



**United International University**  
QUEST FOR EXCELLENCE

## **Internship Report on**

"Job Satisfaction of Employees of AIBL"

### **Submitted To**

Fahim Tasneema Azad

Assistant Professor

School of Business & Economics

United International University

### **Submitted By**

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Major: Human Resource and Management (HRM)

**Submission Date: 07/05/2018.**

# **Internship Report on**

## **Job Satisfaction of Employees of AIBL**

## **Letter of Transmittal**

To,

Fahim Tasneema Azad

School of Business & Economics

United International University

Dhaka-1209, Bangladesh

Subject: Submission of Internship Report of AIBL.

Dear Ma'am,

With the due respect, I am very glad to submit my Internship Report on the topic of "Job Satisfaction of Employees of AIBL".

During preparing this report I have tried to put my best effort to follow your given instruction in every aspect. The information which seem to me more important for making this report as consistent as possible so that I have collected and put those in this report as well.

I am very grateful if you approve my report and I hope that this report will be pleased to answer any query of you thereby.

Sincerely yours,

Sayedra Nuriya Saba

ID: 111 133 025

## **Acknowledgement**

At the very first, I am pleased to convey my gratefulness to Almighty as he provides me the capability to prepare this report. Then I said my heartiest thanks to my honorable course teacher Fahim Tasneema Azad, Assistant Professor, School of Business and Economics, UIU, for her consecutive guidance and advice.

Internship Report is an essential part of BBA program. In this regard, the topic of my report is "Job Satisfaction of Employees of AIBL". As my utmost known I can say that this report not published before in any organization or any other newspaper. I have organized this report as my best applied efficiency. I am also grateful to Sharifa Billah the Senior Executive Officer of AIBL (Dhanmondi Branch) for teaching me and sharing their experience and knowledge while I was working under their supervision as an intern in the organization.

At my best trying, I worked very hard and sincerely to make this report reliable and informative. At last, my pardon to all readers for any kind of theoretical and printing mistakes found in this report.

## **Executive Summary**

My internship period started from 5th November 2017 and ended on 5th February 2018 at AIBL which was an essential requirement of my Bachelors of Business Administration at United International University, I had gained field competency through this internship. In this report, I tried to emphasize mainly on my practical knowledge gained through the internship and align them with the theoretical knowledge that I have gained from different academic courses. This report focuses on an essential segment Human Resource Management Practices at AIBL.

AIBL follows external recruitment process and mainly focus on the targeted applicant. At AIBL, I conducted a survey of 20 employees at Dhanmondi Branch. I found that they gave neutral answers to most of the survey questions. Throughout my internship period, I observed that colleagues were very friendly to each other and they enjoy their task as the Manager of the branch was a gentleman and he always tried to cheer up his employees. During the journey of my 3 months internship, I found everybody was very co-operative and friendly.

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# **Chapter: 1**

## **Introduction**



## **1. Introduction**

AIBL is one of the biggest banks in Bangladesh. The bank started their journey on 18 June 1995 as a private limited company. Mr. A. Z. M. Shamsul Alam is the chairman and founder of the bank. AIBL gives its customer commercial and customer banking, trade finance. Its other associated trustees and clearing services in Bangladesh. The approved capital of the Bank is Tk. Fifteen thousand million (15000.00 million). Thus, the verbal paid capital of the bank are tk. 8343.24 million as on 31.12.2015. In the banking sector it is actually hundred percent of paid up capital owned by shareholders. The fairness of the bank is Tk. 14479.06 which is declared on 31 December 2013. The total empowerment was 2387. The number of shareholders was 58466. It has gained sequence profit and declared a good dividend over the years. The high quality of customer service provides by the integration of modern technology of the bank. The new product is the device that can achieve a success in banks development. It also gives a big impact on national economy. This bank made a donation to the socio economic evolution of the country with 148 boughs (up to 2017) of which 23 is AD overall the country.

### **1.1 Objective of Study**

- To make everyone understand about Employees job satisfaction.
- To know overall banking system.
- Make recommendations to improve some service areas where the organization is lacking on employees job satisfaction.

### **1.2 Origin of the Report**

In the journey of BBA program, internship is an essential requirement for the students who are under graduating from the BBA program under the School of Business of United International University, Bangladesh.

In these 3 months of internship program, I have worked in an organization named 'AIBL' for 3months. Within this time I learned how to do the departments work with the help of the internal employees of the bank. Meanwhile I have decided to write a report on "Job Satisfaction of Employees of AIBL."

Within these three months of work experience with AIBL on this internship program, I was mainly worked under the Foreign Exchange Department of the bank. This department is a very important unit of AIBL under the banking division.

### **1.3 Methodology**

#### **Primary Data**

Primary data was collected from the face to face interview. Formal questionnaire were used in order to collect data from the employees. Interviews were conducted on the managers and employees of the bank for insights and clarification. Information was also collected through informal discussions with survey on overall employees.

#### **Secondary Data**

In the case of secondary data I used relevant journals and various publications of AIBL. I have also collected data from the AIBL- employees, web site, internet and some of the published article by the Bangladesh Bank. For the organization part information has been collected from websites of AIBL.

### **1.4 Scope of the Study**

In my report I have worked on employee's job satisfaction of the AIBL. I have also discussed about the background of the sector, glass ceiling factor etc. I give a quick discussion of the AIBL. It has been given to an explanation its operations and activities. So, the scope of the study based on the knowledge of the organization. In this time I have also tried to identify and survey on employees job satisfaction.

### **1.5 Limitations**

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

The respondents were the major problem that may arise many confusions regarding verification of conceptual question. As my sample size was 20 it was difficult to draw a conclusion. While collecting data on AIBL, did not disclose much data for the sake of the privacy of the company.

# **Chapter 2:**

## **About the Organization**

## **2.1 History of AIBL:**

AIBL was established (registered) as a public limited company on 18 June, 1995. Its authorized orientation took place on 27/09/1995. The legal capital of the Bank is Tk. Fifteen thousand million. Its liquid capital is Tk. Eight thousand three hundred forty three 8343.24 million as on 31<sup>st</sup> December 2013. The sponsors of the Bank are 100% given capital is being owned by shareholders. The equity of the bank is tk. fourteen thousand seventy eight 14478.06 million on 31 December 2013. The total empowerment of the bank was 2387. The number of stockholders was 58466. The bank gained a continuous dividend and declared a good profit for many years. AIBL try to give it customer best service through the combination of modern technology. The product is the tool of the bank to get success. The bank has a diverse array of carefully tailored products and services to satisfy customer needs. This bank is committed to contribute a little to the national economy. It has made a contribution to the socio economic development of the country. It has 127 branches in 23 is AD throughout the country. The legal capital of the Bank is Tk. fifteen thousand million and the paid up capital is Tk Eight thousand three hundred forty three 8343.24 million as on 31/12/2013. It hires transactions which are accepted by Bangladesh Bank. By nature, its manner and operations are far different from other standard trading bank.

## **2.2 Vision**

- They want to be a colonist in Banking in Bangladesh. Thus, they want to donate remarkable to the growth of the country economy.

## **2.3 Mission**

- They keep the record of best financial services to the recent technology.
- They provide fast and well organized consumer service.
- They try to handle high standard in business norms.
- They focused on equal growth.
- Their mission is to be being slow & competitive RIO shareholders' equity.
- Always try to be innovative banking at a competitive price.
- Their main target is retained quality human resources.
- Expanding competitive compensation packages.

- Organization is committed to the extension of national economy.
- Participate in little and SME financing.

## **2.4 Commitments**

- AIBL mainly focus on consumer growth and it always believes in slow and steady growth. It customers are the quality investor which are found by AIBL and it always try to keep leading position in overall banking.
- AIBL provides financial supports with the join of their door to customer. Small and medium range enterprises, as well as business customers are branches overall the country.
- AIBL business partners are made by them who are maintaining the changes in business& commercial needs of the customers.

# **Chapter: 3**

## **Literature Review**

### **3.1 Human Resource Management**

The purpose of human resource management is to develop the productivity of the organization by controlling the efficiency of its employees. This is not likely to adjust in any despite of the ever-growing pace of 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."

**Irving Burstiner** commented in *The Small Business Handbook*, "Hiring the exact people- and treat them well can often mean the difference between scrape out of livelihoods and slow business growth'.

**Michael Armstrong** in his book *A Handbook of Human Resource Management* is that, "Business success is most likely to be achieved if the personnel policies and procedures of the enterprise are closely linked with, and make a major contribution to, the achievement of corporate objectives and strategic plans."

### **3.2 Job Satisfaction:**

The concept of job satisfaction developed in 5 Key Factors to Job Satisfaction -

**1. Engagement:** When employees are getting engaged in work, they are present, focused, and productive. 51 percent of workers were not being engaged at work because of which were millennial's. Being aware of the job is directly supporting. For a result a larger outcome which could encourage stays engaged and motivated.

**2. Respect, praise, and appreciation:** Employees are happy in their levels when they feel honored and praised for a job well done. However, it's from a simple appreciation from a company manager. Subordinates or managers are or something is needed of them. At the same time making effort to appreciation can have good influence on worker's satisfaction.

**3. Fair compensation:** Fair compensation is something which an employee can get based on their performance of their works. It is based on the skills of employees how they contribute in a particular work. Each employee has their own capability and work efficiency in particular field. So, each employee should get the fair compensation based on their hard work.

**4. Motivation:** Motivation is something which is a factor behind the job you either already has. It is the power that you want may help increase job satisfaction as well and asking yourself.

**5. Life satisfaction:** Meanwhile it is matter that employees who are unhappy in life, they are less focused on their regular work. Employees who are generally unhappy in life are not find satisfaction in their work because they are less concentrated.

### **3.3 Glass Ceiling:**

A glass ceiling is a concept which is used to represent an invisible barrier to the society. It is mainly used from raising certain level in a manner. It was first developed by the careers of high-achieving women in US. This system is mainly to refer the barriers for progress of minority women, as well as minority men. Basically glass ceiling means the minority in the work place. In this concept men and women both are under this system. For an example, in most of the MNC we see that there are few women in the top position in an organization. This thing happened because there is a cotta for women. This women are few in number and they can difficulty overcome that situation. They reach in this position by their struggle.

With the same views, other matters happened in the workplace. Thus, there are common terms for restrictions and obstacles regarding women and their part in the organizations. However, how they connect with their parental duties. The concept is usually used when trying to the areas of their paths. It often used by trying to develop within their lives external from work spaces.



# **Chapter: 4**

## **My work area**

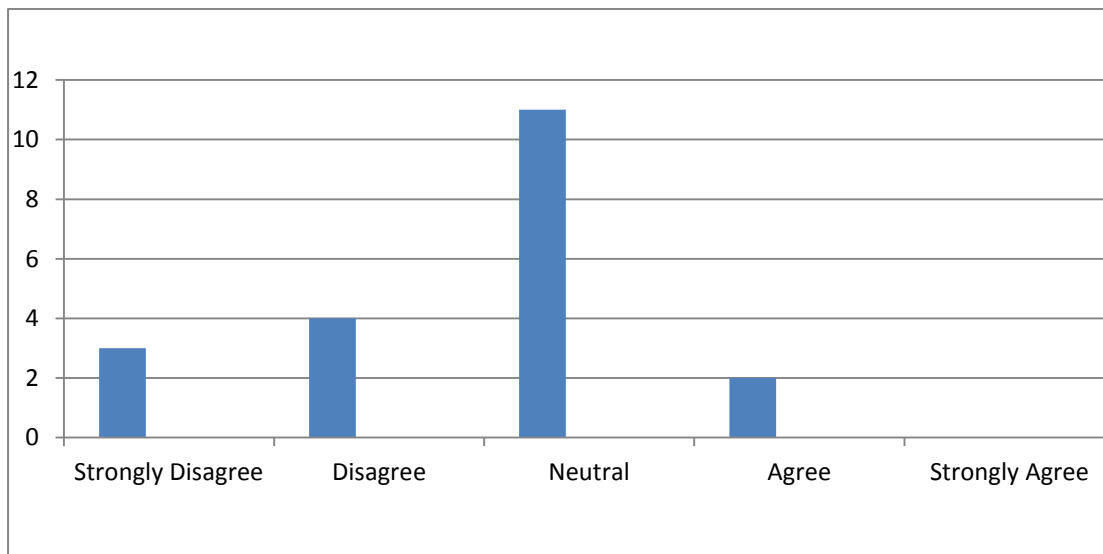
#### 4.0 My Work Area:

In AIBL I was working at Foreign Exchange Department. In my internship, I survey on Employees Job Satisfaction of AIBL.

The findings from each question are given below with analysis:

##### Question no: 4.1

**Are you satisfied with your salary according to your position?**



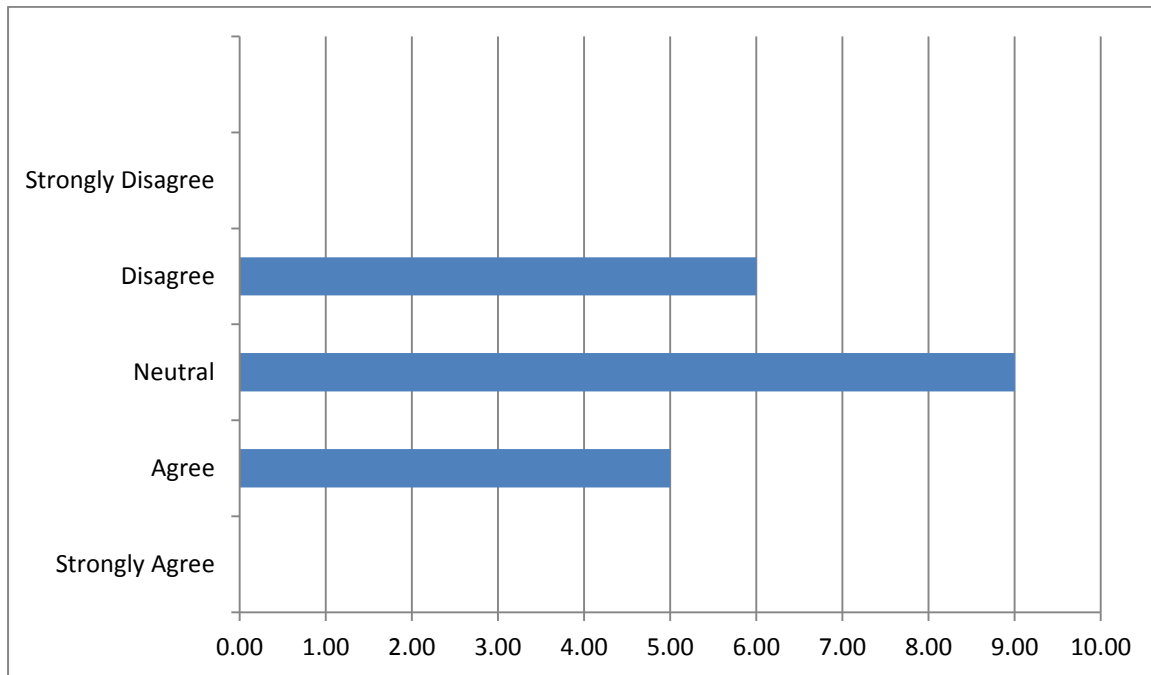
Satisfaction	Frequency	Percentage
Strongly Disagree	3	15%
Disagree	4	20%
Neutral	11	55%
Agree	2	10%
Strongly Agree	0	0%
Total	20	100%

##### Analysis and Findings:

In AIBL, there were 20 employees working at the Dhanmondi Branch. From the given question whether they were satisfied with the Salary, the findings which I got from here that 3 persons Strongly Disagreed which is 15%, 20% Disagreed, 55% were Neutral, and 10% Agreed & 0% Strongly Agreed with the statement.

**Question no: 4.2**

**Are you satisfied with your regular assigned activities?**



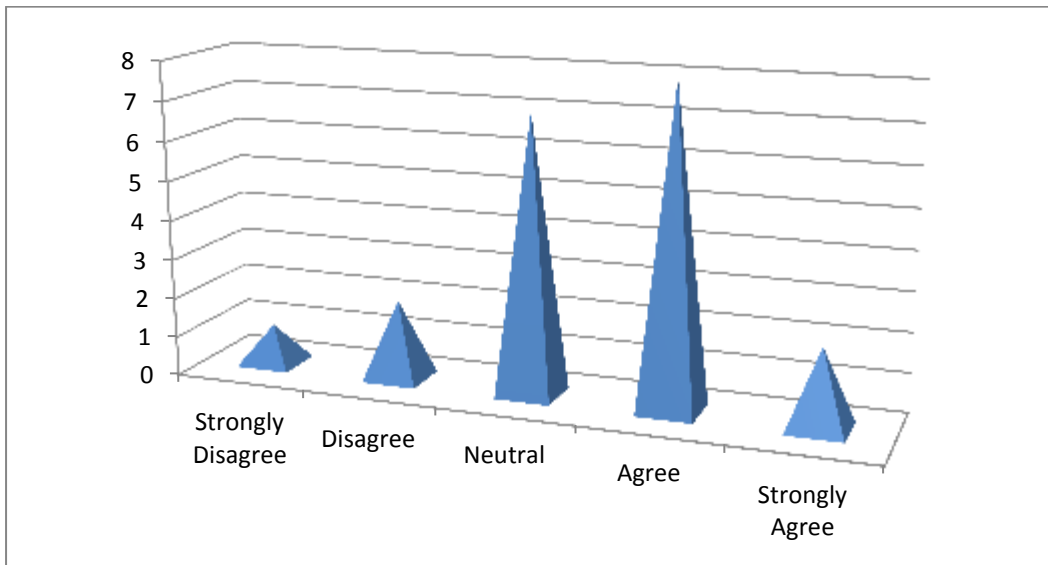
Satisfaction	Frequency	Percentage
Strongly Disagree	0	0%
Disagree	6	30%
Neutral	9	45%
Agree	5	25%
Strongly Agree	0	0%
Total	20	100%

**Analysis and Findings:**

At AIBL, there were 20 employees in the Dhanmondi Branch. 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 no: 4.3**

Does the supervisor keep you well informed about what's going on in the company?



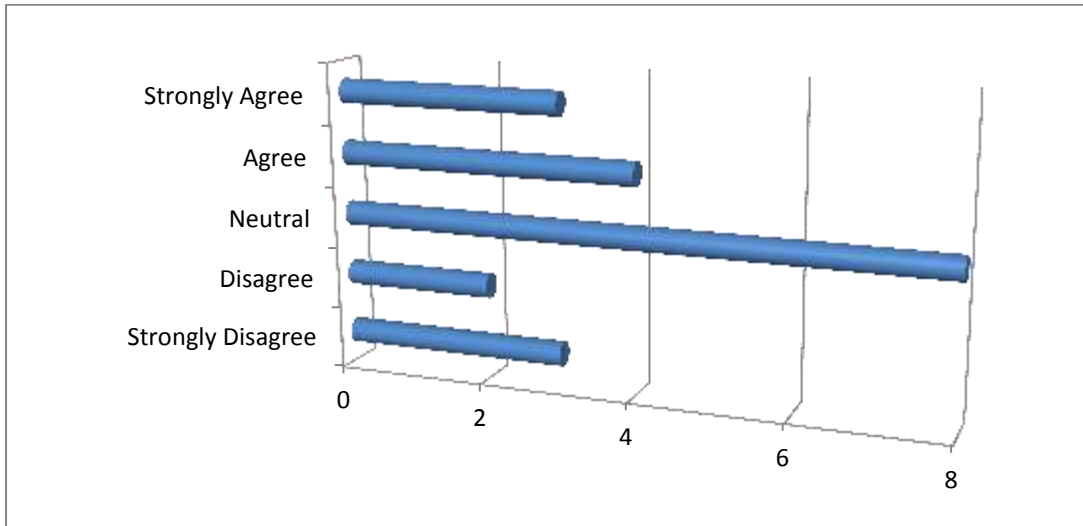
Satisfaction	Frequency	Percentage
Strongly Disagree	1	5%
Disagree	2	10%
Neutral	7	35%
Agree	8	40%
Strongly Agree	2	10%
Total	20	100%

**Analysis and Findings:**

From the given question whether the supervisor keep them well informed about what's going on in the company, the clarifications are –10% Strongly Agreed & 5% Strongly Disagreed. From the scale Disagree to Agree; 10% disagreed with the statement, 35% were neutral & 40% agreed with the statement.

**Question no: 4.4**

**Do you think your views and participations are valued in the company?**



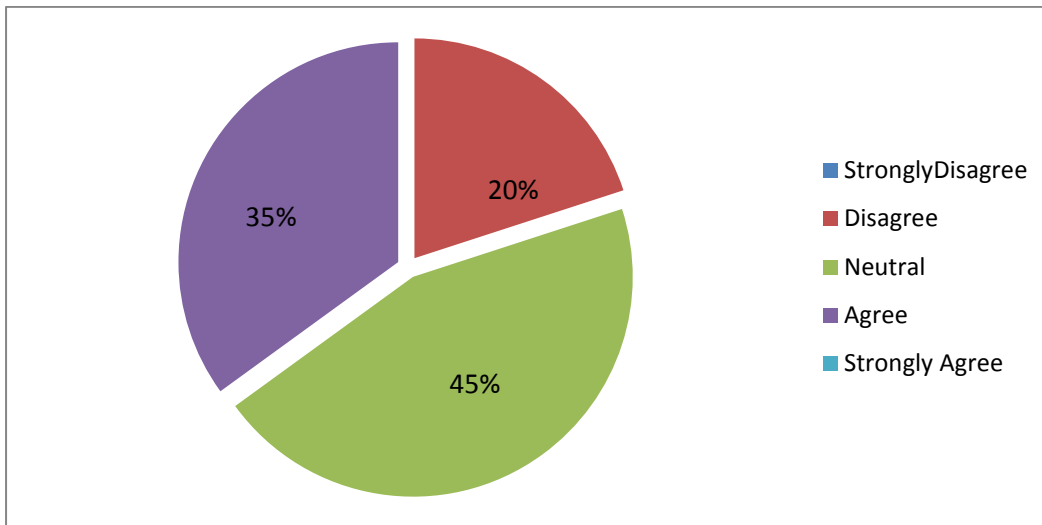
Satisfaction	Frequency	Percentage
Strongly Disagree	3	15%
Disagree	2	10%
Neutral	8	40%
Agree	4	20%
Strongly Agree	3	15%
Total	20	100%

**Analysis and Findings:**

From the given question if their views and participations are valued in the company these are –15% strongly agreed & 15% strongly disagreed. From the scale Disagree to Agree; 10% disagreed with the statement, 40% were neutral & 20% agreed with the statement.

**Question no: 4.5**

**Are you satisfied with the professionalism of the people whom you work with?**



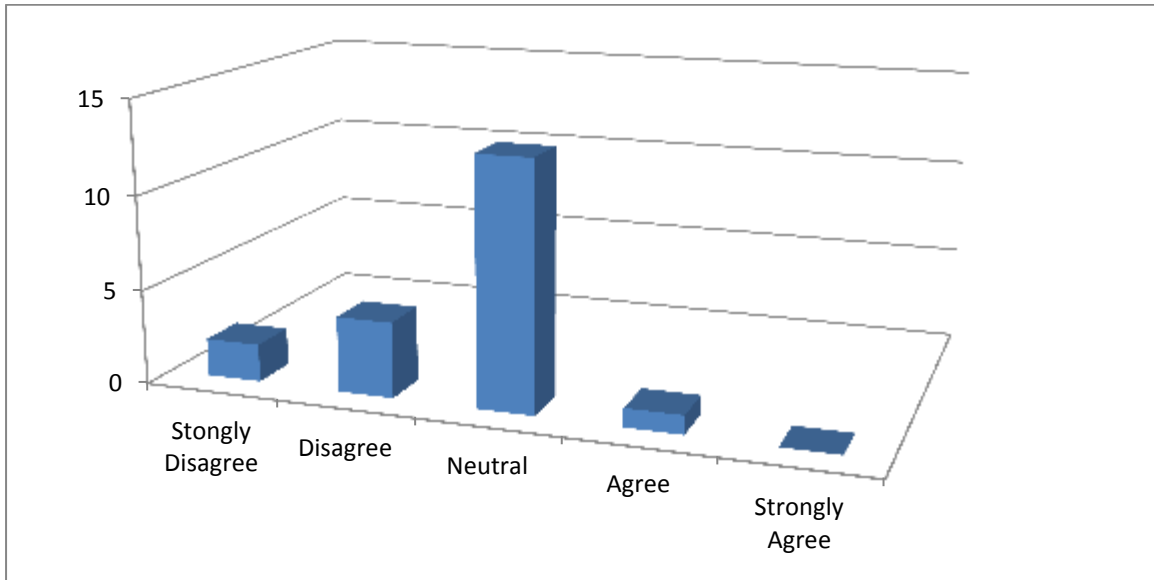
Satisfaction	Frequency	Percentage
Strongly Disagree	0	0%
Disagree	4	20%
Neutral	9	45%
Agree	7	35%
Strongly Agree	0	0%
Total	20	100%

**Analysis and Findings:**

From the given question whether they were satisfied with the professionalism of the people whom you work with these are – None of them was strongly Agree & strongly disagree. From the scale Disagree to Agree; 20% disagreed with the statement, 45% were neutral & 35% agreed with the statement.

**Question: 4.6**

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



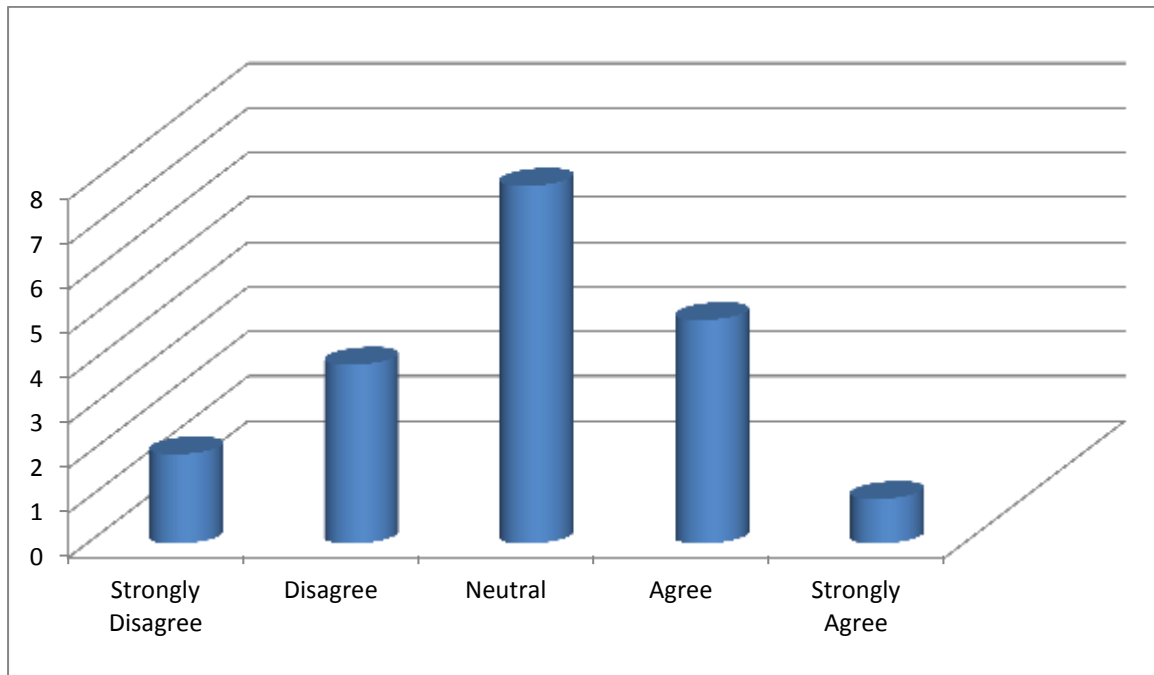
Satisfaction	Frequency	Percentage
Strongly Disagree	2	10%
Disagree	4	20%
Neutral	13	65%
Agree	1	5%
Strongly Agree	0	0%
Total	20	100%

**Analysis and Findings:**

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: 4.7**

**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%

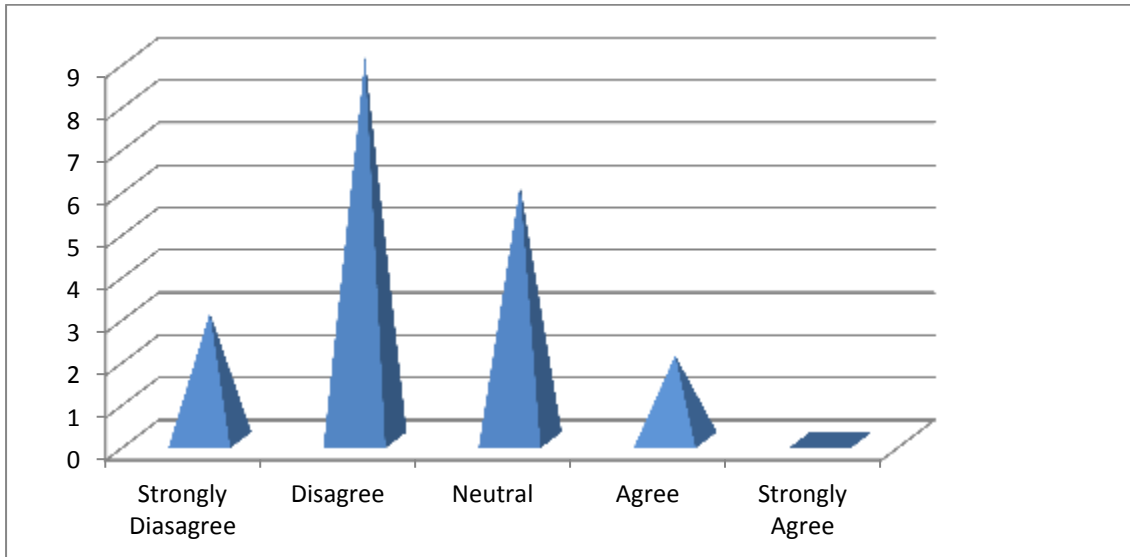
**Analysis and Findings:**

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: 4.8**

**Do you receive appropriate recognition for your contributions?**



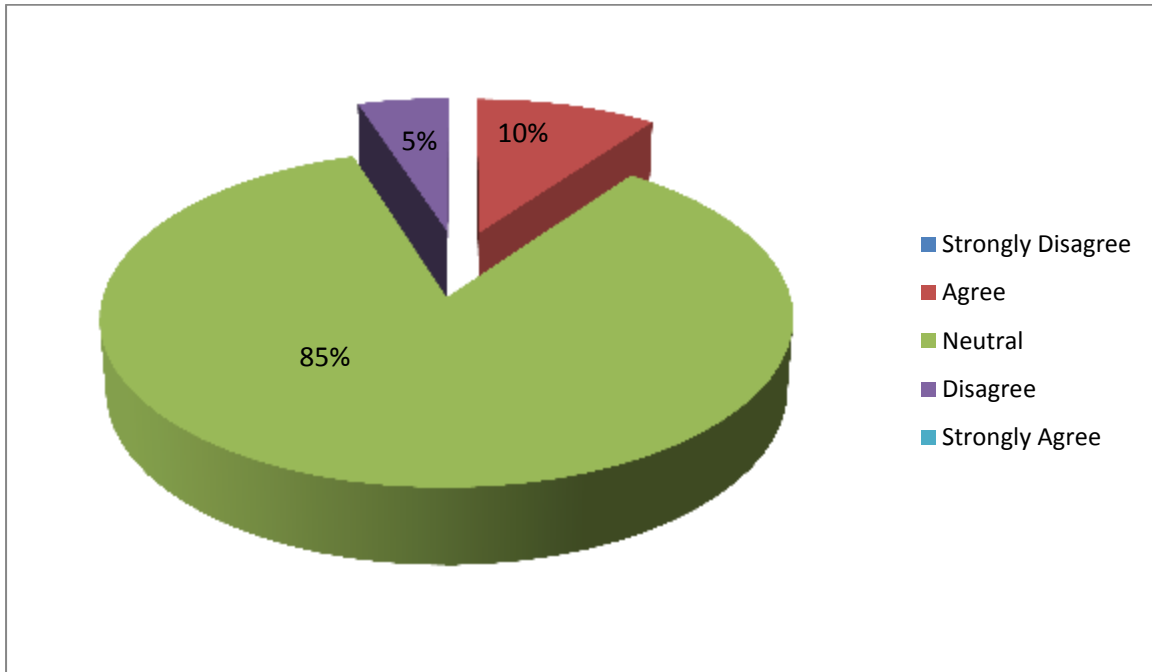
Satisfaction	Frequency	Percentage
Strongly Disagree	3	10%
Disagree	9	40%
Neutral	6	30%
Agree	2	20%
Strongly Agree	0	0%
Total	20	100%

**Analysis and Findings:**

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: 4.9**

**Does the employee empowerment influence the quality of your work?**



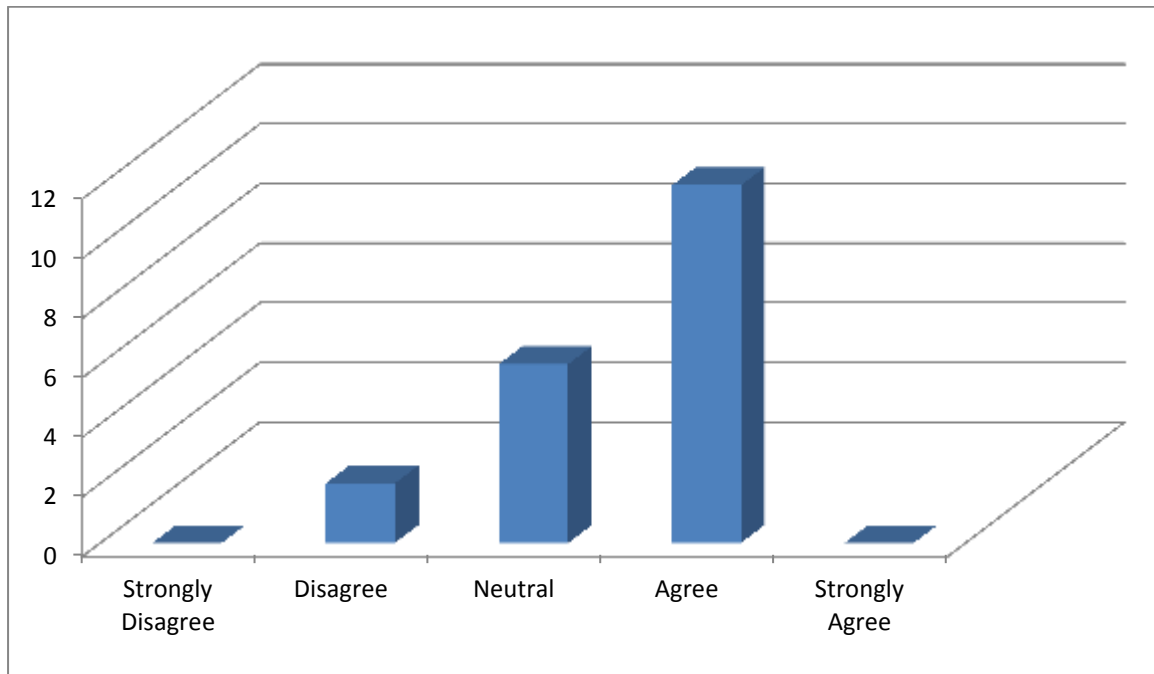
Satisfaction	Frequency	Percentage
Strongly Disagree	0	0%
Disagree	1	5%
Neutral	17	85%
Agree	2	10%
Strongly Agree	0	0%
Total	20	100%

**Analysis and Findings:**

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: 4.10**

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



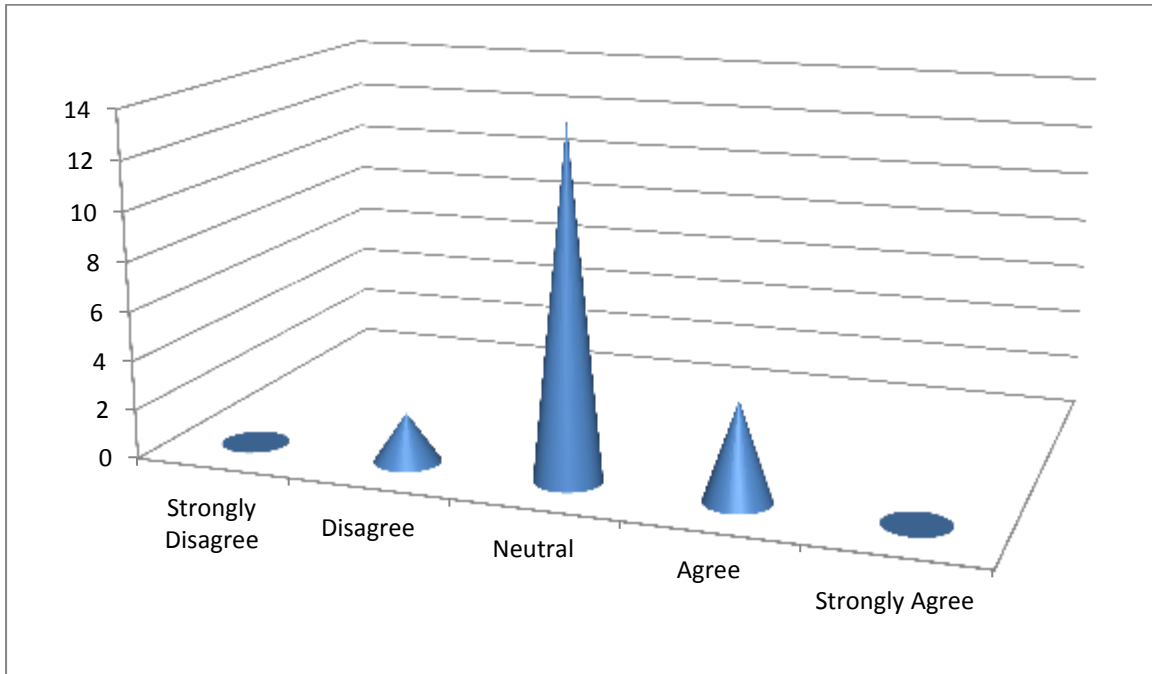
Satisfaction	Frequency	Percentage
Strongly Disagree	0	0%
Disagree	2	10%
Neutral	6	30%
Agree	12	60%
Strongly Agree	0	0%
Total	20	100%

**Analysis and Findings:**

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: 4.11**

**Are you satisfied with the overall job security?**



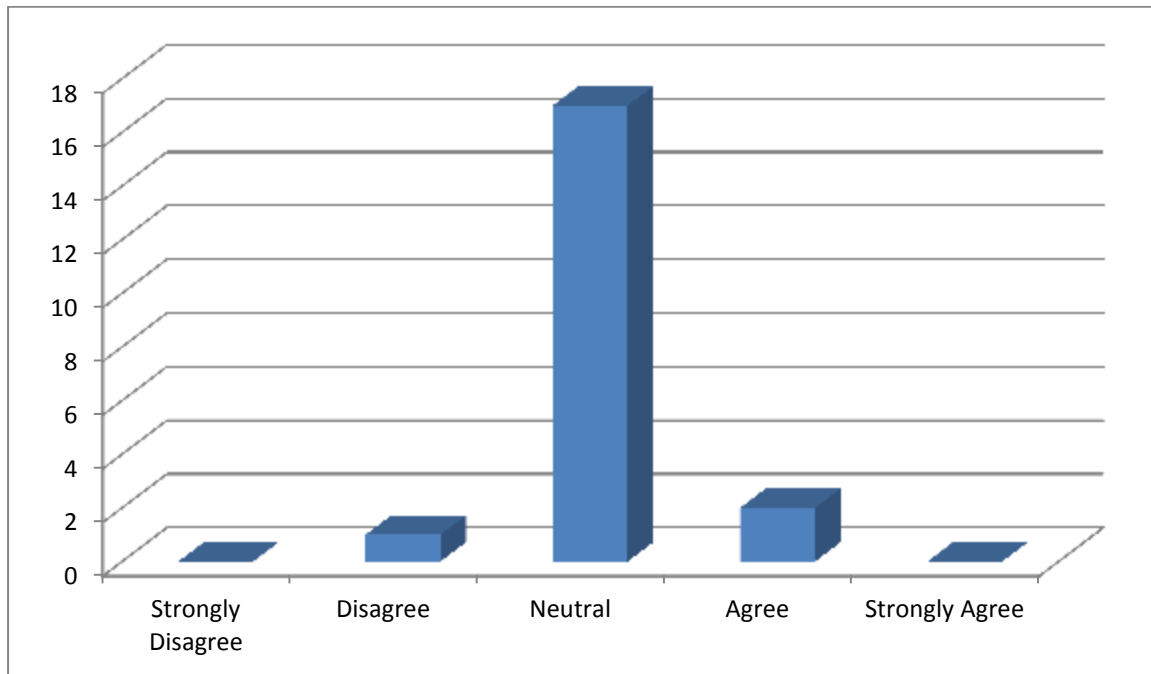
Satisfaction	Frequency	Percentage
Strongly Disagree	0	0%
Disagree	2	10%
Neutral	14	70%
Agree	4	20%
Strongly agree	0	0%
Total	20	100%

**Analysis and Findings:**

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: 4.12**

**Do you receive informal praise and appreciation from your supervisor?**



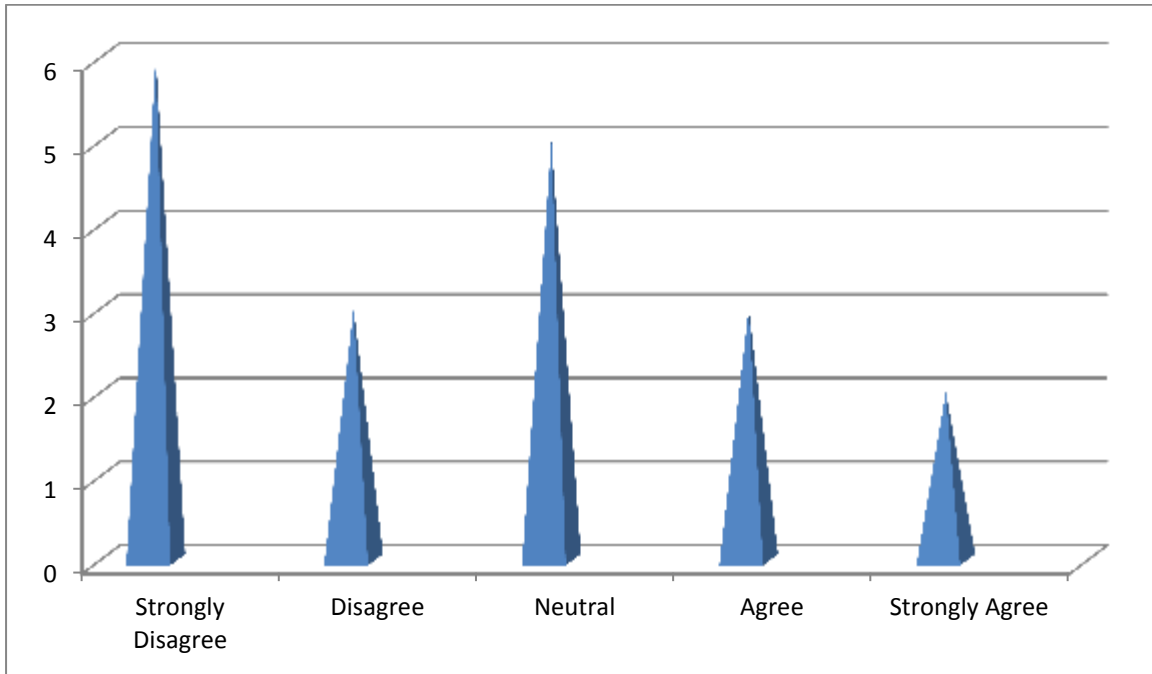
Satisfaction	Frequency	Percentage
Strongly Disagree	0	0%
Disagree	1	5%
Neutral	17	85%
Agree	2	10%
Strongly Disagree	0	0
Total	20	100%

**Analysis and Findings:**

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: 4.13**

**Do you feel your manager is fair to all employees?**



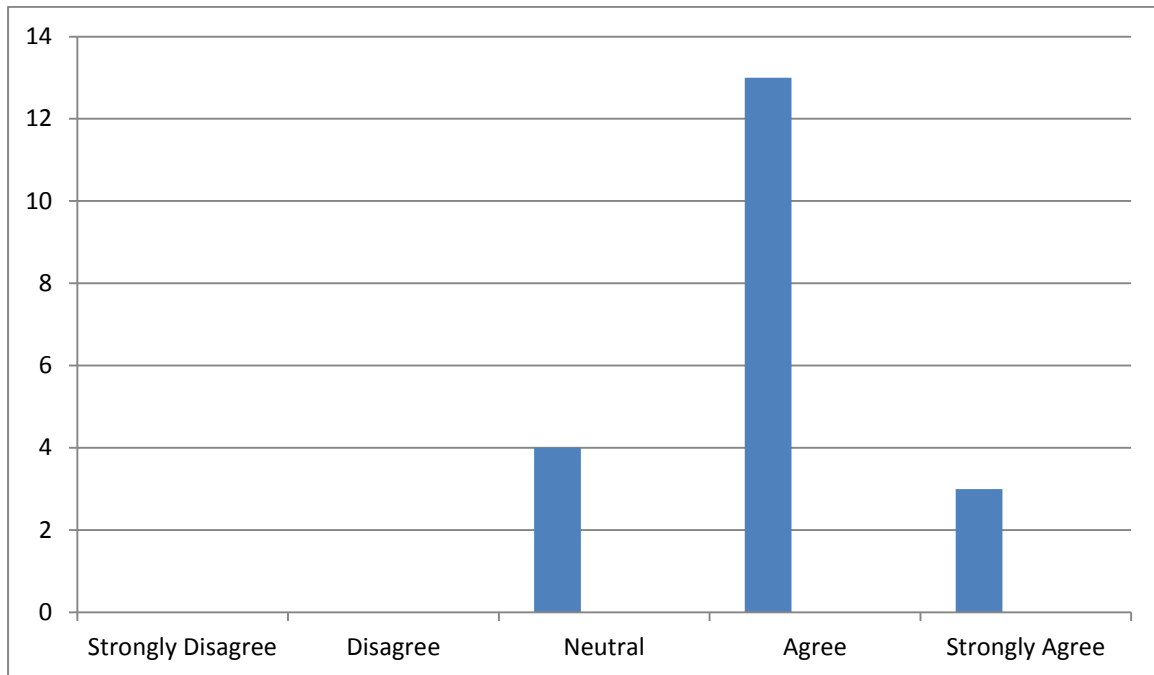
Satisfaction	Frequency	Percentage
Strongly Disagree	6	30%
Disagree	4	20%
Neutral	5	25%
Agree	3	15%
Strongly Agree	2	10%
Total	20	100%

**Analysis and Findings:**

From the given question how they feel manager is fair to all employees –30% of them were strongly disagreed & 10% of them strongly agreed. From the scale Disagree to Agree; 20% disagreed with the statement, 25% persons were neutral & 15% agreed with the statement.

**Question: 4.14**

**Does your manager motivate you?**



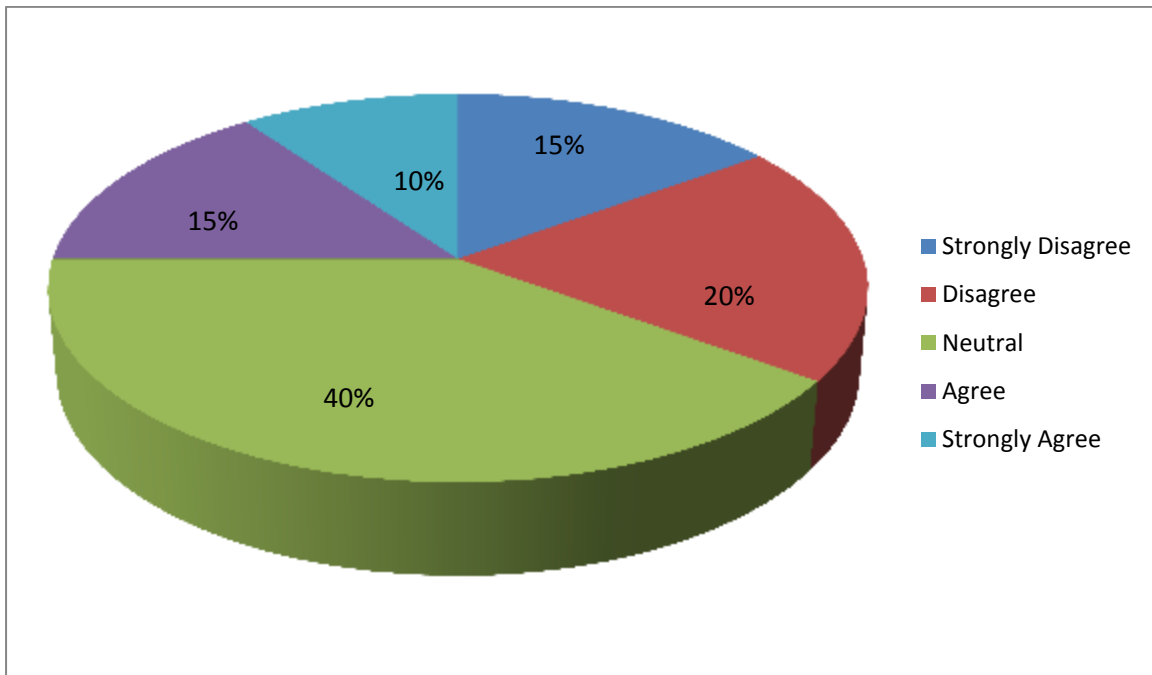
Satisfaction	Frequency	Percentage
Strongly Disagree	0	0%
Disagree	0	0%
Neutral	4	20%
Agree	13	65%
Strongly Agree	3	15%
Total	20	100%

**Analysis and Findings:**

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: 4.15**

**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%

**Analysis and Findings:**

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**

# **Recommendation & Conclusions**

## **5.1 Recommendations:**

I have completed my internship in AIBL at Dhanmondi Branch. After completing my internship I want to give some recommendations that will help to identify what kind of improvement they need in their organization.

These are given below-

- In Dhanmondi branch 20 employees working there. In my view, the place is very congested that sometimes they could not give chairs to the interns and clients. So I think they should increase their internal capacity.
- They have HR practice only in the head office. There is no HR practice in the branch so they should introduce HR practice in the branch.
- 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 satisfied with the salary.
- As an intern I worked in foreign exchange 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.

I have come up with the abovementioned suggestions which I feel AIBL should follow to improve their working atmosphere.

## **5.2 Conclusion:**

AIBL always tries to give their customers best service based on their needs. This bank 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 bank can get success. AIBL deliver financial services of their retailers, small and medium scale business holders. It has also company customers who are through branches all over the nation. Thus, their business partners are made to keep the changing business & commercial needs of the customers. Their human resource department mainly practices in the head office and HR use software which name is 'Sylvia'. But I think AIBL should follows HR practices throughout all the branches.

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