



INTERNSHIP REPORT

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Date of Submission: 28.09.2024

**Topic: The assessment of Employee Job
Satisfaction: A Study of Quantanite Bangladesh**



Letter of Transmittal

28-09-2024

Mohammad Amzad Hossain

Assistant Professor

United International University

Subject: Submission of project report on ‘The assessment of Employee Job Satisfaction: A Quantanite Bangladesh Study’.

Dear Sir,

I am pleased to submit my internship report on the topic of ‘The assessment of Employee Job Satisfaction: A Study of Quantanite Bangladesh’. Which I have completed as part of my BBA in AIS Program at United international university. Over the last three months, I have conducted a detailed study of employee satisfaction at Quantanite Bangladesh, focusing on critical aspects such as salary structure, increment policy, and job security. The insights and recommendations presented in this report are based on surveys conducted with employees and my personal observations during the internship period.

According to the guidelines provided by you and the organization in charge, I have tried my best to make this report in good form. In conclusion, I would like to thank you sincerely for your interest and guidance; you guided me in compiling that report. I hope I may be so bold as to ask if there is anything at all which would not reflect what you had in mind?

Sincerely Yours,

Md.Hasan-UI-Karim Maruf

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Acknowledgement

The purpose of the report is to evaluate Quantanite Bangladesh employees' job satisfaction. In order to meet the study's goals, I investigated a range of elements that affect employees job satisfaction. I did this by employing observations to determine the co-relationships between employee's job happiness and things like performance, job security, pay, and benefits. The objective was to determine employee satisfaction levels, how these affect employee's performance, and how benefits relate to employees levels of satisfaction. The survey also looks at things like job security, advancement prospects, pay, work schedules, and work environment at Quantanite Bangladesh. An introduction chapter outlining the goals, background, and constraints of the study opens the report. Reviews of pertinent theoretical and empirical work on work satisfaction are also included. Following that, the report outlines the methodology, including data sources, collection methods, questionnaires, and analysis procedures. In the analysis and discussion section, the collected data is analyzed and interpreted. Finally, the report concludes with recommendations based on the findings and a final conclusion.

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Executive Summary

The report “*The assessment of Employee Job Satisfaction: A Study of Quantanite Bangladesh*” presents a comprehensive analysis of employee satisfaction at Quantanite Bangladesh, a business process outsourcing (BPO) company. This presentation summarizes a three-month Internship Program, completed as part of the academic requirements for the Bachelor of Business Administration (BBA) degree. This report is structured into five key sections. **Introduction** is first section of them, which covers the origin and also studies scope, outlines both the primary and secondary objectives, and discusses the methodology employed along with the limitations encountered during the study. The second section focuses on the **Organization**, providing an overview of Quantanite Bangladesh. In this part, I present details such as the profile of the company, background, services offered, units of business, and the organizational structure of Quantanite Bangladesh. The third section addresses **Job Satisfaction** and includes a brief overview of the concept, along with theories those are relevant for the study. It also explores various aspects of job satisfaction, factors influencing employee satisfaction, methods for enhancing satisfaction levels, and the importance of measuring employee satisfaction within the organization. The **Findings and Analysis** section is the fourth part, where I present insights into the current satisfaction levels of employees. Primary data, gathered through questionnaires and in-depth interviews completed by 30 executives, forms the basis of this analysis. The survey focused on areas such as salary, fringe benefits, recruitment and selection processes, promotion opportunities, work environment, job responsibilities, job security, and training and development. The final section, **Recommendations**, is the fifth and most crucial part of the report. It includes a detailed analysis of the primary data, along with interpretations based on the findings. In this section, I propose several recommendations aimed at enhancing employee satisfaction at Quantanite Bangladesh, all of which are grounded in the results of the research.

Chapter 1: Introduction

Quantanite is a global Business Process Outsourcing (BPO) company founded in 2014, with its headquarters located in the UK. The company employs around 2,000 people across four continents. Quantanite specializes in delivering tailored, high-tech solutions for businesses, focusing on comprehensive customer engagement throughout the entire lifecycle and offering efficient, cost-effective back-office digital support services.

1.1 Topic

Employee job satisfaction is a key driver of productivity, employee retention, and overall organizational success. Particularly in the BPO industry, where employees often face high levels of stress and burnout, maintaining a satisfied workforce is critical to sustaining operational efficiency. The ability of a company to foster employee satisfaction directly impacts its competitiveness and ability to deliver quality services.


1.2 Purpose

The purpose of this report is to explore the factors that influence employee satisfaction at Quantanite Bangladesh. During my three-month internship, I had the opportunity to observe various aspects of the work environment and engage with employees at different levels within the company. This report is based on these observations as well as data collected through surveys distributed to employees across multiple departments. The insights gained from this study will help Quantanite Bangladesh understand the areas in which they are excelling and where improvements are needed to enhance the overall employee experience.

The report begins with a detailed overview of Quantanite Bangladesh, followed by an analysis of the industry's current landscape. It then outlines the objectives and methodology of the study before presenting the key findings. The report concludes with recommendations for how Quantanite Bangladesh can improve employee satisfaction moving forward.

Chapter 2: Organizational Background and Industry Perspective

2.1 Profile of the Company

- Name of the company: Quantanite Bangladesh
- Address: CRP Building, Mirpur 14, Dhaka 1206, Bangladesh.
- Contact: <https://www.quantanite.com/contact-us>
- Website: <https://www.quantanite.com>
- Company Logo: 

2.2 Historical Background of Quantanite Bangladesh

Quantanite Bangladesh is a prominent company that specializes in offering Business Process Outsourcing (BPO) services. It was established in 2014 with the objective of assisting businesses in optimizing their operations by utilizing outsourced solutions. The company provides a diverse array of services, including customer care, back-office assistance, data entry, and accounts processing. Quantanite Bangladesh has established a strong reputation for providing excellent services to a wide range of clients, including both small businesses and huge multinational corporations.

2.3 Industry Scenario

The BPO industry in Bangladesh is experiencing significant growth, as an increasing number of businesses are choosing to outsource their business processes to firms in Bangladesh. The primary factor contributing to this growth is the presence of a young and well-educated workforce, combined with very affordable salaries. Consequently, Bangladesh has become a very competitive location for global outsourcing.

However, the BPO industry faces various problems. every company faces challenges as well as BPO companies. The challenges are high employee turnover and job instability. If not handled properly, the repetitive, demanding, and high-pressure nature of the BPO job can result in low staff morale. Failure to address these difficulties can result losing skilled employees to their competitor and it will be decline their quality of work and also client satisfaction.

Quantanite Bangladesh is well-positioned within the BPO market. By knowing the elements that contribute to job satisfaction, Quantanite Bangladesh may take proactive actions to enhance the employee experience and retain its best talent

2.4 Product and Service

- End to End Customer Service Support.
- Business Processing Automation and Support.
- Personalized HR Support.
- Demand and Lead Generation.

2.5 Organization Structure

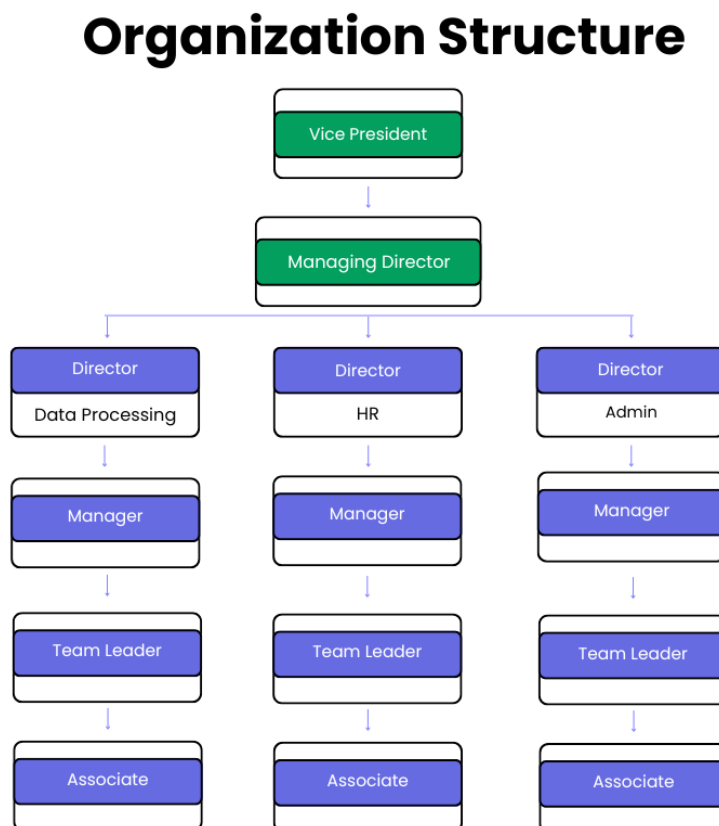


Figure-1: Structure of the Organization

Chapter 3: Objectives of the Study

3.1 Primary Objective

- ✓ Determine employee work satisfaction at Quantanite Bangladesh.
- ✓ Identify factors influencing employee satisfaction.
- ✓ Evaluate the efficiency of the company's existing employee benefits, such as flexible work arrangements and managerial support.
- ✓ Make concrete recommendations that Quantanite Bangladesh may take to increase overall staff happiness and retention

3.2 Secondary Objectives

The secondary objective is to Evaluate the efficiency of the company's existing employee benefits, such as flexible work arrangements and managerial support. Make concrete recommendations that Quantanite Bangladesh may take to increase overall staff happiness and retention. Furthermore, it will help to identify the relationship between the employees and management.

Chapter 4: Methodology of the Study

It is a descriptive form of research that focuses on evaluating employees' job satisfaction levels in Quantanite Bangladesh. The report incorporates a mix of theoretical background along with findings and analysis. It also includes questionnaires for data collection and concludes with recommendations and references to summarize the study's conclusions.

4.1 Type of Data

The study is mostly based on primary data gathered from questionnaires. Surveys allowed the collection of quantitative data on numerous areas of employee happiness, as well as qualitative insights through open-ended questions.

Source: Primary Data	Source: Secondary Data
1. Survey with set of question. 2. Direct interviews and conversations with employees. 3. Observations made during the study.	1. External document. 2. yearly employee survey conducted by company.
Population size: 217 Sample size: 30	

4.2 Data Collection Process

Firstly, made a google doc questionnaires and ask the co-workers and Team leader, after agreeing distributed surveys to employees at Quantanite Bangladesh. The questionnaires were designed in a way to capture information on multiple dimension such as compensation, job security, work-life balance, and relationships with colleagues and supervisors.

In addition to the questionnaires informally talked with employees and my personal observations during the internship period provided additional context for interpreting the data.

4.3 Sample Size

The questionnaires were distributed to a total of 30 employees from various department, job role and seniority of the company to ensure that the findings will reflect broader employee population.

4.4 Sampling Technique

Here a random sampling technique was used to select the sample people. So that every employee should have equal chance to be selected as a sample population.

4.5 Scope

4.5.1 Area

This study is focused on only Quantanite Bangladesh regional office.

4.5.2 Time

All the data from sample and interview was taken in the internship period.

Chapter 5: Literature Review

5.1 The idea of job satisfaction among employees

Employees satisfaction with job plays a crucial role in evaluating and understanding an employee's performance, motivation, and overall effectiveness. It refers to the positive emotional state that arises from one's job and experiences at work. Hoffman-Miller (2013) and Bashers (2009) suggest that job satisfaction revolves around three key dimensions of organizational behavior: affective, cognitive, and behavioral. In the field of human resource management, it is often used as a measure of overall employee contentment. From a practical perspective, a "job" represents more than just a task performed under a contractual agreement for compensation; it encompasses a broader range of work-related experiences and expectations.

5.2 Employee Job Satisfaction Theories

Several motivational theories are closely linked to job satisfaction. The following section provides a summary of key theories, offering a quick overview of their categories, core ideas, and themes.

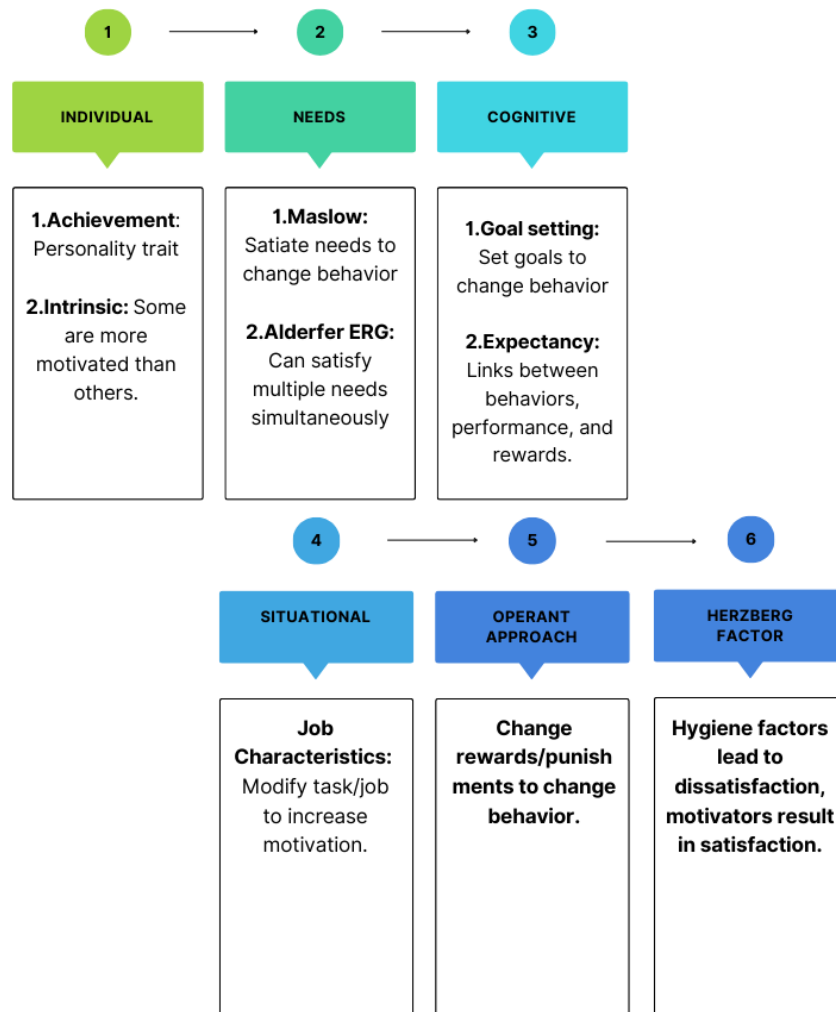


Figure-2: Employee Job Satisfaction Theories

Theory of Setting Goal: Setting Goal is a deliberate process that involves establishing performance benchmarks to achieve desired outcomes. When individuals or teams recognize that their current performance is falling short, they are often motivated to increase effort or modify their strategies. According to this theory, motivation stems from the desire and intention to achieve specific goals.

Theory of Achievement: This theory suggests that an individual's needs evolve over time based on their experiences. It focuses on how a person's desire for achievement, power, and affiliation influences their behavior. As explained by the well-known psychologist David McClelland, everyone is motivated by these three factors, regardless of their gender, age, race, or cultural background.

Herzberg Factor about Hygiene: Factors of Hygiene refer to the aspects of a job that, when adequately addressed, prevent dissatisfaction but do not necessarily lead to increased satisfaction. These factors are essential to maintaining a motivating work environment. If absent, they contribute to employee dissatisfaction. Hygiene factors are often external to the work itself and are sometimes referred to as "dissatisfiers" or "maintenance factors." They are necessary to ensure a basic level of employee contentment, as they fulfill physiological and basic human needs within the workplace context.

5.3 Employee Job satisfaction areas



Figure-3: Job Satisfaction Areas

5.4 Drivers of job satisfaction levels

It seems that there are several drivers that affect the level of job satisfaction for example: working environment, appreciation to the employee, fair policies and its practices, equality of opportunity, feel the employee as a true part of the organization and their safety and security, pay structure and promotion, proper recognition of their creativity and flexibility, opinions and interaction between the supervisor and their employees and appreciation between colleagues.

5.5 The organization must be aware of satisfaction of their employee

If an organization prioritizes employee satisfaction, it goes beyond a simple human resources initiative. This focus also promotes the well-being, safety, productivity, and retention of its workforce. Several key reasons highlight the importance of fostering employee satisfaction:

1. Encourage innovation.
2. Reduce unavailability.
3. Boost employee efficiency.
4. Lower employee turnover rates.

5.6 Strategies to increase job satisfaction levels

The ways to increase employee job satisfaction are presented below:



Figure-4: Strategies to increase job satisfaction levels

Chapter 6: Analysis and Findings of the Study

6.1 Findings and analysis

The entire questionnaire was distributed to determine the factors that contribute to satisfaction and dissatisfaction. A total of 30 employees answered to the questionnaire.

Pay Structure

Q:1 The salary aligns well with the level of responsibility and job satisfaction.

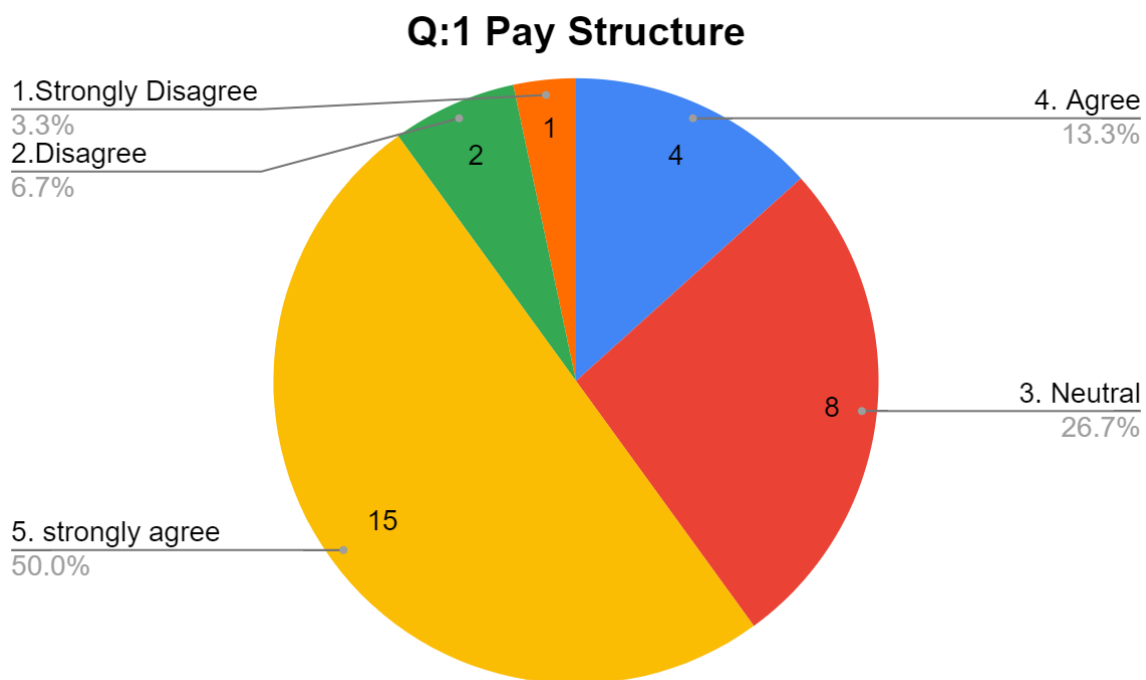


Figure-5: Response of Q:1

The statistic is representing that employees of 50% highly agree and are pleased with their earnings, while 13.3% agree, and 26.7% remain neutral. However, 6.7% and 3.3% of employees express dissatisfaction with their pay. Based on my analysis, most higher-level employees feel their compensation is adequate for their role and workload when matched to similar positions in other organizations. In contrast, many low-grade employees are unhappy with their salary structure, as they believe it does not align with the demands of their job. Consequently, they expect increased bonuses, wages, and additional benefits to offset their lower pay.

Q:2 Employees are happy with the wage structure and available benefits.

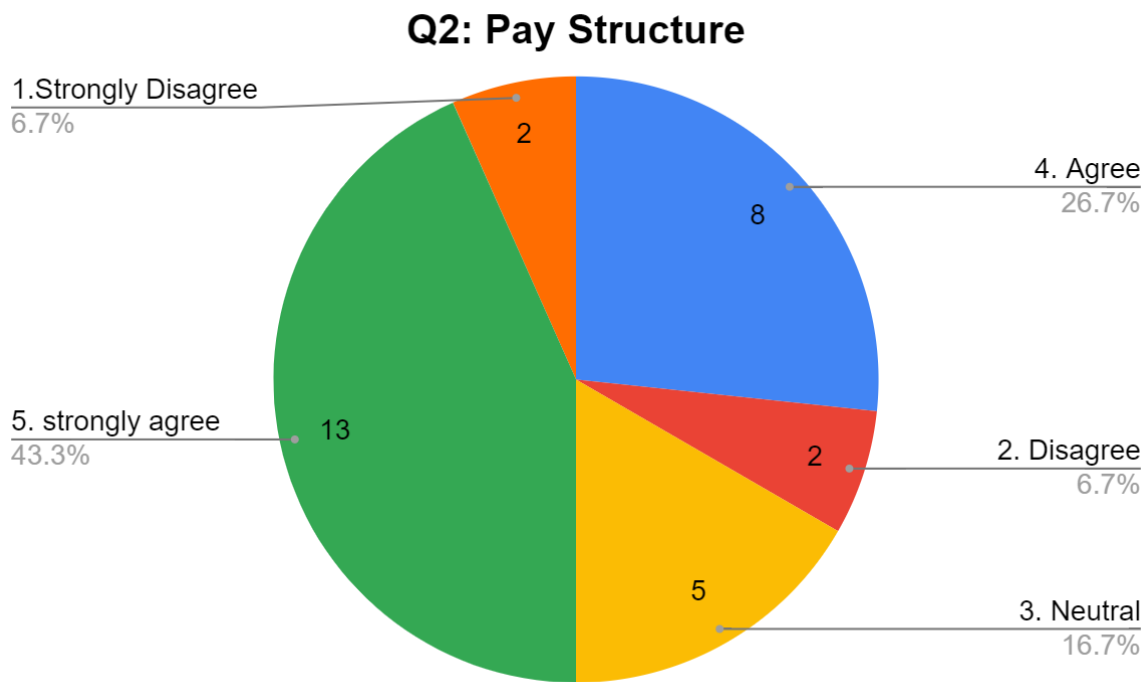


Figure-6: Response of Q:2

This chart shows that 43.3% from the employees are strongly agreed and satisfied with their pay structure and benefits, 26.7% from the employees are agreeing 16.7% employees are neutral. On the other hand, 6.7% employees disagree, and 6.7% employees are strongly disagreeing with their pay structure and benefits. From my assessment I have found that mostly employees from the call center are dissatisfied with their pay structure and benefits.

Working Schedules

Q:3 The regular working times and balance between life and work at Quantanite are satisfactory.

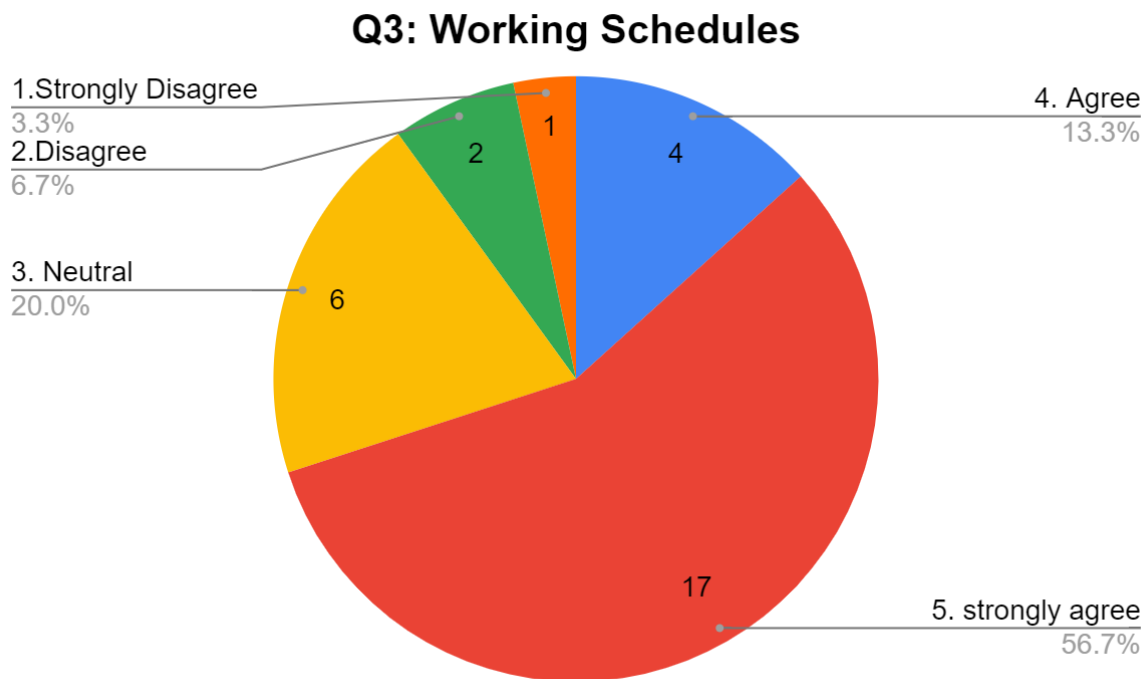


Figure-7: Response of Q:3

Above chart is showing 56.7% employees are strongly agree/ satisfied, 13.3% employees are agreeing with the question, rest of them are neutral or dissatisfied about this matter. We can see that more than 50% of the employees are satisfied. The reason is that in the organization co-workers and supervisor maintain a good relationship, and also, they are cooperative with other.

Security of employment

Q:4 Employees feel comfortable expressing their opinions in the workplace

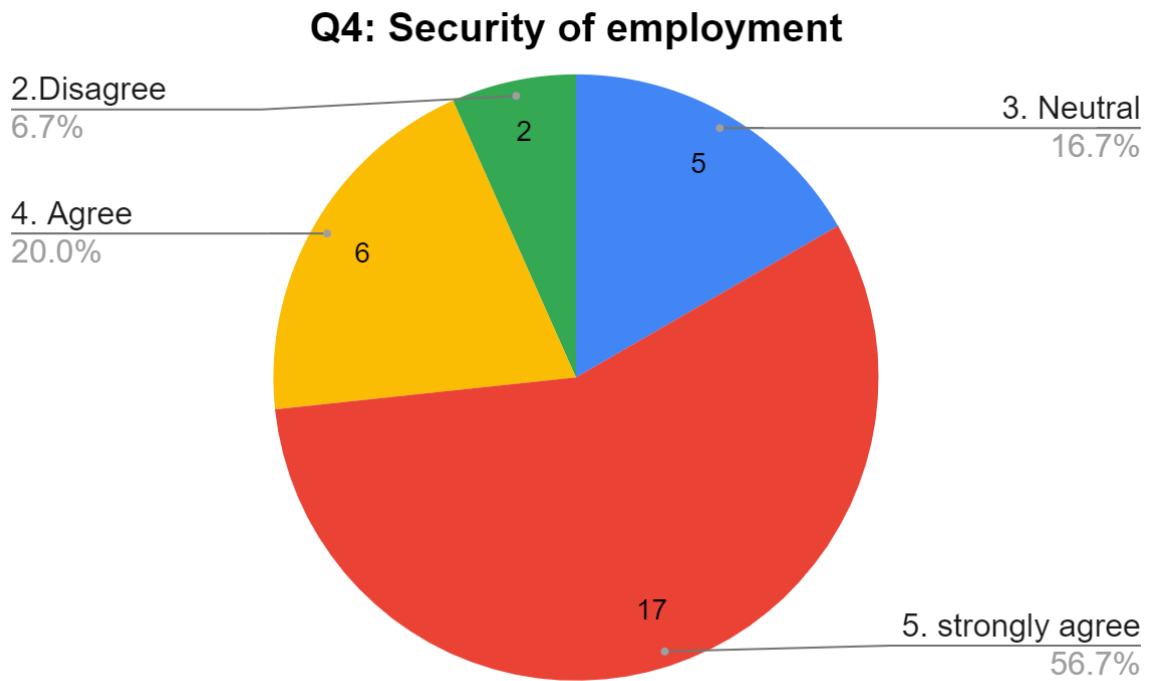


Figure-8: Response of Q:4

The chart shows that 6.7% of employees think that management overlook their views. But 56.7% of employees think they are comfortable to share their opinion and they also think they can actively involve and share opinion and 20.0% are agree 16.7% employees are neutral about this matter.

Q:5 The work environment is highly favorable, particular for female staff

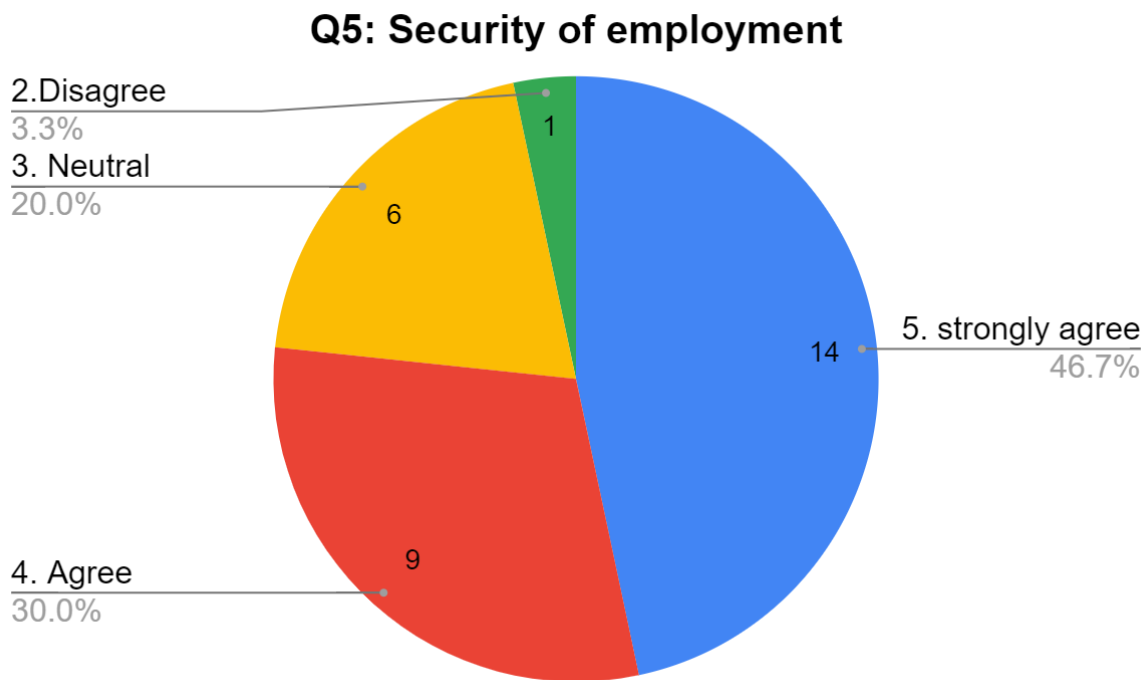


Figure-9: Response of Q:5

The chart above shows that 46.7% of employees, particularly women, are highly satisfied with their work environment, while 30% are satisfied. However, 20% of employees remain neutral, on the other hand, 3.3% are dissatisfied with their workplace conditions. From my research, I found that the neutral and dissatisfied responses stem from employees expecting more from the company, such as better refreshment options and more comfortable seating arrangements during idle periods.

Additional Benefits

Q6: Employees are pleased with the additional benefits provided by the company

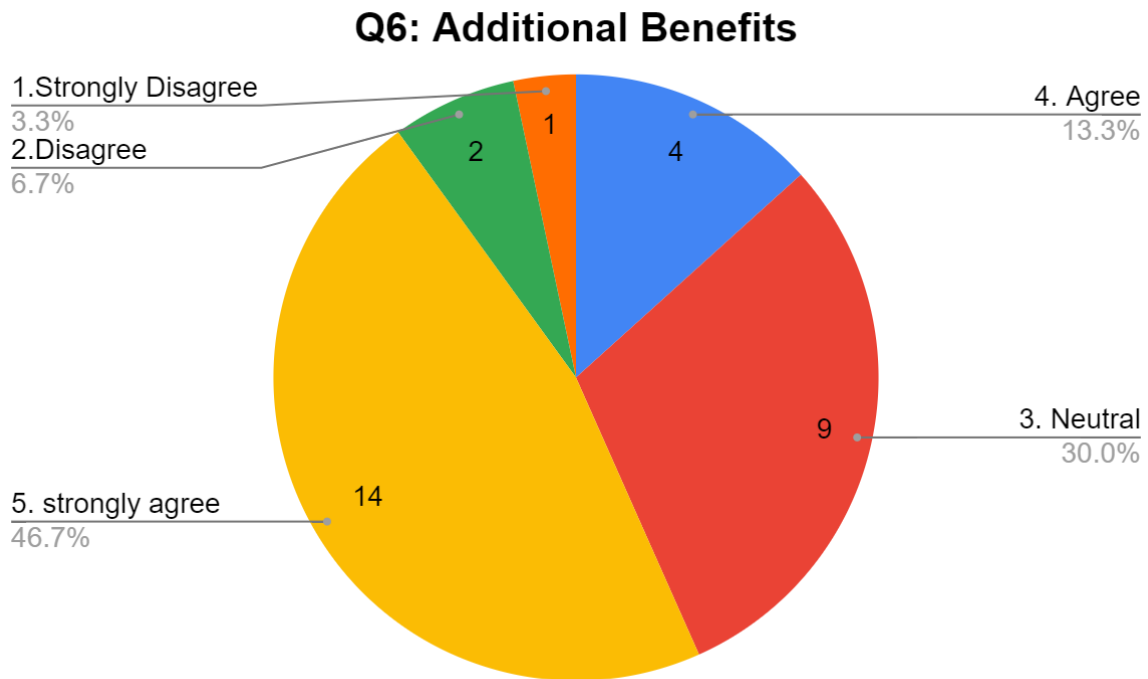


Figure-10: Response of Q:6

The chart above indicates that employees of 46.7% are highly happy with their job safety and security, while 13.3% are satisfied, and 30% hold a neutral stance regarding their job security. On the other hand, 6.7% disagree and 3.3% are strongly disagreeing with their job security. From my survey and interactions with the employees I have found that mostly dissatisfaction come from lower level and fresher recruitment. In this industry every employee has to be technically sound and they have to have the mental capacity to adopt new technologies.

Assigned duty:

Q:7 People feel inspired and motivated by their work

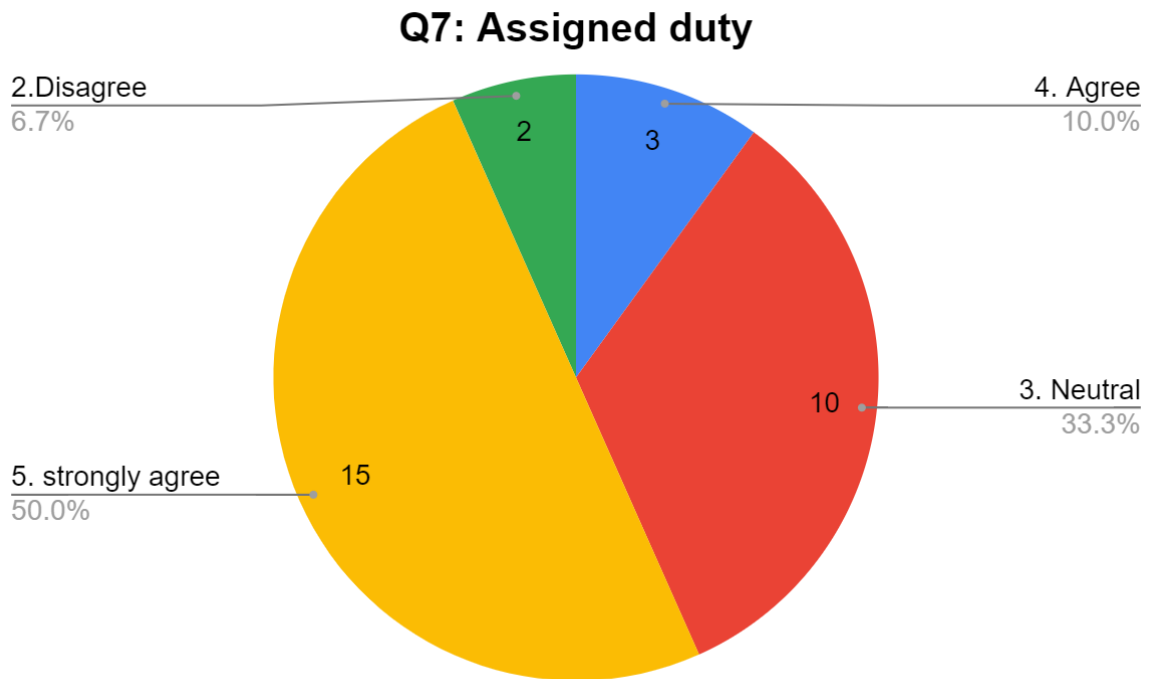


Figure-11: Response of Q:7

The chart above indicates that 50.0% employees strongly feel motivated and appreciated in their workplace 10.0% of the employees also feel motivated. But also 33.3% employees find that their workplace is challenging and 6.7% of the employees feels that they are not motivated at all.

Q:8 Tasks are effectively distributed among all employees

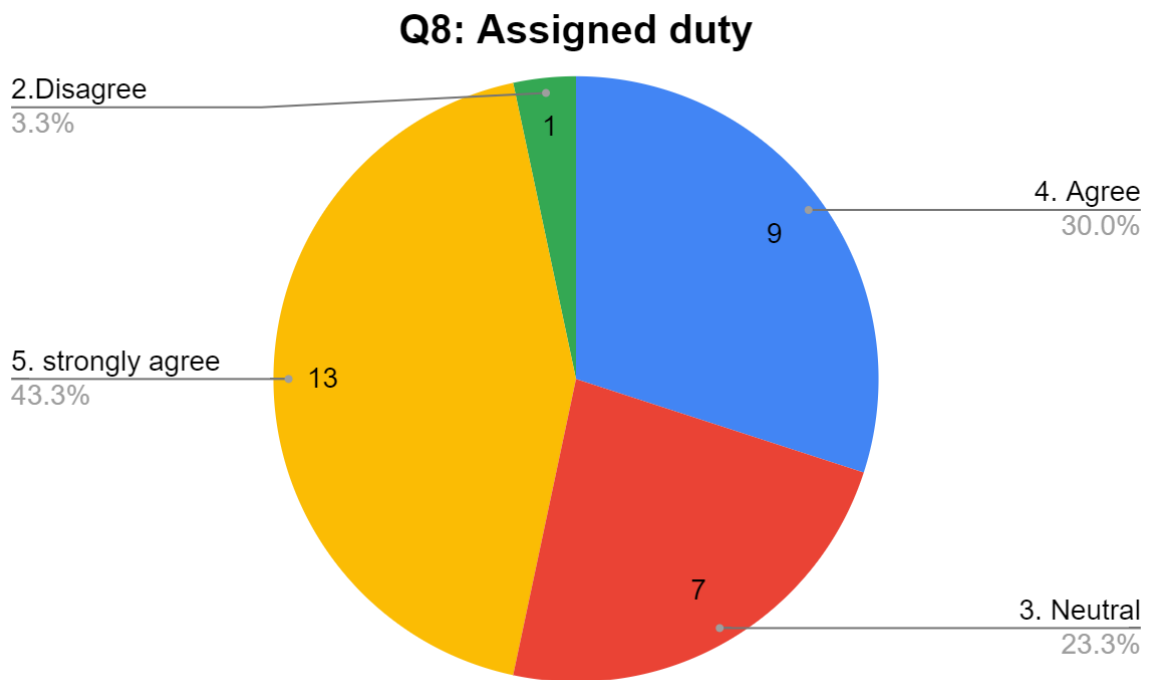


Figure-12: Response of Q:8

Above figure is showing that 43.3% employees are strongly believe that their work and task is perfectly distributed between them. 30.0% also believe with the statement and 23.3% are neutral also 3.3% are disagree with the statement. From my view higher level employees are more likely happy to agree with the statement and lower level of employee are less concern and are not happy about the distribution of the task.

Q:9 Employees are happy with the management's communication regarding departmental activity.

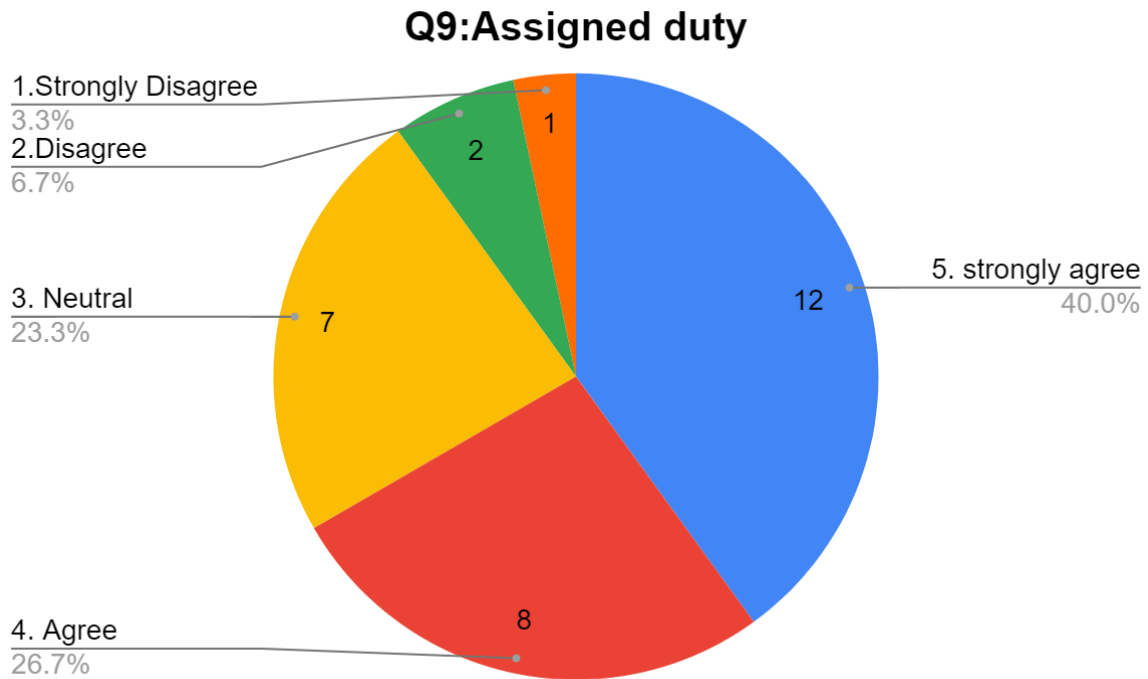


Figure-13: Response of Q:9

This chart is showing that 40.0% of employees are strongly agree with the statement and 26.7% employee find the statement fair 23.3% are neutral. But 6.7% and 3.3% employees are not agree with the statement. It is because from the Covid-19 company started Home Office, even now some of the employees around 15-20% are working from Home. So sometimes they missed some information and what is going on the office.

Promotion Opportunities

Q:10 The company's promotion policies are acceptable to the workforce.

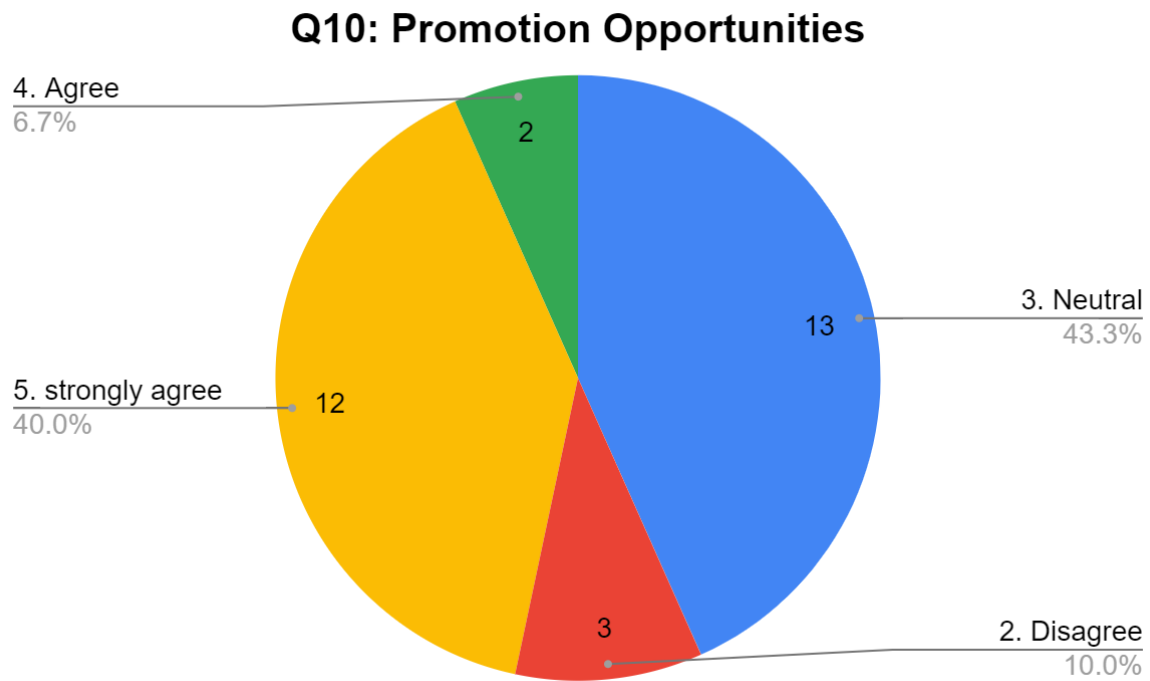


Figure-14: Response of Q:10

The chart above indicates that 40.0% of employees strongly believe that the possibility of promotion is fair. Also 6.7% think that it is fair 43.3% of employees feel that it is neutral not bad nor good. But 10.0% of employees think that it is unfair and disagree with the statement. And it is mostly coming from the call center department because there is less scope to promote someone.

Q:11 Employees are satisfied with the working efficiency in comparison with their dedication.



Figure-15: Response of Q:11

The chart shows that 46.7% of employees believe their work efficiency aligns well with their level of dedication, while 20% agree, and another 20% remain neutral. However, 13.3% of employees disagree with this statement. Based on my assessment, some employees feel that their efficiency is not at its best due to their level of dedication not being properly recognized or appreciated.

Work Efficiency

Q:12 There is a great deal of cooperation between male and female personnel.

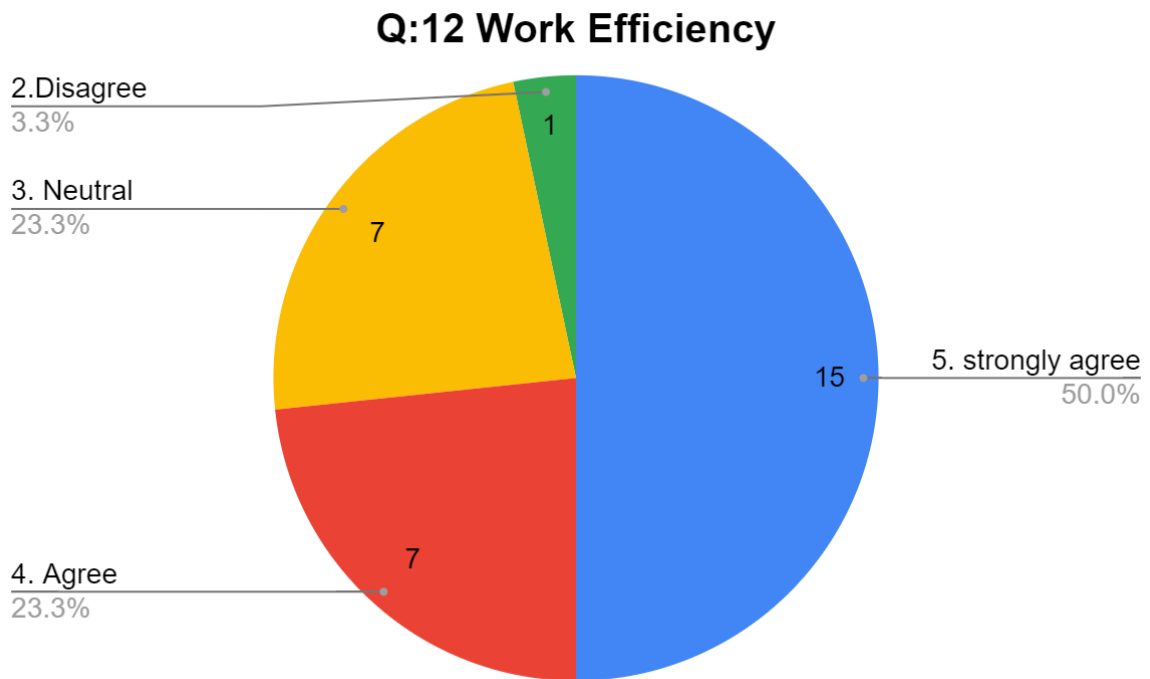


Figure-16: Response of Q:12

The chart above indicates that 50.0% employee from male and female are strongly satisfied with the working environment and cooperation between them. Also 23.3% of the employees are satisfied and agreed with the statement and 23.3% of employees are neutral about the statement. On the other hand, 3.3% employee are disagreeing with this, in my view they expect more perfect working environment and cooperativeness between themselves.

Q:13 The company encourages workplace flexibility and recreational activities for employees

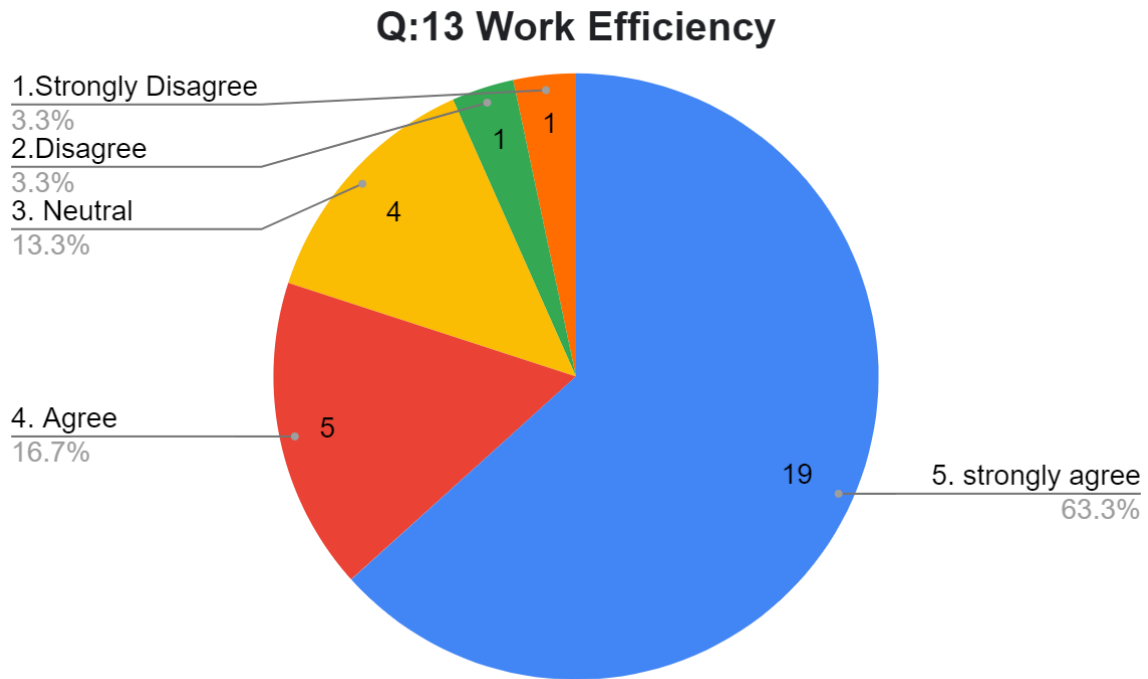


Figure-17: Response of Q:13

This figure is showing that 63.3% employees are strongly happy with the working flexibility and recreation. Employees 16.7% are happy and 13.3% employees are holding neutral position about working flexibility and employee recreation. The high number of satisfactions in this statement is for Work from home system. If any employee, ask for home office for any valid reason the company did not hesitate to give them. On the other hand, 3.3% of employees disagree with the statement and also 3.3% employees strongly disagree with the statement.

Q:14 Workforces are happy with the company's position and performance.

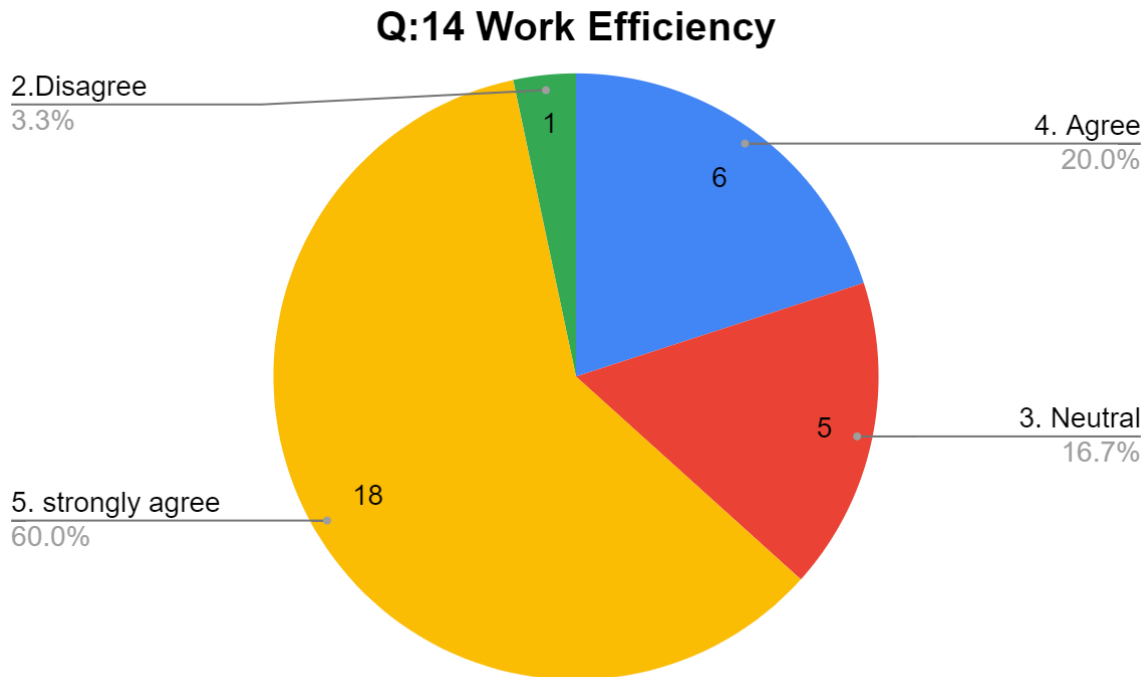


Figure-18: Response of Q:14

From the above illustration it is clear that 60.0% of the employees strongly agree that they are satisfied with their company reputation over the country as well as internationally. Also 20.0% employee are agreeing with the statement and 16.7% of employees are neutral about the statement. As Quantanite is the one of the largest BPO in the world they are operating in 5 countries also they are ISO certified. On the other hand, we can see 3.3% employee are disagree with the statement.

Learning and performance Development

Q:15 Learning and performance Development programs are effective and beneficial for employees

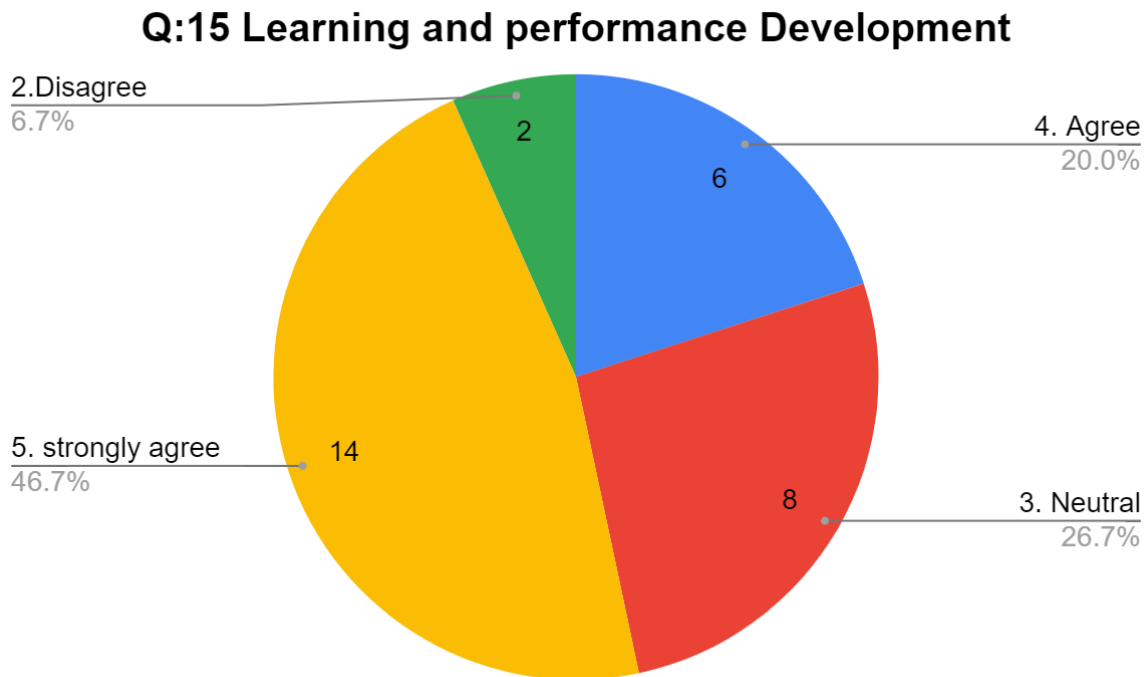


Figure-19: Response of Q:15

The chart is revealing that 46.7% employees are strongly convinced that the development and training session is appropriate and enough for them. Also 20.0% employees are agree with it, and 26.7% employees are neutral with the statement. On the other hand, 6.7% employees are disagreeing with the statement. It is because the training for work from office are conducted in the office premises but who are working from home, they are conducting it in virtually, so it is tough to going trough the flow.

Hiring talent and Selection

Q:16 The finest applicants are chosen through a fair selection and hiring process.

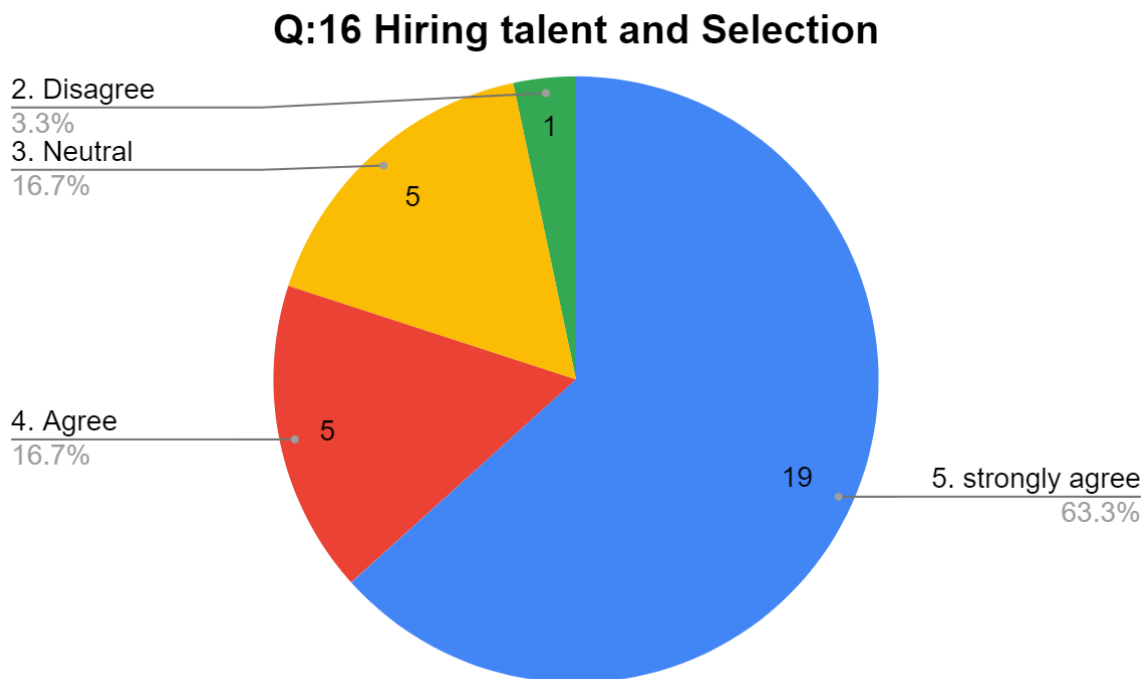


Figure-20: Response of Q:16

This data demonstrates that 63.3% of the employees are strongly happy with their selection and hiring procedures. Also 16.7% employee are agreeing and 16.7% of employees are neutral about the statement. On the other hand there are 3.3% of employees do not agree that it may happened because of some recruitment trough refer and recommendations.

Several significant issues were identified during the research. Those are:

- Lower-level employees do not receive a sufficient salary.
- Employees are only granted 14 days of casual leave per year, after that there is 10 days unpaid leave where company will cut salary for each days. After the 10 days the employee will handled by HR for sack.
- low-grade employees face Insecurity about job, as their opinions are often overlooked by higher-level management.
- The company only offers 3 months of paid maternity leave.
- Some computers are old it takes a lot of time to complete tasks.
- External recruitment reduces promotion opportunities for medium and lower-grade employees.

Chapter 7: Recommendations and Conclusion

7.1 Recommendations

By considering some of the issues discovered during the research in line with the observations, this section provides some implementable recommendations for Quantanite Bangladesh. Suggestions are categorized on a few measures based on my recommendations; these are categorized as follows:

Enhancing Employee Involvement in Decision-Making:

To foster a more inclusive environment, it is essential to increase the participation of lower-grade employees in the company's decision-making process. While employees higher-level traditionally make key decisions, creating opportunities for lower-grade staff to be involved will not only boost their morale but also provide them with valuable organizational insights and professional challenges. This will encourage greater engagement and a sense of ownership in their roles.

Improving Salary and Incentive Structures:

Regular and structured salary increments can serve as a powerful motivator for employees, helping them feel valued and encouraging for more effective work. Fair compensation is a crucial factor influencing employee job satisfaction. Offering competitive salaries and appropriate incentives for employees will lead to improved job performance and contribute to overall organizational success.

Upgrading Tools and Resources:

Coping up with today's fast-paced technological environment, it is important to equip employees with up-to-date tools and resources. For effective performance employees need proper and sufficient equipment. Shortage of the resources or backdated resources can lead to poor performance, and in the end, it will damage the company's reputation. So, the higher management should take a decision to upgrade their materials.

Improvement of job securities:

While job security at higher levels may be sufficient, there is a pressing need to focus on the job security of mid- and lower-grade employees. The current lack of security among these employees can negatively affect their performance and motivation. Strengthening job security for all employees will not only improve their work quality but also boost morale and increase the company's image and reputation.

7.2 Conclusion

This study aims to assess the level of satisfaction about their job among employees at Quantanite Bangladesh. Data was gathered from 30 individuals across various departments within the firm. A questionnaire consisting of 16 questions was prepared for the assessment, and the selected employees were polled using the questions. In addition to the questionnaire, I engaged in casual talks with employees to acquire deeper insights into their opinions, which also helped to create this study.

The findings show that administrators must consider providing additional and diverse types of benefits to employees in order to enhance satisfaction levels. The study studied the elements impacting job happiness at Quantanite Bangladesh, such as job security, employee performance, the relationship between job satisfaction and perks, and the work environment. It also evaluated the components contributing to both happiness and dissatisfaction focusing on compensation, benefits, and job security.

In compiling this study, both primary and secondary data sources were considered. The findings provide an overview of employee satisfaction in areas such as salary, benefits, promotion opportunities, work schedules, the working environment particularly for women and job security. This report can serve as a valuable tool for the organization to boost employee happiness by enhancing their skills, abilities, and values. Furthermore, it may assist in building the interaction between employees and management, thus generating a more satisfied and productive staff.

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Appendix

Here is the google form link of the Questionnaire :

https://docs.google.com/forms/d/1bxEnhLXaKIXBU8NESjoTBFjDrFsBnk7fcGZ1a1VaS9A/viewform?edit_requested=true

Hello, dear colleague, I am Doing research for my university. please fill this form. I will be thankful to you. Please provide your assessment by selecting the appropriate option according to your view. The numerical values in the table signify the following:

Options (5 = Strongly Agree, 4 = Agree, 3 = Neutral, 2 = Disagree , 1 = Strongly Disagree)	5	4	3	2	1
Pay Structure					
The salary aligns well with the level of responsibility and job satisfaction					
Employees are happy with the wage structure and available benefits					
Working Schedules					
The regular working times and balance between life and work at Quantanite are satisfactory					
Security of employment					
Employees feel comfortable expressing their opinions in the workplace					
The work environment is highly favorable, particular for female staff					
Additional Benefits					
Employees are pleased with the additional benefits provided by the company					
Assigned duty					
People feel inspired and motivated by their work					
Tasks are effectively distributed among all employees					

Employees are happy with the management's communication regarding departmental activity.					
Promotion Opportunities					
The company's promotion policies are acceptable to the workforce.					
Employees are satisfied with the working efficiency in comparison with their dedication.					
Work Efficiency					
There is a great deal of cooperation between male and female personnel.					
The company encourages workplace flexibility and recreational activities for employees					
Workforces are happy with the company's position and performance.					
learning and performance Development					
Learning and performance Development programs are effective and beneficial for employees					
Hiring talent and Selection					
The finest applicants are chosen through a fair selection and hiring process.					
Recommendation to improve Employee satisfaction in Quantanite:					