

# **“An Evaluation of the Job Satisfaction of Nelima Group”**



**Date of Submission: 21st December, 2019**



**“An Evaluation of the Job Satisfaction of Nelima Group”**

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**Date of Submission: 21<sup>st</sup> December, 2019**

## Letter of Transmittal

Date: 21<sup>st</sup> December 2019

To: Dr. Mohammed Masum Iqbal

Professor

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

**Subject: ‘An Evaluation of the Job Satisfaction of Nelima Group’**

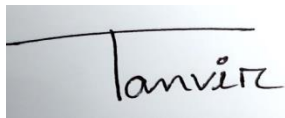
Dear Sir,

I have prepared my internship report on the topic of “An Evaluation of the Job Satisfaction of Nelima Group” under your kind supervision as a requirement of completing the degree of MBA program. I have tried my best to prepare the report in consistence with the optimal standard under our valuable direction.

I made every effort to reveal greater insight in this report. I hope that this will meet the standard of your judgment.

Thanks you for your kind supervision.

Sincerely yours



.....  
Tanvir Islam

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Program: MBA

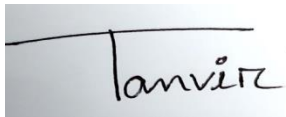
Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

## Student's Declaration

I, the undersigned, hereby declare that the Internship Report on “An Evaluation of the Job Satisfaction of Nelima Group” has been prepared by me under the guidance of Dr. Mohammed Masum Iqbal, Professor, Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University as a requirement for the accomplishment of MBA degree from Faculty of Business & Entrepreneurship, Daffodil International University. It is also declared that, this report has been prepared for academic purpose only and has not been/will not be submitted elsewhere for any other purpose.



.....

Tanvir Islam

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Program: MBA

Department of Business Administration

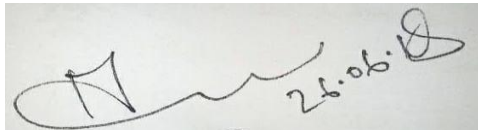
Faculty of Business and Entrepreneurship

Daffodil International University

## Certificate of Supervisor

This is to certify that Tanvir Islam, a student of MBA Program, Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University, has prepared the Internship Report entitled An Evaluation of the Job Satisfaction of Nelima Group as a requirement of Master of Business Administration (MBA) degree. The report is recommended for submission.

I wish his all success in life.



.....  
**(Dr. Mohammed Masum Iqbal)**

Professor

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

## **Acknowledgement**

In the context of rapidly changing global scenario the importance of practical knowledge can no longer be ignored. In this view Department of Business Administration, Daffodil International University always encourages the students for improving their skills and efficiency. I am in a learning process. Hence, whatever is the yield, this internship report undoubtedly enriched my learning with a lot of potential knowledge not available in the traditional education system. Thus, I express my humble gratitude and thanks to my honorable internship Supervisor Dr. Mohammed Masum Iqbal, Professor, Department of Business Administration, FBE for his co-operative approach that enabled me to taste such an outstanding experience.

I express my sincere to the person I meet who helped me a lot by providing valuable information along with enough articles and theory while preparing this internship report. I believe that this report will be helpful for the next students who are going to prosecute further research in this important field. Last of all I express my gratefulness to all mighty Allah, without whose will and help nothing would be possible in this world.

## **Executive Summary**

Employee satisfaction or job satisfaction is, quite simply, how content or satisfied employees are with their jobs. Employee satisfaction is typically measured using an employee satisfaction survey. Factors that influence employee satisfaction addressed in these surveys might include compensation, workload, perceptions of management, flexibility, teamwork, resources, etc.

These things are all important to companies who want to keep their employees happy and reduce turnover, but employee satisfaction is only a part of the overall solution. In fact, for some organizations, satisfied employees are people the organization might be better off without. Satisfaction doesn't mean high performance or engagement. HR ideas and strategies focused on how to improve employee satisfaction oftentimes have results that demoralize high performers.

Employee satisfaction and employee engagement are similar concepts on the surface, and many people use these terms interchangeably. The importance of knowing the difference between satisfaction and engagement is critical for an organization to make strategic decisions to create a culture of engagement. Employee satisfaction covers the basic concerns and needs of employees. It is a good starting point, but it usually stops short of what really matters.

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# **Chapter 1**

## **Introduction**

## **1.1 Introduction**

Positive attitude of the job place it is called job satisfaction. The human resources should be take advantage of the maximum possible extent, in order to achieve individual and organizational goals. When a person feel nervousness, worry upset, tension that time focus a negative attitude of job place. Performance is the vital rule of employee's motivation and job satisfaction. Job satisfaction evaluate the own performance, own attitudes, along with the work group. Employees are more likely to be satisfied resident.

## **1.2 Origin of the Study**

The MBA program of our University is designed with an excellent combination of theoretical and practical aspects. Internship provides the students to link up their theoretical knowledge into practical fields. After the completion of our course requirement for us to join with organizations where we are assigned to one or more task to get three months practical experience. During this program, our honorable supervisor guide us to properly complete our internship. To complete my MBA program, I was assigned to Nilema Group.

## **1.3 Rationale of the Study**

Internship program is a mandatory program for all students of MBA under private University. Practical orientation is a positive development in professional area. Recognizing the importance of practical experience, Department of Business Administration has introduced a three months practical exposure as a part of the curriculum of master Business Administration. Internship Program is a mandatory program for all students of M.B.A under Private University. Practical orientation is a positive development in professional area. Recognizing the importance of practical experience, Department of Business Administration has introduced a three months practical exposure as a part of the curriculum of Master of Business Administration.

For the completion of this internship program I have chosen a organization named "Nilema Group" and my internship report is based on "Measurement of Employee Job Satisfaction of Nilema Group". I have prepared this report under Our Honorable Faculty, Department of Business Administration, and DIU.

## **1.4 Objectives of the Study**

The study has been carried out with the following objectives;

- a) To explain job satisfaction;
- b) To measure job satisfaction of Nilema group;
- c) To identify problems related to job satisfaction of Nelima group if any;
- d) To make recommendations to improve job satisfaction of Nelima group;

## **1.5 Methodology of the Study**

In order to make an extensive and informative project report very ordinary methodology has been used. The method is using some questionnaires for collecting the basic information the primary data from both the HR executive and some faithful worker. The secondary data collected the other sources. Those data information were collected from various source, such as primary and secondary which is showed below:

Primary source of Data:

- Conversation with the officer and staffs
- Informal conversation with the clients
- Observing various organizational procedures

Secondary sources of Data:

- Annual report of organization
- Information about the organization from their company profile
- Web sites of Nilema Group

## **1.6 Data Analysis Technique**

### **a. Measuring Quantitative Data**

Quantitative analysis methods rely on the ability to accurately count and interpret data based on hard facts.

## **b. Measuring Qualitative Data**

Unlike quantitative data, qualitative information requires moving away from pure statistics and toward more subjective approaches and extract useful data by employing different data analysis techniques depending on demands. Our final two techniques focus on qualitative data.

### **1.7 Limitations of the Study**

There are some limitations in my study. I faced some problems during the study, which are given below:

- **Lack of time:** The time period for the study was very short. I get short time for preparing a report, which was not very much sufficient.
- **Fear to give data:** Some of the respondents were afraid of providing information freely and some showed less interest in such assignment.
- **Lack of Knowledge:** Some employees do not have proper knowledge about whole information of the organization.
- Sufficient records, publications, facts and figures are not available
- Another limitation of the report is “bank policy” of not disclosing some data and information for obvious reason which could be very much useful.

# **Chapter 2:**

## **Organizational Overview**

## 2.1 Introduction

Buying House that means readymade garments sector possession is the large business field. Day by day this business increasing the whole world. This sector position is the second highest in the world; because of high low both types of quality product with a competitive price from the other country. Mainly two types of buying house one is liaison office another is trading office.

## 2.2 General Activities of Buying House



Figure 2: General activities of a buying house.

## 2.3 History of Nilema Group

Nilema Group provides one-stop services for a wide range of production for men, women and kids as well as a wide range of fabrics including knit , woven and sweaters.

The product range include T-shirt, polo shirt, tank tops, sweat pants, jogging suits, skirts, trousers, shorts, shirts, blouses and sweater.

### Member

BGMEA- Bangladesh Garments Manufacturer and Exporters Association

NASCIB- National Association of Small and Cottage Industries of Bangladesh

### Legal Identity :

- TRADE LICENCE : 0829333
- TIN NO : 087-1114644
- EXPORT LICENCE NO :
- RESISTRATION NO : 0102518
- RIB : 42902
- NO. T.O : 190/18 1984-85

### Product

Nilema Group provides one-stop services for a wide range of products for men, women and kids as well as a wide range of fabrics including knit, woven and sweaters.

The product range includes T-shirts, polo shirts, tank tops, sweat pants, jogging suits, skirts, trousers, shorts, shirts, blouses, underwear & sweater.

- Sourcing Factories
- Design & Pattern
- Sample Development
- Factory Evaluation
- Accessories Development
- Shipment over/cancelled garments stock sourcing



## 2.4 Board of Directors

<b>BOARD OF DIRECTORS</b>	
Nilema Islam Mullah	Chairman and Managing Director
Anitur Rahim Bappy	Director
<b>MANAGEMENT TEAM</b>	
Imran Husain	Chief Executive Officer
Sardar Ahmed Khan	Chief Operating Officer
Kamal Hossain	Chief Financial Officer
<b>Company Secretary</b>	
Md. Rasel, FCS	

## **2.5 Mission**

“To maximize profit while creating an environment in which we can provide the best value and the best services to our customers, while developing ourselves to our maximum potential in a pleasant, clean and professional atmosphere”

## **2.6 Vision**

Create a wide range of opportunities through constant business innovation and quality practices which would help in the upliftment of various strata of society

## **2.7 Motto**

“We aim to achieve customer delight through innovation and thoughtfulness in everything we build.”

# **Chapter 3:**

## **Theoretical Framework**

### **3.1. Introduction**

The feeling is very much attached with elements such as behavioral purpose and attitude which can help managers to understand employee relations to their jobs and to forecast the effect on future behavior. Job satisfaction means the company different types of facilities of the employee such as pay, promotion, working condition, good environment, team work, provident fund facilities, good relation between employees and managers.

### **3.2 Employee Job Satisfaction**

AT the area of operational research are greatly over looked in the country's hospital of systems, low salaries, limited promotions, few paths, restricted research choice General Job satisfaction means better quality of life, better health (both mental and physical) mirror job stability and probable greater co-cooperativeness. The fast steps toward improving job satisfaction are determining its causes and correlates. Compared job satisfaction with the river system stated that "the picture we present resembles the path of a major river system in which rain falls on the terrain throughout the river basin and dissolves particles of soil and rock, a process that corresponds to the actual events the person experience".

### **3.3 Background Information of Employee Job Satisfaction**

The idea of job satisfaction of the employee is not new it is the result of an interaction between the person and his environment. In 1939, Roethlisberger and Dickson wrote that workers attitude towards objective in the work environment can be referred the relation between and organism and its physical environment likert (1961) observed "The subordinated reaction to the supervisory act as perceived by the subordinates" Rosen and Rosedin (1955) view job satisfaction as on consequence of discrepancy between percept's and value standards.

### **3.4 Specific aspects of the Job**

Job contents, working conditions co-workers, job status, wage, salary, supervisory, promotion job security, communication, organization structure and limit, management and work schedule, rewards and recognition.

- ✦ Pay
- ✦ The work itself
- ✦ Promotion opportunities
- ✦ Supervision
- ✦ Co-worker

### 3.5 Outcomes of Job Satisfaction

Among some analyst regarding job satisfaction Fred Luthans is mostly famous. For our purposes, job satisfaction will be defined as the amount of overall positive affects that individuals have toward their jobs. When we say that an individual has high job satisfaction, we mean that individual generally and feel positively toward it.

### 3.6 Factors affecting Job Satisfaction

**The Work itself:** Along with plays a determining how satisfied employees their jobs. Employees want to their job is challenging, they do not want their job is middles of the organization.

Two types of influence job satisfaction are-

1. Variety and control over work method
2. Work pace

**Promotion:** Promotion take number of different forms and have a variety of accompanying rewards. Promotion opportunities have a moderate impact on job satisfaction. A promotion which is the higher level change in organization positively changes in supervision, job content and pay.

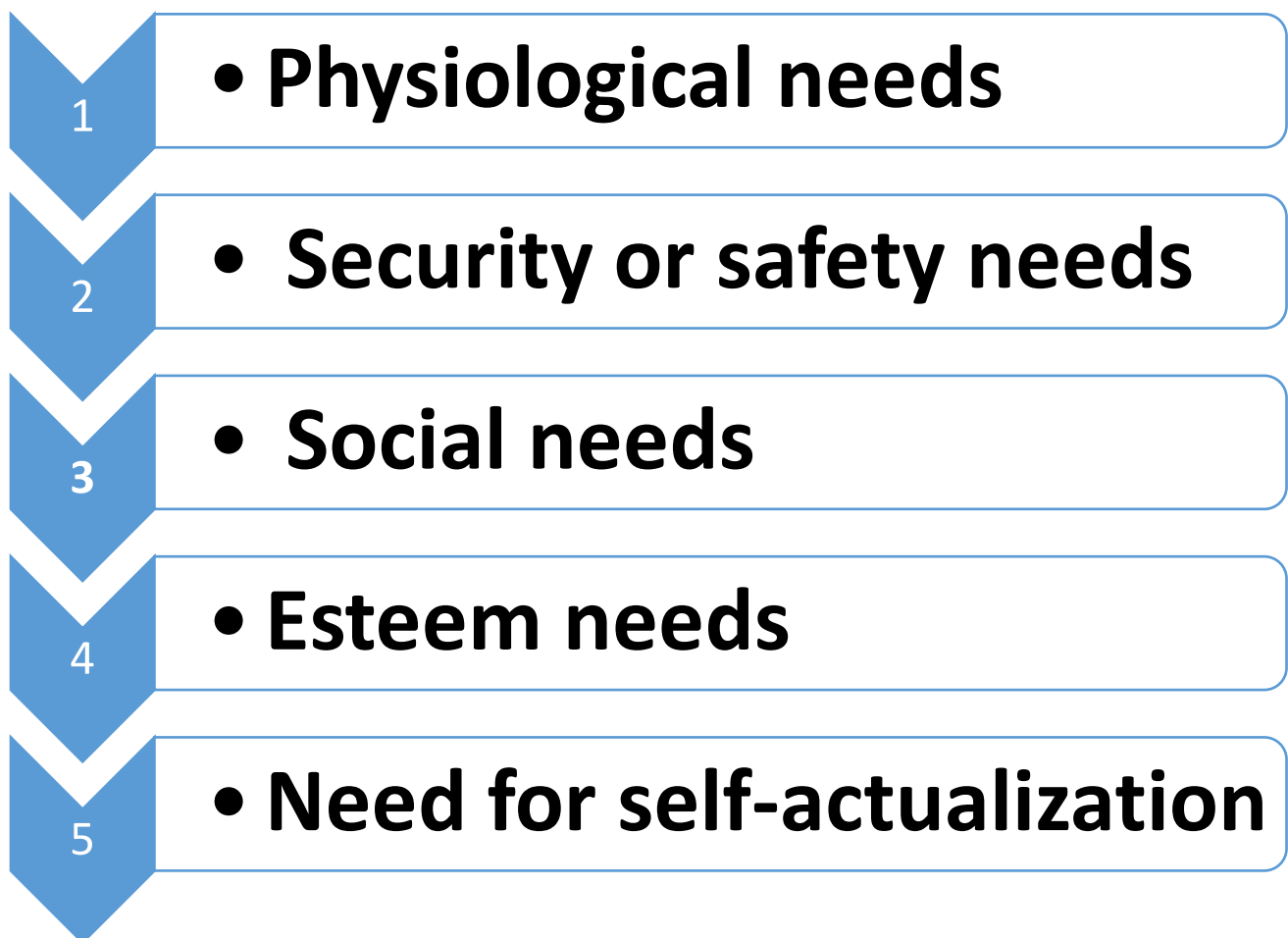
**Supervision:** Two types of supervision style in particular to have some on employee job satisfaction. The first measurement is employee cogitation which process the supervisor establishes a supportive personal interest on employee job satisfaction. This process contributes to their employee's satisfaction. The second measurement is contribute to employees satisfaction is influence, participation in decision making.

**Work group:** The work group serves as a social support system for employees. People often use their co-workers as a sounding board for their problems or as sources of comfort. In study called what we really want from the employees said they were very satisfied with the friendliness of their co-workers.

**Working condition:** working condition to set in modest way to job satisfaction, humidity ventilation, lighting and noise, feature such as temperature, work schedules, adequate tools and equipment can all effect jobs satisfactory.

### 3.7 Hierarchy Theory for Job Satisfaction

Hierarchy theory is most important theories of the employee's job satisfaction



### 3.8 4c Model of Employee Job Satisfaction

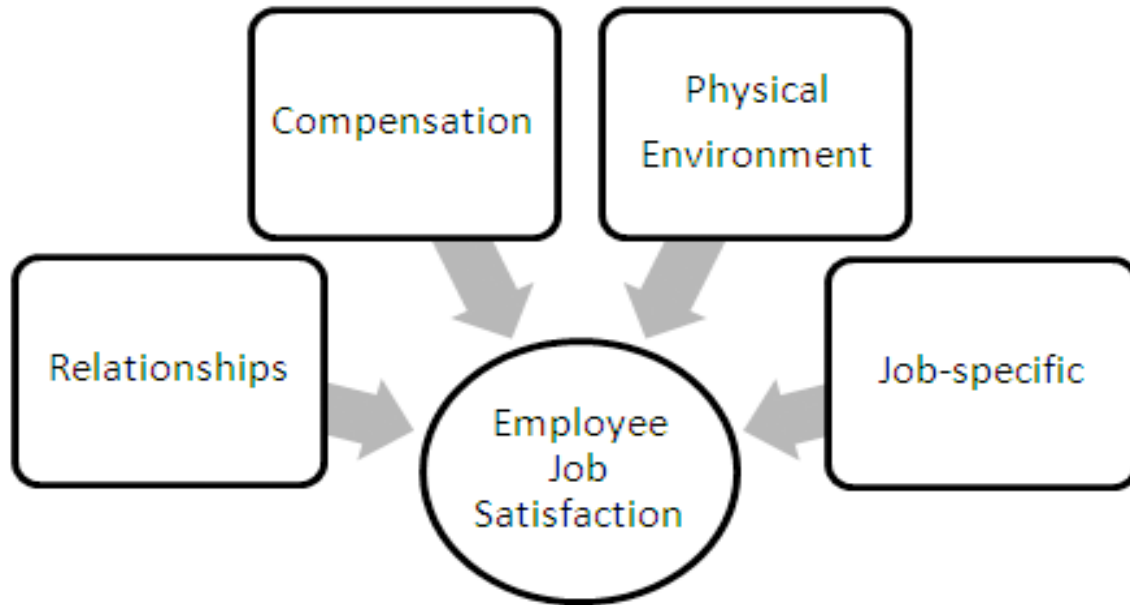
4Cs model of employee satisfaction and engagement including the Commitment, Culture, Communication and Compensation. This model is powerful framework and understanding why need the 4Cs model behind and overall job satisfaction and engagement score and where action is needed to improve those levels.



**Figure 6: 4C Model of Employee Job Satisfaction**

### 3.9 Measuring Employee Job Satisfaction

Employee satisfaction means different things for different workers. When a company survey employee satisfaction that time they firstly observation the employee's relationship with the top level to low level.



**Figure 7: Measuring Employee Job Satisfaction**

- **Relationships** – these relationships between the employee and another employees such managers, subordinates and clients.
- **Compensation** – Compensation means benefits, pay, training, and advancement in positions.
- **Physical/environment** – physical environment means the safety of the environment, comfort, access, parking and workspace.
- **Job-specific**– Job specific include the daily demand of the position, low workplace stress, ability to work independently and challenge.



# Chapter 4:

## Analysis

## 4.1 Job Satisfaction at Nilema Group

Nilema Group believes that employee satisfaction drives the organization work better and therefore the organization tries to provide every facility it can to the employees. HR policies laid emphasis on the employee benefits as the organization thinks them as valuable assets and the organization intends to make them more valuable providing

Those sufficient pecuniary benefits, nurturing their knowledge as well, Good work environment is a very important factor for the employees and Nilema Group does offer a hygienic work environment. Better career growth has been ensured so that the employees can lead a standard life. Attractive compensation bonus, yearly and festival bonuses, training facility, retirement facility, provided fund facility, gratuity fund, leave fare assistance, disability benefits, health care benefits by permanent Doctors and variety of loan facilities at a lower interest rate- these benefits are always available for the employees.

## 4.2 Factors influences to employee satisfaction In Nilema Group

Salary system in Nilema Groups

Name	Designation	Salary
Islam Mullah	Chairman and managing Director	Confidential
Md Atiqur Rahman	Director	65000
Imran Hossain	Chief Executive Officer	45000
Md. Kamal Hossain	General Manager	50000
Md. Ariful Islam	Merchandiser	39000
Md. Rubel Ahmed	Chief operating Officer	35000
Md. MasudRana	Admin Officer	30000
Mr. Zakir Hossain	Accountant	28000

## **Duration and Procedure of Leaves at Nilema Group**

- **Casual leave:** Employees are entitled to enjoy 15 casual leaves per year. The casual leaves cannot be carried forward to the next year. Therefore, employees must enjoy all the leaves or else they will expire at the end of the year.
- **Maternity Leave:** According to Bangladesh Government, the duration of maternity leave should be 6 months. But Nilema Group provides 3 to 4 months as maternity leave to its employees. A female employee who has been employed for period more than one year are eligible to apply for this leave and will enjoy the leave with full pay.
- **Emergency Leave:** Nilema Group also grants at its discretion, emergency leave to its employees on important personal ground. Usually, the branch manager or in his absence, the second officer approves this type of leave.
- **Quarantine Leave:** If any employee suffers from any infectious disease like swine flu he or she can apply for the quarantine leave. Employees are entitled to have up to 10 working days as the quarantine leave.
- **Study Leave:** If any employee works with Nilema Group for at least 3 years he or she is eligible to apply for the study leave. The duration of the study leave is maximum 2 years and it is a leave without pay. However, employees are needed to sign a contract mentioning he shall come back to Nilema Group for serving the company.
- **Sick Leave:** If any employee suffers from serious illness and took the benefit of all his casual leave earlier, sick leave is granted for him on humanitarian ground. The duration of sick leave is maximum 18 days.

## **Allowance**

Allowances are paid to employees in a form of house rent, medical facilities, driver's salary etc.

- **Festival Bonus:** Yearly two festival bonuses are given to the employees of Nilema Group and the amount is usually equals to 1X basic. It means the amount of the festival bonus is same to the basic of the employee.
- **Other Variable Bonus:** Other bonuses like performance bonus are given to the employees. Earlier, it was based on the performance of the employees. But a new circular has been published and according to this circular, employees have to earn deposits for

their own branches. Each employee has his or her own target which he or she is needed to achieve in order to receive the performance bonus.

- **Car allowance:** This allowance is provided for the high officials like senior Vice President, Executive Vice President, and Senior Executive Vice President and above. Driver's salary, expense for fuel these are included in car allowance and it is paid on a monthly basis.
- **Decoration allowance:** Like the car allowance it is also provided to the high officials like Senior Vice President, Executive Vice President and Senior Executive Vice President and above to decorate their chamber with flowers. A monthly amount of Tk. 500 is paid for this purpose.
- **Incentive Bonus:** Incentive bonuses are given to the employees by Nilema Group on a yearly basis. It varies from year to year. The amount is 6.5 X basic for this year. Increment: Increment is given to the employees at the end of the year. Usually the amount is 10% X basic.
- **Retirement Benefits:** Nilema Group is giving retirement benefits including the quality of the plan, the size of the employer's contribution to retirement.
- **Participation in Decision Making:** Participation management system where every officer can participate in the decision making process has a positive impact on the job satisfaction of the employees. In Nilema Group any decision making process every mid-level and low level management participation in there.
- **Team Work:** Team work also acts as important determinant of a job satisfaction of an employee. In case of team work the concerted effort of the employee can be ensured. That's why Nilema Group all employee always doing any work by team of making group do any hard work.
- **Working Environment:** The working environment must be congenial to the employees. Any unfavorable working environments will adversely affect to the job satisfaction of the employee.
- **Participation in Decision Making:** Participation management system where every officer can participate in the decision making process has a positive impact on the job satisfaction of the employees. In Nilema Group any decision making process every mid-level and low level management participation in there.

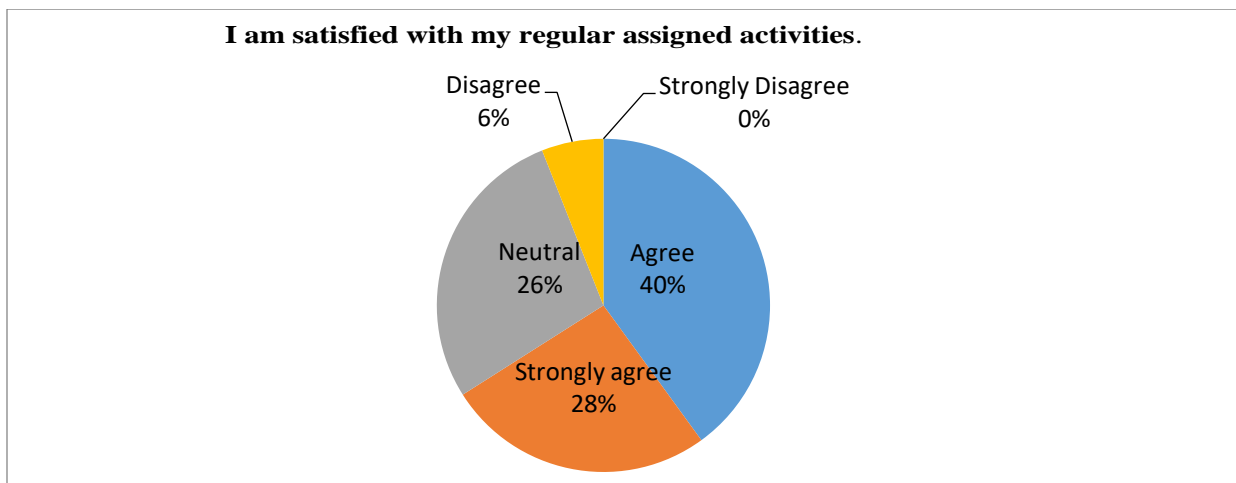
- **Team Work:** Team work also acts as important determinant of a job satisfaction of an employee. In case of team work the concerted effort of the employee can be ensured. That's why Nilema Group all employee always doing any work by team of making group do any hard work.
- **Training Facilities:** Training is widely considered as an important tool for enhancing a person's attitude, skill and knowledge. That's why Nilema Group giving training facilities for their employees. When new employee was joining their company then Training manager give them training to those employees.
- **Promotion System:** Timely promotion of employees next to higher rank is also important determinant of job satisfaction. If there is any specific promotional ruled in the Nilema Group, this organization will definitely lead to better job satisfaction of the employees.
- **Provident fund Facilities:** Provident fund is as per the government norms. 12.5% toward provident fund contribution per all the employee

### 4.3 Measurement the Level of Employees' Job Satisfaction:

The data of each question were used for analyzing the level of job satisfaction of employees of Nilema Group. Level of Employees' job satisfaction measured through agrees to disagree with percentage. The findings from each of the questions are given below with analysis:

#### Analysis & Findings: 1

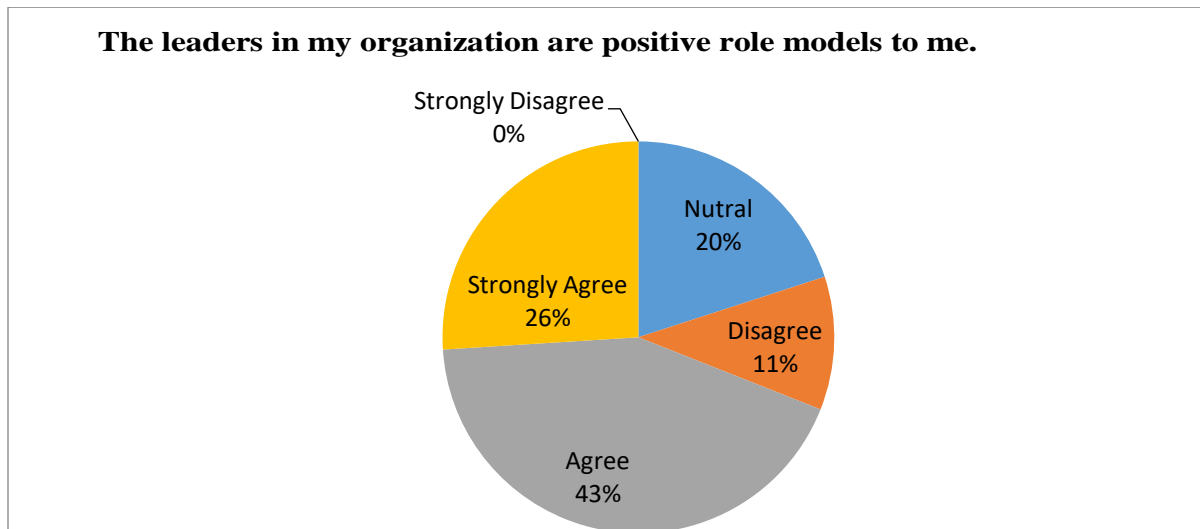
**I am satisfied with my regular assigned activities.**



For this analysis 5 options in each question given to the employees from the stage of agree to disagree including neutral to choose their desired answer. Among 35 the employees, 40% were strongly agreed, 26% were neutral and 28% were strongly agreed with their opinion. Some employees of Nilema Group are agreed with their satisfaction in regular activities because they get habituated and became experienced with their assigned jobs. But 26% of employees are neutral because they get bored in their day to day repetitive activities. 6% are disagreed due to some factors. Strongly disagree 0% of the employees of this opinion. They think that there is less space to learn jobs of the peers.

**Analysis & Findings: 2**

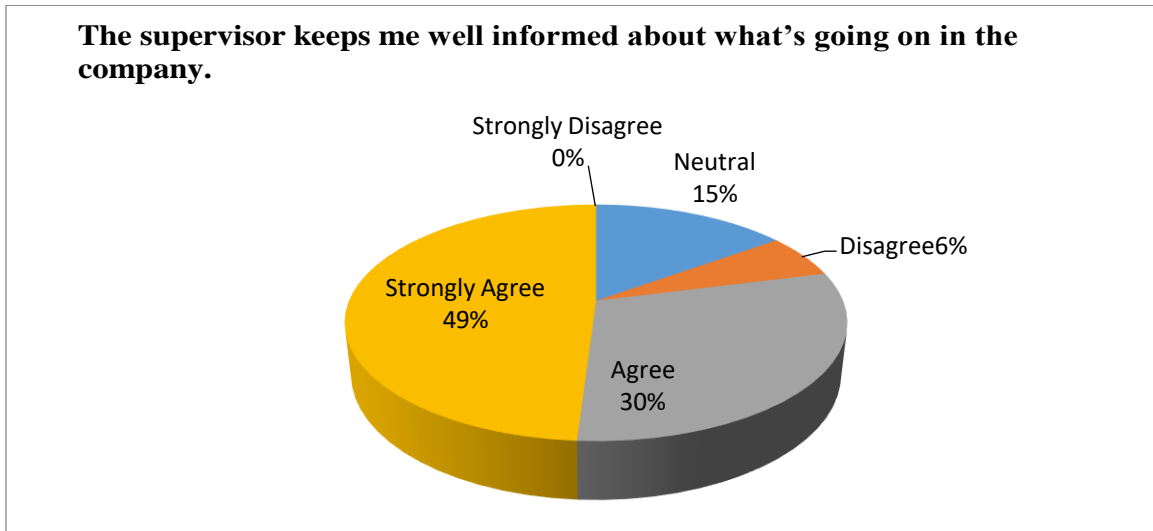
**The leaders in my organization are positive role models to me.**



Here among 35 employee, 43% employees of Nelima Group are agreed with this opinion about their leaders are acting as a positive role model to them. 20% of employees remain neutral about it and about 26% of employees strongly agreed with it. Most of the employees of Nelima Group which is about 26% strongly agreed because the leaders that they had from the beginning of their job were so active, professional and helpful. 20% of employees are neutral because they are fresher and don't get that chance to learn from the leaders. 11% of the employees are disagreeing due to some reasons. Strongly disagree 0% of the employees of this opinion.

### Analysis & Findings: 3

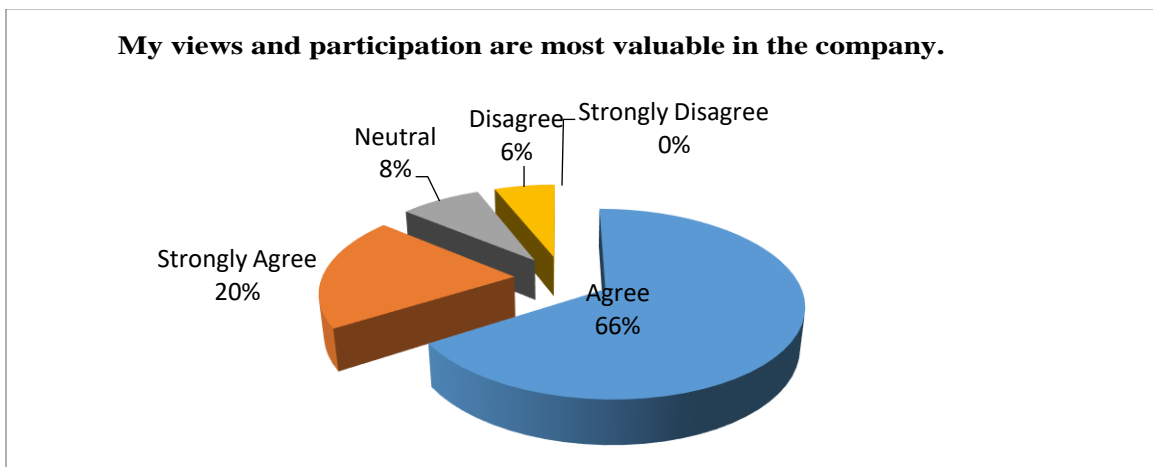
**The supervisor keeps me well informed about what's going on in the company.**



Almost 49% employees of Nelima Group are strongly agreed with this opinion. But 30% employees of Nelima Group are agreed and 6% disagreed about this fact. The supervisors always try to provide updated information to each and every level of employees within the branch. So that about 49% employee strongly agreed and 30% agreed which means that they are well informed by the supervisors, whereas other 6% employees of branch are disagreed and strongly disagree 0% of the employees of this opinion and 15% of the employees are neutral of this opinion. From their point of view, they are not actually informed well by the supervisors about what's going on in the branch or entire organization.

### Analysis & Findings: 4

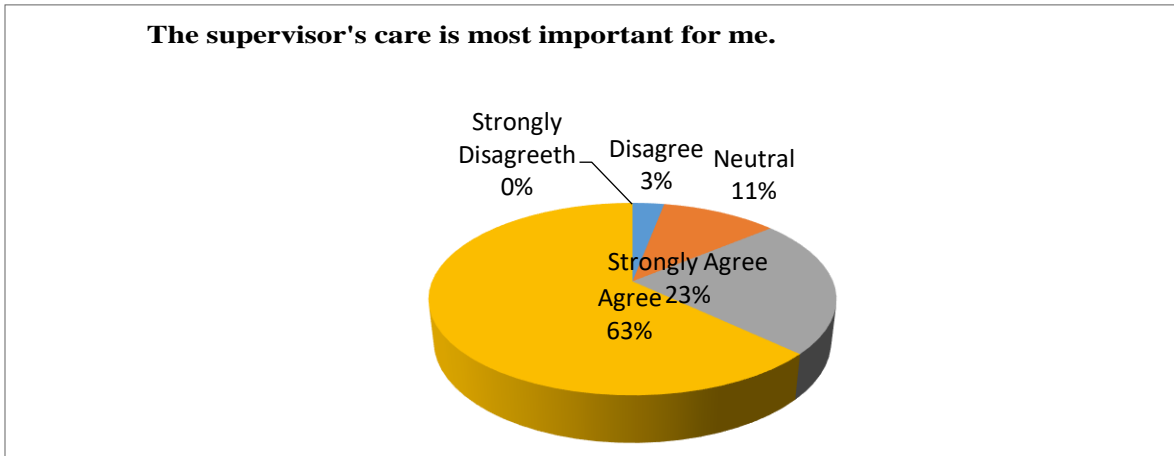
**My views and participation are most valuable in the company.**



Among 35 of employees 20% were strongly agreed, 66% agreed, 6% disagreed and 8% were neutral and 0% of the employees are strongly disagree. They think that senior level staffs ignore to take their views in real life situation and their active participation in any project is not recognized as well in Nilema Group.

**Analysis & Findings: 5**

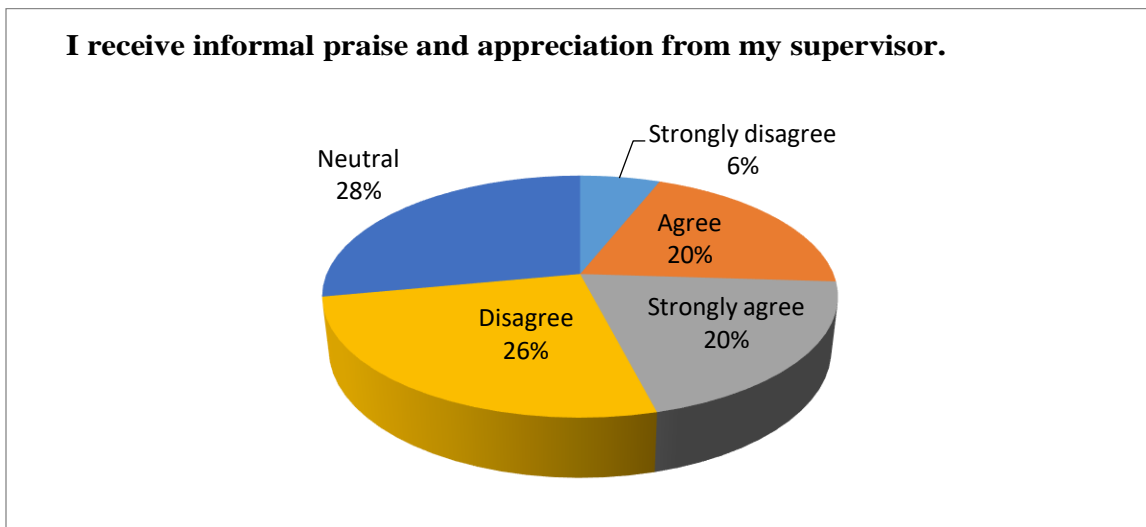
**The supervisor's care is most important for me.**



Among 35 employees, 23% employees were strongly agreed whereas 63% agreed and 11% employees were neutral and 3% are disagree and also 0% are strongly disagree because their opinion says that the supervisors are cared for selective staffs. They think that biasness is one of the reasons behind it.

**Analysis & Findings: 6**

**I receive informal praise and appreciation from my supervisor.**





Among 35 employees of this branch, 20% of the employees were agreed and 20% strongly agree for receiving the amount and frequency of informal praise and appreciation from their supervisor. Their work and performance were appreciated by the supervisors every time. But 28% were neutral about this fact and 26% employees were disagreed and strongly disagree is 6% because they don't receive any praise from their supervisor for their performance due to the biasness and negligence for few staffs.

**Analysis & Findings: 7**

**I feel flexible with the team spirit in my work environment.**

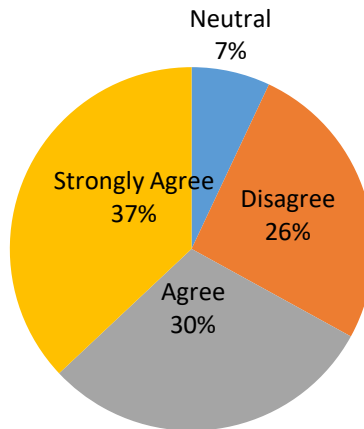


Here about 41% of staffs strongly agreed, 42% of the staffs were agreed because they feel flexible with the team spirit in their work .But 10% of the staffs were neutral about this fact because from their point of view senior level staffs treat junior level staffs as less experienced for the team work and 7% of the employees are disagree due to some factors. So that executive level of employees doesn't feel flexible to work with fresher.

**Analysis & Findings: 8**

**My work gives me a feeling of personal accomplishment.**

**My work gives me a feeling of personal accomplishment.**

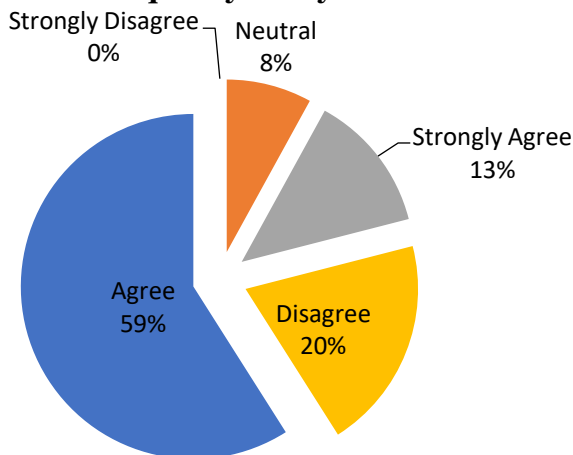


Among 35 employees, 37% of employees were strongly agreed whereas most of employee of Nilema Group were agreed which is about 30% because they think that their job gives them a feeling of personal accomplishment. But 26% employee was disagreed with this fact because their work does not give them a feeling of personal accomplishment due to less interest in doing job. 7% employee was neutral about that fact because of common and mere jobs.

**Analysis & Findings: 10**

**The empowerment influences the quality of my work.**

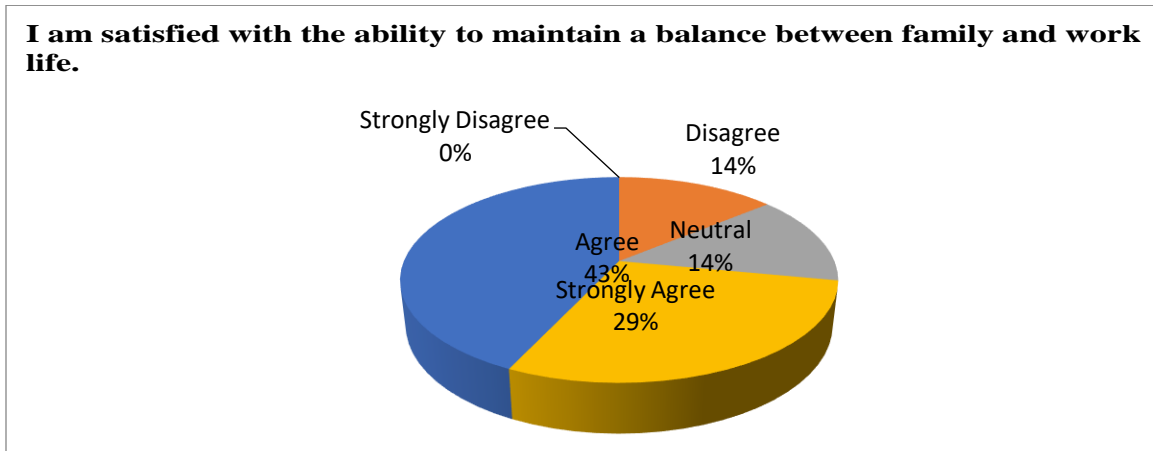
**The empowerment influences the quality of my work.**



Among 35 employees, only 8% employee were neutral and 20% were disagreed because they think that the empowerment within the branch does not influence the quality of their work due to lack of understanding among senior and junior level of employees. But 59% were agreed and strongly agree 13% with the empowerment to influence the quality of their work.

### Analysis & Findings: 11

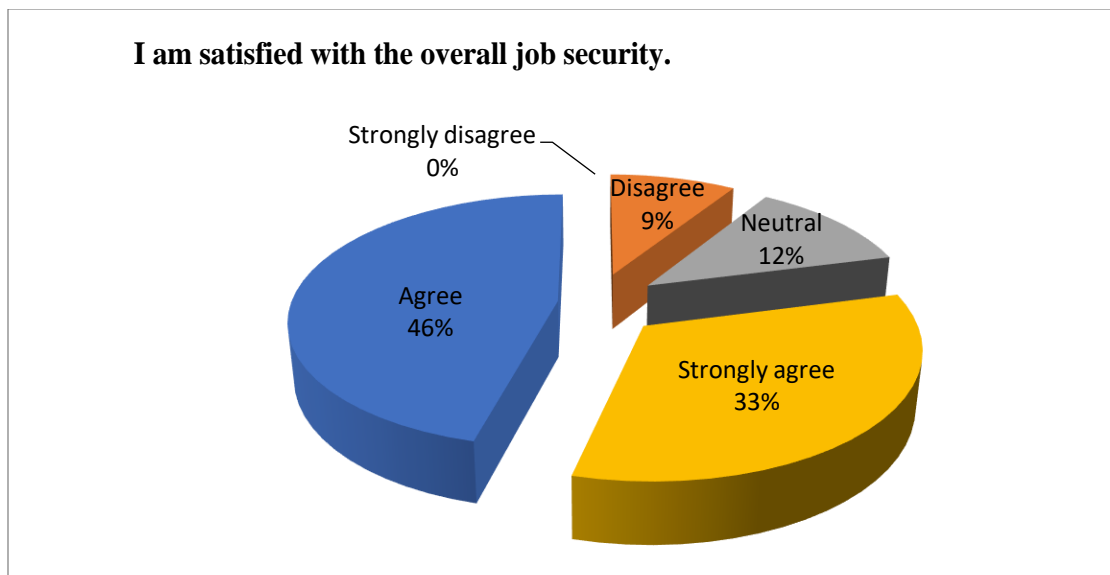
**I am satisfied with the ability to maintain a balance between family and work life.**



Most of the employees which is about 43% were agreed with the ability to maintain a balance between family and work life. Because of their flexibility at work place which helps them to realize the relaxation in between family and work life. But 29% were strongly agreed with this fact due to maintain proper balance at both sides without any tension. Among them only 14% were neutral because they think that they have less work flexibility which hampers to maintain a balance between family and work life. 14% of the employees are disagree because their personal facts.

### Analysis & Findings: 12

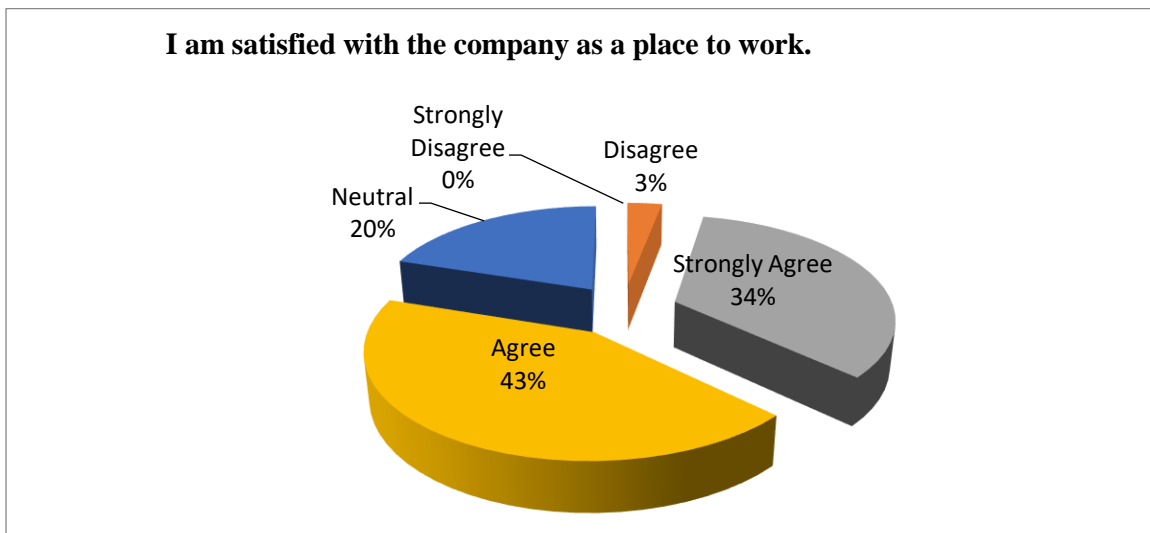
**I am satisfied with the overall job security.**



Among 35 employees of Nilema Group about 12% employees were neutral about the overall job security according to their job rules whereas 9% were disagreed with the overall job security because of the new comers. They had a fear to lose their job at anytime from the order of the higher level officers 46% were agreed and strongly agreed about 33% because they have the satisfaction of not to lose their job in any condition.

### Analysis & Findings: 13

#### I am satisfied with the company as a place to work.



Among 35 employees of Nilema Group, 34% employees were strongly agreed with the satisfaction to find the company as a suitable place to work because of the perfect office environment. 43% employees of the branch were agreed with this fact because they found the office place as standard office to work. They think that the entire branch has good office environment and employees to work with. 20% employees of this branch were neutral because they think that their work place is good but it could be better with broad floors, facilities, and decoration which will help them to reduce the monotonous work life and bring enjoyment to their jobs. 3% of the employees are disagreed of this branch about this fact due to some reasons.

# **Chapter 5:**

## **Problems, Recommendations and Conclusion**

## 5.1. Problems Identified

After screening the whole internship program I have figured out some points which I mentioned here as Problems identified:

- 1) The junior level management of Nilema Group is not as efficient as the mid and top level management. This may be because of the lack of proper training to the junior and training officer.
- 2) Salary is not high enough in Nilema Group, to maintain the living standard of employees.
- 3) All the superiors at each level do not cordial and friendly to their subordinates.
- 4) Nilema Group does not pay much attention to personal accomplishment and recognition of the employee to increase the level of job satisfaction.
- 5) Managers are not concern about the facility and demand of junior level of employees rather than selective officers by removing biasness.
- 6) The scope of promotion is not increased, that's why turnover rates are rising.
- 7) Nilema Group is not arranging award ceremonies to find out the most talented, honest, sincere person in the institution and appreciate him or her for his outstanding performances.
- 8) Nilema Group doesn't pay proper compensation to the employees.
- 9) Some employees think that top management should change because they are not cooperative and also biased.
- 10) The supervisor does not providing a clear feedback to everyone.

## 5.2 Recommendations

Observing the findings I have given some recommendations. Those recommendations are written below-

- 1) Salary is the primary and most important factor for satisfaction. It should be high enough to maintain the living standard of employees. The authority should consider that salary structure and benefits should be reasonable and comparable with that of other banks or other similar institutions.
- 2) All the superiors at each level should be cordial and friendly to their subordinates.
- 3) Nelima Group should ensure the overall job security to the employee by a contract sign.
- 4) Nelima Group should give more attention to personal accomplishment and recognition of the employee to increase the level of job satisfaction.
- 5) Nelima Group can give attention to the office decoration so that employee can stay with comfort and relax to work there as a place.
- 6) Managers should concern about the facility and demand of junior level of employees rather than selective officers by removing biasness.
- 7) Management assures their employees that they have rights to take their decisions related their work areas independently and can choose their own method of working.
- 8) The scope of promotion should be increased otherwise turnover rate will be increased.
- 9) They should also arrange award ceremonies to find out the most talented, honest, sincere person in the institution and appreciate him or her for his outstanding performances.
- 10) The compensation should increase so that they can match with their responsibility.
- 11) Since they don't pay proper compensation they should facilitate benefits so that less compensation is a least bother to employees.
- 12) The supervisor should provide a clear feedback to everyone.

### **5.3 Conclusion**

The study on reveals that employee satisfaction is one of the mainstream of the organization and the policy of it and the pillar of success of an organization. In the report there are some important findings about the determinants of job satisfactions. Employees of Nilema Group express their own point of view about the determinants of job satisfactions. The study also provides a brief dictation about various aspects of employees' satisfaction. At the time of field survey employee also provide us the ranking of employee satisfaction determinants of twenty one elements, as followings of most impotent to less impotent. An employee is the only mechanism for every organization to achieve its target goal on time. So, customer's satisfaction is totally dependable on employees' satisfaction. There are some problems and recommendations to improve Nilema Group employees' satisfaction at end of the study. And many more aspects were unable to discuss on the study but authority of Nilema Group should conduct a large study on employee satisfaction and identify the problems to solve it soon.



**Questionnaire**  
**On**  
**Job Satisfaction of Nilema Group**

**Name** : \_\_\_\_\_  
**Age** : \_\_\_\_\_  
**Designation:** \_\_\_\_\_  
**Gender** : \_\_\_\_\_

SL. NO	Statements	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	I am satisfied with my regular assigned activities.					
2	The leaders in my organization are positive role models to me.					
3	The supervisor keeps me well informed about what's going on in the company.					
4	My views and participation are most valuable in the company.					
5	The supervisor's care is most important for me.					
6	I receive informal praise and appreciation from my supervisor.					
7	I feel flexible with the team spirit in my work environment.					
8	My work gives me a feeling of personal accomplishment.					
9	I receive appropriate recognition for my contributions.					
10	The empowerment influences the quality of my work.					
11	I am satisfied with the ability to maintain a balance between family and work life.					
12	I am satisfied with the overall job security.					
13	I am satisfied with the company as a place to work.					

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