strongly agreed & 10% of them strongly disagreed. From the scale Disagree to Agree; 40% disagreed with the statement, 30% were neutral & 20% agreed with the statement.

Question: 4.5

Does the employee empowerment influence the quality of your work?

Satisfaction	Frequency	Percentage
Strongly Disagree	0	0%
Disagree	1	5%
Neutral	17	85%
Agree	2	10%
Strongly Agree	0	0%
Total	20	100%

Result:

From the given question how they receive appropriate recognition for their contributions – None of them strongly disagreed & strongly agreed. From the scale Disagree to Agree; 5% disagreed with the statement, 85% were neutral & 10% agreed with the statement.

Question: 4.6

Are you satisfied with the ability to maintain a balance between family and work life?

Satisfaction	Frequency	Percentage
Strongly Disagree	0	0%
Disagree	2	10%
Neutral	6	30%
Agree	12	10%
Strongly Agree	0	0%
Total	20	100%

Result:

From the given question how they satisfied with the ability to maintain a balance between family and work life– Neither of them was Strongly Disagree & Strongly Agree. From the scale Disagree to Agree; 10% disagreed with the statement, 30% were neutral & 60% were agreed with the statement.

Question: 4.7

Are you satisfied with the overall job security?

Satisfaction	Frequency	Percentage
Strongly Disagree	0	0%
Disagree	2	10%
Neutral	14	70%
Agree	4	20%
Strongly Agree	0	0%
Total	20	100%

Result:

From the given question how they satisfied with the overall job security – Neither of them was strongly disagreed & strongly agreed. From the scale Disagree to Agree; 10% disagreed with the statement, 70% were neutral & 20% agreed with the statement.

Question: 4.8

Do you receive informal praise and appreciation from your supervisor?

Satisfaction	Frequency	Percentage
Strongly Disagree	0	0%
Disagree	2	5%
Neutral	17	85%
Agree	2	10%
Strongly Agree	0	0%
Total	20	100%

Result:

From the given question how they receive informal praise and appreciation from your supervisor – Neither of them was strongly disagreeing & strongly agrees. From the scale Disagree to Agree; 5% disagreed with the statement, 85% were neutral & 10% agreed with the statement.

Question: 4.9

Does your manager motivate you?

Satisfaction	Frequency	Percentage
Strongly Disagree	0	0%
Disagree	0	0%
Neutral	4	20%
Agree	13	65%
Strongly Agree	3	15%
Total	20	100%

Result:

From the given question how their manager motivates them – Neither of them was strongly disagreeing & disagrees. From the scale Neutral to Agree, 20% were neutral & 65% were agreed and 15% strongly agreed with the statement.

Question: 4.10

Do you think there is any kind of gender discrimination in your organization?

Satisfaction	Frequency	Percentage
Strongly Disagree	3	15%
Disagree	4	20%
Neutral	8	40%
Agree	3	15%
Strongly Agree	2	10%
Total	20	100%

Result:

From the given question if gender discrimination exists in the organization –3 them strongly disagreed which is 15% & 4 of them disagreed which is 20%. From the scale Neutral to Agree, 8 persons were neutral which is 40%, & 3 persons were agreed which is 15% and 2 were strongly agreed with the statement which is 10%.

Chapter: 5

Problems and Recommendation

5.1 Problems Identified:

Arrow Fabric (Pvt) Ltd has some problems identified. These problems are_

1. Arrow Fabric (Pvt) Ltd has a major problem with employees' limited career growth. It's the major problem for the company that's why employees are not satisfied and they are move out from the organization for the better career.
2. The company's another problem is employee's lack of interest. When employees are not happy that time employee's work interest reduce. They are not work properly. So organization should be take care how can employee's are and increase there interest.
3. Top level management activities are poor that's why employees are not motivated. Top level managers have to be responsible for motivation, planning, organizing, and controlling. But Top level Manager is not friendly and supportive. That's why employees are dissatisfied.
4. The employees' are doing extra and meaningful work for the organization. But organizations are not providing performance bonus, incentive, and reward for the employee's. That's why employees are dissatisfied. For this types of work organizations have to be for provide performance bonus, incentive, and reward to the organization.
5. The working environment is not conducive for balancing work and life. That's why employees are not satisfied. If the employee's are not satisfied that's why employees working productivity reduce. So an organizations top level manager has to be motivated to the employees for the increase employee's productivity.
6. They are not providing on time Salary to the Employees. That's why employees are not happy. Because employees' are not meet there needs on time. So keep the employees an organization has to be providing on time salary. Otherwise employees are move out from the organization.

5.2 Recommendations:

The following recommendation have been made to improve to job satisfaction

These recommendation are_

1. The company should increase their internal capacity to give more space to their employee to do work freely.
2. The openness off all employees to the manager should be practiced more.
3. They have HR practice only in the head office. There is no HR practice in the organization. so they should introduce HR practice in the organization.
4. The authority might upgrade the software and make it a little faster.
5. To survey overall job satisfaction of the employees I found employees are not satisfied with the recognition which they are contributed to the organization and they are not also enough satisfied with the salary.
6. As an intern I worked in Human Resource Department, there are other departments too, so I think during the time period of 3 months, they should give a chance every intern to works in every department.

Conclusion:

Arrow Fabric (pvt) Ltd always tries to give their customers best Quality and Service based on their needs. This RMG Sector is contributing to the national economy. It provides a good impact towards the social improvement of the country. It has gained a good profit and declared as a good premium since years. It provides best quality customer facilities through the integration. It also used latest system and new equipment which the garments can get success. Arrow fabric (pvt) Ltd is 100% maintain there quality. Garments sector is one of best and important sector of Bangladesh. Arrow Fabric one of them. Arrow fabric limited also try to satisfied they are Customers need. Because International market they have good will. That's why they are try to keep this good will and try to increase Buyer satisfaction.

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