

Internship Report
on
Employee Job Satisfaction of Impress Newtex Compsite Textile Limited

Submitted To

Dr. S M Sohel Rana
Associate Professor
Department of Business Administration
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This Internship Report is submitted to the Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University for the Fulfillment of Partial Requirement for the Degree of Bachelor of Business Administration (BBA).

Submitted By

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DAFFODIL INTERNATIONAL UNIVERSITY
DHAKA, BANGLADESH
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LETTER OF TRANSMITTAL

30 December, 2019

To,

Dr. S M Sohel Rana
Associate Professor
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

Subject: Submission of internship report on “**Employee Job Satisfaction of Impress Newtex Composite Textile Limited**”

Dear Sir,

With due respect, I would like to inform you that I have completed my internship report on topic: “**Employee Job Satisfaction of Impress Newtex Composite Textile Limited**”. I have collected information from all available sources in a realistic way. While preparing report, I have tried to follow your instruction based on systematic manner.

I sincerely hope that this report meets your approval and also expects that it will get your kind consideration regarding acceptance of this report.

Sincerely Yours,

.....

Abu Raihan
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SUPERVISOR’S DECLARATION

It offers me immense delight to certify that the projected record titled “**Employee Job Satisfaction of Impress Newtex Composite Textile Limited**” has been finished by Abu Raihan ID: 161-11-290, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University, Ashulia, Savar, Dhaka under my supervision and steering. This is an authentic work, which has not been published in any journal or submitted to any group or branch for any diploma or degree.

I do hereby accept it and fully recommend the report for evaluation.

.....

Dr. S M Sohel Rana
Associate Professor
Department of Business Administration
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Daffodil International University

STUDENT'S DECLARATION

Here by I declare that the work submitted in that Internship Report was done by me and was not previously submitted for academic qualification to any other University / organization. The report submitted does not violate existing copyrights and no part of this report has been copied from work done previously.

.....

Abu Raihan
ID: 161-11-290
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EXECUTIVE SUMMARY

This investigation is the outcome of my internship program at Newtex as far back as a fourth of a year. The reason behind the doled out educational projects is to appreciate specialist satisfaction, which is the reason I expected to get the representatives judicious locale of obligation so I could cooperate clearly with them to grasp their points of view and their association with their association. Occupation satisfaction is the conclusion of satisfaction or joy that an individual gets from his or her movement. The investigation demonstrates that specialist satisfaction depends to a great degree on occupation progressions, remuneration system, duty in fundamental initiative structures, work environment, vocation improvement opportunity, boss information, association with senior administration, attempt to-home flexibility, etc. The case for this examination was Newtex Textile Limited's present specialists. Printed overviews were scattered among 150 respondents and all of the surveys were amassed and taken as the investigation information. MS Excel has investigated the information. Regardless of differences in sentiments made by the specialists of the association on what the investigation was coordinated, the examination demonstrates that representatives are content with their movement destinations.

Chapter One

Introduction

1.1 Introduction

Job satisfaction is the adaptability or un-adaptability with which the employee sees his / her work. It expresses the degree of agreement between one's expectations of work and the rewards that work offers. Job satisfaction is part of life satisfaction. The nature of one's work environment is an important part of life because job satisfaction influences one's general life satisfaction. Job satisfaction is, thus, the result of different attitudes held by an employee. In the narrow sense, these attitudes are related to conditional work, with specific factors such as wages. Job caregivers, working conditions, social relations with work, prompt disposal of complaints and fair treatment by employers. However, a more comprehensive approach requires that a number of factors be included before a full understanding of job satisfaction. Factors such as age, health temperature, aspirations and level of desire should be considered. Contribute eventually to job satisfaction as a result of her family relationships, social status, recreational outlets, activities of companies, etc.

1.2 Objective of the study

The main objectives of the study are:

- ❖ To study the job satisfaction of workers working in Impress Newtex Composite Textile Limited.
- ❖ To find out the effect of various factors on the satisfaction level of Employees.
- ❖ To provide some recommendations to improve the satisfaction level of Employees.

1.3 Methodology of the study

In general, methodology is a useful explanation of the sequence of activities required. This internship report used both descriptive and investigative methods. I worked on a few steps to get the internship report material and implement the report. These steps include sampling methodology, questionnaire development and data collection, data analysis.

Nature of the report:

Exploratory report

An empirical Study project is an attempt to lay the groundwork that will lead to future Study or to determine whether what is being observed can be explained by existing theories. Often, exploratory Study forms the primary basis for future Study.

Data Collection:

The method of study has been used to collect data for the study. The information collected to provide this report is from both primary and secondary sources. Sample size: 15, population size: 30.

Primary Data:

- desk works in different departments of Impress Newtex Composite Textile Limited.
- face to face discussion with executive and officer
- observation during my internship period.
- survey questionnaire

Secondary Data:

The secondary data are collected from Impress Newtex Composite Textile Limited. secondary sources like annual reports, Broachers, and company websites.

1.4 Limitation of the study

- ✓ Some of the information given by the respondents may not be accurate.
- ✓ The area of study is limited to large scale Impress Newtex Composite Textile Limited
- ✓ Some of the workmen may hesitate to answer questions related to salary and their relations with the supervisor.

Chapter Two

Literature Review

A literature review is written to highlight specific arguments and concepts in the study area. With these arguments in high light, attempts to demonstrate what has been studied in the field and where there are weaknesses, gaps for study.

Job satisfaction: The term job satisfaction prominently is the result of various attitudes possessed by an employee. In a narrow scene, these attitudes are related to the job concerned with such specific factors as wages, supervision, the steadiness of employment, condition of work, advancement opportunities, recognition of performance, fair evolution of work, social relation on the job satisfaction.

The dimension of job satisfaction

Job satisfaction refers to one's feelings of work. Job satisfaction is often determined by how good the results outweigh the expectations. There is a greater willingness to invest personal energy and time in job performance. Terms of work satisfaction and work outlook are used interchangeably. A positive attitude toward work is virtually equivalent to satisfaction and a negative attitude toward dissatisfaction with work.

Definitions: -Some of the definitions of job satisfaction are as following:

According to Mullins, (25) job satisfaction is a complex and multi-faceted concept that can mean different things to different people. Job satisfaction is usually associated with motivation, but the nature of this relationship is not clear. Satisfaction is not a motivator. An attitude of job satisfaction, more of an internal state. This can, for example, be linked to the personal feeling of obtaining quantitatively or qualitatively.

According to Armstrong (2006), the term job satisfaction refers to the attitudes and feelings that people have about their work. Positive and favorable attitude towards work indicates job satisfaction indicate Negative and unfavorable attitude towards work indicates job dissatisfaction.

According to Kallisky, (2007) job satisfaction is the employee's sense of achievement and job success. It is generally thought to be directly linked to productivity as well as personal well-being. Job satisfaction refers to enjoying a job, doing it well, and being rewarded for one's efforts. Job satisfaction refers to enthusiasm and happiness with one's work. Job satisfaction is the key element that leads to recognition, income, promotion and other goals that lead to a feeling of fulfillment.

According to George et al. According to it, (21) job satisfaction is the collection of feelings and beliefs that people have about their current job. People's level of work satisfaction can range from extreme satisfaction to extreme dissatisfaction. People may have different aspects of their job, such as the type of work they do, their colleagues, supervisors or subordinates, and their attitude toward pay.

Importance of Employee satisfaction: - Employee satisfaction is essential to the success of any business. A high rate of employee contentedness is directly related to a lower turnover rate. Thus, keeping employees satisfied with their careers should be a major priority for every employer. While this is a well-known fact in management practices, economic downturns like the current one seem to cause employers to ignore it.

There are numerous reasons why employees can become discouraged with their jobs and resign, including high stress, lack of communication within the company, lack of recognition, or limited opportunity for growth. Management should actively seek to improve these factors if they hope to lower their turnover rate. Even in an economic downturn, turnover is an expense best avoided.

The factor of job satisfaction: - There are many factors that affect job satisfaction of employee including money. Money plays an important role in job satisfaction, but it is not the only factor that affects job satisfaction. For example, a well-paid-employee can be dissatisfied due to misbehaving of his boss. First, you have to understand the meaning of job satisfaction

- ✓ Monetary consideration or compensation is a very important factor for job satisfaction.
- ✓ Leadership also plays a major role in employee satisfaction.
- ✓ Many times stress plays an important role in job satisfaction. Low-stress level motivates high job-satisfaction and high-stress level motivates low job satisfaction.

- ✓ Future possibilities and available opportunities to grow are an important source of job satisfaction.
 - ✓ The office environment and organizational environment play an important role in job satisfaction.
 - ✓ The friendly environment of the organization motivates employees towards great job-satisfaction.
 - ✓ High retention of employees also acts as a factor for employees for job satisfaction.
 - ✓ Personal goals should match with the organizational goals challenging opportunities also play a significant role in job satisfaction.
 - ✓ Challenging opportunities are given to employees and achievement of them also works as a factor for job satisfaction.
 - ✓ Organizational policies and practices also are an importance factor for job satisfaction.
 - ✓ Fair rewards generally make employees satisfied.
 - ✓ Delegation of authority and responsibility plays an important factor in job satisfaction. 13.
- If an organization provides more learning opportunities than other organization then in that organization's employees should be more satisfied than others.

Job satisfaction is a relative term, as it depends on classification, industry, and so on. Work satisfaction does not depend on a single factor, and many times it results in a combination of some factors rather than one factor.

Implication of study

If the employees of an organization are satisfied that will lead to high work efficiency and an increase in productivity. The increase in productivity will lead to an increase in the sale and profits of the organization. If the workers or employees are satisfied, they will be more in tune with the practices and policies of the organization and would like to be a part of it.

Chapter Three

Organizational View

3.1 Background of the Company

Newtex Group is a fast growing multidimensional company in Bangladesh. Established in 1989, the company began its journey with a small sewing plant for knitwear. Currently the company has expanded to 4 direct industries with 9 separate companies, has annual turnover of US \$ 220 million and employed 7500 workers nationwide. A large part of the business portfolio belongs to the textile industry and continues to be the core business of Newtex. Mr. Akram Khan, Group Managing Director and Founder, has been leading this company for glorious success for more than 2 decades now and will lead the next generation on further development. A large part of the business portfolio belongs to the textile industry and continues to be the core business of Newtex. Mr. Akram Khan, Group Managing Director and Founder, has led the company to glorious success for more than 2 decades and continues to lead the next generation in further development.

3.2 Vision:

- To be one of the best leading combination in Bangladesh.
- Build a true marketing-led initiative with inspired workforce, innovative vision and a more valuable product portfolio, customer satisfaction and understanding of the world market.

3.2 Mission:

Each of our activities must benefit and add value to the common wealth of our society. We firmly believe that in the final analysis, we are accountable to each of the constituents with whom we interact; namely, our employees, our customers, our business associates, our fellow, citizens.

3.3 Medical facility:

Trained teams of medical are formed in case of any emergency.

3.4 Working environment:

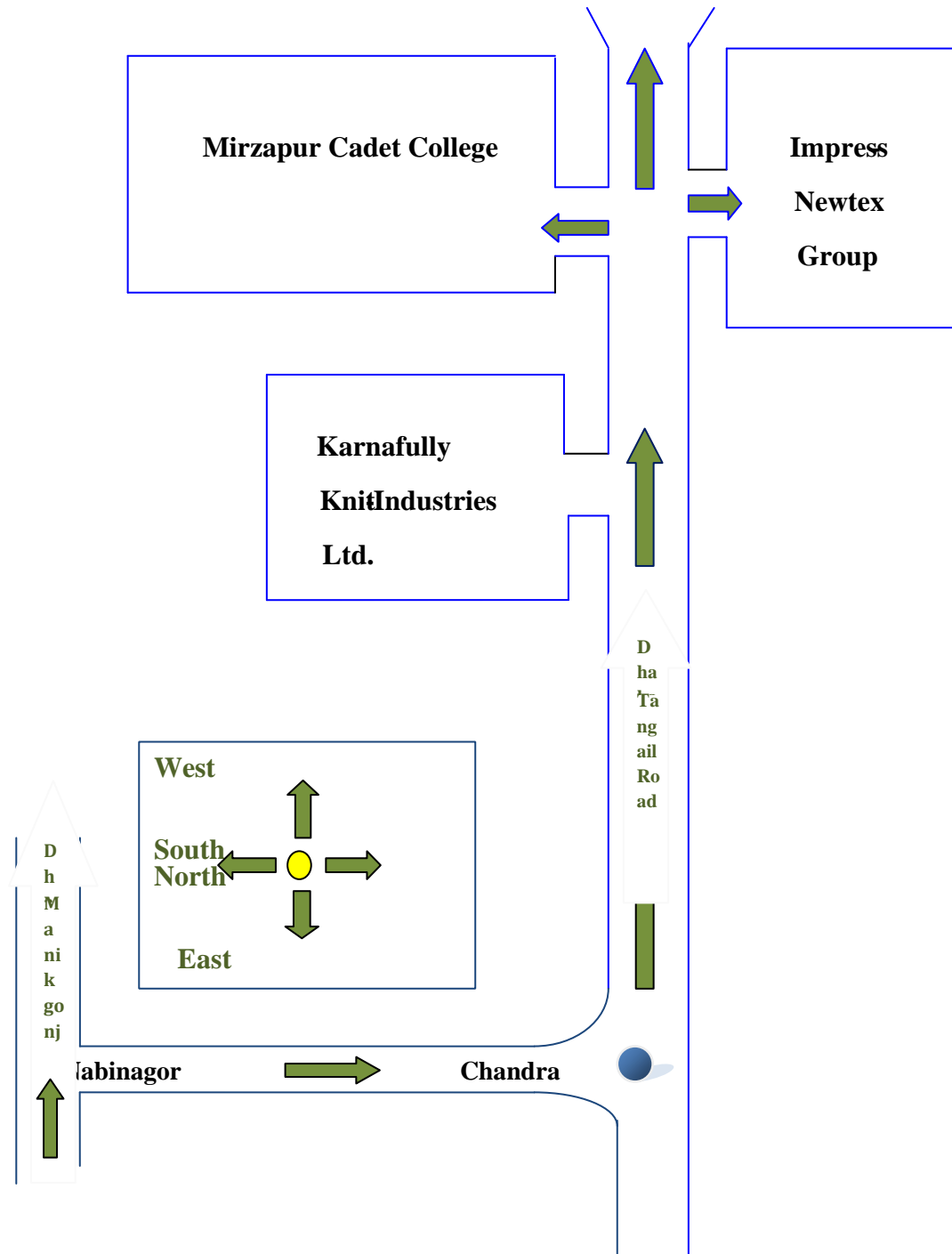
An excellent working environment exists in the factory with proper ventilation & light. No child labor work in the factory

Certification & Award: ISO 9001:2008 certified Company.

3.5 Buyers of Impress-Newtex Composites Textile Ltd.

Name/logo	Country
	SWEDEN
	NETHERLAND
	Germany
	AUSTRALIA

3.6 Site Location



Chapter Four

Findings and Analyses

In this section, I have used a questionnaire for the analysis of my topic- “Employee Job Satisfaction of Impress Newtex Composite Textile Limited”. The questionnaire survey was distributed among the people of present Impress Newtex Composite Textile Limited employees from different departments. My respondent number was 50. The question patterns are in a “Likert scale”.

Number of question-13

Number of respondents-50

The pattern of Questionnaire-Likert scale

Question 1: Are you a permanent employee of Impress Newtex Composite Textile Limited?

Response	Number Of Respondents
YES	30
NO	20
Total	50

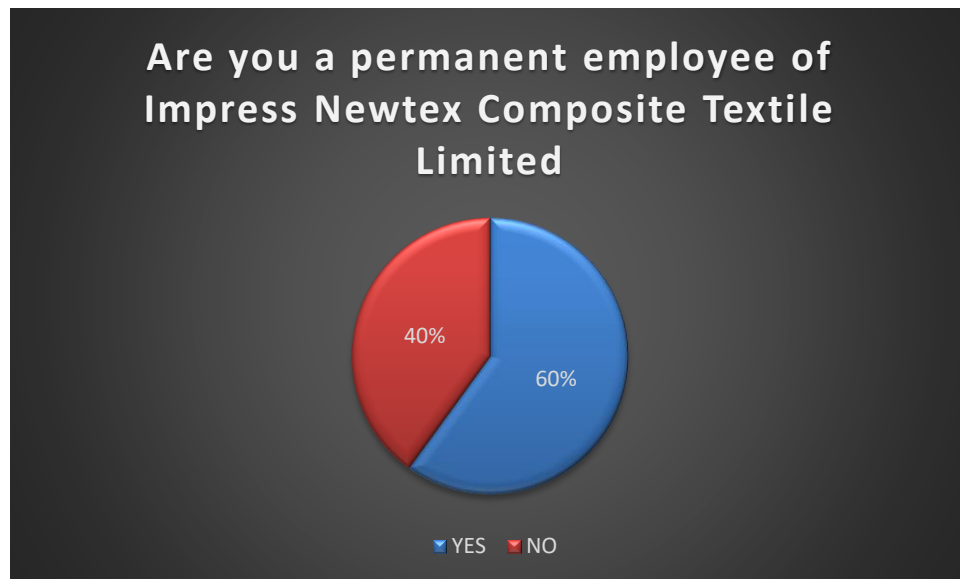


Fig4.1 -Pie Chart showing the result (%) of question 1

Survey result: Among the number of 50 respondents the 30 people go with Yes, and another 20 gives their answer No.

Question 2: How long have you been working for this organization?

RESPONSE	NUMBER OF RESPONDENT
Less Than 1 Years	05
1 to 2 years	15
2 to 4 years	15
4 years and above	15
Total	50



Fig 4.2: Pie Chart showing the result (%) of question 2

Survey result: among the number of 50 respondents the 10 people stay with the company less 1 year, 15 People stay with 1-2 years, 15 people stay with 2-4 years and 15 people stay with 4 years and above.

Question 3: Does your work give you a feeling of personal satisfaction?

Response	Number of Respondent
Yes	25
No	25
Total	50

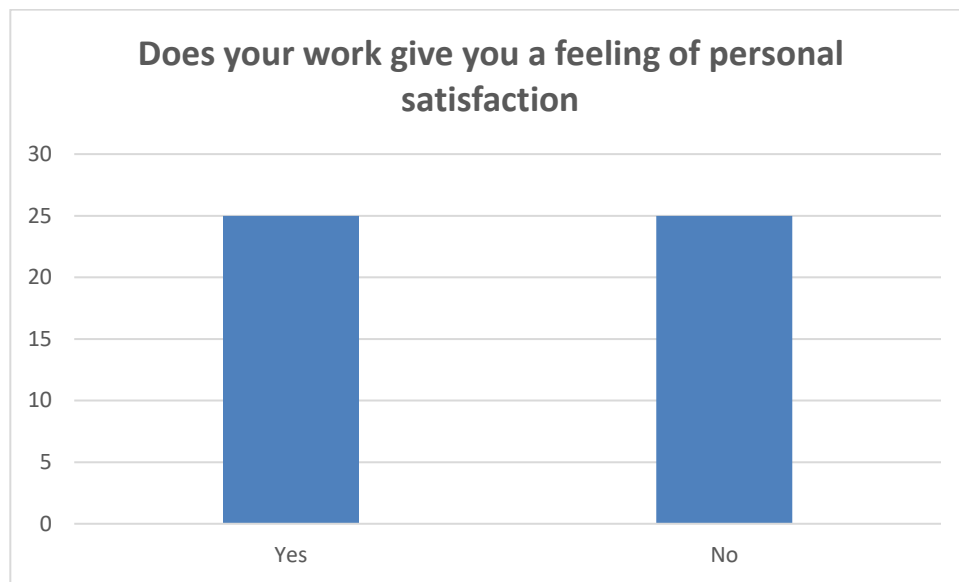


Fig 4.3: Chart showing the result (%) of question 3

Survey Result: The number of respondents is 50. Here both are Equal 50% agree with this question and 50% are Disagree.

Question 4: Your work is according to your qualifications and skills.

Response	Number of respondent
Strongly disagree	05
Disagree	10
neutral	05
Agree	10
Strongly agree	20
Total	50



Fig4.4: Chart showing the result (%) of question 4

Survey Result: Among the number of 50 respondents the 10 people go with Agree, 05 neutrals, 10 people Disagree, and 20 strongly agree. 05strongly disagree. That means IMPRESS NEWTEX company's Employer is satisfied with this question and here 60% of respondents are agreeing and 30% of respondents disagree. Only 10% of respondents are neutral about this question

Question 5: Employees are satisfied with the top management.

RESPONSE	NUMBER OF RESPONDENT	PERCENTAGE
Strongly disagree	15	27%
Disagree	10	18%
neutral	00	00
Agree	18	33%
Strongly agree	12	22%
Total	50	100

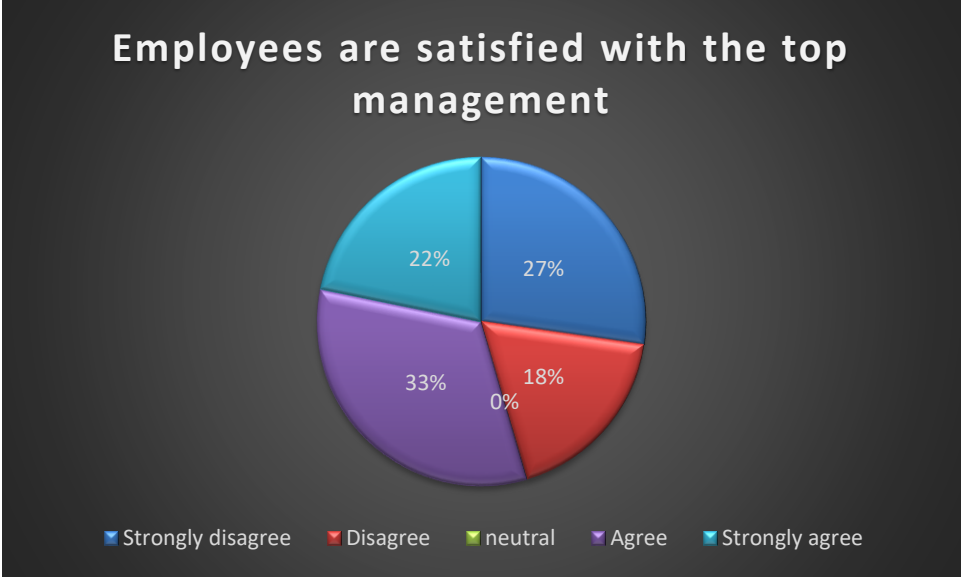


Fig 4.5: Pie Chart showing the result (%) of question 5

Survey Result: Among the number of 50 respondents the 18% of people go with Agree, 18% of people Disagree, 33% strongly agree and 27% strongly disagree.

Question 6: The working hour is satisfactory at Impress Newtex Composite Textile Limited.

Response	Number of respondents
Strongly disagree	03
Disagree	07
neutral	05
Agree	15
Strongly agree	20
Total	50

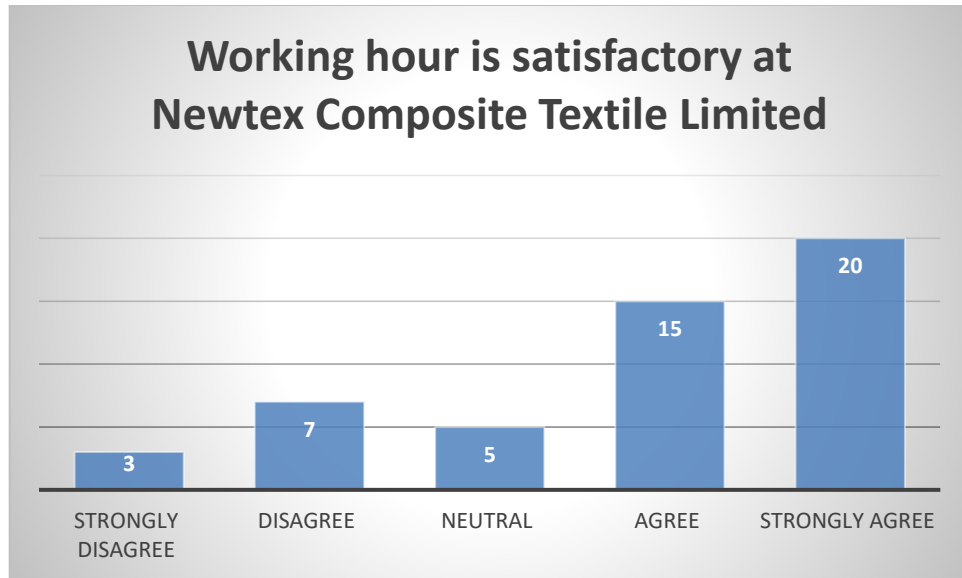


Fig4.6: Chart showing the result of question 6

Survey Result: Of the 50 respondents, 15 agreed, 5 neutrals, 3 disagreed strongly, and 20 strongly disagreed. And 7 do not agree. Here, we see that the employer is satisfied with the working day of the Impress Newtex

Question 7: Supervisor treats the employees fairly whenever they perform a good job

Response	Number of respondents
Strongly disagree	15
Disagree	10
neutral	06
Agree	09
Strongly agree	10
Total	50

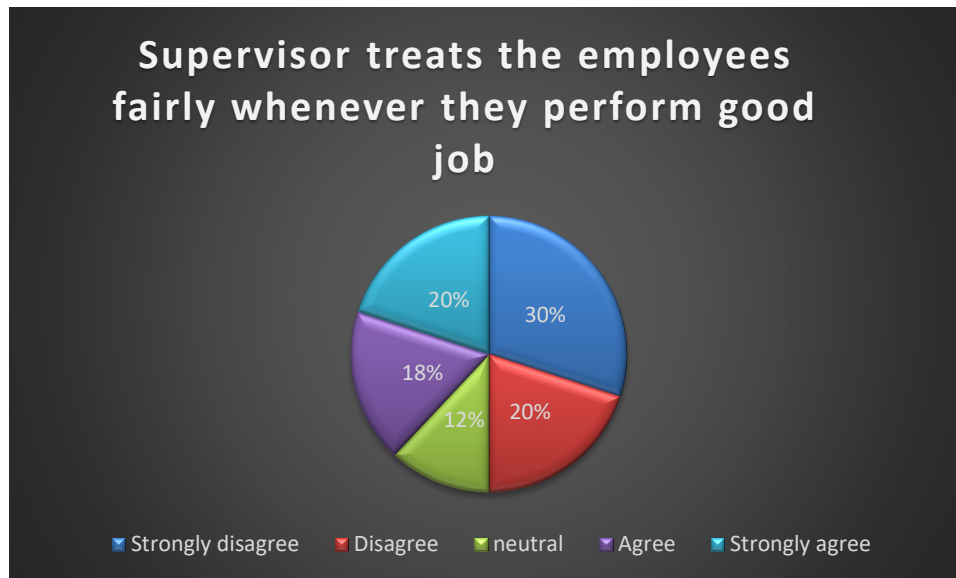


Fig 4.7: Pie Chart showing the result (%) of question 7

Survey Result: Among the number of 50 respondents. Only 18% of people go with Agree, 12% Neutral, 20% people disagree and 20% strongly Agree. And most of the respondents about 30% disagree. Because They think Supervisor only give fairly treat those who are well known of him

Question 8: Company provides a satisfactory salary to the employee.

Response	Number of respondents
Strongly disagree	10
Disagree	12
neutral	05
Agree	13
Strongly agree	10
Total	50

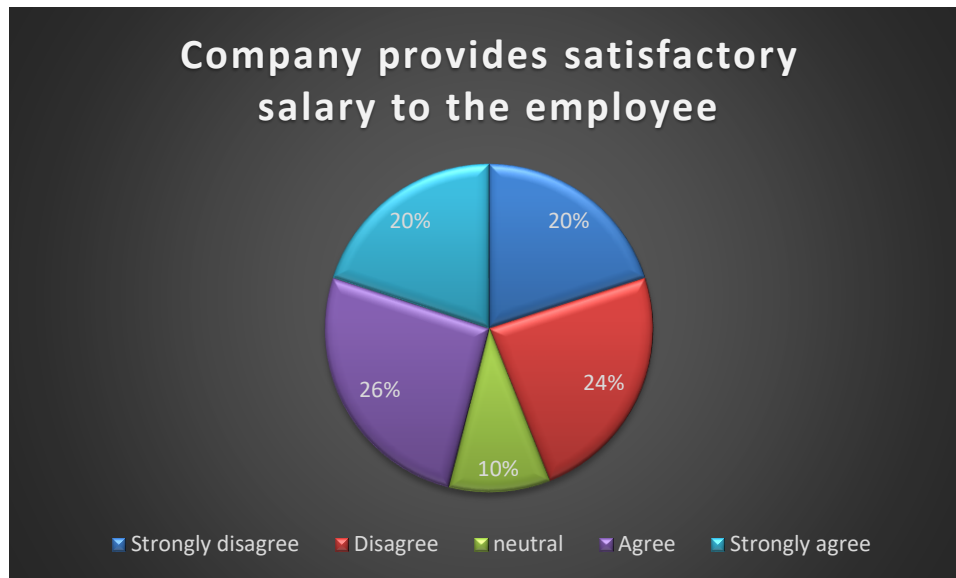


Fig4.8: Pie Chart showing the result (%) of question 8

Survey Result: Among the number of 50 respondents the 26% of people go with Agree, 10% Neutral, and 24% of people disagree. 20% of respondents who go with the answer strongly disagree and strongly agree.

Question 9: The work environment is safe and sound in Impress Newtex Composite Textile Limited.

Response	Number of respondents
Strongly disagree	0
Disagree	10
neutral	5
Agree	15
Strongly agree	20
Total	50

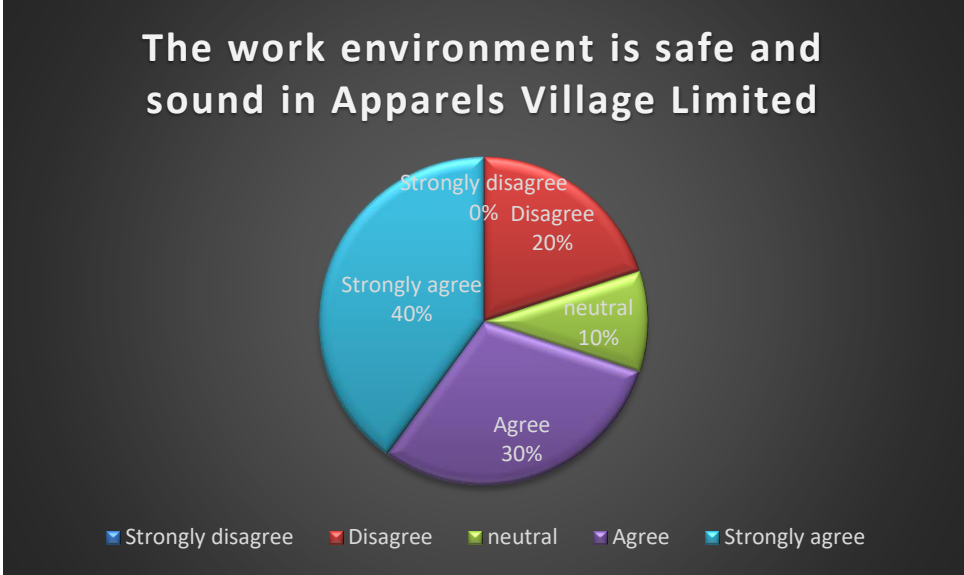


Fig 4.9: Pie Chart showing the result (%) of question 9

Survey result: 30% of the 50 respondents agreed, 10% were neutral, 20% disagreed, and 40% strongly agreed. There are no single respondents who strongly disagree.

Question 10: Organization provides opportunities for further career development

Response	Number of respondents
Strongly disagree	0
Disagree	20
Neutral	05
Agree	20
Strongly agree	05
Total	50

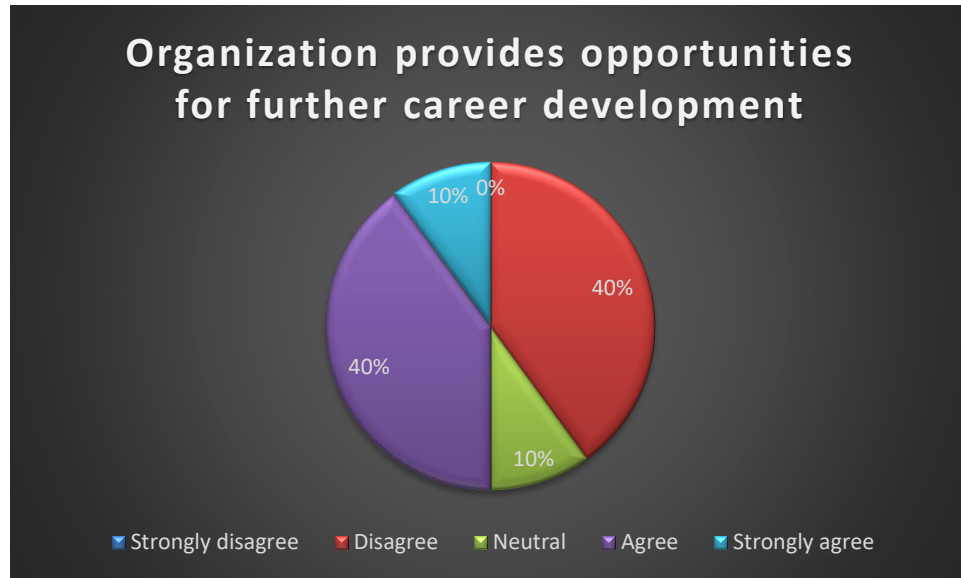


Fig 4.10: Pie Chart showing the result (%) of question 10

Survey result: Among the number of 50 respondents the 40% of people go with Agree, 10% neutral, 40% people Disagree, 10% strongly agree and there are no single respondents who go strongly disagree.

Question 11: Impress Newtex Composite Textile Limited keeps motivating the employee to perform better

Response	Number of respondents
Strongly disagree	0
Disagree	5
neutral	5
Agree	20
Strongly agree	20
Total	50

Impress Newtex Composite Textile Limited keeps motivating the employee to perform better

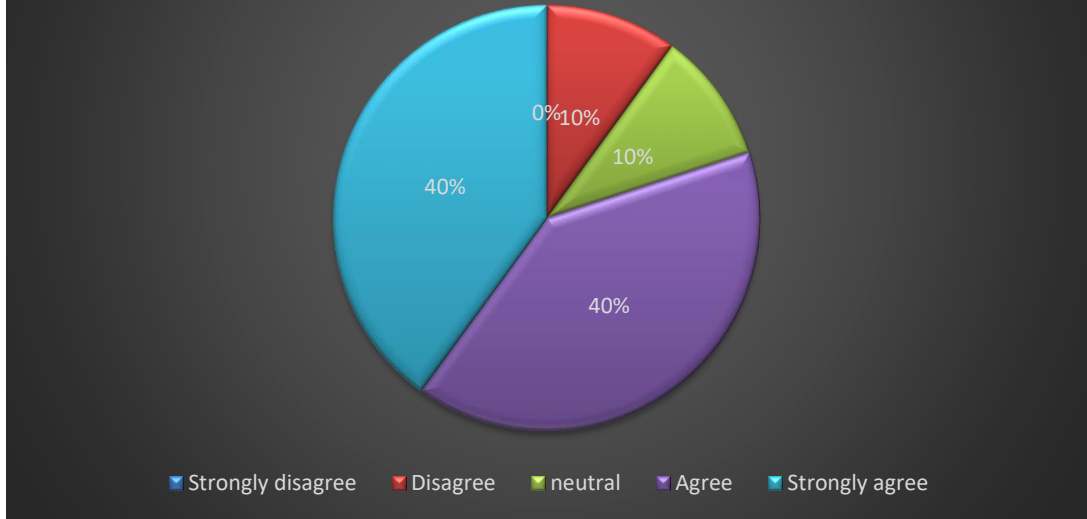


Fig 4.11: Pie Chart showing the result (%) of question 11

Survey result: Among the number of 50 respondents the 40% of people go with Agree, 10% neutral, 10% people Disagree, 40% strongly agree and there are no single respondents who go with strongly disagree.

Question 12: Employees have enough opportunities for professional growth.

Response	Number of respondents
Strongly disagree	4
Disagree	10
Neutral	6
Agree	20
Strongly agree	10
Total	50

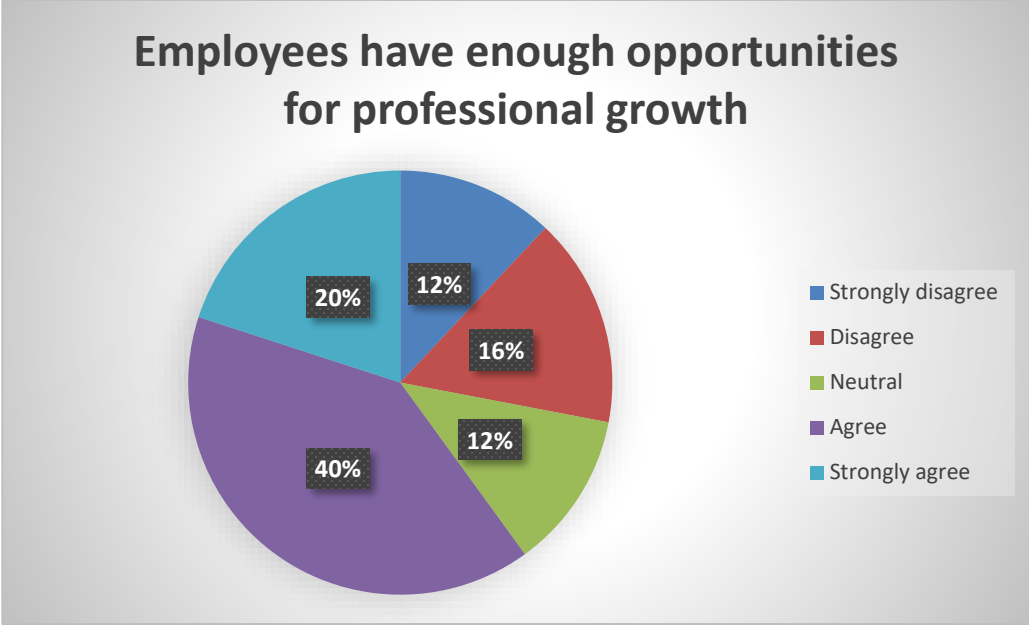


Fig 4.12: Pie Chart showing the result (%) of question 12

Survey result: Among the number of 50 respondents 12% of people go with strongly disagree, 16% people disagree, 12% neutral, 40% people go with Agree and 20% respondents who go with strongly agree.

Chapter Five

Recommendation

5.1 Findings

- ❖ The workplace condition and culture of Newtex Composite Textile Limited isn't well useful for the employee
- ❖ Feedback session of Newtex Composite Textile Limited is not play properly to the employee.
- ❖ The employees of Newtex Composite Textile Limited don't treat properly by their supervisor. Just only who are well known of the of the supervisor they get supervisor's treat for their work.
- ❖ NCT doesn't provide any motivational activities to their employee, for that reason the company don't get proper output from the employee

5.2 Recommendation

My Study finding over all demonstrates that most representatives are happy with their responsibility to Newtex Composite Textile Limited. Albeit dependent on the consequences of the investigation and the end drawn from it, the accompanying proposals are sketched out which can be followed so as to keep up the present state and build up the future work situation Satisfaction in the association:

- In the work environment, grossly has to be redefined in a way that does not. Keeping nature clean and the oxygen-devoted organization office can have some fun indoor inviting trees inside the house.
- They should be more careful feedback season. An input session can be sent to the employee on a regular basis to help the organization remain effective in its internal correspondence.
- Supervisor of NCT should make a friendly relationship with employees. He should fairly have treated all to employees and should give more attention to personal accomplishment and recognition of the employee to increase the level of job satisfaction.
- Inspiration is the key achievement factor for each employee to play out their job exercises. An organization can introduce different inspirational apparatuses, for example, grant-giving function for employee of the month can be introduced office shrewd.

Conclusion

From the above report, it is assumed that Impress Newtex Composite Textile Limited is a leading business organization with a well-known reputation among its users. Since it is a large collective, employees of all levels are working there. Since my internship program was conducted to understand the level of job satisfaction, I had to gain practical areas of responsibility and accountability of staff so that I could contact them to evaluate their views and relationships with the organization. I have tried to ask and collect information directly and indirectly. However, I had good access to company publications. Previous studies on this topic have experimentally and empirically learned that work satisfaction is largely dependent on the number of interrelated factors, such as workplace, salary, training, etc. Despite differences in opinion of employees of the organization about which the study was conducted, studies have shown that they are highly satisfied with their work.

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Appendix

“Job Satisfaction of Employees of Impress Newtex Composite Textile Limited”

Dear respondents, the purpose of this survey is to collect data for an internship report which is largely based on the quest to find out the job Satisfaction of **Employees of Impress Newtex Composite Textile Limited**. It would be a big help for me if you kindly take a moment and go through the questionnaire and answer them according to your own experience. All the information of yours will be kept as highly confidential.

Name:

Marital Status:

Gender:

Age:

Your Position:

Work Category:

1. Are you a permanent employee of Impress Newtex Composite Textile Limited?
 - a) Yes.
 - b) No.

2. How long have you been working for this organization?
 - a) Less than 1 year.
 - b) 1 to 2 years.
 - c) 2 to 4 years.
 - d) 4 years and above.

3. Does your work give you a feeling of personal satisfaction?

a) Yes.

b) No.

4. Your work is according to your qualifications and skills.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

5. Employees are satisfied with the top management.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

6. Working hour is satisfactory at Impress Newtex Composite Textile Limited.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

7. The supervisor treats the employees fairly whenever they perform a good job.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

8. The company provides a satisfactory salary to the employee.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

9. The work environment is safe and sound in Impress Newtex Composite Textile Limited.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

10. The overall facilities in Impress Newtex Composite Textile Limited are comparatively better.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

11. Impress Newtex Composite Textile Limited keeps motivating the employee to perform better.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

12. Employees have enough opportunities for professional growth.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

Thank You for giving your valuable time.